



Upper Springfield/Whiterock Neighbourhood Renewal Area

Annual Report
2018/19



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The comments and views included in the narrative of this report are those of the Upper Springfield Whiterock Neighbourhood Partnership and may not reflect or represent the views of the Department for Communities.

Upper Springfield Whiterock Neighbourhood Renewal Partnership

Annual Report 1 April 2018 - March 2019

About Neighbourhood Renewal

The Neighbourhood Renewal Programme aims to reduce the social and economic inequalities which characterise the most deprived areas. It does so by making a long term commitment to communities to work in partnership with them to identify and prioritise needs and co-ordinate interventions designed to address the underlying causes of poverty. Neighbourhood Renewal Partnerships were established representative of local community interests together with appropriate Government Departments, public sector agencies, private sector interest and local elected representatives.

About the Partnership

The partnership provides leadership and a governing role through articulating the area's needs/aspirations. It also helps to strengthen local voices, improve people's lives and create a better place to live. The partnership is the governing body and works through thematic issue based groups – community safety, health, regeneration, capacity building and youth connectivity. The thematic groups have identified area priorities and are working towards developing a strategic plan for the area

The partnership vision for the future is that:

“All children, young people and their families from the Upper Springfield and Whiterock will be free from poverty and disadvantage, will have maximum opportunities to realise their full potential, will be treated equally and respectfully and will play a central role in influencing and shaping interventions which directly impact on their lives.”

Neighbourhood Renewal Partnership

The Upper Springfield Whiterock Integrated Partnership applies a community development approach to tackling the needs and addressing the inequalities that exist within the local area. This collective approach and interconnected working amongst local community groups is vital in enhancing residents and organisations knowledge, skills, confidence, motivation, networks and resources. The partnership consists of various different community organisations that work within the locality, as well local representatives and residents associations.

The Upper Springfield Whiterock Integrated Partnership is a rooted and relevant body that engages with and works for the residents of the local area. In 2017, the USWIP carried out a door to door consultation of residents within the Upper Springfield/Whiterock locality with the view of collating the various different issues that exist within the community and begin to put in place a strategy to effectively tackle the issues. S3 Solutions consultancy firm were later appointed to compile these and conduct further research with focus groups, community organisations and residents associations in order to establish a concrete working plan moving forward that meets the true needs of local residents.

S3 Solutions found that the core issues locally were: Community safety, Quality of place (Living environment), Health and regeneration.

Since the findings of the report were established, the USWIP have been actively working towards addressing many of the issues that were raised by residents and secured some results to date. This is despite the various challenges that exist, particularly to the effectiveness of the partners with many having faced some cuts in the latest round of funding.

However in a sector which continues to face budget cuts, organisations and community workers are as ever resilient and determined to keep delivering for local people as we continue to work together to regenerate the area and provide services to residents.

While families and organisations have experience at first hand cuts in disposable income over the last few years we have also seen very welcomed investment in the area. The USWIP are also currently working on several different capital investment projects, along with local representatives, statutory bodies and community organisations.

During the year 2018-2019 the USWIP have been involved in a wide variety of projects/campaigns and initiatives including:

Community Safety

At the start of the financial year 2018/19, we held a planning morning to discuss the recommendations of S3 Solutions' report in relation to community safety. Representatives attended from Whiterock/Westrock, Springhill, Ballymurphy, Dermott Hill, Sliabh Dubh, Turf Lodge and New Barnsley Residents' Associations.

Actions coming out of the planning morning were that areas would identify hotspots in their localities and this would allow us to work towards the '*Making the USW a Safer and Healthier Place*' theme identified by S3 Solutions.

A community safety structure was created in June 2018 and now meets on a monthly basis which consists of residents from Turf Lodge, Dermot Hill, New Barnsley, Ballymurphy, Springhill and Whiterock/Westrock attending.

Meetings are action focussed and agendas and minutes are attached to each meeting.

To support the monthly community safety meeting, follow up meetings take place with statutory bodies including: PSNI, Belfast City Council and NIHE to discuss any matters that may have arose. Feedback is then provided to each residents' association, giving them an update of how the meeting went with statutory bodies and what actions were agreed.

Since the formation of the community safety structure in the area, we have secured resources from the PSNI to carry out a specific operation to be rolled out in the USW area to combat drugs in our area. This is known as Operation Silent Guardian.

Operation Silent Guardian has proven to be very effective. A number of drug related issues that have been raised at our monthly community safety meetings have proactively been dealt with, resulting in a number of arrests and drug seizures.

We also hosted an older people's event in Whiterock Community Centre where over 100 *Beat the Burglary* kits were handed out to senior citizens and vulnerable residents from the area which will hopefully improve their sense of safety and security within their own homes. This again was done in partnership with statutory agencies that attend our monthly community safety meetings.



Regeneration

One of the outcomes of an Integrated Partnership meeting on the 11th September 2018 was the establishment of a regeneration group for the USW area, giving the sheer volume of potential regeneration projects in the area. This working group consists of local political representatives, the chair and vice-chair of the IP, Richard May, Ardmonagh family and Seamus Corr, Black Mountain Shared Spaces Project.

A number of conversations have taken place with key statutory partners over recent times in relation to a plan and proposal to develop a regeneration plan for the Upper Springfield and Whiterock area that in the first instance will redesign and formulate a capital masterplan, which will lead to a service based plan for the area.

The primary aim is to produce a plan for the area that will lead to better alignment with the Belfast Agenda and its outcomes.

On the 3rd of December 2018, we organised a multi-stat meeting in conjunction with local elected representatives hosted in the Innovation Factory. This meeting was attended by Belfast City Council, NIHE, Health officials, elected representatives and housing agencies. This meeting looked at the potential for a capital and regeneration plan locally and explored the role that agencies around the table could play in the implementation of an area plan.

Some of the areas for discussion at this meeting will be in relation to:

- Housing and the potential sites at Newhill, St Gerard's, Moyard and St Thomas/BMet
- The Leisure centre and the potential plans for co-production/co-design under BCC leisure transformation scheme that would see a health and leisure hub created
- Fuel poverty strategy to address the inadequate housing conditions of homes in the USW area
- Develop under-utilised spaces such as side/rear of Ardmonagh and the Adventure Playground
- Continuation of the Falls Park/City Cemetery masterplan
- Exploring the potential of creating new access points into the Black/Divis Mountain from our area

During our recent community consultation, residents of Norglen Parade raised concerns regarding the width of the road which has continuously attracted death drivers to the street.

Following on from a series of meetings with Department of Infrastructure in May of this year, we are delighted that the Department has agreed to carry out essential works that will result in the road being narrowed.

We are hopeful that work will be complete by the end of the summer and that these measures will effectively combat the scourge of death driving in the street.

We also continue to explore the long-term solution into developing the Adventure playground (Turf Lodge) with GTLRA and political representatives. Initial conversations have taken place with DFC and NIHE around how to redevelop and transform that area over a long term strategy.



Capacity Building

The partnership continue to support local residents' associations through empowering them and through building their capacity.

During this year we have helped to relaunch and rebrand Turf Lodge Residents' Association with the purpose of reconnecting with the community again. We have found this challenging, especially due to the unfortunate circumstances of the GTRLA advice worker going off on long term sick.

We have offered our support to help in the interim period and have sent through a proposal to the GTRLA management committee for consideration with regards to how we believe the office could function more effectively.

During this year, the IP team initiated a series of community clean-ups across the USW area in partnership with local residents, Belfast City Council and NIHE. Two very successful community clean-ups took place in Springhill and Whiterock/Westrock. We hope to co-ordinate further clean-ups for the other areas of the USW in the next few months.

We believe community clean-ups are an important component in relation to empowering locals to look after their area as-well as building capacity and hopefully bring more residents on board their associations.

