Annual Report 2017~2018

Michael Doherty, Complex Manager provides an overview of the activities and achievements at the Glen Community Complex

Demand for services and programmes delivered in the Glen Community Complex has significantly increased over the past year. There has been a 20% increase in the number of users and participants. Going forward we aim to enhance our services to meet the growing needs of people of all ages and abilities, which we believe is directly linked to the increasing levels of poverty in our local community.

Responding to Need

Our staff's enthusiasm, commitment and understanding of the needs of local people has continued to play an important role in attracting and engaging participants and users of our projects and services.

This year we recorded a significant increase in the number of individuals, families and groups availing of services or facilities within the Complex. The number of referrals from health and social care professionals continues to rise.

The number of sessions being delivered through our social economy day-care and after-schools projects has continued to grow and meet a multiplicity of need. We now have a waiting list for some age groups.

Critically, ASIST Suicide Prevention Training was delivered to over 30 individuals.

Training

The Training for Employment project provided a wide range of accredited training courses which led to individuals obtaining qualifications and enhancing their employment prospects.

The Family Support, Parenting and other services offered by the Women's Group in the Complex were in such demand that they now have a waiting list.

The Forum's Development team hosted numerous meetings, consultations and workshops in the Complex in response to demands from local people.

Three GDPR (General Data Protection Regulation) Workshops were held to provide staff, management and volunteers with awareness of GDPR which became law in May 2018.

Complex staff received on-site training for:

- Fire Safety
- Child Protection
- First Aid
- Suicide Prevention
- Paediatric First Aid
- GDPR

Highlights

Among the highlights of the past year were:

- Families In Need Winter Appeal
- Glen Parents Got Talent
- Halloween Party & Workshops
- Inclusion Programme with St Gerard's
- Morning of Achievement Event

We hosted scores of local, national and international visitors to the Complex. All of this would not have been possible without the efforts of the staff and volunteers of the various projects and the support we received from our funders and Apex Housing Association.

Our 'Families In Need Winter Appeal' received a great response and we were able to provide food hampers, toiletries, clothes and toys to over 100 families and individuals.

Key Funding Partners

Funding from our key partners has been vital to delivering the services and programmes provided through 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
Belfast Regeneration Office (DfC)
Education Authority

>60,000

DURING THE YEAR **MORE THAN 60,000 USER VISITS TO THE COMPLEX** WERE MADE BY CHILDREN, YOUNG PEOPLE AND ADULTS USING OUR SERVICES FOR: CHILDCARE, AFTERSCHOOL & YOUTH PROGRAMMES, ADULT TRAINING FOR EMPLOYMENT, FAMILY SUPPORT, HEALTHY LIVING PROGRAMMES, ADVOCACY SERVICES, WORKSHOPS, RESIDENTS GROUP MEETINGS AND MORE...

The **Lenadoon Training For Employment Project** equipped 220 persons 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 facilities include: a state-of-the-art IT suite; training room; conference room; and fully functioning kitchen.

The accredited training delivered in 2017-2018 was made possible through funding secured from Belfast City Council. Our aim was to:

- address the needs of the most disadvantaged in our community and those people who are at the margins of society by equipping them with the necessary life skills and training so they can reach their full potential to rebuild their lives, become educated, increase their confidence, rebuild their self-esteem and economically improve their conditions of life;
- provide free registered day-care for children aged 0-4 years to the parent/guardian partaking in the accredited training;
- address the lack of confidence, self-esteem and skills shortages of our beneficiaries; and
- equip the beneficiaries with the skills and qualifications that would enable them to compete equally within today's labour market and break the cycle of benefit dependency.

