Glen Community Complex

Annual Report 2019-2020

The Senior Youth Group visited Durban, South Africa in summer 2019 - a life-changing experience for our young people. See more on pages 11 and 14

Michael Doherty, Complex Manager provides an overview of the activities and achievements at the Glen Community Complex in 2019-2020.

From left: Andy Cole, Director of Civil Contingencies, based at The Executive Office; Mark Browne, Deputy Secretary of the Executive Office; with Sharon McCullough, Training Manager; and Michael Doherty, Complex Manager.

A challenging year

During the past year, the number of people using the Complex has continued to grow. However, it has been a challenging year. The many tragic deaths in our communities, by suicide or drugs misuse, has had a deep impact on staff, young people and families. To their enormous credit, staff and community groups have rallied together to try and plan a coordinated approach to this crisis.

In March 2020, we witnessed the beginning of the effects of Covid-19, with many of our services forced to close. Very quickly, the Complex became the Lenadoon Covid-19 Community Response Centre; with staff and community groups working together to provide support, information and assistance to hundreds of vulnerable local residents.

Responding to need

Our day-care, family support, welfare, and children and young peoples services continued to respond to local community needs. Our 'Families in Need Winter Appeal' supported over 100 individuals and families with food hampers, toiletries, clothes and utility vouchers. As part of the Covid-19 response we are currently packing 300 food parcels every week and delivering them to seniors, vulnerable individuals, and families; across Lenadoon, Suffolk and Glencolin.

Our social economy day-care project received a very positive inspection from the Early Years Team. Increasing waiting lists for places shows the need for additional space to be added over the next 12 months. We continue to work on our accreditation as an All Ireland Centre of Excellence.

>60,000 USER VISITS

IN 2019-2020 WE HAD MORE THAN 60,000 USER VISITS TO THE COMPLEX
BY CHILDREN, YOUNG PEOPLE AND ADULTS

Training

Our Training for Employment Project organised a reduced number of accredited courses during the year. We hosted two ASIST suicide prevention training courses completed by over 45 individuals. 72 young people benefitted from our Inclusion Project operated in partnership with St Gerard's Educational Resource Centre which runs two days a week at the Complex. Inspire NI also organised Friday evening sports and recreational activities for children and young people with special needs and disabilities.

Complex staff received on-site training in:

- Adult Safeguarding
- Child Protection
- CPR
- GDPR
- Health & Safety
- Mindfulness
- Suicide Prevention

Women's Group

Lenadoon Women's Group organised a wide range of family support, welfare advice and personal development programmes. They worked closely with the local Food Bank to assist families and individuals in need, and with Christians Against Poverty to help individuals with debt problems.

Community Forum

Lenadoon Community Forum's development team hosted regular meetings with local residents, community, and environmental groups. The Forum facilitated meetings and consultations in the Complex with statutory bodies, elected representatives and local residents.

In response to deaths locally by suicide and drug misuse, the Forum hosted several workshops and community response meetings from November 2019 through to February 2020 to collectively discuss ways of addressing these issues in the local community.

Highlights

Among the highlights of the past year were:

- Christmas Concert and activities
- Co. Antrim Go Games
- Day-care Graduation
- Eight-week Summer Scheme
- Families in Need Appeal
- Mental Health Initiative with Boys & Girls Club NI
- Outdoor Halloween Family Event in Car Park

Packing food parcels

Key funding partners

Funding from our partners is essential to deliver the services and programmes provided in the Glen Community Complex. We would like to thank the following:

- Apex Housing Association
- BBC Children in Need Appeal
- Belfast City Council
- Belfast Health & Social Care Trust
- Department for Communities
- Education Authority
- Pathway Fund

Images of 2019-2020

Complex staff meeting

Complex staff CPR Training

Complex managers meeting

Images of 2019-2020

Complex staff Adult Safeguarding Training

The **Lenadoon Training For Employment Project** equips beneficiaries with training and qualifications, improved life skills and self-esteem; designed to break the cycle of benefit dependency.

Empowering the Disadvantaged

The Lenadoon Community Forum's Training For Employment Project is based in the Glen Community Complex, where our facilities include: a state-of-the-art IT suite; training room, conference room; and fully-functioning kitchen.

The accredited training we ran during the period 2019/2020 was made possible through funding secured from Community Fund NI Tampon Tax Community Grant Programme.