Furthermore, with regards to capacity building across the Upper Springfield/Whiterock area, we in the IP team have developed a toolkit for local residents to avail of which will hopefully empower them as residents to deal with issues such as reporting cleansing, graffiti, broken street lights, ASB etc, themselves.



Health

In early 2018, S3 solutions were appointed to carry out a feasibility study into the health inequalities that exist in the USW area as well as identify where the gaps lay in terms of vital service provision to help tackle the inequalities. A report was produced in March 2018 and we are now actively using those findings to lobby relevant health stakeholders around getting vital resources into the area to tackle the major health inequalities that currently exist.

We have recently met with Pat Sheehan, Sinn Fein's health spokesperson and Ciaran O Connor, Michelle O' Neill's special advisor whilst she was health minister to discuss how we advance the recommendations of the Bengoa Report and the primary care recommendations outlined in 2017.

The Bengoa report's focus is the transformation of secondary, primary and community care services. By putting resources into local areas through primary and community care services, the ideal scenario would be to take the strain of front line services such as our hospitals, A&E etc.

We have also met with George O Neill, chair of the West Belfast GP Federation and lobbied around the potential of securing the services of a pilot multi-disciplinary health team being located in the Whiterock Health Centre.

£ 15 million was secured for multi-disciplinary teams in the NI in May 2018, with the first £ 5 million being spent on two pilot areas in Downpatrick and Derry. West Belfast is on the reserve for the next area to be allocated a MDT and we have been making the argument that Whiterock should be the location for this robust wraparound service, given the health inequalities that currently exist.

Also, in relation to tackling health inequalities at a micro level, we engaged with local nursery and primary schools in the USW area around carrying out a dental registration drive that will take place in the months of October and November.

The fact that the USW area doesn't have a dentist in the locality plays a key factor as to why so many children from this locality aren't registered. We managed to collect 80 registration forms and ensured local kids were registered.

We now also have a working health group established through the Integrated Partnership which consists of political and community representatives that will continue to raise the issue of the health inequalities that exist in the Upper Springfield/Whiterock area at every given opportunity.

Home Insulation

During this year we also secured the resources from Energy Store NI to carry out poor insulation and fuel poverty testing's of 100 homes in the USW area.

We agreed to launch this initiative in 2019 and use the findings as an effective tool to lobby for all homes within our area to be fully insulated & brought into line with those of other districts. The complete absence or poor level of insulation in many local homes across our area has caused serious problems for residents, whether that be mould & damp in the home, excessive heat loss resulting in increased spending on heating or respiratory illness associated with poor conditions in the home.

Pylons

In December 2018, we hosted a public meeting to assess the potential health, environmental and monetary implications of pylons in the USW area. Having collated this information, there is clear and consistent concerns that the pylons are negatively impacting on resident's quality of life across a variety of different aspects. Further meetings and collating of information will take place in 2019 and we will continue to campaign and lobby on behalf of local residents to raise their concerns with statutory agencies.

We have since made representation to Paul Maskey MP to lobby on behalf of local residents and raise their concerns with statutory agencies. We have also met with representatives from NIE and will continue to lobby for the dismantlement of pylons in our area and to seek other means such as underground cables to be installed as a replacement.

**UPPER SPRINGFIELD RESIDENTS
INFORMATION GATHERING SESSION**

ARE YOU A RESIDENT OF THE UPPER SPRINGFIELD?

Do you feel that your quality of life has been
negatively impacted by living in close proximity electric pylons?

Your health? Environment? Monetary value of your property?

THEN COME ALONG AND HAVE YOUR SAY!

Upper Springfield
Integrated Partnership

TUESDAY 4TH OF DECEMBER

UPPER SPRINGFIELD DEVELOPMENT TRUST

6 - 8PM

REMINDER

A chara,

This evening we will have insulation firm, Energy Store NI, in the area to carry out thermo-imaging of properties to check the quality of insulation.

In order to accurately assess the quality of insulation of your home we do ask that the heating be turned on from **5:30 - 7:30pm on this evening**. This will allow Energy Store to identify any gaps in your homes insulation.

The data collected from the thermo-imaging scanning will be collated and used to lobby for an insulation scheme to be rolled out.

It is also important to note that the data collected will not publicly identify individual households.

If you have any queries, feel free to contact Michael or Ryan on 028 90236677

Is sinne le meas,

**Michael Donnelly
Ryan McCrory**

Older Peoples' Forum

At an Integrated Partnership meeting on the 11th September 2018 it was agreed that a number of thematic working groups would be established. One of those thematic themes was around establishing a capacity building group that had a senior citizens focus to it.

We have since held a series of meetings with relevant stakeholders in the USW area around establishing an older peoples forum for the area, creating a communication strategy that highlights what services there are to avail of as-well as hosting an older people's empowerment day that allows older people from our community to come along and have their say on what services they would like to see in the area.

We then anticipate using the findings from the day to lobby on behalf of and with our older citizens to acquire the services they wish to see delivered locally.

The empowerment day is a joint venture being co-ordinated by ourselves in the IP team alongside Ardmonagh Family, Voices Women's, Resource Centre and Belfast City Council.

This event took place on the 13th November in Whiterock Community Centre and a wide variety of external agencies were in attendance to listen to and give advice to our older citizens.

We also during this period organised in partnership with Good Morning West Belfast, Ardmonagh Family a guided tour of the City Hall, followed by a meet and greet with Mayor Deirdre Hargey for local senior citizens to attend. This event went down really well with our seniors who for some was their first time ever in City Hall.

Upper Springfield Older People **EMPOWERMENT DAY**



Have **YOUR** say on
what services you
would like in
OUR area!

TUESDAY 13TH OF NOVEMBER - 11AM - 2PM
WHITEROCK COMMUNITY CENTRE

We are inviting older people from the Upper
Springfield & Whiterock to come along & have their
say into what activities that they would like in
OUR community!

There will also be: Home safety advice / Welfare Advice /
Advice on heating schemes / Anti-burglary packs /
Free smoke alarm upgrades / Housing advice
& much, much more!

Tea & Refreshments provided



Upper Springfield Whiterock
Integrated Partnership

Upper Springfield Events

As part of the Upper Springfield Whiterock Integrated partnership, we coordinate four seasonal events throughout the year as part of the Upper Springfield Events' Committee.

In August 2018 we saw our annual 8th of August family fun day exceed all expectations with plenty of new activities which hundreds of families enjoyed. The day was 'topped off' with the added dimension of the first ever Upper Springfield colour run in the Falls Park - a massive success by all means!

In October, we held our annual Halloween & Haunted House event which still continues to be the talk of the area. Again, 100s of local families gathered in the Whiterock Community & Leisure Centre to enjoy a wide range of Halloween festivities.

In December 2018 we ended the year in style with the biggest & best Upper Springfield Winter Wonderland to date attracting over 1,300 local people. As well as the inclusion of a wide array of different activities at this year's Winter Wonderland, we also introduced the areas first ever Santa Bus collecting parents & their children from across the Upper Springfield/Whiterock area.

Finally, to conclude the 2018/19 financial year we held our Upper Springfield St Patrick's Day event. The event which was hosted in Whiterock Community & Leisure Centre attracted over 1,000 local people celebrating our culture & identity. From this a clear benchmark was set & we have continued to grow from strength to strength.

In times of hardship, increased poverty & the recent introduction of Universal Credit being rolled out in West Belfast earlier this year, it's important that we continue to hold these free community events that instil some joy & happiness into members of our community's life's.

While it may be a small impact, we hope that by bringing our community together on occasions throughout the year that we can bring a smile, some laughs & bit of joy into the life of someone that may be struggling.

This is our community - strong, confident & striving forward.



