

# Social Inclusion and Community Activation Programme 2018-2022 (SICAP)

LDC Annual Progress Report 2018

TEMPLATE. LOT – Galway City(26-1)



**Social Inclusion &  
Community Activation  
Programme**



Ireland's European Structural and  
Investment Funds Programmes  
2014-2020

Co-funded by the Irish Government  
and the European Union



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*The Social Inclusion and Community Activation Programme (SICAP) 2018-2022 is funded by the Irish Government through the Department of Rural and Community Development and co-funded by the European Social Fund under the Programme for Employability, Inclusion and Learning (PEIL) 2014-2020.*

## Social Inclusion and Community Activation Programme (SICAP)

### Annual Progress Report 2018

#### Galway City Partnership

# Goal 1

## Key Achievements

### Supporting communities.

We continued to focus on establishing new groups in 2018 and would like to illustrate our work through the following examples.

Walk the Talk, a community group started by asylum seekers living in Galway, the aim of the group is to integrate residents of direct provision with the larger local community and to raise awareness of broader social issues.



**COMMUNITY BASED INITIATIVES**  
developing strategies and projects designed to promote health and well-being

The aim of the group is to integrate members of direct provision centres in Galway with the larger Galway community and raise awareness of broader social issues.

*WALK THE TALK seeks to achieve this integration primarily through the medium of health and fitness*

**We Provide:**

- >space for community engagement,peer to peer support and integration within the community.
- >guide through various projects to a healthy lifestyle
- >an avenue for physical activity, getting people off the couch and getting them moving
- >support for volunteer initiatives and community groups

[walkthetalkgalway@gmail.com](mailto:walkthetalkgalway@gmail.com)

**Walk The Talk Galway**

To date, WalkTheTalk, with the support of GCP organised;

- A Climb up Diamond Hill to mark International Day of Racial Discrimination.
- An intercultural 5 aside to mark World Refugee Day.
- A walk, cuppa and a chat to highlight the little things campaign and World Mental Health Day.

Other examples of new groups established during the year are the Active in Ballybane Group and the Eastside Orienteering Group.

The Active in Ballybane group was established in response to the identified lack of sporting and physical activities in the area. The age groupings identified as being in greatest need are the under 10's and adults. GCP, in collaboration with the Doughiska & Ballybane Sports Hub Co ordinator, members from the Ballybane Taskforce and staff from City East Family Services have organised a number of activities under the Active in Ballybane group.



*Children attending an Active in Ballybane event during the Halloween mid term break.*

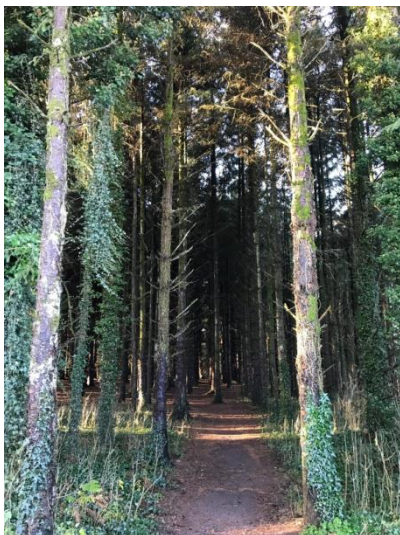


*Adults attending the 'Badminton Give it a Try' event in the Ballybane Community Resource Centre during December.*



*Some members of the newly formed Bally Ramblers Group taking a well-deserved break after a walk through the woods in November 2018.*

Eastside Orienteering Group was established with help from GCP, the Ballybane Taskforce, Doughiska & Ballybane Sports Hub, Merlin woods Sports Group and local councillors. The group secured funding to allow them to design and purchase signage and erect an orienteering trail through the Merlin Woods.



*Part of the route of the orienteering trail in the Merlin Woods.*

A significant part of our work includes support provided to existing Local Community groups across the city. An example of an existing group who engaged in a number of activities was the **Galway Integration Consortium (GIC)**. The Consortium is a network of agencies both statutory and voluntary with the ultimate goal of supporting best practice in relation to integration in Galway City by highlighting issues and trying to identify feasible actions to be taken to combat them. It was established by **Galway City Partnership** following on from the Galway Anti-Racism & City of Equals Strategies. The Consortium is facilitated by **Galway City Partnership** and supported by the **Galway City Council** Social Inclusion Officer.

This year GIC

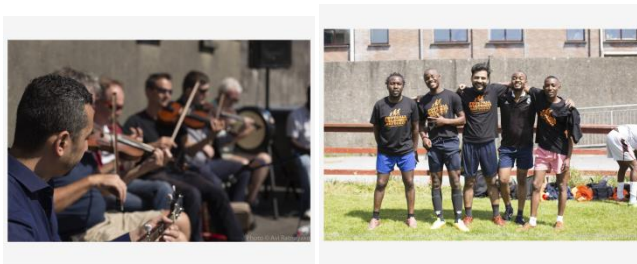
- Hosted World Refugee Day celebrations.
- Hosted Training on the Right To Work For Asylum Seekers



- Supported the NUIG University of Sanctuary Campaign
- Established Galway Community of Sanctuary



*Members of the GIC committee*



*Photos from World Refugee Day celebrations*

The Ballybane Taskforce is another previously established group which received ongoing support from GCP during the year. The Taskforce is a group of stakeholders, both community & statutory, working together to promote the area of Ballybane. Its mission is to work together with everyone in Ballybane to improve the community they live in, and to work with other agencies to ensure people in our community have access to quality services, education, training and employment. Its vision is to support the development of a just and inclusive Ballybane by ensuring equality of opportunity for people irrespective of their gender, race, skin colour, disability, age, marital status, sexual orientation, religious or political beliefs, class or ethnic origin, including membership of the Traveller Community. This group has formed a key element of the work in the east of the city and it has either directly, or in conjunction with other local organizations, rolled out a number of initiatives throughout the year;

1. Supported a Needs Analysis in the community, the Terms of Reference of which are “An area based analysis of the current needs of children and families in the Ballybane area of Galway City to support the work direction of the Ballybane Task Force and Ballybane Child and Family Support Network (CFSN)”. **Aim:** To provide an analysis with recommendations that will inform the strategic response for children and their families in the Ballybane area.

It is envisaged that this piece of research will provide important insights into the effectiveness and impact of current services, and provide direction as to how the Ballybane Taskforce and CFSN should focus their work.

2. Youth Analysis Through Participation initiative whereby the needs of young people were identified through a series of workshops held with different age groups.
3. Helped develop Active in Ballybane a new group ran in conjunction with the Sports Hub Coordinator
4. Ran and co-organised a Community Harvest Day with the Ballybane Community Garden and Community Family events in July and August. This was made possible thanks to funding from Galway City Council
5. Organized a Community Photography Competition ran as part of the Loving Galway Festival
6. Organised a Christmas Craft Fair with the help of funding provided by the Community Development Unit of Galway City Council.
7. Developed a Ballybane Taskforce website and Facebook page
8. QCBI Innovation Funding application. Unsuccessful
9. Small Towns Big Ideas/Galway 2020 funding application. This application was successful and the 'Belonging in Ballybane' programme started in October and will culminate with a community event in May 2019
10. GCP collaborated with the Loving Galway initiative which stemmed from Galway receiving the Green Leaf designation for 2017. The steering committee organised a Sustainability Festival which ran in September 2018. The Ballybane Taskforce were eager to get involved in the initiative and were delighted to receive funding to allow them to run a community photography competition which endeavoured to raise awareness on environmental sustainability in the community. GCP is one of the lead organisations involved in the Taskforce. Please see the photos below which provide a flavour of the entries received in the competition.
11. Successful Community Festivals funding application.



