Glen Community Complex

Annual Report 2020-2021

Children from the After-School Project took part in a sponsored Indoor Camping event and members of the Senior Youth Group helped organise a positive mental health 'Walk and Talk' initiative raising £9,000 for Lenadoon Counselling Services. See more on pages 2, 10 and 11

Michael Doherty, Complex Manager provides an overview of the activities and achievements at the Glen Community Complex in 2020-2021.

Glen Parent Youth Group organised a hugely successful 'Walk and Talk' initiative - raising £9,000 for Lenadoon Counselling Services.

A challenging year

2020-2021 was a difficult year, but one in which the staff and volunteers of the Complex rose to the challenge. With the spread of Covid-19 at the beginning of April and local council and other statutory centres closing down, the Glen Community Complex became the Community Covid Response Centre for the Lenadoon neighbourhood.

Every room in the Complex was regularly deep cleaned and risk assessments were completed and updated regularly over the year. PPE equipment and signage became operational throughout the year with staff wearing face coverings when interacting with users and visitors.

Responding to need

Support, information and assistance was provided over nine months to hundreds of local people and families who were shielding, isolating or vulnerable. Over 300 food parcels were collected, packed in the Complex and delivered on 16 occasions to those who needed it most.

We operated a daily phone line so that local people could contact us with details of individuals and families who required support. We provided them with information and signposted them to other support services. We hosted several local seniors' groups in the Complex that were unable to continue using council facilities due to closure. Our youth members and youth staff organised a very successful mental health fundraising initiative called 'Walk and Talk' during June and

>50,000 user visits - in person and virtual

In 2020-2021 **children, young people** and **adults** used our services on more than 50,000 occasions - visiting the Complex **in person** or **virtually** through our online clubs.

July. In addition to raising £9,000 for Lenadoon Community Counselling Services, the 'Walk and Talk' initiative encouraged local people of all ages to talk to others about how they were feeling.

Despite the pandemic, our day-care project became fully operational again in July 2020. Its facilities and activities were enhanced by the purchasing of new outdoor and indoor play and educational equipment and resources. Our youth project also delivered a very successful summer intervention programme.

Training

The Lenadoon Community Forum's Training for Employment Project managed to deliver a number of accredited courses. In line with Covid-19 restrictions, PPE equipment was purchased to enable the courses to be delivered in a safe manner.

In addition to these courses, Complex staff received training in:

- Paediatric first aid
- Covid-19
- Designated officer
- Compassion fatigue
- Mindfulness
- Gambling addiction

Lenadoon 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.

Lenadoon Community Forum

Lenadoon Community Forum moved their bi-monthly members' group meetings and counselling service monthly staff meetings to the Complex. We hosted a number of meetings in the Complex for forum member groups.

Highlights

Among the highlights of the past year were:

- Walk and Talk initiative
- Complex operating as Lenadoon Covid Response Centre
- Packing and delivering food parcels to over 300 individuals/families over nine months
- Summer intervention programme
- Inclusion project with St Gerard's
- Filmmaking/media training project

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
- Belfast City Council
- Belfast Health & Social Care Trust
- Department for Communities
- Education Authority
- Enkalon Fund
- Kathleen Graham Trust
- Northern Ireland Housing Executive
- The Pathway Fund