St. Vincent De Paul

During the 2018 – 2019 year activities at the Centre Included:

Provision of Childcare Services:

- Out of school Childcare provision for children of primary school age
- Open Access after school's programme.
- Provision of Pre School Playgroup.
- A full summer and out of school holidays play scheme for children of primary school age.

Out of School hours' childcare provision and open access after school's programme:

47 children of primary school age attended our out of school hours' services between the beginnings of April 2018 to the end of March '19. There were eleven of these children who have specific special needs and required specific help or assistance at various times during their time attending our services. All of the provision for primary school aged children includes visits to places of interest that will enhance their learning and provide opportunities to develop through various activities Feedback from parents was positive as were the Social Services Inspection reports.

Crèche: We operate an open access Crèche/Playgroup for children aged between 2yrs 9mths and 4yrs, (up to primary school entrance age). This operates from September to June.

Twenty-one children aged 2-4 years attended during the period: March to June '18 and twenty-two children 2-4 years attended during September 18 to March 19. (A total of forty-three different children).

Parents: An Incredible year programme was organised at our Centre and delivered through the extended schools in other various venues. Feedback showed that attendance this time was low but a small number of participants did complete the course.

Some of the parents who have children attending the centre came to share in a special day with activities that brought parents and children together to share in group activities that were fun and provided ideas for families to play together at home.

The feedback was good and some parents are continuing to build on this. Many parents do naturally play with their children at home but this helped them to see more clearly the many specific benefits of play and also helped them to take a bit of time out from their busy schedules to enjoy family play-time where they all benefit from having fun.

50+ group: Many of the members now volunteer in our charity shop where we have a special table and chairs to accommodate a drop in type service where older people can meet and catch up with each other. They can also avail of the opportunity to pick up a bargain from some of the wonderful items of clothing or household items that are priced to ensure that is happy when leaving the shop. Income generated from this goes directly to people who live in West Belfast and are most in need. We also provide special projects and events throughout the year for the people attending the 50+ group an example of this is the annual trip to Mary Catherine's cottage in the Newcastle Mountains.

Networking: We continue to hold membership of the relevant local groups such as the Upper Springfield Integrated Partnership, the U.S. Extended Schools cluster group, the U.S. Family Hub. This helps to ensure that local community provision reaches right across the area and that anyone who wishes to take part in local community activities can do so and anyone in need can be posted a relevant organisation.

Ardmonagh

Ardmonagh Family & Community Group Ltd continues to develop and grow the services that it delivers throughout the Upper Springfield and indeed throughout all parts of Belfast. We continue to be one of the biggest community employers in health & social care within West Belfast.

We are regulated by the following bodies:

- RQIA
- BHSCT (Early Years Team)
- Belfast City Council Food Hygiene (5 Stars)
- NI Emergency Services Fire Safety
- Health & Safety.

We deliver five services:

- Little Monsters Daycare
- ArdComm Care Service
- Ardmonagh Family Contact Support Service
- Ardmonagh Family Support Service
- Ardmonagh Elderly Services (Good Morning West Belfast)

In 2018/2019 we were awarded ISO 2009 in response to the high level of quality management systems which we have embedded throughout the organisation; we were also awarded the NIHE Award for services towards Community Safety and our CEO was nominated for the CO3 award for leading an Organisation.

Service Delivery 2018/2019:

- There are a total of 1233 people who receive our services weekly
- At March 2019, we employed 91 people, 93% of whom live in West Belfast
- We supported 3 local projects during the past year as part of our contribution to social value
- We played a major role in an initiative that delivered 150 meals to isolated and lonely people on Christmas day

Here is how well we done it:

- All of our staff are trained to the highest level, i.e.: 33 are trained to Level 5 and/or degree level, the minimum requirement for all our staff is level three or currently training to gain level three
- We provided level five training for three staff within the last year
- We currently have four staff completing level three health & social care
- We provide the following resources for our services:
 - 2 premises Ardmonagh Family Centre and Howard House
 - Fully Equipped Rooms in both centres
 - A Family Assessment Facility
 - A Shower Facility for Children with complex medical needs
 - An Outdoor Play Area

How people are better off:

- There was a continued increase in the number of people employed by the organisation between March 2018 to March 2019
- In past year there was a continued increase in staff being trained at a higher level
- Referrals for Care has increased steadily over the past year
- The number of elderly people befriended within the last year has increased by 12%
- 100 elderly people benefitted from the Winter Intervention Scheme
- 22% of families receiving Family Contact support reported that they were able to maintain a positive family relationship

Every child within Daycare was assessed against:

- Social Behaviour and Play
- Speech and Language
- Posture and Large Movement

Numeracy and Literacy Programme:

- Delivered in Little Monsters Childcare, in partnership with West Belfast Partnership Board and Spectrum Trust
- Aimed at pupils aged 7 – 11 yrs , 8 children have been assessed and supported through Key Stage 11

Summer Activity Programme 2018/2019

- Joint summer activity program with the ArdComm Care Team and Little Monsters
- Target to children 5 – 11 years, aimed at typically developing children as well as children with additional / special education needs and children with complex medical needs
- 35 children availed of the summer activity program
- 9 children with special educational needs received one to one support which enabled them to enjoy a Summer program
- 9 parents/careers benefitted from Summer respite
- 3 Special Needs Support Workers received employment for 9 week period whilst their schools were closed for the holiday period.

Little Monsters Day Care

Ardmonagh Day Care operates under the brand name: 'Little Monsters Daycare'.

The conclusion to 2018/2019, the service had

- 14 Early Years employees
- 1 Deputy Manager
- 1 Children's Services Manager

- | | | |
|---------------------------|---------------|-------------------------|
| • It was registered for : | 62 Children | |
| • Baby Room: | (0 to 2 yrs.) | 6 children per session |
| • Wobbler Room: | (2 to 3 yrs.) | 16 children per session |
| • Pre School Room: | (3 to 5yrs) | 24 children per session |
| • After Schools: | (5 to 11 yrs) | 16 children per session |

It provides support for 57 Families in need of day-care provision

All staff have the relevant qualifications as documented within Social Services Minimum Standards:

- Two staff members level five childcare and leadership
- 13 staff members level III childcare
- 2 staff members level II childcare



Other Early Years Training during the year:

- Equal Opportunities
- Heart Start
- Mental Health Awareness
- Emotional Resilience Seminar
- Autism Awareness for Primary School Teachers and Classroom Assistants
- Keeping Children Safe – Module 2 (Safe Guarding)
- Commenced QCF Level III in Childcare
- Autism (Supporting Intervention to support children with Autism)
- Personal Development Course for Early Years Managers / Leaders
- Paediatric First Aid
- Behaviour Management Workshop
- Food Safety Level II
- Introduction to Play Work

We use the Outcomes Based Accountability model to measure our impact:

In measuring and recording Quality of Care and Support:

- 90% indicated that they **strongly agree** with every aspect of the service.

In measuring the Quality of Staffing:

- 86% returned parental questionnaires indicated that they **strongly agree** that the level of staff quality is high

In measuring the Quality of Management and Leadership:

- 98% parents indicated that they **strongly agree** that the Children’s Services Manager / Deputy Manager are approachable and helpful and the setting is well lead and they are seen to work together to meet the individual needs of the children

In measuring the Quality of Environment:

- 90% parents indicated that they **strongly agree** that the childcare setting is kept clean, bright and in good order and the setting is stimulating for children

Summer Activity Programme 2018/2019

- Joint summer activity programme with the Care Team and Little Monsters
- Target to children 5 – 11 years
- Aimed at typically developing children as well as children with additional / special education needs and children with complex medical needs
- Ran over nine weeks of the summer
- Employed an additional 3 members of staff (temporary contract)
- 35 children availed of the summer activity programme

We have introduced new discount fees for extended families within the community with the aim to try to support those who are in most need to access childcare provision.