The women of West Belfast were our primary beneficiary group and our aim was to:

- Improve their social and economic circumstances
- Build social networks for girls and women
- Improve health and wellbeing
- Provide accredited training to enhance employability skills
- Equip beneficiaries to be better able to support themselves and their families

Our training story for 2019-2020

In partnership with the Lenadoon Women's Group we provided 23 participants with an initial six-week course, incorporating mindfulness and well-being. As participants developed and grew in confidence, 11 members of the group went on to join the European Computer Driving Licence Course; and 12 registered and joined the Sage Computerised Payroll Course to enhance job skills.

Completion of the IT courses has been delayed due to the Covid-19 Pandemic but we are confident that by September/October we will be in a position to welcome back our participants to complete their course in a safe environment. Suitable risk assessments will be carried out, controls implemented and regularly updated.

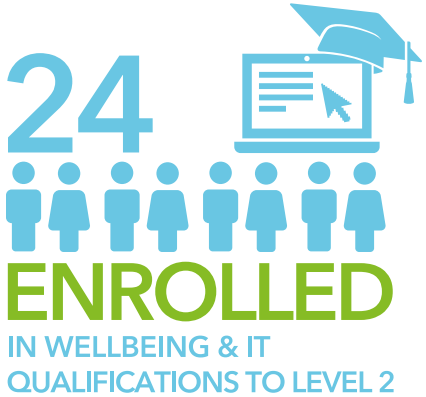
Participants availing of the opportunities in the Glen Community Complex came from: Lenadoon Neighbourhood Renewal Area (94%); Colin Area (5%) and Suffolk Estate (1%).

Educational Outputs for 2019-2020

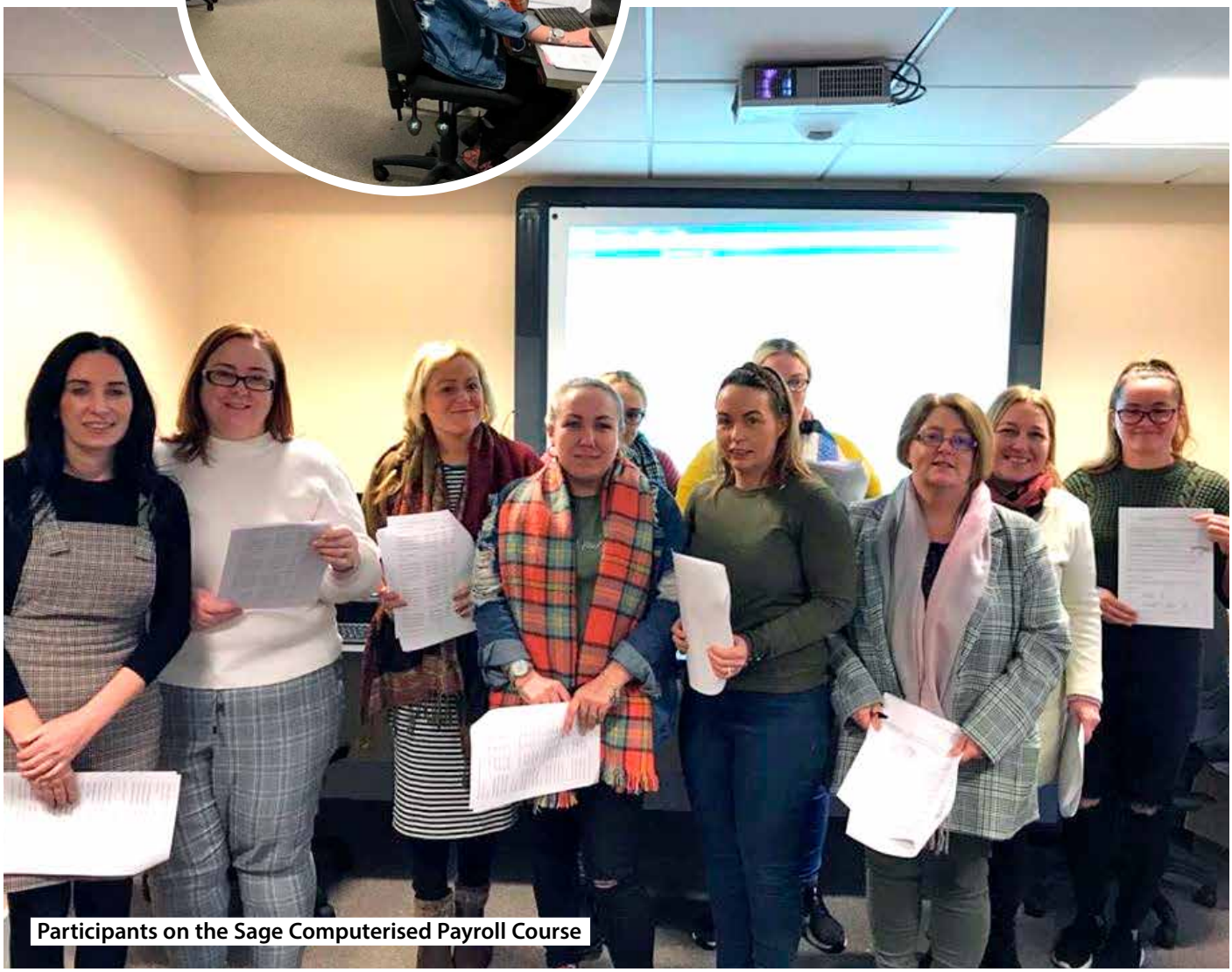
The following outputs were attained in 2019-2020:

- 2 sessional tutors employed
- 1 facilitator employed
- 24 participants completed Mindfulness Course
- 11 participants enrolled in European Computer Driving Licence Level 2 Course (accredited with British Computer Society)
- 12 participants enrolled in Sage Computerised Payroll (accredited with International Association of Bookkeepers)

Our **'Celebration of Achievement Event'** will take place a bit later than planned this year. We look forward to celebrating the achievements of all our participants with the official presentation of course certificates in the company of our valued stakeholders, funders and dignitaries.



IT Suite Computerised Payroll Course



Participants on the Sage Computerised Payroll Course

CV COMPLETION
JOB APPLICATION &
INTERVIEW TECHNIQUES

ON HOLD
DUE TO
COVID-19

2

PARTICIPANTS INTO FURTHER &
HIGHER EDUCATION

£%
12

12 PARTICIPANTS ENROLLED
in Sage Computerised Payroll
Level 2 & E.C.D.L. Level 2

Glen Daycare provides high-quality affordable childcare that is critical to enabling single parents and young families to realise their potential through further education and employment

Quality Childcare Provision

Glen Daycare is an award winning, high quality daycare facility. Our project provides affordable childcare for: working parents; students in education and training; and referrals from health and social care professionals. Every day at Glen Daycare is fun-filled and stimulating with age-appropriate resources and activities in every room. Staff strive to ensure that children are provided with a fun and secure space to learn and develop as they reach their full potential.

Activities - key part of childcare

Daily activities are structured and well planned as these are important for the all-round development of children. We are currently running the 'Eager and Able to Learn' programme and the 'The Media Initiative for Children' programme which includes parent workshops to help extend the learning at home.

Striving for Excellence

Winning the 'Families First Award for Best Community Day-Care in Belfast' a few years ago spurred us on to obtain 'All Ireland Centre of Excellence Accreditation'. And now we are in the final stages of that process. We strive to provide the best opportunities for all children; encourage engagement by being proactive, supportive, caring and flexible; and create a real sense of family and belonging.

Pathway Funding

In April 2019, Glen Daycare secured Pathway Funding for two staff members for a second year. The funding enables the staff to work to improve the development of children who are at risk of not reaching their full potential within the school system. Referrals to the project come from a range of groups including: The West Belfast Family Support Hub; Lenadoon Women's Group; Lenadoon Counselling Project; and Women's Aid.

>12,000
daycare sessions delivered in 2019-2020 by Glen Daycare

Healthy Eating

Alongside good early years education, healthy eating helps build positive mental and physical health benefits for children. Glen Daycare provides a variety of nutritionally balanced meals for each child's dietary requirements. Our kitchen was again awarded the top rating of '5' by Belfast City Council's Environmental Health Department.

Pre-School Graduation

On the 27th June 2019 we had our Pre-School Graduation, with 22 pre-school children graduating. It was a special occasion that marked a milestone complete and the beginning of a new chapter in primary school for the children. It was celebrated by the children, their parents, carers, grandparents and staff.