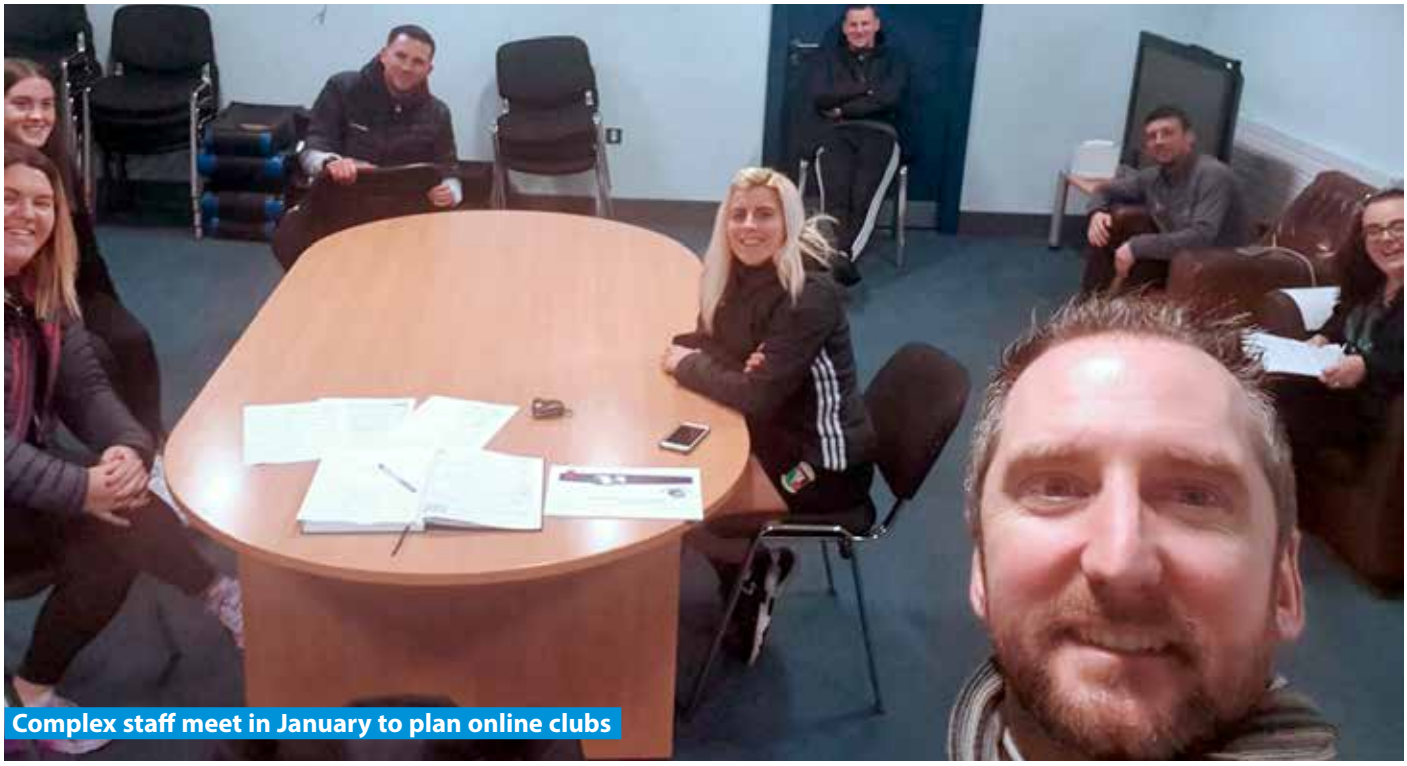
Fitness Club

Images of 2020-2021

Families in Need - Winter Appeal

Youth Outreach

Images of 2020-2021



Complex staff meet in January to plan online clubs

The 'World Champion' visits the Complex

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 2020-2021 was made possible through funding secured from Community Foundation for Northern Ireland.

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 well-being
- Provide accredited training to enhance employability skills
- Equip beneficiaries to be better able to support themselves and their families

Our training story for 2020-2021

In partnership with the Lenadoon Women's Group, we initially provided the beneficiaries with a six-week emotional well-being and mindfulness course. As participants developed and grew in confidence, 11 members of the group joined the European Computer Driving Licence Advanced Course; and 12 participants registered and joined the Sage Computerised Payroll Course (Level 2) to enhance their job skills.

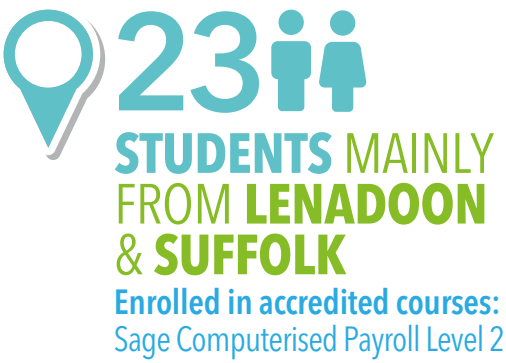
It is expected that participants will complete these IT courses by December 2021. We are thankful that we have been in a position to welcome back participants in a safe environment, following the Covid-19 pandemic and we will continue to ensure that risk assessments are suitable and sufficient; and controls implemented and regularly updated.