Educational Outputs for 2017-2018

The majority of students attending the accredited courses were from Lenadoon, Suffolk and Outer West Belfast. The following outputs were attained by the beneficiaries:

- Employment for 8 sessional tutors
- 220 of our participants completed and received their certificates in Numeracy, Literacy and IT qualifications ranging from Entry Level to Level 3
- 23 participants completed and passed their driving theory test
- 32 participants benefitted from enhanced progression into sustained employment through help with CV completion, interview techniques and assistance with application completion and online job search
- 23 participants gained permanent employment
- 96 participants progressed on to further or higher education opportunities
- Participants received their certificates at a 'Morning of Achievement' ceremony hosted at the Glen Community Complex in November 2017. The occasion provided a final opportunity to build confidence and self-esteem by formally acknowledging the personal achievement of each participant.

STUDENTS ATTENDING ACCREDITED COURSES MAINLY FROM: LENADOON, SUFFOLK & OUTER WEST BELFAST

Lenadoon Training for Employment Project participants received certificates from Alison Devenney - N.I.H.E., for 'Computerised Payroll and Manual Book-Keeping'

Lenadoon Training for Employment Project participants received certificates from Kieran Harris (S.R.R.P.) for completion of the 'Computerised Accounts' course.

CV COMPLETION
JOB APPLICATION &
INTERVIEW TECHNIQUES

HELPED 32
INTO SUSTAINED
EMPLOYMENT

96
PARTICIPANTS INTO FURTHER &
HIGHER EDUCATION

23
23 participants took part
and passed their driving theory test

A total of 220 persons completed a wide range of courses and training programmes delivered within the Complex. More than 40 participants in programmes run by **Lenadoon Training for Employment Project** received their awards at the 'Morning of Achievement' ceremony in November 2017.

Lenadoon Training for Employment Project participants received certificates from Alex Maskey MLA, for completion of the 'ECDL Extra' and 'Functional Skills in ICT' courses.

Lenadoon Training for Employment Project participants received certificates from Angela Mervyn - W.B.P.B., for completion of the 'Text & Word Processing' course.

Lenadoon Training for Employment Project participants received certificates from Gerry Carroll MLA for completion of the 'Word Processing', 'Excel' and 'Database' courses.

Lenadoon Training for Employment Project participants received their certificates from Councillor Tim Attwood, for completion of 'Essential Skills' courses for 'Numeracy' and 'Literacy'

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

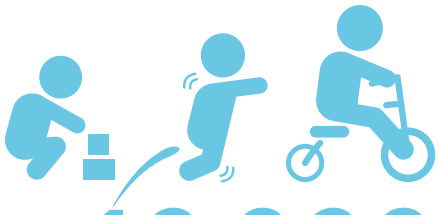
Quality Childcare Provision

Glen Day-Care is an award winning community day-care facility based in a new purpose-built centre with fully qualified and experienced staff. We provide high quality, affordable childcare for children aged 0-5 years - for working parents, students in education and training, and referrals from health and social care professionals.

Every day at Glen Day-Care 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. Our trained team understand that each individual child's needs are different, with high staff-to-child ratios, low staff turnover and continuity of care.

Early Years Programme

This year Glen Day-Care was one of four day-care centres to be selected by the Early Years organisation to deliver the 'Eager & Able to Learn' programme. The programme is designed to introduce new strategies and activities to engage 2-3 year olds in play and learning. The programme also encourages participation from parents, and a number of workshops were held to encourage parents to provide their child with similar experiences at home. The workshops were a great success and parents found them very beneficial.



>10,000

daycare sessions delivered in year by Glen Day-Care

Healthy Eating

We provide a wide variety of nutritionally balanced meals for every child's individual dietary requirements, and our kitchen has been awarded the top rating of '5' by Belfast City Council's Environmental Health Department.

New Outdoor Equipment

During the year we upgraded our outdoor area, introducing a mud kitchen, sand and flower pit and outside blackboard. Outdoor play is great for encouraging children's creativity. The children loved the new outdoor area and their imaginations were stimulated by the new equipment. It is very rewarding to see children of all ages explore, play and be stimulated and challenged by all the new resources.

Summer Activities

During the summer of 2017 we had a range of activities and outings that the children availed of. They thoroughly enjoyed the visit from the Kidz Farm as well as a trip to the Ulster Folk & Transport Museum.