We provide a full programme of activities within our After School Care for 5 to 12 year olds and we have introduced ‘Supported’ activities for children with the community who require some form of provision but whose parents cannot afford the fees; this is part of our commitment to adding social value to our services.

Upper Springfield Advice Service

Upper Springfield Advice is the only full-time advice service in the Upper Springfield area. Our main office at 2b Springhill Drive is open five days a week, Monday to Friday from 8.45am – 1pm and 2pm – 5 pm and we deliver advice in Turf Lodge Residents Association Office, 36a Norglen Drive Monday to Thursday from 10am - 4pm and Friday 10.00am – 1.30pm.

We provide a high quality, confidential, free, independent, accessible and impartial information advice service on issues including welfare reform, benefit entitlement, tax credits, housing, health, employment, consumer, education, financial capability and crisis intervention.

We offer a range of service delivery methods including drop-in on Tuesday mornings, face to face appointments, telephone and email advice and home visits. We have a robust triage system which ensures that nobody is turned away until they have been assessed as to the urgency of the issue. We also have a specialist service provided by Advice NI every Monday to deal with tax credit and HMRC enquiries.

We are members of the West Belfast Advice Consortium and work in partnership with Belfast City Wide Tribunal Service who provide free tribunal representation at appeals for our clients.

We also value the work of the community organisations in the Upper Springfield area and we continue to work in partnership with them in order to give the best possible service to our clients.

- Last year we have seen 986 clients
- Dealt with 4234 cases mostly connected to welfare reform issues and housing.
- We referred 85 cases to specialist services

- **Maximised income for individuals by helping people apply for benefits which they were entitled to. We were able to claw back over 4 million pounds, which was a welcome boost to the local economy as well as having an impact on people's quality of life, health and wellbeing.**

With the roll out of Universal Credit (UC) in West Belfast, we received digital funding from DFC to provide a small computer suite for clients to be able to log into their UC accounts, or receive digital assistance to submit a fresh claim to UC. We have produced two leaflets containing some basic information about UC including a checklist for clients as to the information needed before making a fresh claim which have been circulated throughout the local community. We have also delivered information sessions and provided outreach clinics on welfare reform in Moyard House, Springwell House and Daisy Hill.

We challenge unfair practice and actively contribute to the social policy work of our regional body Advice NI. We challenge what we feel are wrong decisions made by the department and have had notable successes in revising decisions in favour of our clients. We will be undergoing the Quality of Advice assessment this year which will be a recognition of the work which is carried out by the dedicated advice team on a daily basis. Given the challenges of welfare reform the provision of front line advice services are vital in ensuring that no-one is disadvantaged by not having access to up to date information and assistance.

Newhill Youth and Community Association.

Newhill Youth & Community Association have continued to expand and develop our current services and staff teams throughout the year to help address the social, cultural and educational needs of our children and young people within the Upper Springfield/Whiterock area. This has been enhanced by the completion of the £1.2 million refurbishment of our community centre, creating additional rooms and a first floor which is all disability proofed.

NEWHILL FIRST STEPS CHILDCARE

Our First Steps Day Care Service has grown and developed by building the team to include childcare assistant trainees and school children on work placement. Staff worked hard to improve their childcare qualifications to ensure we maintain an up to date professional childcare service. Through the alignment of childcare services we aim to become recognised as a childcare centre of excellence. The alignment of our Out of School Service and First Steps will enhance the overall services and assist parent/guardians with pickups and the children with their transition into our wrap around services 0-25 years.

OUT OF SCHOOL SERVICE

Our 'Out of School Service' homework support club has gone from strength to strength with specialised essential skills tutors with bi-lingual support workers. We provided separate study sessions for children preparing for transfer tests and continue liaising with local schools to enhance curriculum development. The centre manager has drawn up a business plan for a community homework support service and has forwarded it to the Integrating Partnership Co-ordinator and others for consideration. We are currently running our 8 week summer scheme which is very well attended.

We have expanded our wrap around service to include pre-school children from our First Steps Day Care into the 'Out of School Service' monthly programme. This supports their transition into school and after school settings. Both these services now offer a pick-up service and First Steps also provide a breakfast club.

YOUTH CLUB

Newhill have worked in partnership with the USDT youth team to amalgamate the post of their inclusion worker with the Newhill youth leader in Charge and now have a 36 hour post which has accelerated the development of our youth club programmes and our ability to engage with harder to reach children and young people. We deliver many innovative and diverse needs based programmes including 1-1 mentoring programmes funded by the BHSCT. We have recruited a new pool of volunteers to help with our Summer Scheme which is due to end 15th August. It has been a great success and has been instrumental in getting our children and young people to participate in this year's Féile and Phobail and Upper Springfield/Whiterock fun day. This year we took a group of young people to Paris for our annual international/intercultural trip which has went from strength to strength.

Refurbishment work on the community centre was completed in May 2019 and we now have a fit for purpose youth centre. This means that we have extended our programmes for our youth club and the community in general. The youth support worker/leader in charge is now based Newhill. We met with the Newhill Football Club and are working with them to engage in youth and community activities within the centre and our overall catchment area. They currently have 300 children in their club and we anticipate them becoming a feeder group into all Newhill services. We aim to have our community open day in August and a central feature of this will be to celebrate the Newhill Football Club becoming top of the league.

NEWHILL 50+ LADYBIRDS

The Ladybirds attended two days per week and exhibited their arts and crafts at the opening of the community centre. They now have dedicated space and storage within the community centre and aim to further develop their arts and crafts sessions by working in collaboration with other 50+ groups and hosting them in the new building.



Upper Springfield Youth Team

The Upper Springfield Youth Team works for the social inclusion of young people age 11 to 25 years old by using a needs led and outcome driven community youth work approach. We deliver programmes 12 months of the year in a range of locally based settings. This includes a number of particularly strong strategic partnerships with Newhill Youth Club and Glór Na Mona.

This year the Youth Team have worked with hundreds of children and young people aimed at enhancing their social inclusion, participation, educational attainment, and health & well-being. 167 young people registered with the Youth Team, 126 young people registered with Glór na Mona Uachtair Cluanaí, and 67 young people registered with Newhill Youth Club this year. 30% of the young people who registered with the Youth Team were 'new' young people who had previously benefited from the project. Additionally this year the programme was also able to secure funding from Children In Need which allowed us to extend and strengthen already existing weekend detached and 'drop in' provision, 107 young people registered with the Street Work project which operates on Friday, Saturday and Sunday evenings. On average the Youth Team work with, engages, and supports 250 young people per week in a range of locally based settings. Some of the highlights of this work includes;

- Newhill Youth Club – 67 young people registered, 84 jnr and 72 snr sessions delivered.
- Glór na Mona Uachtair Cluanaí – 48 Sessions delivered of Irish Medium Youth Club every Tuesday and Thursday.
- Tearmain Óige Aoine (Irish medium 'Drop In') 44 young people registered 24 sessions delivered.
- Street Works Programme - commenced delivery January to March 2019 supporting young people on Friday, Saturday and Sunday evenings at those times when they are considered most 'at risk, 22 sessions delivered involving 581 attendances. An additional 24 sessions were delivered on Friday evenings only in the period from April to December 2018.

We also deliver a weekly schedule of informal education programmes which aim at enhancing the personal and social development skills of young people. We support young people by helping them to better understand the world in which they live and the issues that impact on their lives but

we also try to build resilience and self-esteem among our young people. 150 young people completed our innovative Training for Life Programmes, 30 young people from John Paul the 2nd completed our Training for Transition Programme.