*The overall winner of the Loving Galway/ Ballybane Taskforce Photography Competition, Leona Barrett pictured with her proud mum, which was run in Ballybane during September.*

Access for All is a community group made up of both statutory and voluntary members based in Galway City. Through continued community engagement GCP has identified a strong need for increasing accessibility in Galway City. The aim of Access for All is to promote universal access in Galway City by running awareness raising initiatives and using educational platforms to inform the public of barriers faced by those with mobility issues in Galway City. Within Galway City approximately 13% of the population have a disability. “Accessibility” relates to having easy access to physical environments, services and information. This impacts not only those with disabilities but people using baby strollers, those with service dogs, the elderly and those with temporary mobility issues.

Access for All is co-ordinated by Galway City Partnership with the primary target group of people with a disability as supported by SICAP. Some of A4A members include Galway City Council, National Council for the Blind, Irish Wheelchair Association and Disability Federation Ireland. 2018 saw a very successful and productive year for Access for All which included the following initiatives under Goal 1 Supporting Communities, Community Engagement and Community Participation.

- National Access Group meet up. Access for All attended national meetings in both Limerick and Dublin where Access groups representing different counties came together to identify common issues and strategies.
- GCP facilitated planning workshops and developed a new A4A Strategic Plan for 2018 with an accompanying Action Plan.
- Developed an accessible A4A Website which can be used by those with a diverse range of access issues. Developed further A4A Facebook and Twitter so as to reach a wider audience.
- GCP co-ordinated an information workshop on the United Nations Convention of Persons with a Disability for individuals and organisations in Galway during Social Inclusion week.
- GCP promoted and co-ordinated the local campaign of #Makewayday in Galway City, launched by the Mayor. Make Way Day was viewed by over 750,000 people online and featured on RTE TV news throughout the day. A number of local and national radio shows, newspapers and online magazines also ran the story.
- Co-organised an event with students from NUIG for International Day of Persons with a Disability, 3<sup>rd</sup> December 2018.





*Groups and individuals launching #Makewayday (26/09/18)*



*Mayor Neill McNellis launching #Makewayday*



*UNCRPD Workshop during Social Inclusion Week 2018*

Our work also included the facilitation of **community groups to participate in policy and planning**. For example Eglinton and Great Western Residents Committees inputting to the Healthy Ireland feedback and planning workshops. Encouraging participation in the development of the Equality & Human Rights Statement.

## **Performance Monitoring**

The overall KPI Target for Goal 1 was 50 and the actual was 51

We continually monitored the Outcomes of Galway City Partnership's performance in relation to SICAP through our on-line monitoring system IRIS. Reports from this System were provided to management, Board and the LCDC. In 2018 we targeted the most marginalised and disadvantaged individuals in local communities, achieving our target of 23.29%

We derived reports from our social media fora on a Monthly basis from our website stats and facebook hits and put these figures into Iris. We produced community newsletters, flyers, articles in local newspapers and we participated in local networking events, Ballinfoile open day, Community Employment Scheme Information Session day with the LESN, Ballybane Garden Open day, Westside Garden Open Day, Westside Xmas Market, Galway City and County Social Enterprise Networking Event, Operation Communication Networking event for Child and Family Support Networks, we worked with GCN re graphic design of our GCP Booklet. We designed and printed a new GCP Booklet and two Pop Up Banners for various events.

We also contributed to a presentation to the LCDC on small area Stats and Pobal Maps. We continue to develop various case studies to highlight the impact of the SICAP actions on individuals and communities around the city.

We agreed to work in collaboration with NuiGalway on developing a more rigorous research base for SICAP work and to begin with research in relation to Travellers in education in 2019. A staff will now be allocated to this research role to ensure maximum outputs are achieved.

## **Challenges and Barriers**

One of the key challenges in our work is the recruitment of volunteers in the Ballybane area of the city. Over the years the level of volunteer engagement has fallen dramatically and we are working hard to reverse this trend.

A challenge facing A4A is ensuring that Access for All will develop and expand its members and roles and is not only driven by a small number of members and organisations.

Challenges facing several of our groups include

- i) Costs to running groups most especially group insurance.
- ii) Volunteer recruitment and retainment
- iii) Complications for groups around involving volunteers, organising events concerns of insurance, liability, responsibility.

One of the challenges is to create ongoing awareness of SICAP locally and of the services we provide through it to reach those areas of disadvantage and to target those most marginalised.

## **Key Learning**

One of the key lessons learned leads from one of the key challenges- recruitment and retention of volunteers.

The Ballybane Taskforce have worked hard during the year to bring about positive change in their community. New initiatives have been undertaken which have opened the work of the Taskforce to new members of the community. We have learned that we need to focus on the development of volunteering pathways for community members and we plan to work more closely with both the Galway Volunteer Centre and Galway Mayo Institute of Technology in 2019 to implement this initiative.

The levels of pre-development support required for new groups remains extensive.

We need to create regular opportunities for an awareness around SICAP locally to be developed and reinforced - with a particular focus on disadvantaged areas so that people will continue to avail of the supports. We need to continue to inform all community groups and individuals of the supports, courses and activities that are provided under the SICAP programme. We will continue to carry out more networking events throughout the city to make people aware of the services we provide and also it is a good way to connect with people from the areas we target.

## **Engagement Strategies**

We use a variety of engagement strategies in our work practices and the underlying guide for us in which method, or combination of methods, to use is ensuring we have on the ground knowledge of the community we are working with and/or target group we are hoping to engage. We have staff based in two outreach locations on both the east and west of the city and this really assists us in engaging with people in their local communities.

Traditional methods of engagement are used such as flyer delivery house to house, ads in local community newsletters and city based newspapers, as well as hanging posters in local venues such as shops, the library, local health centres and the Post Office. In addition to this staff would also promote our initiatives with specific organisations relevant to each target group. For example if we were targeting Travellers we would promote our work with organisations such as Galway Traveller Movement. GTM have a Primary Health Care Team who work across the city and are very well known to Travellers throughout Galway.

The most important method we use when trying to engage with all our target groups, is to go out and meet and talk to them. We explain who we are, where we're from, what we are intending on doing and why we want them to get involved. We have found the key to working meaningfully with any target group is through building trusting relationships with them and asking those that we do know well to help us spread the word about what we're trying to do among their friends and families.

We would also keep in mind that people may have low levels of literacy. Our promotional materials are designed to be as literacy friendly as possible and our promotion of initiatives would occur across a range of mediums e.g. on local radio, in picture format and also using the written word.

In an effort to develop people's literacy levels, and in turn, promote further engagement with our target groups we have formed a group called the Right to Read Group. This group is made up of a number of stakeholders; staff from the Galway City & County Libraries, Tusla, Galway Childcare Committee and Home School & Community Liaison staff. We have developed some initiatives in our local library which we hope are attractive to people who would not normally engage with the service- the initial initiatives have been focused on children but we have plans for the coming year to encourage adults to get involved with some of the planned initiatives.

We also actively participate in Network Meetings, attended a workshop with the LESN and have ongoing meetings (both formal and informal) with individuals in community/resource centres and in Galway City Partnership.

### **Publicity**

Our social media and direct publicity campaigns carried out with existing networks, local community groups, advertising in local media, on our website and door to door leaflet drops continues to see a significant rise in creating awareness and uptake of SICAP services.

Also attended Network meetings and workshops publicising the SICAP services and activities.

### **Target Groups**

Our main target groups are people living in disadvantaged communities, the unemployed, people with disabilities, people living in Direct Provision, Older people, Lone Parents and members of the Traveller Community.

