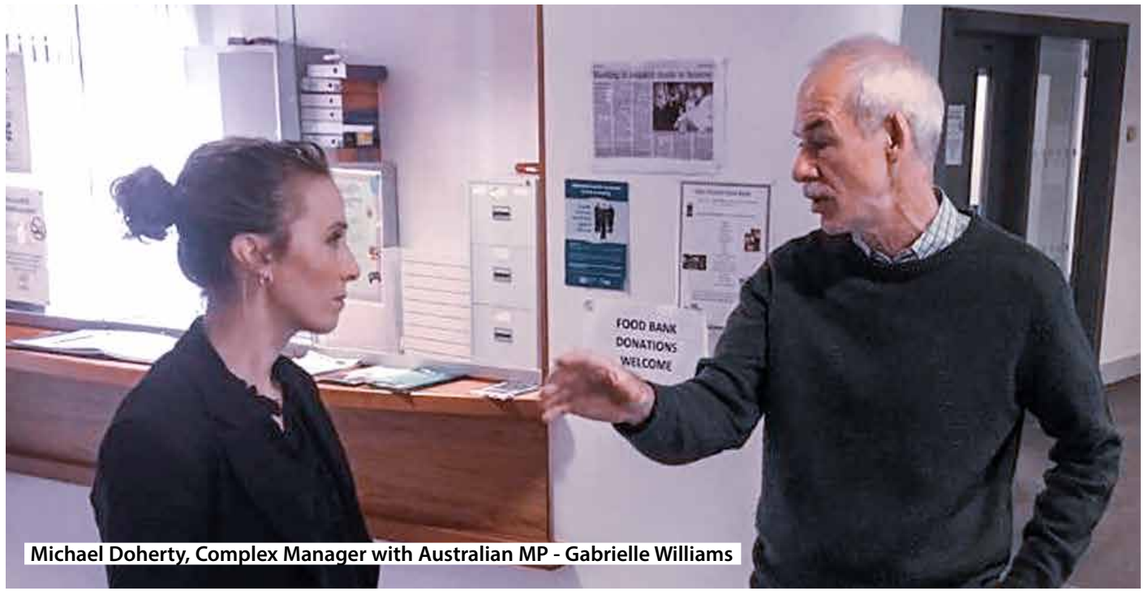
# Annual Report 2018–2019

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




**Michael Doherty, Complex Manager with Australian MP - Gabrielle Williams**

The demand for services and programmes delivered in the Glen Community Complex has significantly increased over the past year. There has been an increase in the number of users, participants and visitors. 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

The level of poverty in the neighbourhood has increased in the last 12 months and our services have responded accordingly.

Family support, welfare and housing advice have been offered by staff and volunteers on a consistent basis. Our 'Families in Need Winter Appeal' assisted over 100 local individuals and families with food hampers, fuel vouchers, clothes and toiletries.

Our social economy day-care project continued to grow and we now have a waiting list for all age groups. Indeed we are looking for additional space to expand the project.

Our Inclusion Project with St Gerard's Educational Resource Centre was extended to two days a week. ASIST - suicide prevention training was delivered in the Complex to over 50 individuals in response to the increasing number of deaths by suicide.



**Manager's Foreword** - Glen Community Complex Annual Report 18/19

## Training

The Training for Employment Project in the Complex lost its funding from Belfast City Council and from June was forced to organise and deliver a greatly reduced number of accredited courses.

The services offered by Lenadoon Women's Group were in great demand, with increasing numbers of referrals to the project. The group provided family support, welfare advice and also supported referrals to food banks, medical and legal appointments.

Lenadoon Forum's Development Team hosted weekly meetings, consultations and workshops in the Complex with local residents, statutory bodies and elected representatives.