Participants availing of the training opportunities in the Glen Community Complex came from: Lenadoon Neighbourhood Renewal Area (92%); Colin area (6%) and Suffolk estate (2%).

Educational Outputs for 2020-2021

The following outputs were attained in 2020-2021:

- 2 sessional tutors; and 1 facilitator employed
- 26 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)
- 4 participants were supported into sustained employment through CV completion; interview techniques; and assistance with application completion and online job search
- 9 participants have progressed on to further or higher education opportunities
- IT suite utilised by groups and statutory bodies for training purposes



IT Suite Computerised Payroll Course

Participants on the Sage Computerised Payroll Course

23 STUDENTS **ACHIEVED**
ACCREDITED QUALIFICATIONS AT LEVEL 1, 2 or 3

9 PARTICIPANTS INTO FURTHER & **HIGHER EDUCATION**

4 SUPPORTED INTO SUSTAINED **EMPLOYMENT**

CV COMPLETION
JOB APPLICATION & INTERVIEW TECHNIQUES

Glen Day-care 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 Day-care is an award winning, high quality day-care facility for children aged 0-5 years. Our project provides affordable childcare for: working parents; students in education and training; and referrals from health and social care professionals.

Children are provided with a fun and secure space to learn and develop as they reach their full potential, with high staff-to-child ratios allowing each child to receive the care and attention they need.

Covid-19

As a result of the Covid-19 pandemic Glen Day-care closed its doors at the end of March 2020 and did not reopen until late July. During this time, staff regularly hand-delivered activity packs to the children's homes based on their age and stage of development. Staff also supported parents to introduce strategies to improve their child's behaviour; helped parents with new routines; and spoke to children over the phone and on video calls. We also provided emergency childcare for children of parents who were availing of emergency support from our Family Support Team.

Glen Day-care reopened in late July and since then has been operating within a 'pod' structure in accordance with Public Health Agency (PHA) guidance to reduce the risk of Covid-19 transmission. Risk assessments have been carried out, additional resources and PPE acquired, hand hygiene and cleaning practices enhanced and the use of outdoor space maximised. New Covid-19 policies and procedures were introduced and all staff have completed relevant training.

Funding

In April 2020, Glen Daycare secured funding from The Pathway Fund for two staff members for another year. This funding enables the staff 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 Outer West Belfast Family Support Hub; Lenadoon Women's Group; Lenadoon Counselling Project; and Women's Aid.

In December 2020, we secured funding from Belfast Childcare Partnership for a new computer and printer; and an outdoor climbing frame. The climbing frame has enhanced the children's outdoor play experience and enabled them to enjoy active energetic play throughout the day; helping to enhance their fine motor skills.

Summer activities

During the summer of 2020, we maximised the use of our outdoor area and planned a range of outdoor activities for the children. Our staff designed, delivered and implemented a wide range of indoor activities and games for the children. Each day was different and we made sure the children had fun.

Staff training

Day-care staff have availed of a range of online training throughout the year including: Covid-19; infection prevention and control; ASD; level 3 & 5 childcare; building resilience; paediatric first aid; inclusive practice; the value of play in the early years; working in partnership with parents/ professionals; fire safety; and health and safety.

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

Tel: 028 9061 8549

Parent Testimonial

"throughout the Covid-19 pandemic day-care staff have been very professional adhering to government guidance. I feel reassured and content sending my daughter each day to day-care."

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 activities in 2020-2021. The project caters for Primary 2 to Primary 7 aged children and operates Monday to Friday from 2pm - 6pm, with youth group staff providing a pick-up service from local primary schools.

Educational Benefits

The project offers children a safe, supervised and fun environment in which to: supplement in-class learning; build numeracy and literacy skills; access 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 & Workshops

A series of programmes and workshops offered children and young people access to a range of activities including:

- Keeping safe (Covid-19)
- Storytelling workshops
- Drama
- Healthy living
- Environmental
- Arts & Crafts (online)
- Dance and drama (online)
- Cook It (online)
- Seasonal workshops (online)
- Community safety
- Mindfulness/yoga

Response to Covid-19 Lockdown

Due to Covid-19 restrictions the After-School Project closed in March 2020 and reopened in September 2020. Bubble groups were introduced for young people and staff; and restrictions were introduced for school pick-ups including a limit on numbers travelling together. During the closure we continued to support members of the After-School Project:

- Activity packs were delivered to every member throughout the summer months
- HD Kindle fires were purchased and delivered to young people who needed IT equipment for online homework support
- Easter eggs and Easter packs were delivered to all members

>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; focussing on enabling and empowering young people to reach their full potential as caring and responsible citizens. Young people were offered different activities to help and encourage them to grow; build ongoing relationships with other young people and adults; and give hope and opportunity for their future.