During 2018 we worked collaboratively with Galway city & county libraries to develop an initiative called 'The Right to Read Campaign'. This work has focussed on how to engage people who have low levels of literacy in all of our work.

People with a disability face many challenges to participate in meetings and other events due to lack of accessible transport, venues and costs involved. A4A launched #makewayday which aimed to raise awareness locally on barriers to access which can be addressed by businesses and individuals. A4A have linked nationally with other access groups to tackle the issue of accessible public transport such as Iarnród Éireann. A4A have committed to increasing our online presence and offering alternate pathways for people to get involved. In 2019, we will continue our use of video, audio and visual so as to include people with literacy and other access issues.

Members of disadvantaged communities including New Communities can sometimes lack the confidence to participate. We ensure hard to reach groups feel included through our out reach to direct provision centres, Traveller group meetings.

### **Emerging Needs**

We strongly request that the LGBT+ community are categorised as an emerging needs group.

- While research in Ireland in respect of the LGBTI community's experience of inequality and discrimination is limited, the LGBTI Ireland report (2016)<sup>1</sup> points to stark challenges, in line with global studies.
- Irish LGBTI people have twice the level of self harm as their heterosexual peers, three times the level of attempted suicide and four times the level of severe/extremely severe stress, anxiety, and depression. LGBTI participants also reported increased rates of suicide ideation and increased substance abuse issues.
- The report also highlighted the significant challenges among the heterosexual community in accepting and understanding sexual minorities in Ireland. 68% of respondents from the wider heterosexual community reported that they would not be comfortable with having a son or daughter who identified as lesbian, gay or bisexual.
- 48% of LGBTI participants reported bullying as a result of their sexual minority status, while 67.3% reported witnessing bullying towards other LGBTI people, suggesting poor social inclusion of those identifying as LGBTI.
- Other than Amach! LGBT Galway, there is no other frontline service in the west of Ireland working and advocating on behalf of the LGBTI community and as can be seen from the stark statistics above the LGBTI community experiences a high level of disadvantage. AMACH! receives no mainstream funding and relies on meagre, ad hoc bits of funding from a plethora of sources to keep itself and Teach Solais LGBT+ Resource Centre afloat. GCP provides significant support to this group when it can but as it is not listed as one of our current target groups support can only be provided to members of the target group who satisfy one of the other target group criteria.

### Disadvantaged areas

Galway City Partnership has been involved in, and worked, with communities for the past 20 years and as a result has a significant level of networks which contribute to the engagement with individuals and communities. These networks and profile are central to the implementation strategy of SICAP. Furthermore, to effectively engage with the key target groups at the centre of SICAP 2018-2022 Galway City Partnership has utilised the following targeting approaches:

Targeting Approach	Target Groups/ Geographical Areas
Direct Engagement with prioritised estates through door to door cold calling.	SICAP Target Groups Ballinfoile, Westside, Ballybane

<sup>1</sup> The LGBTIreland Report (2016) is a groundbreaking study of the mental health of lesbian, gay, bisexual, transgender and intersex (LGBTI) people in Ireland. It is the result of a very productive partnership between GLEN, BeLong To, the National Office for Suicide Prevention and Trinity College Dublin. See <https://www.hse.ie/eng/services/list/4/mental-health-services/connecting-for-life/publications/lgbt-ireland-report.html>



Open Days in Local Community Centres	SICAP Target Groups Ballinfoile, Westside, Ballybane
Posters displayed in Local Community Centres	SICAP Target Groups Ballinfoile, Westside, Ballybane
Delivery of leaflets to prioritised estates/ communities	SICAP Target Groups Ballinfoile, Westside, Ballybane
Information disseminated within local churches and mosques	SICAP Target Groups Ballinfoile, Westside, Ballybane
Presentations to and meetings with Principals, School Completion Staff and HSCLs operating within DEIS Schools in Galway City.	Ballinfoile, Westside, Mervue, Castlegar, Ballybane
Engaging with agencies and individuals through the many collaborative networks we are part of e.g. City East Child & Family Network, City North Child & Family Network, City West Child & Family Network, Access For All, Galway Integration Cpnsortium, Ballybane Taskforce, Galway City Alcohol Strategy, etc	SICAP Target Groups Westside, Ballinfoile and Ballybane
Advertising in Local Libraries and Community Centres	SICAP Target Groups Westside, Ballybane, Ballinfoile
Hosting Stands at Local Events which are targeting people e.g. Community Employment Information Day.	SICAP Target Groups Ballinfoile, Westside, Ballybane Bohermore
Direct referrals from Internal Programmes within Galway City Partnership including Tus, LESN and Galway City Youth Advocacy Services which operate within key target areas of Galway City.	SICAP Target Groups Westside, Ballybane, Bohermore
Direct referrals from External Services included Tusla, Local Youth Services, HSE, HSCLs, DEASP and GRETb.	SICAP Target Groups
Galway City Partnership also uses Social Media Platforms, <a href="http://www.gcp.ie">www.gcp.ie</a> , a plethora of Facebook pages and <a href="http://www.galwaysoup.wordpress.com">www.galwaysoup.wordpress.com</a> to promote events and initiatives.	SICAP Target Groups

To create a greater awareness of the need to target, the issues experienced in targeting and to explore greater collaboration on the matter it was agreed that Galway City Partnership would formally present an overview of Deprivation Scoring and Pobal Maps to the Galway City LCDC. This took place at the September 20<sup>th</sup> meeting of the LCDC. The meeting gained an understanding of the maps and how they were compiled. The consensus from the meeting was that the deprivation scoring/ mapping system did not accurately portray disadvantage in the city and particular points were raised in relation to:

- City Council had not built any social housing in a long number of years and this policy had positively dispersed disadvantage throughout the city.
- Individuals and groups enduring unemployment and social exclusion should be dealt with as a priority regardless of address.
- Labelling areas as disadvantaged hindered people with such an address when job seeking.
- Direct provision centres and homeless services are situated in affluent areas but these groups must continue to be prioritised.
- The value of homes in some areas would be threatened by such a designation.
- The collaboration with partners such as GRETB and DEASP was referenced and it was noted that referral from such bodies is not done with reference to targeting designated areas as this is not a requirement of these bodies.

In addition some of the groups we support purposely base themselves in city centre locations to ensure the people they are targeting can more easily access them and the services they provide, but city centre addresses tend to be classified as affluent. This does not then accurately reflect the high levels of exclusion and disadvantage those being supported may face as the majority of these group members will hail from one of the listed target groups under SICAP.

We continue to work with people in Disadvantaged areas. It sometimes proves difficult to reach as individuals in these areas have become disillusioned. However, with continued engagement within the community, we would hope to reverse that trend.

### **Achieving a Social Inclusion Focus:**

GCP have demonstrated a highly targeted approach to their work during 2018. The LCGs supported under Goal 1 were all either located in an area classified as being very disadvantaged or disadvantaged and in the majority of cases group membership would also have been made up of people who themselves would be deemed to be members of the target groups in their own right e.g members of the Traveller community, Lone Parents, Long term unemployed, Refugees, Asylum Seekers, People with a Disability, etc.