**Complex staff received on-site training on:**

- Child Protection
- Health and Safety
- Fire Safety
- Autism Awareness
- Suicide Prevention

## Highlights

Among the highlights of the past year were:

- One Pill Will Kill workshops
- Halloween party and parade
- Eight week summer scheme
- Families in Need appeal
- Christmas concert and activities
- Day-care and after-schools graduations
- Antrim GAA Go Games

Scores of local, regional and international visitors were hosted in the Complex. An RTE drama used the Complex for three days in May 2018 to film, edit and produce a television documentary.

## Key Funding Partners

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

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

**>65,000 USER VISITS**

DURING THE YEAR **MORE THAN 65,000 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 100 people 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.

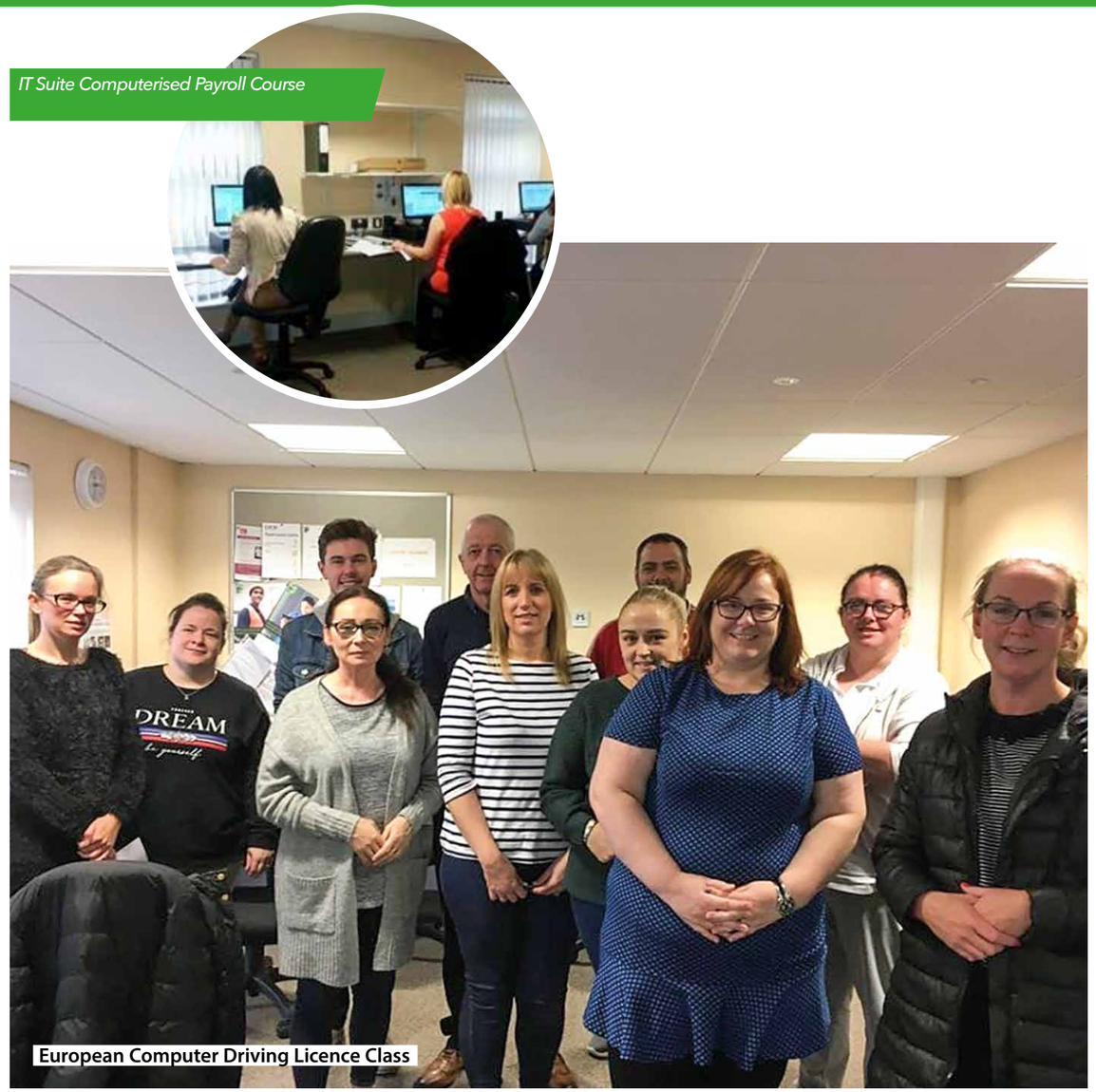
**The accredited training delivered in 2018-2019 was made possible through funding secured from Belfast City Council. Our aim was to:**