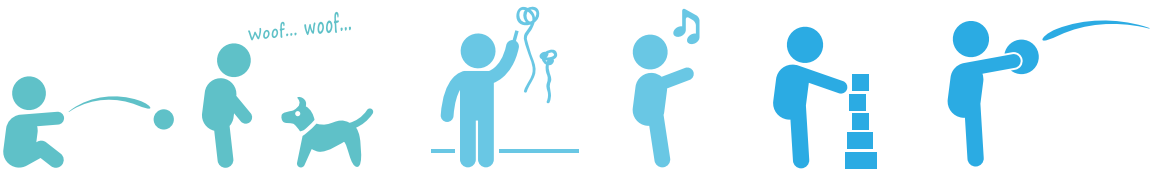
Christmas Celebrations

We hosted a very successful Christmas concert where the children sang festive songs and played musical instruments to a large audience of parents and family members. We concluded the concert with a visit by Santa on his sleigh being pulled by reindeers.

Annual Inspection

Belfast Health & Social Care Trust's annual inspection states that "the level of displays and stimulation is very high and the interaction of all staff with the children across all rooms is superb. The children in all rooms were really well engaged with staff, all working on age appropriate and stimulating activities."

For further information about the services provided by Glen Day-Care Project, please call Donna **Tel: 028 9061 8549**



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

Glen Parent Youth Group's After-Schools, 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-Schools Project: P1 - P7

After-Schools Project P.1 - P.7

Glen Parent Youth Group delivered an intensive After-Schools project targeting young people from P.1 to P.7 and providing a daily service from 2pm - 6pm. This included a pick-up service with staff collecting children from their schools and bringing them back to the Complex. The after-schools programmes offer the children and young people a safe, supervised environment and are designed as a supplement to in-class learning.

In addition to providing adult supervision to the children after school, the Project offers educational benefits. The children were encouraged to learn and develop new skills, receive one-to-one support if required, and develop positive relationships. The atmosphere created within the after-schools programmes resulted in the children's self-confidence and desire to succeed in school to become increased.

Programmes

During the year, the After-Schools Project at the Complex offered a wide range of programmes and activities covering:

- Arts & Crafts
- Community Safety
- Cycling
- Dance & Drama
- Cook It Programme
- Environmental Programmes
- Healthy Living
- Keeping Safe Programme
- Learn to Swim
- Outdoor Team Building
- Seasonal Workshops
- Sensory Programme
- Storytelling Workshops

>300
CHILDREN AND YOUNG PEOPLE
benefitted from Glen After School Project; >20,000 individual user sessions delivered

Evening Youth Provision: 11 - 21 years

The Evening Youth Provision targeted young people aged 11 - 21 and operated Monday to Thursday from 6.45pm - 9.30pm. Projects and activities focused on enabling and empowering 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 futures.

The Evening Youth Provision provided a range of activities and programmes to meet young people's individual needs in a fun, educational, social and enjoyable environment.

Programmes delivered during the year included:

Non-Accredited Programmes

- Drug & Alcohol Awareness
- Let's Get Fit Programme
- Leadership programme with junior volunteers
- Ready Steady Cook
- Sexual Health Programme
- Substance Abuse Awareness Programme
- Weigh To Health

Accredited Training

- Motivation Workshops
- OCN Peer Mentoring
- OCN Drug & Alcohol
- OCN Life Skills Level 1
- OCN Team Work
- Level 2 in Emergency First Aid (accredited by Ofqual)
- Youth Pass Sail Train Ireland

Drop-In Programme: 16 - 24 years

Drop-In Programme

During the year, Glen Parent Youth Group delivered a structured Drop-In Programme each Monday from 6.00pm - 8.00pm, where young people aged 16 - 24 were offered the chance to drop in and talk to youth staff about their hopes, aspirations, concerns and needs.

The first hour consisted of group work and the second hour given over to planning for their future careers. The young people who attended got the chance to speak openly and freely about their day-to-day lives, the issues affecting them and the support they required.