Groups such as the Ballybane Taskforce, The Dream Catchers, Ard Alainn Residents Group, Eastside Men's Shed, Ballybane Parent & Toddler Group, Eastside Community Drama, Community Integration Project, Westside Community Garden, Peashoots, Westside Craft Group, Ballybane Women's Group, Mervue Active Retirement Association, Eastside Orienteering Group, Merlin Neighbourhood Residents Association, Teach Athais Childcare Centre, Ballybane & Doughiska Sports Hub, Ballybane Mixed Craft Group, Ballybane Community Garden, Ballinfoile Parent & Toddler Group, Active in Ballybane, Terryland Forest Park Alliance, Ballinfoile Mor Community Garden and Ballinfoile Area Network are groups that are based and have membership from Very Disadvantaged or Disadvantaged areas across the city as well as having members who hail from our target groups. In addition to this

the focus of the work of these groups is about promoting Social Inclusion within their community and the work they carry out.

Other groups we supported throughout the year such as Eglinton Residents Committee, ARD Gardening Group, Walkthetalk, Croi na Gaillimhe, Melting Pot Luck, Galway great Western Cricketers, Special Heroes Ireland, Cliacrian Housing, Cultura Migrant, Access For All, Eglinton Residents Committee, Westside Organic Community Garden, Westside Craft Group, Galway Yoruba Heritage Arts & Culture Group, Friends of the Great Western Centre, Friends of the Eglinton Centre, Galway African Diaspora, Sudanese Community, Migrant Women's Support Group, Bridge House Garden, Galway Centre for Independent Living, Galway Play Café, Community Response to Domestic Abuse, Right to Read Group, shOUT! and AMACH! LGBT Galway are examples of groups that specifically target and support our target groups such as People with a Disability, Travellers, Refugees, Asylum Seekers, Homeless people, the long term unemployed, Older people living in Disadvantaged communities, LGBT+ people living in disadvantaged communities, people with mental health difficulties living in disadvantaged communities, etc. The work carried out by these groups would all have a strong social inclusion agenda and work towards the promotion of human rights and equality as core elements of their work.

Our 2019 plan reflects our commitment to the promotion of Social Inclusion and Equality across our work and will allow us to build on the work carried out during 2018.

### **Promoting an Equality Framework:**

One of the key principles underlying the work of GCP is that of Equality

By maintaining a commitment to the principle of Equality, community development aims to challenge the attitudes and practices of both individuals and institutions in society which marginalise and discriminate against other groups. Equality should be understood not as a process for making everyone "the same as" but instead it is a principle concerned with having access, opportunities and resources equal to everyone else within a society.

GCP played a lead role, with the LCDC, during the year with the development of an Equality & Human Rights statement for the city. GCP chairs the Social Inclusion Group of the LCDC and through collaborative working produced this statement for the city. This statement is a tool to support the implementation of the Public Sector Duty to have regard to the need to eliminate discrimination, promote equality of opportunity and protect human rights. This work was launched in autumn 2018 and is something that staff are actively promoting and utilising in their work with groups and organisations across the city.

Our work with the Community Response to Domestic Abuse Network during 2018 had a specific focus on awareness raising on the issue of domestic abuse as an issue of gender. The following statistics are some that we used during the year to provide people with evidence that the issue of domestic abuse is one that affects significantly more women than men.

- 1 in 7 women in Ireland compared to 1 in 17 men experience severe domestic violence. Women are over twice as likely as men to have experienced severe physical abuse, seven times more likely to have experienced sexual abuse, and are more likely to experience

serious injuries than men. (National Crime Council and ESRI, Domestic Abuse of Women and Men in Ireland, 2005)

- 90% of the more systematic, persistent and injurious violence that is instrumental in the maintenance of power, is perpetrated by men. (Male Victims of Domestic Violence: A Substantive and Methodology Research Review, Michael S. Kimmel, 2001)
- A major study of police reports and crime surveys in the UK, USA and Canada found that between 90 and 97% of perpetrators of violence in intimate relationships are men. (Dobash and Dobash, Women, Violence and Social Change, 1992)
- In the five years ending in March 2010, more than 312,100 defendants were prosecuted for domestic violence in the UK. 93% of defendants were men and 85% of victims were women. [Violence against Women Crime Report 2009-2010, UK Crown Prosecution Service]

A significant piece of work carried out by the Network was to update, reprint and relaunch the “Responding to Domestic Abuse, A Code of Practice”. This piece of work was just the start of a larger process of awareness raising among organisations such as Partnership Companies, Family Resource Centres, and other similar groups with plans to develop, promote and launch a checklist on responding to disclosures, encouraging training for staff and voluntary members and promotion and adoption of the Code itself which requires genuine commitment from these organisations in terms of adequate training and resources to ensure the highest standards are adhered to.

### **Applying Community Development Approaches:**

The key principles guiding GCP Practice are

1. ***Individual and Collective Action***
2. ***Participation***
3. ***Consultation***
4. ***Empowerment***
5. ***Equality***
6. ***Justice***

All staff and sub structures under the Company are required to operate under the key principles which inform and guide the practice of effective community development within the work of Galway City Partnership.

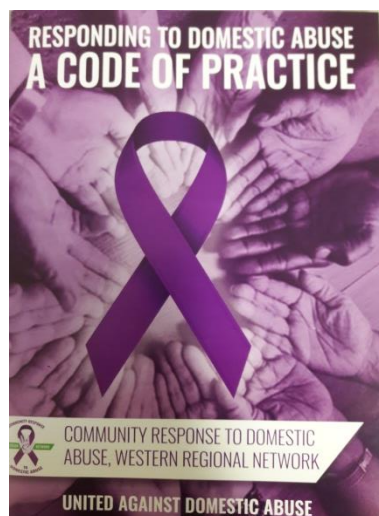
The definition of Community Development used by GCP which reflects the definition used in the “All Ireland Standards for Community Work” publication by Community Work Ireland, states that community development is “ A developmental activity comprised of both a task and a process. The task is social change to achieve equality, social justice and human rights, and the process is the application of principles of participation, empowerment and collective decision-making in a structured and co-ordinated way”.

Working collaboratively with target groups, service providers and the various networks in the city supported participation, collective decision making and empowerment in a structured and co-ordinated way.

Continued to support and promote Galway City Community Network and encourage groups to join. Training supports were provided for individuals that lacked the confidence to engage through Practical Self Advocacy courses

### **Developing collaborative approaches:**

This is a key element of the work of GCP and this year we joined forces with other Partnership Companies in Galway & Mayo, frontline services such as COPE, Domestic Violence Response and Mayo Women's Support Services, as well as with FRCs across the Galway & Mayo region to work towards developing a Community Response to the issue of Domestic abuse.



This Code of Practice provides a framework of best practice for Partnership Companies, Family Resource Centres and other similar community based organisations to address the issue of Domestic Abuse.



Galway Healthy Cities Alcohol Forum was established in 2013 to oversee the implementation of Galway City Strategy to Prevent and Reduce Alcohol Related Harm (2013-2017). It was established as



a sub structure of Galway Healthy Cities Forum with its own terms of reference. Following an evaluation of Galway City Alcohol Strategy in 2018, the group met and agreed to establish an interim Alcohol Forum to continue to progress actions to prevent and reduce alcohol related harm whilst decisions in relation to the most appropriate home and structure for a second strategy evolve. GCP joined this collaborative structure during 2018 and continues to work and advocate on its behalf. The mission of the Forum is to 'Work in partnership with all stakeholders in developing a co-coordinated approach to preventing and reducing alcohol related harm in Galway City'.

**The Role of Alcohol Forum Representatives is to**

- Represent the views of their agency on the Alcohol Forum and keep their agency informed about the work of the Alcohol Forum
- Provide and share information to support the implementation of the Alcohol Strategy
- Highlight information and issues related to alcohol-related harm
- Actively support the implementation of actions and act as a champion for the prevention and reduction of alcohol related harm in Galway City
- Take a joint lead role in implementing a minimum of one action within the Alcohol strategy.