- enable the most disadvantaged and those who are at the margins of society to rebuild their lives and reach their full potential; equip them with life skills, education, training; increase their confidence and self-esteem; and improve their economic conditions of life
- provide free registered day-care for children aged 0-4 years for the parent/guardian taking part in the course
- address the lack of confidence, self-esteem and skills shortages of our beneficiaries; and
- equip the beneficiaries with the skills and qualifications to enable them to compete equally within today's labour market and break the cycle of benefit dependency.

### Educational Outputs for 2018-2019

**All students attending the accredited courses were from the neighbouring Lenadoon and Suffolk areas. The following outputs were attained:**

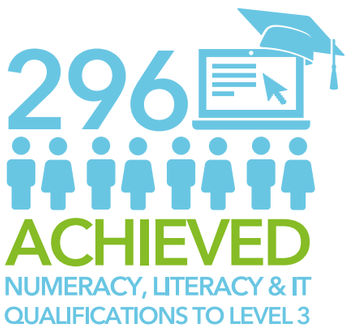
- Employment for two sessional tutors
- 296 of our participants completed and received their certificates in Numeracy, Literacy and IT qualifications ranging from Entry Level to Level 3
- 47 participants gained accreditation from our new awarding body – The International Association of Book-keepers - in Sage Payroll, Computerised Accounts and Manual Book-keeping Levels 1 and 2
- 11 participants benefitted from enhanced progression into sustained employment through help with online job searching, CV / application completion and interview techniques
- 22 participants have progressed on to further or higher education opportunities
- Participants received their certificates at a very successful 'Morning of Achievement' ceremony which was attended by local dignitaries, statutory bodies and local politicians.




*IT Suite Computerised Payroll Course*

**European Computer Driving Licence Class**

STUDENTS ATTENDING ACCREDITED COURSES MAINLY FROM: **LENADOON & SUFFOLK**



CV COMPLETION
JOB APPLICATION &
INTERVIEW TECHNIQUES
**HELPED 11**
INTO SUSTAINED
**EMPLOYMENT**

PARTICIPANTS INTO FURTHER &
**HIGHER EDUCATION**

47 participants achieved
**computerised book-keeping**
qualifications



Glen Community Complex - Annual Report 18/19

A total of 309 people completed a wide range of courses and training programmes delivered within the Complex. Almost 100 participants in programmes run by **Lenadoon Training for Employment Projec**t received their awards at the 'Morning of Achievement' ceremony in November 2018.

**Lenadoon Training for Employment Project participants received their certificates at the annual 'Morning of Achievement' ceremony.**



Glen Community Complex - Annual Report 18/19

**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 Parent Day-Care is an award winning, high quality day-care facility based in Glen Community Complex offering affordable childcare for children aged 0-5 years. The purpose built day-care centre has expanded over the last few years with new fully qualified and experienced staff providing childcare for working parents, students in education and training, and those referred by health and social care professionals.

We offer a warm, welcoming and caring environment where each child has the opportunity to develop and grow in their unique way. Every day at Glen Parent Day-Care is fun-filled and stimulating with age-appropriate resources and activities in every room. 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.

## Activities – a key part of childcare

At Glen Parent Day-Care, we have designed some interesting and educational activities that allow children to explore their surroundings and learn discipline to become smart and perceptive individuals. We are currently running the 'Eager and Able to Learn' programme and the media initiative programme which includes parent workshops aimed at encouraging extended learning at home.