Our 1 to 1 mentoring programme and our innovative Y Change programme supports young people between the ages of 11 and 18 and supports young people with more complex personal and social development needs. Last year 18 young people received 1 to 1 mentoring support and 32 young people completed our intensive Y Change programme which combines group work and 1 to 1 support.

The Youth Team have continued to focus on supporting and encouraging the next generation of community leaders via our 'Volunteer Leadership Programme' this year 13 young people volunteered with the project providing over 300 hours of volunteer support within their local community the highlight of this work was our annual international study visit in which 9 young people visited Barcelona in July/August. Over the course of the 12 months the volunteers were supported to complete a range of accredited courses this included;

- 8 young people completed OCN Level 2 In community Independence and OCN Level 2 Leadership
- 8 young people completed OCN Level 1 Community Independence
- 11 young people completed OCN Level 1 Leadership

The key highlights of our annual plan of work is our unique community festival 'Féile na gCliogíní Gorma' which is a week-long festival organised in the middle of May aimed at promoting health & well-being and community solidarity. This year over 1100 local people attended our week of events. While our intense summer engagement programme continues to go from strength to strength. This year 121 young people participated in the Youth Team summer engagement programme with over 98 young people completing intensive overnight residential projects. 70 young people participated in Newhill Youth Clubs Summer Scheme while 161 young people participated in our Irish Medium Summer Scheme delivered by Glór na Mona.

All our programmes are robustly monitored and evaluated. This year 100% of participants reported that they enjoyed our programmes and would recommend it to others. 90% of participants reported that they felt more included in their community as a result of their involvement with the project.

Centre for Health and Wellbeing

In March 2018 the Centre for Health and Wellbeing celebrated its 21st year of service to local communities by providing complementary therapies, and other support to those in West Belfast who are victims and survivors of the troubles, Carers and those coping with poor physical or mental health due to their personal and environmental experiences.

The project has two staff (1.5 supported by BRO funding), two volunteers (previous clients) supporting administration on a weekly basis, and continues to provide continuous employment for 9 self-employed therapists the majority of whom are from West Belfast. Two of the therapists are previous clients, who the Centre has supported, and as a result they now continue to contribute to the area's mental wellbeing and to the local economy.

During the period the Centre has lost two board representatives due to work and personal commitments. There are now five Board representatives, three females and two males. We have been fortunate to attract Margaret Richie, Ex Stormont minister onto the Board, her experience and knowledge will prove invaluable.

In 2017 - 2018 the centre surpassed its target for the provision of complementary therapies attaining 635 clients, including 36 young people, each receiving six one-hour long therapies, one per week, at a time to suit the client. This represents an impressive 3690 therapy sessions. This contributed significantly to a reduction in the Centre's waiting list which continues to grow on a weekly basis. In addition, a personal development plan is developed between the therapist/client which reflects improved mental and physical wellbeing outcomes modelled on the Take 5 steps to

wellbeing. During the period the MYMOP, client self-assessment tool, was utilised with Victims and Survivor clients which indicated that 83% of clients felt a benefit to their health and wellbeing from receiving complementary therapies.

Our contract with Belfast Health and Social Care trust was renewed providing complementary therapies for Carers. The Centre continues to provide complementary therapies for Families beyond Conflict on the Shankill and for Extern's Reach out Programme, examples of two excellent partnerships.

During the period the Centre continued to respond to identified community need through for example:

- Providing a successful life coaching course for 12 Victims and Survivors supported by the Victims and Survivors Service. This course has led to the formation of a women's Group called 'Crossroads' who are reducing isolation and loneliness through organised engagement in local activities.
- Delivered 6 complementary therapies to each of 25 housebound Carers, identified by the local community, in their own homes supported by the Halifax Foundation.
- Worked in partnership with St Gerard's school and delivered 300 therapies to pupils and parents which proved very successful in terms of engagement between the families and the school.
- During the period the Centre has been successful in other funding applications:
- Awarded 3 years funding support (2017 – 2020) from the Victims and Survivors Programme supporting complementary therapies and part of the Administrator's salary.
- Awarded funding, £20K a year for two years by Comic Relief. After a competitive process 1440 were appointed to develop a business plan addressing income generation website and social media footprint development. The funding has also provided support towards overhead costs.

Springhill Community House

Education & Training: - the aim of this project is to deliver a high quality and standard of education and training support services to the Upper Springfield and Whiterock communities through a collaborated and coordinated approach.

Springhill Community House have delivered a number of Education and training programme during 2018-19 offering adults the opportunity to avail of accredited and non-accredited courses and qualifications in a community setting. These programmes will enhance self-esteem, confidence literacy, numeracy and personal development. In addition, Springhill have delivered job specific courses which will improve job opportunities for local residents

GCSE Classes

A total of twenty-four individuals enrolled in our GCSE Maths and Science classes. The Maths students in addition will complete Essential Skills numeracy. All GCSE class run from Sept to June a total of thirty weeks. In addition, we delivered GCSE support classes for students having difficulty during the course or resitting examinations.

Therapy Training

We have delivered three Level three diploma courses in Aromatherapy, Reflexology and Flower Essence with a total of twenty-nine learners, these are one year programmes accredited by the Vocational Training Charitable Trust. On completion students become fully qualified therapists and are able to set up in business or work within the health services. Many therapist volunteer and give back to the community through health days and community events.

Life Coaching

A total of 10 individuals completed the life coaching programme aimed at improving self-confidence. The programme gives participants the tools to set goals and achieve them. Each session deals with real life issues, which affect the lives of people, while providing a trusting and confidential environment through which they feel safe to discuss their fears, concerns, hopes and aspirations in a non-judgemental and supportive atmosphere.

Information Communication Technologies

During this year we delivered ICT programmes to fifteen individuals, including computers for beginners, email and internet and online family research. Participants were recruited from the local community and we work with local schools to deliver programmes with parents in the school setting. In addition we worked with the Springhill/Springmadden residents association on a digital art project which resulted in the design of a digital artwork that represents the local area both past and present which will be erected at the top of Springhill Avenue.

Social Inclusion Programme

A number of classes including Women in History, Arts & Crafts, horticulture and sewing were delivered with local residents aimed at encouraging them to participate in informal learning. It is hoped that they will then engage in formal/accredited classes which will improve their life opportunities.

Advice & Guidance

Springhill continue to provide advice and guidance to a small number of individuals each year; this year forty individuals accessed the advice services in relation to education and training.

Volunteer Placements

Our dedicated Volunteers continue to support our services, without them we would struggle to support students and clients. Volunteers help in a number of ways including; student support, administration, reception, housekeeping and therapies

Meeting Place

We continue provide a meeting place for Springhill Residents Association, victims groups and local youth organisations enabling them to engage with local youths right on their own door step.

Victims Support

We continue to support both victims of institutional abuse and victims of the conflict including by building capacity of individuals and groups and assisting with the administration and management of grants to the organisations and organising of events and activities.

Black Mountain Shared Spaces (BMSS)

We continue to work in partnership with BMSS in the delivery of an art and crafts workshop one morning a week in the Sliabh Dubh estate; this is a cross community collaboration with residents of Sliabh Dubh and Highfield.

Oral History Project

The oral history project records stories and experiences of the local community which will stored and will be made available to the general public.

Tom Cox Award

Each year Springhill Community House present the Annual Tom Cox Award, this award is in memory of Tom Cox, a friend to Springhill Community House, who was an American writer with special concern for human rights. He had radical views about politics and government. The Tom Cox Award is presented every year to someone who has given special service to the community. This year's award was be presented to Sarah Caldwell, Sarah has worked with An Munia Tober supporting the traveller community for many years, and the award was in recognition of her continued work.