During the year we worked collaboratively with Galway Sports Partnership and the ARD Family Resource Centre to establish the Ballybane & Doughiska Sports Hub. Through funding received through the Sports Partnership we are delighted to have a full time Sports Hub Co ordinator working to establish structures to ensure sports and physical activity opportunities are made available in the communities of Ballybane & Doughiska. We continue to work on this initiative with particular focus on ensuring activities become sustainable in the longer term.

Involvement in Local Structures such as the Family Services Networks, Community Participation Network, Statutory Agencies such as Galway City Council, HSE, DSP, LEO, GRETB, School Completion Programme, schools, non-governmental organisations and local community groups on the ground. The continued success of SICAP during 2018 could not have been achieved, without working in a collaborative way with other organisations.

The **Westside Arts Festival** is a collaboration between local statutory and voluntary groups including GCP, Westside Resource Centre, Family Services Youth Work Ireland Galway, the Westside Library and Age Inclusion and Community Groups like the Westside Community Garden, Westside Patchers and Craft Groups. The Festival is an annual celebration of creativity in the community its a grass roots initiative where all events are free to the public to ensure participation from hard to reach target groups. Some of this years events included;

*A Bread and Roses Talk:L 100 years of Suffrage / Westside Patchers Craft Workshop*



*A Community Garden Open Day*



Galway City Partnership collaborates with various local and national organisations. To name but a few:

Local Community Development Company (LCDC)  
Galway City Council  
Dept Employment Affairs and Social Protection (DEASP)  
The Social Inclusion Group of the LCDC  
Galway and Roscommon Education Training Board (GRETB)  
Galway Adult Basic Education Service (GABES)  
An Garda Siochana  
Barnados  
Chamber of Commerce  
Citizen Information Centre  
Community Work Ireland  
County/City Enterprise Board  
Dept Children and Youth Affairs  
Dept Communications Climate Action and Environment  
Dept Justice & Equality

## Goal 2

### Key Achievements

#### Early Childhood and Primary Education Supports

The Incredible Years Dina in the Classroom programme is supported by SICAP in 6 schools in Galway City. This programme is a Welfare and Wellbeing support targeting 'Disadvantaged Children and Families'. Children attending the schools; Holy Trinity, St Michaels, Castlegar, Merlin Woods, Scoil Chaitriona and Scoil San Phroinsias receive the programme in Junior, Senior Infants or Second class. These schools are either designated disadvantaged or fit the DEIS profile with children attending who live in disadvantaged areas. A key benefit of this programme is that it is evidenced based and is delivered in a classroom setting to all children in designated classes. Resource Teachers or a Schools Completion project worker co-facilitates with the class teacher in delivering Dina in the Classroom. All staff involved are supported by GCP through SICAP on an ongoing basis with delivery, maintaining fidelity of the Incredible Years programme, and in addition 2 teachers were funded to attend a 3 day Dina in the Classroom Training in 2018.



*Teachers in Holy Trinity Primary School delivering Dina in the Classroom in Senior Infants*

When children complete the programme in Senior Infants there is a Dina School Graduation held in each school. GCP through SICAP supports these graduations, parents and teachers are invited and they are always well attended. Home School Community Liaison teachers have reported these graduations as a useful opportunity to engage with parents.

Disadvantaged Children and Families were also targeted through School Readiness Programmes delivered in DEIS schools. GCP staff worked closely with Principals and HSCLs to promote these programmes through posters, parent talks within schools, letters and text messages. The programmes were well attended overall with 78 parents across 3 schools but the 4<sup>th</sup> DEIS band 1 school had low attendance with only 1 parent. This school would have the highest level of Traveller children in Galway City. GCP will continue to work with the HSCL and Eastside Schools Completion programme to target families living in disadvantaged areas.

Holy Trinity School are working towards the Pieta House Amber Flag since October 2018. The Amber Flag initiative aims to encourage schools to promote and actively bring about a culture change in the

promotion of positive mental health within the educational system. GCP has supported under SICAP resources to reinforce current Dina school work and to promote children's wellbeing throughout the school.

### **Second Level Education**

Over 60 exam students participated in the Easter Study Camps (non caseload). Overall, over 60 parents participated in supports provided through Galway City Partnership in 2018. 41 (non-caseload) parents of children in DEIS Secondary Schools attended three workshops hosted by Galway City Partnership (1) A Study Skills Workshop in Westside Library and 2) an two organised visits to the Campus of NUI Galway. 16 (caseload) parents of children in DEIS Secondary Schools have been engaged with on an Individuals Basis, particularly in relation to completing the SUSI grant application process.

### **Community Education**

Another successful year of collaboration with GRETB. We co-ordinated 21 Unaccredited community based courses. We surpassed our targets of 125 individuals and actually engaged 258. Prior to the start of courses we held a Registration day for each of the Disadvantaged areas i.e. Ballinfoile, Ballybane and Westside. Canvassing within many of the Disadvantaged areas proved successful.

English classes remain in high demand and Tutor places have been filled through Tus placements which has proved successful throughout the year. Volunteers continue to provide their service to Galway City Partnership and currently we have eight volunteers interested in tutoring for 2019.

### **Accredited Education**

Four Accredited Courses were run in 2018 under this action. The courses were :

- HACCP Food Safety and Hygiene (QQI Level 4),
- Learning to Learn for 3rd Level (QQI Level 6),
- Palliative Care (QQI Level 5)
- Gel Polish System (Industry Accredited).

The Learning to Learn for 3rd Level was run in conjunction with An Cosan - Virtual Community College and the Bridge Project and was aimed at individuals involved in the Asylum Seeking Process.

Since 2010, Galway City Partnership has been involved in the provision of Health and Social Care Module to individuals who were unemployed. Over twenty people have completed training to date and moved into part-time and temporary employment in the Health and Social Care Sector. However, in order to gain further hours and security of employment these individuals are required to complete further modules leading to the completion of the full QQI Level 5 Accreditation. In 2018, 16 of these individuals completed another module (Palliative Care) which moves them one step closer to a full QQI Level 5 accreditation. Also supports were provided to individuals to explore and access accredited education. Overall, over 70 individuals were supported through this action in 2018.





Donnacha Minton, Project Officer with some of the Student who completed the HACCP Food Safety and Hygiene (QQI Level 4)

### Employment Supports

This action provided training and capacity building supports to 183 individuals during 2018.

GCP facilitated 4 Interview Skills Workshops in the Westside Resource Centre. Individuals were referred as indicated above. In total 34 individuals completed a workshop. These individuals were either unemployed, under or part time employed or on a Tús/CE scheme. The majority of participants availed of the optional mock interview. In response to feedback the workshop was extended to allow more interview practice. A CV component was also added to the last workshop to complement CV Clinics.

### CV development

Every client that requires CV support is met individually, initially to assess their need, the need falls under 3 categories:

- A) Clients who never had a CV
- B) Clients who needed their CV improved and updated
- C) Clients who require advice on how to approach CV building and have the ability to change themselves



There were 5 CV workshops facilitated. It is important to note that not every client availed of the workshop. The total number of clients that have availed of CV support as of December 08<sup>th</sup> was **150**. From that total, 31 requested to do the CV workshop of which 23 attended. The remaining number was supported on a one – to – one basis.

### **Labour Market Supports**

GCP continued under SICAP to provide Labour Market Supports in 2018. This action supported the long term unemployed, those more 'job ready' and the underemployed. Individuals were referred internally (Tús, GMS, LESN, YAS) or from outside agencies such as Department Employment Affairs and Social Protection, Cope/Simon Homeless Services , Galway Traveller Movement and Direct Provision Centres or in some cases self-referred.