Annual Inspection

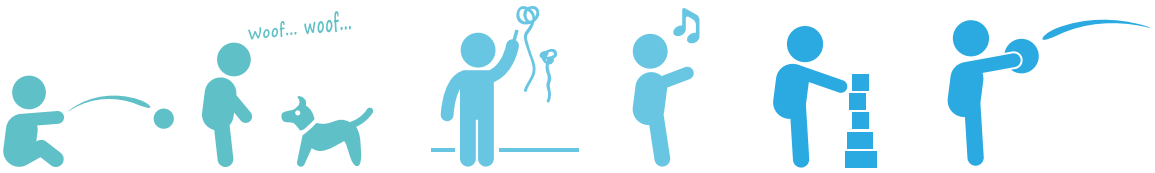
Our 2019 annual inspection by BHSCT took place in May 2019. The outcome was very positive, with the inspecting social worker complementing the excellent quality of care that we provide. The Inspector complimented the staff interactions across all rooms saying they were "excellent".

Summer Activities

During the summer of 2019 we had a range of activities and outings that the children availed of. These included: Belfast Zoo; Stream Vale Farm; W5; Roar and Explore; Half Moon Lake; and Colin Glen Forest Park.

For further information on our day-care services, please call Donna Reid McMahon

Tel: 028 9061 8549



12 - 18 months | 18 - 24 months | 2 - 3 years

Glen Parent Youth Group's After-School, Youth and Inclusion Projects continue to have a growing and hugely positive impact on the lives of children, young people and families in the Greater Lenadoon area.

After-School Project: P1 - P7 Children

After-School Project P1 - P7

The After-School Project operated by Glen Parent Youth Group delivered an extensive programme of after-school activities in 2019-2020. The Project caters for Primary 1 to Primary 7 aged children. The Project operates Monday to Friday from 2.00pm - 6.00pm - with youth group staff providing a pick-up service from local primary schools. This is a really valuable service for parents and guardians who otherwise may not be able to take their child to the After-School Project.

Educational Benefits

The Project offers children a safe, supervised and fun environment in which to: supplement in-class learning; build numeracy and literacy skills, with access to one-to-one support (by qualified teachers); learn and develop new skills; and build positive relationships. The enabling environment in the Project has helped children to benefit from increased levels of self-confidence and a greater desire to succeed in school.

Programmes

The After-School Project offered children and young people a wide range of activities to engage with including:

- Arts & Crafts programmes
- Community Clean-up
- Cook it! Programme
- Cycling Programme
- Gymnastics Programme
- Healthy Living Programmes
- Keeping Safe Programme
- Mindfulness + Yoga Programmes
- Seasonal Workshops
- Science Workshops
- Slime Workshops
- Sonal Sportz football
- Storytelling

>350 CHILDREN AND YOUNG PEOPLE

benefitted from Glen After Schools Project; >20,000 individual user sessions delivered

Evening Youth Provision: 11 - 21 years

Evening Youth - 11-21 years

The evening youth provision targeted young people aged 11-21 years old and operated Monday to Thursday from 6.45pm - 9.30pm. The evening youth provision provided a range of opportunities for enabling and empowering the young people to reach their full potential as caring and responsible citizens, equipping them with the skills to develop ongoing relationships with other young people and adults, and critically to give them hope and opportunity for their future.

From Durban to Berlin

This year the senior youth group embarked on its first ever overseas educational trip - all the way to Durban in South Africa. The group had been fundraising for over 3 years and were supported by Apex to cover some of the costs.

The youth group was also involved in a cross-community international exchange with a group of teenagers from Germany through the **'Crossing Borders'** Project. 10 senior members from the youth centre were involved in a 14-day programme - discussing cultural differences and exploring peace and reconciliation initiatives. The programme culminated with a 5-day educational visit to Berlin.

Throughout the year, a broad range of non-accredited and accredited training programmes were delivered to meet young people's individual needs in a fun, educational, social and enjoyable environment.

Non-Accredited Programmes:

- Drug & Alcohol Awareness
- Leadership Programme
- Let's Get Fit Programme
- Mindfulness Training
- Mind Your Mate
- Ready Steady Cook
- Sexual Health Programme
- Weigh to Health
- Yoga Workshop
- Young Women's Group

Accredited Training delivered:

- OCN Level 1 and Level 2 Peer Mentoring
- Motivation Workshops
- Make-up and Beauty Level 1
- OCR Essential Skills in ICT Entry Level 2

Glen Parent Youth Group delivered an eight-week summer scheme in July and August. Over 260 young people enjoyed a busy schedule of activities with daily trips away and in-house activities.