Response to Covid-19 Lockdown

Due to the Covid-19 pandemic, the senior youth club had to close its doors in April 2020; switching to a virtual youth club up to September 2020 when the Club reopened at the Complex at 80% of normal capacity. Young people were delighted to be back and expressed concerns about the negative impact that Covid-19 restrictions were having on them including: social inaction; drug misuse; and falling behind with their school work. In repsonse to the young people's feedback we delivered a series of workshops focussing on their concerns and working with them around mindfulness and mental health.

We also delivered in-house group work and a street-based mental health art mural project. Over the summer of 2020 our youth staff and young members organised a positive mental health 'Walk and Talk' initiative which raised £9,000 for Lenadoon Community Counselling Services.

Non-Accredited Programmes:

- Mindfulness training
- Substance abuse awareness
- Ready steady cook
- Let's get fit
- Young Men's Group
- Young Women's Group
- Youth Forum
- Weekly quizzes
- FIFA tournaments
- Talent show
- CV building

Accredited Training delivered:

- Gambling & resilience (online)
- Promoting resilience
- Circle of courage training

Glen Parent Youth Group delivered a 4-week intervention programme during July and August 2020 - with daily trips away and in-house activities. Due to Covid-19 restrictions, the number of participants was limited to 30 young people.

After-School Activities

Banana Boating in Craigavon. Crazy fun!

Senior boys on a day trip to Airsoft and volunteering at a local area clean-up project

Senior Girls enjoyed day trips to Lady Dixon Forest Park; and orienteering in Colin Glen

Everyone joined in for a summer evening walk

Social Inclusion Project

Young people from St Gerard's Resource Centre

Inclusion Project

The Inclusion Project in partnership with St Gerard's Resource Centre was unable to run for most of the year due to restrictions as a result of the Covid-19 pandemic.

The Inclusion Project is aimed at giving young people who would not normally attend a youth club, the opportunity to experience it. It offers young people aged 14-16 the opportunity to take part in activities and structured programmes in a youth club setting; thereby encouraging the young people to sign up as members and in the longer term volunteer as youth leaders.

Outreach programme

As a result of indoor Covid-19 restrictions in Glen Community Complex, the youth group moved an element of its youth work to a detached setting, working in the local community to deliver outreach in a safe environment.

This has enabled us to deliver street-based youth work for more young people.

As a result of this outreach, more local young people have become engaged and residents have witnessed a decrease in anti-community behaviour.

In the autumn of 2020 **Glen Parent Youth Group** provided lots of great outdoor activities for children in the afterschools project.

Getting out and about after school in Autumn 2020

Afterschools and Youth activities at the Complex returned September 2020

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

Due to the exceptional circumstances brought about by the Covid-19 pandemic, Lenadoon Community Forum had to adapt its approach to participation and provision of ongoing support to local residents and forum member groups.

The Forum established an SOS page to provide daily updates for residents of Lenadoon and Suffolk Communities about changes to service delivery by the main statutory bodies and local schools. Risk assessments were carried out for all rooms used by the Forum in the Complex, Covid-19 signage was displayed, rooms were deep cleaned and PPE equipment was purchased and utilised.

As part of the Lenadoon Community Response Initiative established in the Glen Community Complex at the start of the pandemic, the Forum provided direct support to residents that had identified as having to self-isolate due to Covid-19 or were vulnerable. Thousands of food parcels/non-food items and utility vouchers were distributed by the response initiative, which was made up of local volunteers and community workers. Food parcels were also delivered regularly to families in our neighbouring Suffolk estate.

Events organised

The Forum continued to provide support to local volunteers and community groups throughout the year. Some of the groups supported included:

- The Friends of the Half Moon Lake
- Tuesday Club
- Black Mountain Older Men's Group
- Carrigart Residents
- Hillhead Residents
- Woodbourne Residents' Association

Meetings of the Forum's 'Housing, Environment and Community Safety Sub-Group' continued to be held, providing support to a number of thematic forum member groups. These included residents groups and older and active groups who participated in the Zoom meetings to ensure issues impacting on residents' lives were raised and addressed by the statutory organisation responsible.