In total 95 individuals were offered capacity building supports such as career advice and training.

65 of these individuals also went on to successfully complete one or more of our 4 Safe Pass Courses and/or our 3 Manual Handling Course Days funded by SICAP in 2018.

### **Self Employment supports**

The Enterprise development function under Goal 2 achieved 278 client meetings over the course of 2018. This achievement was possible as a result of excellent lines of communication with the Back To Work team in Intreo.

Due to the office of Enterprise operating at 100% capacity, smooth and efficient cooperation of all those involved with this area of Goal 2 was essential and this teamwork was a terrific achievement during the past 12 months.

### **Social Enterprise**

This year the SICAP Goals for Developing Social Enterprise were exceed.

In 2018 the building work for the Galway Artisan workshop and social enterprise hub was completed in the first part of the year so the second part was getting the social enterprise hub up and running. In addition a new upcycling service was started with two part-time Tús workers, one training the other in upholstery skills. We are also the retail outlet for clothing upcycling by another social enterprise. Another achievement was forging links with local Irish Probation Office and the national Social Enterprise Co-ordinator for Probation Services in order to facilitate future efforts to assist ex-prisoners and offenders to transition to employment/self-employment. Two more successful Galway SOUP events were held in 2018 which support and promote the social enterprise sector. Lastly, training and mentoring by the Social Enterprise Development Officer were successfully delivered or organised.

The plan for next year is to continue efforts with individual and group social enterprises around their training and support needs. In particular, the unemployed, women and people with disabilities, all from disadvantaged areas, have been identified for next year. It is hoped that the Social Enterprise Hub will grow and develop into an effective resource for social enterprises as well as promoting the sector to the general public. Lastly, It is hoped that efforts to develop a national policy on social enterprise will see progress in 2019 having staled in 2018.

## Galway Migrant Service (GMS)



Throughout 2018, the Galway Migrant Service has continued to provide specialised one-to-one advocacy and support to EU and non-EU migrants, refugees and asylum seekers in both English and Russian languages. For many of the GMS service users, the access to the labour market was directly related to their specific legal/immigration status and the varying conditions accompanying their status. The support has been provided on the basis of in-depth individual needs assessment, often requiring multiple interventions.

- In 2018 over 70 individuals had been supported on a wide variety of employment-related and immigration issues.
- Multiple service users, represented by the Service, have been granted citizenship or residency in the State.
- A number of clients were successfully assisted in changing their immigration status to be able to access the labour market, obtaining Employment Permits and applying for permanent residency and naturalisation.
- GMS has continued to work collaboratively with other services and organisations to address specific issues that affect migrants' access to the labour market.
- As a member of the national Immigration Information Network, the GMS has represented its clients and the Galway City Partnership at the quarterly meetings with the Irish Naturalisation and Immigration Service and Garda National Immigration Bureau.

### Key Performance Indicators (Goal 2 - KPIs):

The overall KPI Target for Goal 1 was 50 and the actual was 51 with the Overall Target for Goal Two being 520 with the actual number engaged with being 1023.

	Lot	National
Newly registered Individuals as % of KPI 2	100%	
Average no. of Interventions per Individual	3.40	3.51
Average duration of Intervention	38 mins	61 mins
% of Individuals (KPI 2) with SI barriers	71%	59%

• 1-2 barriers	85.79%	86.61%
• 3-4 barriers	13.79%	12.69%
• 5-6 barriers	0.41%	0.47%

Top two SI barriers		
•	Jobless household (582 individuals)	
•	Transport (158 individuals)	

The KPI target for Enterprise was 135 clients meetings. The eventual year end total was 283. 180 clients progressed into self employment and are supported to ensure the sustainability of their business.

The KPI target for social enterprise was 10 groups. A total of 11 were reached by year end.

### Challenges and Barriers:

Enterprise - When there are many stakeholders in a particular project, challenges and barriers are inevitable. However, potential challenges and barriers were identified in 2017 and methods to overcome these were agreed. This ensured that as a result of regular engagement during 2018, issues did not present any real obstruction to the function of Enterprise Development.

However it is much more challenging to get feedback from individuals who are long term unemployed on whether their economic registration status has changed.

Although public transport is available to the new Galway Artisan Social Enterprise Hub, some walking is required which is a barrier for some service users.

The time spent on administration and paper work for the social enterprise training in particular took away from time spent with individuals. Lastly, for social enterprises in the start-up phase find it difficult to move forward due to most supports for social enterprises being for those that are already trading.

Supporting Access to Accredited Education - the significant challenge with supporting individuals to access to accredited education is to match the needs of individuals with academic requirements of the accredited courses. The QQI Level 5 and 6 courses require a specific level of writing and comprehension skills, it can be difficult to ascertain if an individual has these skills in advance of the beginning the course. As a result, in both the Palliative Care and Learning to Learn at 3<sup>rd</sup> Level Courses specific students required additional supports to complete the course work to the required level. Furthermore, there is an ongoing need to link closely with local education providers such as GRETB, particularly the BTEI programme, to avoid duplication and ensure education and training gaps are being met.

Second Level Education -this year Galway City Partnership supported the development of Easter Study Camps within 3 DEIS second level schools in Galway City. A central focus of this intervention was to link with and engage parents to promote students participation in the camps. As this was the first time any of these schools delivered these camps and the fact that Easter was early in 2018 – the engagement with parents was impacted upon.

The main challenges for the GMS service users throughout 2018 continued to be language barriers, lack of information about employment and other support services and organisations and lack of knowledge and understanding of the Irish immigration and employment systems and labour market requirements.

The main challenge in community education is motivating individuals from designated disadvantaged areas in the city to participate in returning to the education forum. Another challenge is to be able to give individuals quality time to support them back into education and ultimately into employment. Lack of progression in terms of participants inability to continue to accredited courses due to high course fees and costs has also proved an issue.

An ongoing challenge is motivating individuals from extreme Disadvantaged areas in the city to participate in returning to the education forum. Another challenge is to be able to give individuals quality time to support them back into education and ultimately into employment.

### **Key Learning:**

The key lesson that the Enterprise officer noted during 2018 was the importance of open and smooth communication with all stakeholder to ensure full awareness of the contribution required by all to ensure success. In the event of gaps emerging, the remaining stakeholders were aware of the additional contributions required. At times of annual leave or staff shortages, contingency plans worked very well. The importance of having a plan to address particular events was crucial.

Research has shown that ex-offenders benefit greatly from social enterprise post release. Therefore, new links and learning on the needs of this population was addressed in 2018.

Supporting Access to Accredited Education - over 70 individuals were supported through this action in 2018. The spectrum of qualifications and ages addressed within this action in 2018 was extremely varied. Some individuals had left school early with minimal qualifications while others, who had received qualifications to degree level, required qualifications in different topic areas. The gender breakdown was 58/42 (42 females, 31 male).

Second Level Education -the key learning from this year was the need for Easter Study Camps in DEIS schools and the importance of providing this support to students and families who may be not be a position, academically or financially, to provide academic supports to students completing state examinations. Furthermore, specific parents were supported to complete applications to SUSI for funding for 3<sup>rd</sup> level education. The support to complete SUSI applications is imperative, particularly for parents who have not completed this process previously, due the logistics involved in the application process.