Mayor Recognises Springhill's Work

We were delighted to welcome the Mayor Deirdre Hargey to Springhill Community House for a presentation to Fr Des in recognition of his positive contribution to the city and his lifelong service to the people of Ballymurphy and his spiritual and religious guidance. At the same time, she presented Springhill Community House with a certificate of recognition for the excellent work of the community house in the Upper Springfield area and beyond.



Level 3 Diploma students studying therapy training.



Mayor Deirdre Hargey presents certificate of recognition.

Social Renewal - Health

Health and Wellbeing

This project aims to support the delivery of services to the target groups across the health spectrum. Springhill Community House have delivered a number of Health and Wellbeing programmes during 2018-19 aimed at improving the physical and mental health of residents. By increasing access to healthy lifestyle programmes this will help increase overall life expectancy of participants:

Complementary Therapies

Springhill offer complementary therapy clinics in Homeopathy, Reflexology, Aromatherapy etc., 244 individuals benefited from therapy provision in the past year, each client receives 5 one hour therapy sessions per cycle. Clients can access the therapies from home or in our therapy rooms.

Health Days

We have participated in 13 health days/events during the past year where approx. 200 individuals accessed health awareness information including a taster session in a therapy.

Bach Remedies:

Springhill provide a drop in Bach Flower remedy Clinic where clients can access and take away a flower remedy tailored to their needs. A total of 96 individuals have accessed the clinic, with conditions such as depression, anxiety, stress, suicidal tendencies and general ailments.

Detox Clinic:

The detox clinic is specifically designed to assist those addicted to drugs, alcohol or tobacco. Each client receives 10 consecutive treatments using the NADA protocol. The success rate for individuals staying off substances is mixed, some re use and we are back to square one. With those who do well, we signpost them to other service providers for support, a total of 40 individuals accessed the clinic during the past year.

Suicide Awareness:

Suicide and suicide awareness remains a big issue within the local community, we continue to work intensively with families' affected offering support and therapies to help families deal with their loss and support them through a difficult time. We make referrals to and receive referrals

from other providers and will continue to provide this service. We have found that Bach remedies have proven very effective for helping people to a more positive frame of mind. During this period, we have supported 19 individuals who have been directly affected by suicide within their immediate family.

Community Garden/Allotments

Ten volunteers continue to maintain the community garden, we have delivered a 30 week horticulture programme designed to teach individuals how to grow their own vegetables from seed to table. The garden encourages local residents to become more involved in social activities, engage with others, reduce social isolation and allows residents to take pride in shared spaces which has a ripple effect within families and the wider community.

USWIP Health and Fun Day

This is an annual Health and Fun day held on 8th August which brings together service providers in the Upper Springfield area who work in partnership to deliver the event. The events took place across the Whiterock Leisure Centre, Community Centre, Community Garden, Falls Park, and new play park. Our therapists delivered 15-minute taster sessions of aromatherapy, Reflexology and Indian Head massage with individuals. This event was organised to counter antisocial behaviour and bonfires and over the 11 years of the event there hasn't been any antisocial behaviour or bonfires light on the 8th August, traditionally internment night.



Social Inclusion Programme – Women in History



USWIP Health Day

Voices Womens Group

In 2018-2019 Voices Women's Group have delivered numerous social and personal capacity building projects, alongside a breadth of health and wellbeing, good relations, and community development initiatives.

Health & Wellbeing

We organised a level two Building the Community-Pharmacy Partnership programme funded through CDHN. This included input from PIPS Charity, Advice NI as well as an intergenerational programme with young women from Holy Trinity Youth Club.

We delivered two personal development programmes funded through the CLEAR Project's Take 5 initiative and ROSA's Women to Women Fund. We also delivered two mindfulness programmes – one through CLEAR and one through the Older People's Training Fund.

WISPA have delivered two twelve-week armchair aerobic programmes in the past 12 months.

WRDA have delivered three workshops on early detection of breast, cervical and bowel cancers.

Community Relations

Community Dialogue delivered a series of workshops around Brexit and its impact on ethnic minorities resident in Northern Ireland.

We participated on numerous cross-community workshops, visits and dialogues through Belfast City Council's Diverse City programme including visits to the Belfast Islamic Centre and the Jewish Synagogue.

Community Development / Bonding & Volunteer Development

With the help of funding from DFC, our committee participated in a short committee training and goal setting course. We developed a three-year strategic plan with help from funding from Comic Relief.

Voices Women's Group continues to work in partnership with local community groups and service providers, and continually accepts referrals from the local mental health and family support teams alongside self-referrals and referrals from the Good Morning line as well as our local pharmacist.

Whiterock Children's Centre

Whiterock Children's Centre's continues to focus supporting children and families in the area. We continue to promote parenting skills and support mainly through our work in schools. This year we worked with 218 individuals and feedback from parents was very positive regarding, their children's learning, spending quality time together with their children, and promoting attachment.

Nurture rooms in primary schools have really benefited from our sessions getting parents and children to work together, spending time together and learning together.

The healthy lifestyles programme has focused on healthy cooking and eating. This year again we delivered classes as afterschool activities or as family activities, introducing healthy options and new foods from an early age. These workshops also explore the issues around obesity, as well as recycling and food waste. With the new food recycling system put in place by Belfast City Council, we have included food recycling information in our sessions. This year 61 children and 42 parents from the immediate area took part in healthy lifestyle programmes. Following from last year's soup making marathon in St. Joseph's Primary school, this year we added a new element to the programme. Children got the opportunity to plant vegetables in their school grounds and see them grow. The aim of this was to look at the different vegetables, how they grow and what they are used for. Following the planting sessions we organised the soup making marathon where all children took part in cooking a vegetable soup with a family member. The feedback from families was very positive.

Our Ethnic Minority Project continues to support new comer families arriving to West Belfast. 90% of the families we work with are seeking asylum. Asylum seeking families live in very precarious and vulnerable conditions. Most of them have very limited English and communicating and getting

settled in West Belfast is a real challenge. Enrolling children into schools, registering with GP's and dentists, housing issues, food and clothing needs are only a few issues we have been helping families with. The biggest challenge for many new comer families is to learn English and for that we organised 2 classes per week for different levels. And with the classes we have provided childcare places, so that parents particularly women have access to English classes while their children are looked after by caring and qualified staff on site. This year only the centre was able to provide 208 childcare places for people attending classes.



We have also seen an increase of Syrian families coming into West Belfast, as part of the Syrian resettlement programme. On arrival these families were assigned a key worker from Barnardo's, who supported them in the initial stages. However, this was for a limited period, and the community is now supporting families, with no additional resources. Many of them have very limited English and also have serious health issues and are trying to navigate our health system on their own.

The request for food parcels and electric/gas vouchers continues to be significant, particularly over the Christmas period. This year again we organised a Christmas appeal to support local families in need. We were able to help 85 families and over 200 children thanks to the generosity and help the community and other organisations we were able to provide food, toys and clothing for children as well as electricity/gas vouchers. We will continue to provide food parcels all throughout the year and are anticipating that with the welfare reform fully in place the demand for support will escalate.

Upper Springfield / Whiterock Family Support Hub

The Upper Springfield / Whiterock Family Support Hub support / signposted 278 families to the services that the families requested. The main reasons for referrals were emotional and behaviour difficulties of children and young people as well as support for their parents. ASD/ADHD, poverty, childcare/afterschool's and activities for young people were also issues facing many of the families referred to the hub. The family support hub made 345 referrals to services in the community for these families looking support. The hub is as strong as the organisations that support it. And with resources getting slimmer and slimmer on the ground the ability of the Hub and the community to support families is getting harder and harder.

Education & Training: The aim of this project is to deliver a high quality and standard of education and training support services to the Upper Springfield and Whiterock communities through a collaborated and coordinated approach.