We aim to ensure that the initial experiences of children's life are positive, exciting and educational. We focus on six crucial areas of learning and development, including

**>12,000**

daycare sessions delivered in year by Glen Day-Care

maths, language, physical skills, social skills, the arts and the environment; paving the way for life-long growth and learning for little minds.

## All Ireland Centre of Excellence

Building on our 2017 Families First Award for Best Community Day-Care in Belfast; Glen Parent Day-Care is currently working towards the 'All Ireland Centre of Excellence' accreditation from Early Years, which should be achieved by September 2019. The accreditation has been developed in line with international research on best practice in early years care and education, and recognises day-care providers delivering high-quality provision for each individual child in their care.

## Healthy Eating

Our kitchen provides a wide variety of nutritionally balanced meals for every child's individual dietary requirements and yet again was awarded the top rating of '5' by Belfast City Council's Environmental Health Department.

## Annual Inspection

The annual inspection carried out by Belfast Health and Social Care Trust was very positive with no recommendations. It stated: "Children in all rooms were really well engaged with staff, all working on age appropriate and stimulating activities. The appointment of a key worker system appears to have really escalated the quality".

## Summer Activities

During the summer of 2018 a range of activities and outings were organised for the children to enjoy, including visits to Belfast Zoo, W5, Roar and Explore, Half Moon Lake and Colin Glen Forest Park.

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



**Glen Day-Care** - Annual Report 18/19

**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-school programme targeting young people from P.1 to P.7, from 2.00 pm to 6.00 pm. 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 children after school, the project offers real educational benefits. Children learn and develop new skills and are encouraged to build positive relationships. Children can also receive one-to-one support if required. The positive atmosphere created within the after-schools programme resulted in an improvement in children's self-confidence and an increased desire to succeed in school.

### Programmes

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

- 3D Printer workshops
- Box-exercise
- Computer workshops
- Cycling proficiency
- Drama and Dance workshops
- Environmental clean ups
- Gaelic football
- Homework support
- Mindfulness
- Monkeynastics
- Slime workshops
- Tiny kicks football
- Yoga



**Glen Parent Youth Group** - Annual Report 18/19

**>350 CHILDREN AND YOUNG PEOPLE**

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

## Evening Youth Provision: 11 - 21 years

The evening youth provision targeted young people aged 11-21 years old and operated Monday–Thursday from 7.00 pm to 9.30 pm. 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.

A range of activities and programmes were provided throughout the year to meet the young people's individual needs in a fun, educational, social and enjoyable environment.

**Non-Accredited Programmes delivered during the year included:**

- Branching out project with pensioners
- Christmas hamper appeal
- Community drop-in
- Drug and alcohol awareness
- Inclusion programme
- Leadership programme with junior volunteers
- Let's Get Fit programme
- Sexual health programme
- South Africa 2019
- Substance abuse awareness programme
- Weigh to health
- Young men's group
- Young women's group

**Accredited Training delivered during the year included:**

- Motivation Workshops
- OCN Drug and Alcohol
- OCN Life Skills Level 1
- OCN Peer Mentoring
- OCN Team Work
- Level 2 in Emergency First Aid (Ofqual)
- Youthpass Sail Train Ireland

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.

**Glen Parent Youth Group** - Annual Report 18/19

**Glen Parent Youth Group** - Annual Report 18/19

**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 and Thursday.

The project works to 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 Level 2, and Entry 1 Computer Programme that resulted in them obtaining recognised qualifications.

**Programmes delivered during the year included:**

- Drug & Alcohol Awareness
- 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.

During the year Lenadoon Community Forum participated in and supported the Suffolk Lenadoon Interface Group (SLIG) through its management committee. SLIG facilitated the annual Christmas event at the interface on behalf of the two local Forums. The event was attended by over 300 hundred children, parents and families from both communities.

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

The Forum supported over 100 volunteers who actively participated in the Forum's Housing Environment & 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.

Two information events were organised by the Forum during the year, which were attended by over 300 people. A dementia awareness event was held in May, and a safer community information morning in November. These events were organised to ensure residents in the neighbourhood were aware of the services and support available to them.