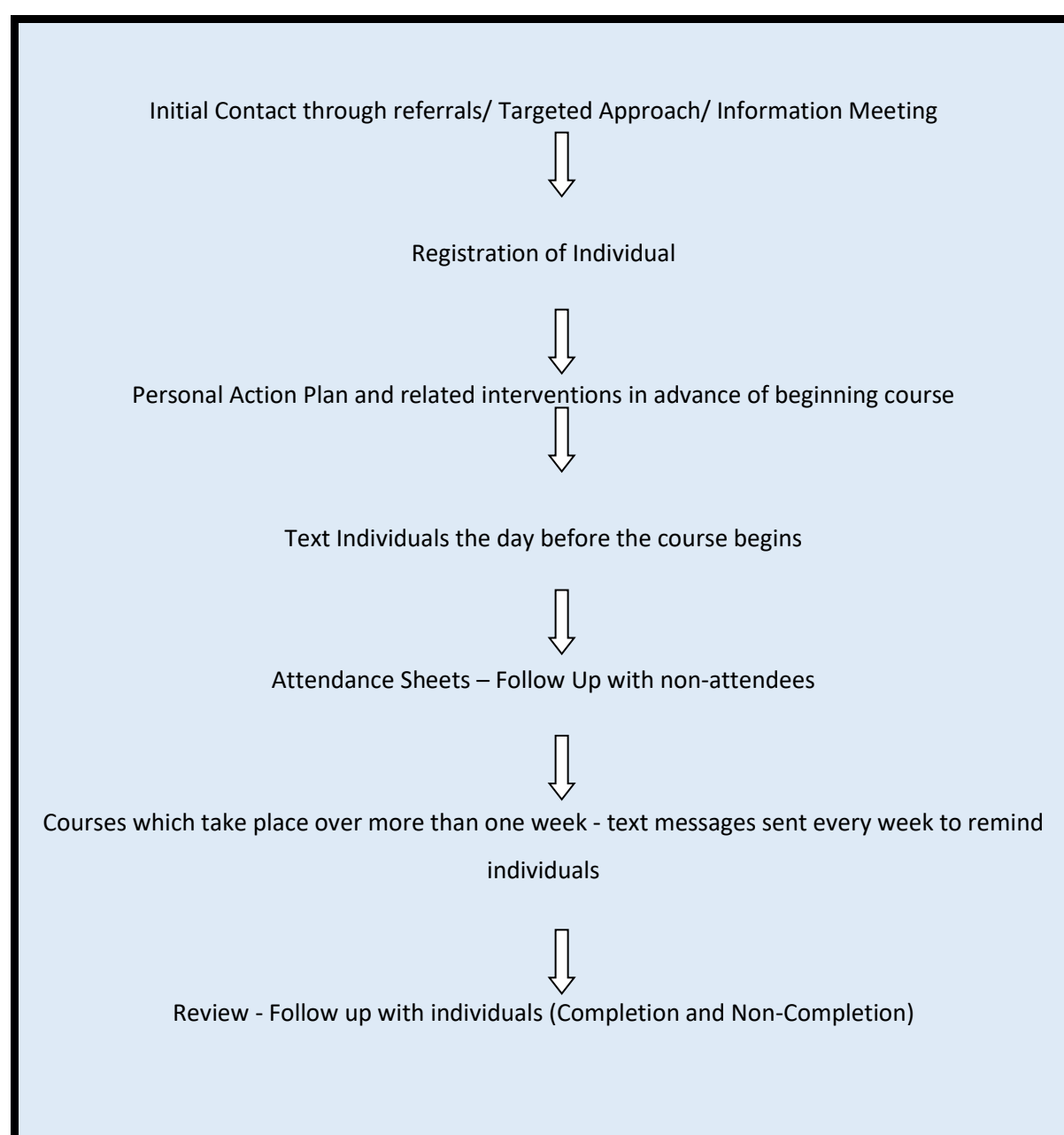
Community education registration days will continue as this proved successful in Autumn 2018. Visits have been organised to Direct Provision centres. Flyers and publicity will continue in the extremely Disadvantaged estates so that we can reach those most affected by poverty and find it difficult to link with main stream education. Registration days will continue as this proved successful in Autumn 2018. Visits have been organised to Direct Provision centres. Flyers and publicity will continue in the extremely Disadvantaged estates so that we can reach those most affected by poverty and find it difficult to link with main stream education.

## Engagement Strategies:

We engaged with many of the local Disadvantaged areas as per SICAP 2018 to 2022 requirements and Pobal maps which had not been engaged with previously. We visited the local supermarkets, post offices, libraries and Resource Centre distributing flyers and posters re the upcoming courses. We also attended networking meetings to promote the courses with different groups within the city.

Retention is a key element of our work, particularly in relation to the individuals participating in Training and Education Courses delivered through SICAP. Galway City Partnership follows a approach in relation to engaging and retaining individuals on courses such as Safe Pass, Manual Handling, School Readiness Programme, Community Education and Accredited Courses.

### Model of Engagement/ Retention for Individuals involved in Courses linked to SICAP





The company strategies to engage with individuals included the following:

- Participation in information workshops in local communities and in a 3<sup>rd</sup> Level Institution,
- Meeting individuals in local communities centre,
- Meeting individuals in schools,
- Meeting individuals in their home.

The overwhelming majority of referrals to Enterprise Development came from Intreo. As a result of ongoing PR efforts and engagement with LEO, Seetec et al, clients obtained via these contributors were required to be referred to Intreo for review prior to full engagement from Enterprise Development. Target groups were part of the cohort of those dealt with as a result of the overall referral structure.

Social enterprise engagement strategies for 2018 included one to one and group meetings, networking with groups as well as sharing information through mailing lists.

Publicity in 2018 included press releases, radio and print press interviews, a short animation video and flyers for various social enterprise events.

Community education - disadvantaged areas prove somewhat more difficult to reach as individuals in these areas have become disillusioned with education and what it has to offer. However, with continued and regular engagement within the community, we would hope to reverse that trend.

Further engagement strategies are outlined under the 'Disadvantaged Areas' section of this Annual Report.

### **Publicity:**

#### **In general we continued -**

- Distribution of Poster and Flyers
- Informing Agencies and other organisations
- On Social Media (GCP Website and Facebook etc)
- Word of mouth

#### **In particular-**

Inviting in speakers to our enterprise courses( operated in conjunction with the LEO) served the dual purpose of inspiring participants and raising awareness of the work of SICAP among the wider community.

A number of high profile individuals in business were invited to talk with candidates who partook in the Start Your Own Business courses. Speakers included Willie Ruane CEO Connacht Rugby, Bishop Brendan Kelly, Tommy Tiernan (Comedian), Anthony Ryan (Anthony Ryans Galway), Sean Gallagher (Dragons Den), Keith Finnegan (Galway bay FM), Joe Healy(President IFA), Pdraig O Maille ( O maille Consulting). Additionally, Hildegard Naughten TD also attend Galway City Partnership by invitation. Please following photos reflecting participation at the talks.









**Target Groups:****Individual Caseload by Target Group Report**

<b>2018 / Galway City (26-1)</b>		<b>LOT caseload (KPI 2): 1023</b>
<b>Target Group</b>	<b>No. of Individuals</b>	<b>% of LOT caseload</b>
Disadvantaged Women	1	0%
Disadvantaged Young People (aged 15-24)	78	8%
Lone Parent	142	14%
Low Income Workers/Households	163	16%
New Communities	236	23%
People Living in Disadvantaged Communities	135	13%
People with Disabilities	76	7%
Roma	2	0%
The Disengaged from the Labour Market (Economically Inactive)	271	26%
The Unemployed	618	60%
Travellers	46	4%

**Target Group breakdown of KPI 2**

<b>Target Group</b>	<b>Lot</b>	<b>National</b>
Disadvantaged Women	0%	0%
Disadvantaged Young People (aged 15-24)	8%	16%
Lone Parent	14%	13%
Low Income Workers/Households	16%	24%
New Communities	23%	13%
People Living in Disadvantaged Communities	13%	30%
People with Disabilities	7%	8%
Roma	0%	0%
The Disengaged from the Labour Market (Economically Inactive)	26%	20%
The Unemployed	60%	58%
Travellers	4%	2%

## Emerging Needs:

We have currently two projects in progress with B.Comm students from NUI Galway looking at need of target groups - one project in particular involving 4 B.Comm students is exploring the reasons why members of the Traveller community do not seem to be represented as employees in the pillar businesses in the Irish economy.