After-School Activities

After-School Activities

More photos of Senior Youth Group in Durban, South Africa

Social Inclusion Project

Inclusion Project

The Inclusion Project is aimed at giving young people who would not normally attend a youth club, the opportunity to experience it. The Project works in partnership with St Gerard's Resource Centre and offers young people aged 14-16 the opportunity to take part in activities and structured programmes in a youth club setting. The Project operates during school hours on Mondays and Thursdays: 9.30am - 2.00pm.

An important aim of the Inclusion Project is to encourage the young participants to take the 'next step' in their social development by participating in some of the activities provided by the general youth club which operates Monday to Thursday from 6.45pm - 9.30pm.

ICT Skills Training

The project offers the opportunity to avail of an OCR Essential Skills in ICT Level 2, and Entry Level 1 that resulted in participants obtaining recognised qualifications.

Programmes delivered during the year included:

- Beat the Street - orienteering-based map reading programme that encourages active participation
- Cycling Proficiency
- Healthy Living Workshops (including cooking)
- Community Challenges
- Multi-Sport Activities
- Peer Mentoring and Junior Volunteer Workshops

The role of **Lenadoon Community Forum** is to advocate for, and represent the views of local residents in dealing with statutory bodies, elected representatives and funding agencies.

Advocating for local residents

During the year Lenadoon Community Forum participated in and supported the Suffolk Lenadoon Interface Group (SLIG) through its management committee. A number of joint community events were facilitated including 'Memories of Old Belfast' (a digital history of the City) and CPR/Defibrilator Training.

The Forum continued to be represented on the 'Stewartstown Road Regeneration Project', a jointly owned shared-interface space which provides employment and manages retail units for the benefit of local residents.

A group of influential Californian Senators met with cross-community representatives during a fact-finding visit to Belfast. The Senators learned of the important cross-community and peacebuilding work carried out across the Lenadoon-Suffolk Interface over the last 20 years, culminating in the establishment of this jointly-owned, shared-space social economy business.

Events organised

The Forum supported over 100 volunteers who actively participated in the Forum's Housing Environment and Community Safety Sub-Group, and a number of the Forum's thematic member groups including Residents' Associations, the Older and Active Group and Environmental Group. Over 300 people attended Community Safety Information Days held in May and November 2019. These events were organised to ensure residents in the neighbourhood were aware of the services and support available to them. The Forum facilitated a Dementia Art Project with local school children, which was later presented to Dementia NI at an awareness event in Belfast City Hall.

For further information on any of the Forum's services please contact Renee, Paddy or Sharon.
Tel: 028 9061 5319

Facilitation and lobbying support

Many meetings with residents groups and individual residents took place in the Glen Community Complex. Staff provided a direct referral system for people requiring additional support services from other organisations.

Forum staff supported the Woodbourne Residents' Association to lobby for the implementation of the long-delayed major environmental improvement scheme for the Woodbourne area. A number of Woodbourne Working Group meetings were held in the Complex. Planning permission has been secured.

Community consultation and planning in response to the suicide and drug crisis in Lenadoon

Forum staff continued to support the 'Friends of the Half Moon Lake' and the 'Men's Shed' and helped organise a number of family-friendly events located at the Lake site.

The Forum facilitated meetings between local residents and representatives from some of the following statutory bodies:

- Belfast Central Mission
- Belfast City Council
- Dementia Navigator
- Department for Infrastructure
- Housing Associations
- Northern Ireland Housing Executive
- Translink

Lenadoon Community Festival Group facilitated a cross-community pro-life talk in the Complex

The Forum in partnership with Dementia NI and St Oliver Plunkett Primary School launch 'JAM Card' as part of Seniors Week.

JAM Card - great idea!

In shops or on public transport dementia sufferers can take a little longer to get their money or ask for things. The **JAM Card (short for 'Just a Minute')** can be carried by dementia sufferers to let shop assistants and others know that they might need to be patient...

Lenadoon Women's Group - providing a vital resource for the women and families of Lenadoon.