Upper Springfield Resource Centre

The Resource Centre is open five days per week each week day from 9.30 a.m. -4.30 p.m.

Providing help and advice on a wide range of issues from welfare benefit entitlements, housing exchange, the environment (parks and gardens redesigned and build), and community development & safety.

Each week we have C.A.B, N.I.H.E. and Advice Outreach delivery ongoing. Providing partner services in Centre:

- CAB – 1 Day
- NIHE – 1 Day
- Resource Advice five days provide drop in service;

In addition, the Resource Centre staff have a comprehensive network of resources to help with a diverse range of needs from simple photocopying and printing, to helping start up a community group, putting people in contact with other groups and agencies that can offer further support.

The Resource Centre coordinated several successful events in the Upper Springfield Whiterock area with several thousand residents participating.

These included:

- The Senior Citizens' Annual Festival
- Family and senior citizens events held during the year;
- Christmas functions such as Christmas Santa Claus is coming to town and mini market
- Community health & family fun day 8th August
- Halloween event and lantern parade to Falls Park
- Family Fun Days

- Clean up campaigns
- Save the Black Mountain events Youth Camp Out and Walk
- August Feile
- Community Safety Project with West Belfast Unwanted Bonfire Group resulting in no bonfire and no interface incidents taking place in the area during the July/August period.
- The centre also play a central role in Families Bereaved through Car Crime campaign.

Upper Springfield Events' Group

With Upper Springfield Events' Group the Resource Centre deliver an annual calendar of events, around critical dates fundraise and draw up diversionary activities during summer months which incorporate incidents around bonfires and interface areas - events involving pensioners, families at August, Halloween, Christmas, festival events. Resource organised and coordinated community events attended by several thousand in partnership with the Upper Springfield Whiterock Integrated Partnership and Events Group.

We also:-

- Distributed Residents Newsletter information within Upper Springfield to 3,700 households;
- Support given to Suicide Awareness and sit on Upper Springfield Response group with Health Trust
- Community safety advice and support to victims and the broader community
- Consultation and development of Upper Springfield Community Development Services

Feasibility and Research Projects

This year we have been involved with the development of the Men's Shed in Whiterock Westrock work included a questionnaire & consultations, costings & drawings, secured several thousand for this project.



Secured funding from DOJ ARC for Launch of anti-car crime/road safety initiatives with ACT PSNI, Families Bereaved through Car Crime. Co-ordinated interagency approach, advice on housing and environment matters to clients, community groups and statutory bodies on a daily basis.

Housing Developments

Proposals for several new builds working closely with BIFHE and Moyard sites looking at new housing and park developments.

Transfer/Swap Scheme

We also work in partnership with local residents, and statutory agencies to implement transfer/swap scheme in conjunction with NIHE developed and ongoing.

The Resource Centre will continue to be involved in the regeneration priorities developed through the appropriate theme teams and sub groups. Currently members of the following theme teams: Environment & Housing, Community Services, West Belfast unwanted bonfire steering group and the Upper Springfield Events' Group.

Holy Trinity Centre Overview of Targets

Targets reported on	
Day care	29 placements secured in this reporting period
Counselling/Intervention/Treatment	518 people received 8 -12 individual one to one counselling sessions
Suicide Intervention Treatment	419 people received 8 -12 individual one to one counselling sessions
Volunteers	11 volunteers in this reporting period
Miscellaneous Services	
Prayer Group	125 in this reporting period
Creative Arts	240 people attended the weekly creative arts class

Chiropody Services	180 people received chiropody services in this reporting period
Family Support	121 families and children received one to one mentoring or support via group work.

Continued contracts

- Family Support
- 1 Self Harm contract delivered as a partner in the Community Wellbeing Alliance
- 1 Talking Therapies contract delivered as a partner in the Community Wellbeing Alliance
- Extension of PHA Protect Life contract
- Extension of Victims and Survivors – Adults
- Extension of Victims and Survivors – Children
- BHSCT- GP/Legacy Contract

Additional Funding Support

- Department for Communities

- Pathways
- Belfast City Council – Revenue Grant

Awards

Investors in People

Family 1st Award – Best Day-Care provision in the West Belfast

BACP – British Association for Counselling and Psychotherapy

Belfast City Council – 5 STARS ***** Award for catering

Day Care

Trinity Day care continues to provide 30 full or 60 part-time placements to local community. As a self-sustaining social economy project day-care offers local affordable childcare at a high standard. The service continues to be inspected annually by the BHSCT and passed this year with only one recommendation. All staff are trained to a minimum of a level 3 or above and continue to personally develop through training provided by the organisation. The Day-Care service was promoted by placing a large advertisement on the billboard beside the Kennedy Centre. The service is opened from 8 am to 5 30 pm Monday to Friday and sustains 14 staff supported by a small contribution from Pathways.

Trinity Community Counselling

Trinity Community Counselling Service offers professional, confidential support to children, young people and adults. Some of the issues covered are bereavement, relationship issues, addictions, depression, anxiety, self-harm, suicide, trans-generational trauma etc. Referrals are made by GP's, Hospital Emergency Departments, and Health Workers, Family, Friends and the individuals themselves. The core counselling projects are

funded by BHSCT, PHA, and VSS. The organisation continues to deliver and support 2 external contracts held by the Community Wellbeing Alliance SHIP-(SELF HARM) and Mental Health (Talking Therapies)

The counselling service is opened from 8.30 a.m. to 5.30p.m. Tuesday and Friday with four late nights Monday, Tuesday, Wednesday and Thursday to accommodate children and young people and people who are employed.

This year 937 people used the counselling service however the demand for the service remains high especially for children and young people.

To support waiting lists, we ran a fund-raising night in the Devenish Complex which was very successful, please note we can't supply photos of people who attend counselling.

Family Support – 121 families, children and young people received Family Support Packages, made up of group work and one to one mentoring. This is a popular project and results in long waiting lists. This service is a Belfast wide service and is funded under BHSCT.

Creative Arts – This group occurs weekly, attendance varies but approximately 5 people attend the weekly class with approximately 240 in this reporting period.

Disability Group – Continue to use our basement for weekly services.

Volunteer Opportunities – In this reporting period 11 volunteers supported all the groups. Additionally, the centre operates a training scheme which facilitates training placement opportunities for trainee counsellors. The trainee counsellor is supported by peer mentors who provide a supervisory role and encourage the trainee to maintain the placement and qualify as a counsellor

ACHIEVEMENTS OF NEIGHBOURHOOD RENEWAL FUNDING IN 2018/19 YEAR

Community Output Measures

PROJECT	AFCG	CHWB	HTC	SCH	SVDP	USDT YOUTH TEAM	USDT Advice	USRC	VOICES	WCC	US Advice	AAB
CR1 - Number of people participating in community relations projects	92			10					30			
CR2 – Number of people participating in community bonding projects				10					30	50		
CR3 - number of people volunteering for community development activities	9		11			13				10		
CR4 - Number of people engaged/involved in unpaid voluntary work	4	2		8			2	70	20		1	18
CR5 -Number of people receiving training in community development skills/capacity building		30				21		60				
CR6 - Number of people using new or improved community facilities												
CR7 - Number of community/voluntary groups supported												
CR8 - Number of community relations projects supported												
CR9 - Number of people involved in projects that promote shared space												
CR10- Number of People using existing community facilities												
CR11- Percentage of residents who say they are aware of community facilities in their area												
CR12- Number of enquires and clients by category							4234				750	23
CR13-Total number of beneficiaries	486						3534				2769	250
CR14- Waiting list times and numbers												
CR15- Number of appeals and success rates							85				50	
CR16- Number of direct referrals to other support services												

CR17- Value of benefits claimed as a result of advice given							£1.8 m				£2,111, 825.52	