Staff provided a direct referral system for people who required additional support services from other organisations.

Socially-distanced meeting of forum member groups

The Forum's community magazine became a vital communication tool throughout the year. It was delivered free to every home in the greater Lenadoon area on a quarterly basis and contained information relating to services and support being provided by local groups and organisations along with relevant contact details. It also provided community safety information and advice, and contact details for support and emergency service providers.

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

'Tuesday Club' members using the IT Suite

Lenandoon Community Forum - member group meetings.

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 350 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:

- Lenadoon Covid Response Centre
- Housing bodies
- Health and social care professionals
- GPs
- Lenadoon Community Counselling Service
- Outer West Family Support Hub
- St Vincent de Paul / Parish Centre
- Women's Aid

Staff and volunteers provided a wide range of support including:

- Support to individuals and families throughout the pandemic
- Support to 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 over the winter period with food hampers, clothes, toys, toiletries and fuel vouchers
- Delivery of food parcels to families and individuals on 16 occasions
- Provision of utility vouchers to individuals and families living in poverty or self-isolating/ shielding

Our staff and volunteers completed training in:

- Child protection
- Covid awareness
- Compassion fatigue
- Designated officer
- Drug / alcohol awareness
- Family support
- Gambling addiction
- Mindfulness
- Suicide prevention

'Families in Need' Winter Appeal

Over 100 individuals and families benefitted from the 'Families in Need' Winter Appeal and the Covid-19 Community Response facilitated by Lenadoon Women's Group.

'Families in Need' Winter Appeal 2020

>100 INDIVIDUALS & FAMILIES

Winter Appeal

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

Lenadoon Women's Group - Healthy Eating Project 2020

Lenadoon Women's Group - Annual General Meeting 2020

Statement of Financial Activities

Glen Parent Youth Group statement of financial activities (including Summary Income & Expenditure Account) for the year ended 31 March 2021

	Unrestricted Funds 2021	Restricted Funds 2021	Total 2021	Total 2020
Incoming Resources				
Activities to further the charity's objectives:				
Grant received and other income		785,115	**785,115**	615,889
Investment Income				
Investment Income	185	-	**185**	290
Total Incoming Resources	185	785,115	**785,300**	616,179
Charitable Expenditure				
Management and Administration	(10,025)	(650,902)	**(660,927)**	(676,537)
Total Resources Expended	(10,025)	(650,902)	**(660,927)**	(676,537)
Net Income before transfers	(9,840)	134,213	**124,373**	(60,358)
Transfer between funds	-	-	-	-
Net Incoming Resources	(9,840)	134,213	**124,373**	(60,358)
Fund balances brought forward	88,762	78,489	**167,251**	227,609
Fund balances carried forward	78,922	212,702	**291,624**	167,251

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
Enkalon Fund
Kathleen Graham Trust
Northern Ireland Housing Executive
The Pathway Fund

Among the many user groups in 2020-2021 were:

Apex Housing Association
Belfast City Council
Belfast Hills Partnership
Black Mountain Men's Group
Boys & Girls Club NI
Christians Against Poverty
County Antrim GAA
Education Authority
Elected Representatives
Féile an Phobail Community Outreach Group
Gaeil an Ghleanna
Inspire NI
Lenadoon Community Counselling Service
Lenadoon Community Festival Group
Lenadoon Cultural Group
Lenadoon Neighbourhood Youth Providers Network
Lenadoon Photographic Exhibition Group
Local Residents Groups
Mid Lenadoon Residents Association
Northern Ireland Housing Executive
Outer West Family Support Hub
Sarsfields GAA
Slimming World
St Gerard's Educational Resource Centre
Tuesday Club
West Belfast Community Well-Being Alliance
West Belfast Partnership Board
Youth Work Alliance

NOTES

Right: Glen Commnuity Complex image gallery from April 2020 to March 2021.

HAND
SANITIZER
PROVIDED

Glen Community Complex
41c Suffolk Road
Belfast
BT11 9PE

Manager: Michael Doherty
Tel: 028 9058 5544
www.glenparentyouthclub.org

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