Advocating for Women and Families

During the year Lenadoon Women's Group provided over 480 individuals and families with support for personal development, health and well-being and rights advocacy. Those assisted were referred to the Group by some of the following:

- Housing Bodies
- Health and Social Care professionals
- GP's
- Lenadoon Community Counselling Service
- Outer West Family Support Hub
- St Vincent de Paul
- Women's Aid

Staff and volunteers provided a wide range of support including:

- Support for victims of domestic violence
- Assistance in accessing professional counselling, alternative therapies and other support services
- Help with benefits and welfare rights concerns
- Support for those with debt problems (working with Christians Against Poverty)
- Help for families and individuals at winter with food hampers, clothes, toys, toiletries and fuel vouchers
- Hosted Drug & Alcohol Awareness Workshops

Our staff and volunteers completed training in:

- ASIST
- Autism Awareness
- Adult Safeguarding
- Child Exploitation
- Data Protection
- Debt/Budgeting
- Family Support
- Female Genital Mutilation
- First Aid
- Misuse of Prescription Drugs
- Money Management
- Neglect Awareness
- Resilience
- Self-Harm
- Stress Management
- Suicide Prevention

Drug and Alcohol Awareness Initiatives

In response to the increasing numbers of local people losing their lives due to illegal and legal drug misuse, we organised a number of very successful Drug & Alcohol Awareness Workshops in 2019 and 2020. We also facilitated a Welfare Workshop in response to concern locally about the impact of ongoing welfare cuts.

Courses facilitated by the Group included:

- Breast and Cervical Cancer
- Connecting With Your Families (5-15 years)
- Emotional Health and Well-Being
- Helping Hands
- Incredible Years Programme (6-12 years)
- Mindset
- Parenting Apart
- Yoga

Lenadoon Women's Group - Annual General Meeting

First Aid Training

Complex staff completed ASIST - Applied Suicide Intervention Skills Training

>130
INDIVIDUALS & FAMILIES

benefited from the **'Families In Need'** Winter Appeal and the Covid-19 Community Response facilitated by Lenadoon Women's Group

Statement of Financial Activities

Glen Parent Youth Group statement of financial activities (including Summary Income & Expenditure Account) for the year ended 31 March 2020

	Unrestricted Funds 2020	Restricted Funds 2020	Total 2020	Total 2019
Incoming Resources				
Activities to further the charity's objectives:				
Grant received and other income		615,889	**615,889**	646,633
Investment Income				
Investment Income	290	-	290	-
Total Incoming Resources	290	615,889	**616,179**	646,633
Charitable Expenditure				
Management and Administration	(22,100)	(654,437)	**(676,537)**	(565,718)
Total Resources Expended	(22,100)	(654,437)	**(676,537)**	(565,718)
Net Income before transfers	(21,810)	(38,548)	**(60,358)**	80,915
Transfer between funds	-	-	-	-
Net Incoming Resources	(21,810)	(38,548)	**(60,358)**	80,915
Fund balances brought forward	110,572	117,037	**227,609**	146,694
Fund balances carried forward	88,762	78,489	**167,251**	227,609

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

Acknowledgement

The financial support of our funders is vital; without it our capacity to deliver the much needed services in the Glen Community Complex would be greatly reduced.

Glen Community Parent/Youth Group would like to acknowledge the financial support that it received in the past year from the following organisations:

Apex Housing Association
BBC Children in Need
Belfast City Council
Belfast Health & Social Care Trust
Department for Communities
Education Authority (BELB)
Pathways Fund

Among the many user groups in 2019-2020 were:

Apex Housing Association
Belfast City Council
Belfast Hills Partnership
Belfast Neighbourhood Renewal Working Group
Boys & Girls Club NI
Boxfit
Cancer Focus
Christians Against Poverty
County Antrim GAA
Education Authority
Elected Representatives
Féile an Phobail Community Outreach Group
Inspire NI
Lenadoon Community Counselling Project
Lenadoon Community Festival Group
Lenadoon Cultural Group
Lenadoon Neighbourhood Youth Providers Network
Local Residents Groups
Mid Lenadoon Residents Association
NI Housing Executive
Outer West Family Support Hub
Peace Players International
Sarsfields GAA
South Antrim GAA
St Gerard's Educational Resource Centre
Suffolk and Lenadoon Interface Group
West Belfast Community & Well-Being Alliance
West Belfast Partnership Board
Women Into Sport
Woodbourne Working Group
Youth Action NI
Youth Work Alliance

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Tel: 028 9058 5544
www.glenparentyouthclub.org

Glen Community Complex is a community project provided by Apex Housing Association Ltd