So far we have had four young people achieve their Level 1 grass roots qualification, and another five took part in a residential to complete their OCN Level 1 in Youth Work. A further five young people will be taking part in an upcoming residential. Many of the young participants completed their OCN Level 1 in Youth Work and others completed a variety of accredited courses.

Wide range of activities

A wide variety of personal development, health, education and community safety workshops were delivered in the past year.

Our senior youth members also participated in an international football tournament in Manchester.

Inclusion Project

Inclusion Project

The Inclusion Project works in partnership with St Gerard's Resource Centre and offers young people aged 14-15 the opportunity to take part in youth club activities and structured programmes whilst attending the youth club on a Monday. The project will hopefully encourage participation within the general youth club outside the hours of school. The project also offered participants the opportunity to avail of an OCR Essential Skills in ICT Entry Level 2, and Entry 1 Computer Programme that resulted in them obtaining recognised qualifications.

During the year we facilitated three groups of young people from St Gerard's. Some of the programmes completed included:

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

Summer Scheme

We delivered an eight-week **summer scheme programme** throughout the months of July and August with over 260 young people signed up as members. This included daily trips away and in-house activities.

Glen Parents Got Talent was also organised and completed during the summer scheme, resulting in a grand finale at the end of August to showcase the young people's talent.
We were very proud of the efforts of our senior youth members who pushed trolleys around the doors of the estate in December to collect food items, toiletries and clothes for our 'Families in Need Winter Appeal'.

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. At the end of August the grand finale of Glen Parents Got Talent showcased the fabulous talents of the young participants.

THE ZOO
BELFAST ZOOLOGICAL GARDENS

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 Groups through its management committee, sub-groups, and a number of varied programmes which engaged local people of all ages and abilities across the interface.

The Forum supported a number of volunteers who actively participated in the Forum's Housing Environment & Community Safety Sub-Group and information events were organised to ensure residents were aware of services and support available to them. Many of the meetings with residents' groups took place in the Glen Community Complex where the staff carried out administrative support for these volunteer groups.

The Forum staff supported the Woodbourne Residents Association to lobby for the implementation of the long-awaited Woodbourne Environmental Improvement Scheme as an urgent priority. The Forum facilitated meetings for the residents with the design consultants and Department for Communities representatives. A public consultation event was held in the Complex, where consultants outlined to the residents and traders the current scheme designs which have now been submitted for planning permission. These designs were on display for everyone to view and comment on.

Consultations were with local residents about the possible locations for bus shelters on the Suffolk Road.

The Forum held a 'Winter Warmer & Safety' event to make local people (in particular seniors) aware of the services and resources they could avail of over the winter months.

The Forum staff supported the Friends of the Half Moon Lake Group and the Men's Sheds and helped organise a number of family-friendly events located at the lake site.

Lenadoon Community Forum's offices are based in the Glen Community Complex. The Forum hosted a number of multi-agency and group meetings in the Complex over the past year, including:

- Clanmil New-Build Steering Group
- Scrapyard Site Residents
- Stub Blocks Steering Group
- Suffolk Road Flats Residents Group
- Woodbourne Residents Association
- Woodbourne Working Group

Forum staff handled 70 individual housing issues or complaints, and facilitated meetings between local residents and representatives from some of the following statutory bodies:

- Belfast City Council
- Department for Communities
- Department of Infrastructure
- Housing Associations
- Northern Ireland Housing Executive
- NI Water
- Translink

The Forum's small staff team also participated in the following training in the Complex:

- Outcomes Based Accountability
- GDPR
- Dementia Awareness

20/03/2018

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 450 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 associations
- health and social care professionals
- Lenadoon Community Counselling Project
- Outer West Family Support Hub
- St Vincent de Paul
- Women's Aid

Our 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
- running a housing clinic in partnership with the Housing Executive
- help with benefits and welfare rights concerns
- support for those with debt problems (working with Christians Against Poverty)
- help for families and individuals at Christmas with food hampers, clothes, toys, toiletries and home heating