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.

The 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.

Forum staff continued to support the 'Friends of the Half Moon Lake' and the 'Men's Shed' and helped to 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

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

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



**Lenadoon Community Forum** - Annual Report 18/19

American students and tutors meet with member groups of the Lenadoon Community Forum

More than 50 participants undertook a 2-day programme of **Applied Suicide Intervention Support Training - (ASIST)** designed to enable participants develop key skills including: suicide alertness; ability to assess risk and safety; recognise invitations for help; and effectively apply a suicide intervention model.

**Lenadoon Community Forum facilitated more than 50 participants to undertake a 2-day programme of Applied Suicide Intervention Support Training - known as the ASIST Programme.**



**Lenadoon Community Forum** - Annual Report 18/19

**Members of Lenadoon Community Forum gather for their Annual General Meeting.**

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

**>480 INDIVIDUALS & FAMILIES** were supported by Lenadoon Women's Group in 18/19

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
- housing clinic in partnership with the Northern Ireland Housing Executive
- help with benefits and welfare rights concerns (hosting a satellite benefits advice service in partnership with Advice NI)
- support for those with debt problems (working with Christians Against Poverty)
- help for more than 100 families and individuals who benefitted from the 'Families in Need Winter Appeal' with food hampers, clothes, toys, toiletries and fuel vouchers
- drug and alcohol awareness workshops

Our staff and volunteers completed training in:

- Child Protection
- Data Protection
- Family Support
- Female Genital Mutilation
- First Aid
- Misuse of Prescription Drugs
- Money Management
- Neglect Awareness
- Resilience
- Self-Harm
- Suicide Prevention

### Drug and Alcohol Awareness Initiatives

In repsonse to the increasing numbers of local people losing their lives due to legal and illegal drug misuse, the Group organised drug and alcohol awareness workshops during the year. Many local people have voiced big concerns about the impact of welfare cuts and so the Group facilitated a workshop, delivered by Advice NI, to educate and inform those who will be affected. 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** - Annual Report 18/19

Australian MP Gabrielle Williams talking with members of the Lenadoon Women's Group

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

# Statement of Financial Activities

Glen Parent Youth Group statement of financial activities (including Summary Income and Expenditure Account) for the year ended 31 March 2019

| | Unrestricted Funds 31/03/2019 | Restricted Funds 31/03/2019 | Total 31/03/2019 | Total 31/03/2018 |
|---|---|---|---|---|
| **Incoming Resources** | | | | |
| Activities to further the charity's objectives: | | | | |
| Grant received and other income | | 646,633 | **646,633** | 567,184 |
| Investment Income | - | - | - | - |
| Interest Received | - | - | - | - |
| **Total Incoming Resources** | | 646,633 | **646,633** | 567,184 |
| **Charitable Expenditure** | | | | |
| Management and Administration | - | (565,718) | **(565,718)** | (500,736) |
| **Total Resources Expended** | - | (565,718) | **(565,718)** | (500,736) |
| **Net Income before transfers** | - | 80,915 | **80,915** | 66,448 |
| Transfer between funds | 40,162 | (40,162) | - | - |
| **Net Incoming Resources** | 40,162 | 40,753 | **80,915** | 66,448 |
| Fund balances brought forward | 70,410 | 76,284 | **146,694** | 80,246 |
| **Fund balances carried forward** | 110,572 | 117,037 | **227,609** | 146,694 |

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)

**Among the many user groups in 2018-2019 were:**

Apex Housing Association
Belfast City Council
Belvoir Primary School
Cancer Focus
Christians Against Poverty
Colin Community Counselling
County Antrim GAA
Education Authority
Elected Representatives
Féile an Phobail Community Outreach Group
Holy Family Primary School
Holy Rosary Primary School
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
Suffolk and Lenadoon Interface Group
St Gerard's Educational Resource Centre
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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Belfast
BT11 9PE

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

apex

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