Education Output Measures

PROJECT	Newhill				SCH	SVDP	USDT YOUTH TEAM	WCC	AAB
	AFCG	CHWB	HTC						
SR(Ed) 1 - Number of childcare/nursery school places crated/safeguarded	92		29	88				202	
SR(Ed)2 - Number of pupils whose attendance is measurably enhanced/improved									
SR(Ed) 3 - Number of pupils whose attainment is measurably enhanced/improved					24				
SR(Ed) 4 - Number of pupils whose behaviour is measurably enhanced/improved									
SR(Ed) 5 - Number of people engaged in parenting skills development programmes	48			20				219	
SR(Ed) 6 - Number of pupils directly benefitting from the project									
SR(Ed) 7 - Number of pupils whose attainment is measurably enhanced/improved									
SR(Ed) 8 - Number of pupils directly benefitting from project									
SE(Ed) 9 - Number of pupils whose attainment is measurably enhanced/improved (in STEM subjects)									
SR(Ed) 10 - Number of pupils directly benefitting from the project									

SR(Ed) 11 - Number of pupils whose attainment is measurably enhanced/improved against baseline position to ensure pupils reach full potential									
SR(Ed) 12 - Number of pupils whose attendance is measurably enhanced/improved									
SR(Ed) 13 - Number of pupils whose attainment is measurably enhanced/improved against baseline position									
SR(Ed) 14 - Number of young people directly benefiting from the project									
SR(Ed) 15 - Number of young people experiencing improvements against baseline position of assessed needs									
SR(Ed) 16 - Number of young people having access to specialist support to address assessed needs	22							21	34
SR(Ed) 17 - Type and number of accredited qualifications completed									
SR(Ed) 18 - Number of pupils directly benefitting from /being supported by the project									
SR(Ed) 19 - Number of pupils whose attainment is measurably enhanced/improved against baseline position						36			
SR(Ed) 20 - Number of children and young people having access to specialist support to enhance their physical and emotional well-being	36	18					32		
SR(Ed) 21 - Impact on enhanced learning environment									
SR(Ed) 22 - Increased number of young people and adults taking part on regular physical activity									
SR(Ed)23 - Number of pupils whose attainment is measurably enhanced/improved (in ICT related subject)									

SR(Ed)24 - Number of residents in an area who obtain a (ICT-related) qualification on completion of formal training									
SR(Ed)25 - Number of pupils directly benefiting from project									
SR (Ed) 28 Number of people undertaking accredited courses and qualifications completed					72				

Social Renewal - Health Output Measures

PROJECTS	AFCG	CHWB	HTC	SCH	SVDP	USDT YOUTH TEAM	USRC	VOICES	WCC
SR(H)1 - Number of people benefiting from Healthy Lifestyle Projects				328					103
SR(H)2 - Number of people attending Health Education/Awareness initiatives	43				28	288		60	
SR(H)3 - Number of people accessing intervention/treatment services		615	518	215					
SR(H)4 - Number of health education awareness initiatives provided/delivered									
SR(H)5 - Number of people benefiting from new or improved health facilities									
SR(H)6 Number of people participating in suicide prevention projects			419	65				35	
SR(H)7 Number of new/improved sports facilities provided									
SR(H)8 Number of people using new sports facilities									
SR (H)9 – Number of People using existing sports facilities									
SR(H)10 - Increase (n%) in the number of people using improved sports facilities									

Social Renewal - Crime Output Measures

PROJECT	AFCG	CHWB	USRC	USDT YOUTH TEAM
SR(C)1 - Number of people receiving advice on crime prevention				
SR(C)2 - Number of community safety initiatives implemented				
SR(C)3 - Number of people participating/attending community safety initiatives				
SR(C)4 - Number of crime prevention initiatives implemented				
SR(C)5 - Number of people participating/attending crime prevention initiatives				
SR(C)6 - Number of young people benefiting from youth inclusion/diversionary projects				250
SR(C)7 - Number of victims of crime supported		49		
SR(C)8 - Number of homes with increased security				
SR(C)9 - Number of Neighbourhood Wardens supported				

SR(C)10 - Number of people involved in dealing with the impact of Interface issues				
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Physical Renewal Output Measures

PROJECT	USDT	SCH	USRC
PR1 - Area of land improved for open space		1	250
PR2 - Area of land reclaimed for open space			
PR3 - Area of land improved and made ready for development			
PR4 - Area of land improved and made ready for shared space			
PR5 - Number of building(s) improved			
PR6 – Number of community facilities improved	Ongoing		
PR7 – Number of traffic calming schemes			
PR8 – Number of trees planted			
PR9 - Number of projects improving community facilities			
PR10 - Number of people/volunteers involved in physical development and/or environmental improvement projects			

Economic Renewal Output Measures

PROJECT	AFCG	CHWB	USRC	HTC	USDT Advice	Newhill	SCH	SVDP	USDT	WCC	AAB
ER1 - Number of FTE jobs created	5	1.5	1	1	4	1	1	1	7	1	4.4
ER2 - Number of residents going into employment											
ER3 - Number of people accessing careers advice							41				
ER4 - Number of people receiving job specific training							29				
ER5 - Number of weeks (per participant) of job specific training provided											
ER6 - Number of people receiving non job specific training e.g. first aid											
ER7 - Number of weeks (per participant) of non-job specific training provided											
ER8 - Number of new business start ups											
ER9 - Number of new/existing businesses requiring/receiving advice/support											
ER10 - Number of people becoming self employed											
ER11 - Number of social economy enterprises created/supported											
ER12 - Number of new business start-ups surviving 52 weeks											

ER13 - Number of new/existing childcare places supported to facilitate training or employment	92										
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Upper Springfield Whiterock Integrated Partnership Conclusion

In the 2018/19 financial year, Upper Springfield Whiterock Integrated Partnership total overall spend was £xxxxx.

The following table details current projects funded via the Neighbourhood Renewal Investment fund. It also details the 2017/18 individual spend for each project, the total amount of expenditure by strategic objective and the overall 2015/2016 total expenditure in the Upper Springfield Neighbourhood Renewal Area.

Programme/Project	CFF Funding Period	CFF Funding Amount (Project allocation)	18/19 Spend (as at 31/03/19)
HOUSING AND ENVIRONMENT			
Housing and Environment	01/04/18- 31/03/19	£120,732.59	£119,112.56
Total Housing and Environment Expenditure		£120,732.59	£119,112.56
HEALTH AND WELLBEING			
Health and Wellbeing Theme	01/04/18- 31/03/19	£136,754.62	£136,584.15

Total Health and Wellbeing Expenditure		£136,754.62	£136,584.15
EDUCATION AND TRAINING			
Education and Training Theme	01/04/18- 31/03/19	£15,776.36	£15,776.36
Total Education and Training Expenditure		£15,776.36	£15,776.36

DELIVERING EFFECTIVE COMMUNITIES			
Delivering effective Communities Theme	01/04/18- 31/03/19	£184,976.27	£183,450.81
Total Delivering effective Communities Expenditure		£184,976.27	£183,450.81
CHILDREN YOUNG PEOPLE AND FAMILIES			
Children Young People and Families Theme	01/04/18- 31/03/19	£283,826.48	£282,661.48

Total Children Young People and Families Expenditure		£283,826.48	£282,661.48
TOTALS		£742,066.32	£737,585.36

Upper Springfield Whiterock Neighbourhood Partnership Conclusion

In the 2018/19 financial year, Upper Springfield Whiterock Neighbourhood Partnership total overall spend was **£737,585.36**

This does not include services delivered on a West Belfast wide basis and across the Greater Belfast area. These services received £1,199,449.87 in 2018/19 from Neighbourhood Renewal funding.

Social Renewal – £554,134.55

Community Renewal - £183,450.81



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