>450
INDIVIDUALS & FAMILIES
were supported by Lenadoon Women's Group in 17/18

Our staff and volunteers completed training in:

- Child Protection
- Data Protection
- Domestic Violence
- Family Support
- First Aid
- Home Visiting
- Suicide Prevention Training

>100
INDIVIDUALS & FAMILIES
benefitted from the **'Families In Need'** Christmas Appeal facilitated by Lenadoon Women's Group

In November 2017 we were part of the 'Morning of Achievement' in the Complex when over 65 individuals who successfully completed courses facilitated by Lenadoon Women's Group, were awarded their certificates by local elected representatives. Among the courses facilitated by the Group were:

- Confidence Building
- Connecting With Your Family
- Drug & Alcohol Awareness
- Emotional Health and Well-Being
- Helping Hands
- Mindset
- Parenting
- Steps To Excellence

Lenadoon Women's Group participants receiving their certificates for completion of the 'Mindset Project' from Hugh O'Roarty - Action Mental Health.

A total of 220 participants completed a wide range of courses and training programmes delivered within the Complex. More than 40 participants in programmes run by **Lenadoon Women's Group** received their awards at the 'Morning of Achievement' ceremony in November 2017.

Lenadoon Women's Group participants receiving their certificates for completion of the 'Connecting With Your Family 0-6 Years' programme from Angie Spence - Wells of Life.

Lenadoon Women's Group participants receiving their certificates for completion of the 'Connecting With Your Family 5-15 Years' programme from Geoff Beattie - Department for Communities.

Lenadoon Women's Group participants receiving their certificates for completion of the 'Breast & Cervical Screening' programme from Martina Quinn - Belfast Health & Social Care Trust.

Statement of Financial Activities

Glen Parent Youth Group statement of financial activities (including Summary Income and Expenditure Account) for the year ended 31 March 2018

	Unrestricted Funds 31/03/2018	Restricted Funds 31/03/2018	Total 31/03/2018	Total 31/03/2017
Incoming Resources				
Activities to further the charity's objectives				
Grant received and other income		567,184	**567,184**	394,964
Investment Income	-	-	-	-
Interest Received	-	-	-	-
Total Incoming Resources		567,184	**567,184**	394,964
Charitable Expenditure				
Management and Administration	-	(500,736)	**(500,736)**	(328,616)
Total Resources Expended	-	(500,736)	**(500,736)**	66,348
Net Income before transfers	-	66,448	**66,448**	66,348
Transfer between funds	55,100	(55,100)	-	-
Net Incoming Resources	55,100	11,348	**66,448**	66,348
Fund balances brought forward	15,310	64,936	**80,246**	13,898
Fund balances carried forward	70,410	76,284	**146,694**	80,246

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
Belfast Regeneration Office (DfC)
Education Authority (BELB)

Among the many user groups in 2017-2018 were:

Belfast Family Support Hub Coordinators
Belfast City Council
Belfast Health & Social Care Trust
Belvoir Primary School
Cancer Focus
Christians Against Poverty
Cranmore Integrated School
Colin Community Counselling
County Antrim GAA
Education Authority (BELB)
Elected Representatives
Employers for Childcare
Féile an Phobail
Holy Family Primary School
Holy Rosary Primary School
Holy Trinity Family Centre
La Salle Parents Support Group
Lenadoon Community Counselling Project
Lenadoon Community Festival Group
Lenadoon Cultural Group
Lenadoon Neighbourhood Youth Providers Network
Local Residents Groups
N.I. Housing Executive
Outer West Family Support Hub
Peace Players International
Slimming World
St Anne's Primary School
Sarsfields GAA
South Antrim GAA
Suffolk and Lenadoon Interface Group
St Gerard's Educational Resource Centre
West Belfast Community & Well-Being Alliance
West Belfast Partnership Board
Woodbourne Working Group
Youth Action NI

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BT11 9PE

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