The homeless are an ever growing emerging need. Community Education continues to provide courses for this group linking with local agency referrals.

## Client Referrals from other Agencies:

Brothers of Charity, Tusa, Family Services, HSE, Doughiska Resource Centre, Galway Migrant Service, Ability West, COPE, Galway Simon, Osterley Lodge, and the various Community Centres throughout the city. All of these Agencies provide referrals on an ongoing basis and we aim to accommodate as many as possible.

## Disadvantaged Areas:

As a result of this year's work, 135 individuals from areas designated as disadvantage were supported. This was **25.96%** of the overall number of individuals supported, which exceeded the Annual Target of 22.39%.

HP Deprivation Range	No. of Individuals (KPI 2)
Disadvantaged	106
Very disadvantaged	29
Extremely disadvantaged	0
<b>Total disadvantaged</b>	<b>135</b>

Some of the activities these individuals participated in are as follows:

- Incredible Years Programmes including Dina in the Classroom Programmes and School Readiness Programmes.
- Easter Study Camps and Individual supports for Parents completing the SUSI grant application process.
- A Study Skills Workshop in Westside Library and an organised visit to the Campus of NUI Galway.
- Accredited courses including HACCP Food Safety and Hygiene, Learning to Learn for 3rd Level and Palliative Care.
- Interview Skills Workshops which included an optional 'Mock Interview' support and CV workshops.
- Migrant Supports.
- Employment Related Training Safe Pass Courses and Manual Handling Course.
- Start Your Own Business Supports and courses.
- Social Enterprise Business Supports and Events. The Galway Artisan Workshop and social enterprise hub is located near disadvantaged areas that were previously under resourced. We targeted these disadvantaged areas when distributing flyers in 2018.



To create a greater awareness of the need to target, the issues experienced in targeting and to explore greater collaboration on the matter it was agreed that Galway City Partnership would formally present an overview of Deprivation Scoring and Pobal Maps to the Galway City LCDC. This took place at the September 20<sup>th</sup> meeting of the LCDC. The meeting gained an understanding of the maps and how they were compiled. The consensus from the meeting was that the deprivation scoring/ mapping system did not accurately portray disadvantage in the city and particular points were raised in relation to:

- City Council had not built any social housing in a long number of years and this policy had positively dispersed disadvantage throughout the city.
- Individuals and groups enduring unemployment and social exclusion should be dealt with as a priority regardless of address.
- Labelling areas as disadvantaged hindered people with such an address when job seeking.
- Direct provision centres and homeless services are situated in affluent areas but these groups must continue to be prioritised.
- The value of homes in some areas would be threatened by such a designation.
- The collaboration with partners such as GRETB and DEASP was referenced and it was noted that referral from such bodies is not done with reference to targeting designated areas as this is not a requirement of these bodies.

Some action related issues were:

Residents of disadvantaged areas prove somewhat more difficult to reach as individuals in these areas have become disillusioned with education and what it has to offer. However, with continued engagement within the community, we are hoping to reverse that trend.

It continues to be difficult to support individuals who do not fall into at least one of the already identified categories or who fall outside the geographic focus from a disadvantage perspective. For example, as is the case nationwide, the number of homeless individuals we deal with is increasing.

We engaged with COPE Fairgreen, Galway Simon and Osterely Lodge to encourage participation in our courses. Limited success was achieved but this is an ongoing project.

### **Client referrals**

Referrals for the Learning to Learn at 3<sup>rd</sup> Level courses were identified in conjunction with the Bridge Project in Galway City. Specific referrals for other programmes were provided through Local DEIS Schools, internal referrals from projects within Galway City Partnership and individuals whom had previously engaged with SICAP (2015-17).

Social enterprise client referral from other agencies included the Galway Roscommon Education and Training Board as well as a variety of internal and external organisations

The clients consist of individuals that are in need of assistance in preparing and constructing their own CV to support them in attaining employment or moving into more sustainable employment.

The method of reaching clients is predominately through a referral system, but also clients hear about the support through publicity and information campaigns.

The referrals come from within *Galway City Partnership* itself - from *Tus*, *Galway Migrant Service (GMS)* *Local Employment Service Network (LESN)* and also from individual project officers. Additionally, there is an interagency approach for referrals when external organisations refer clients into avail of the support including the *Health Service Executive (HSE)* *Department of Social Protection (DSP)*, *Direct Provision Centres (DPCs)*.

The following is a breakdown of the data of those referrals for the first half of the year 2018.

### From within Galway City Partnership

Referral from	Number of clients	Percentage of total
Tus	13	9%
LESN	6	4%
Other (including project officers & information campaigns)	17	11%
Migrant Service	2	1%

### From other agencies

Referral from	Number of clients	Percentage of total
INTREO	101	70%
Simon Community/Cope	7	4%
Bridge Project	4	1%

An enduring relationship has been established with agencies other than DEASP for referral business.

LESN, Seetec and LEO all contribute to the overall number of clients seen. However, new procedures determine that Seetec clients must first be referred back to DEASP prior to referral to Enterprise Development. Any clients that expect to qualify for support funding must first be referred to DEASP before full engagement can take place with Enterprise Development. However this process is seamless and should a client be referred by LEO for instance, at the initial meeting, the client will be informed of the requirement to meet with the BTW team in DEASP. Client contact details are then sent to DEASP, under agreement from the client, and the meeting is arranged. Following this, full engagement takes place.

### **Achieving a Social Inclusion Focus:**

Language is a key component of integration and inclusion and our English language classes continue to be in demand especially due to the high cost of private tuition. All of the participants in English language classes fall within one of three categories i.e. Asylum Seeker, Refugee, Migrant experiencing social or economic disadvantage.

Other groups such as older people who are socially isolated find value in the free Community courses that we run in each of the three Resource Centres.

Enterprise Development has focused on seeing clients regularly over the course of a project process. Establishing a new business can take up to twelve weeks and in this time, the client will meet with me approx ten times. This ensures client familiarity, client confidence and contributes to the sustainability of the new business.

English language classes continue to be in demand especially due to the high cost of private tuition. All of the participants in English language classes fall within one of three categories i.e. Asylum Seeker, Refugee, Migrant experiencing social or economic disadvantage.

Other groups such as older people who are socially isolated find value in the free Community courses that we run in each of the three Resource Centres.

### **Promoting an Equality Framework:**

All of our actions are open to all designated individuals and we use:

- targeted advertising to recruit
- Networking with representative groups to support engagement of the marginalised.
- Basing our workers and activities in designated communities.
- Notices are prominent within Galway City Partnership that discrimination is not tolerated.
- We are an equal opportunities employer

### **Applying community development approaches**

Throughout the year and on an ongoing basis project workers target disadvantaged and marginalised communities. This is achieved through Community visits to people's homes, Community Centres and to Direct Provision Centres. Community events such as Ballybane open garden day, Westside Christmas market, network meetings and Ballinfoile Castlegar Neighbourhood centre open day allow access to engage with individuals within these communities.

### **Developing collaborative approaches**

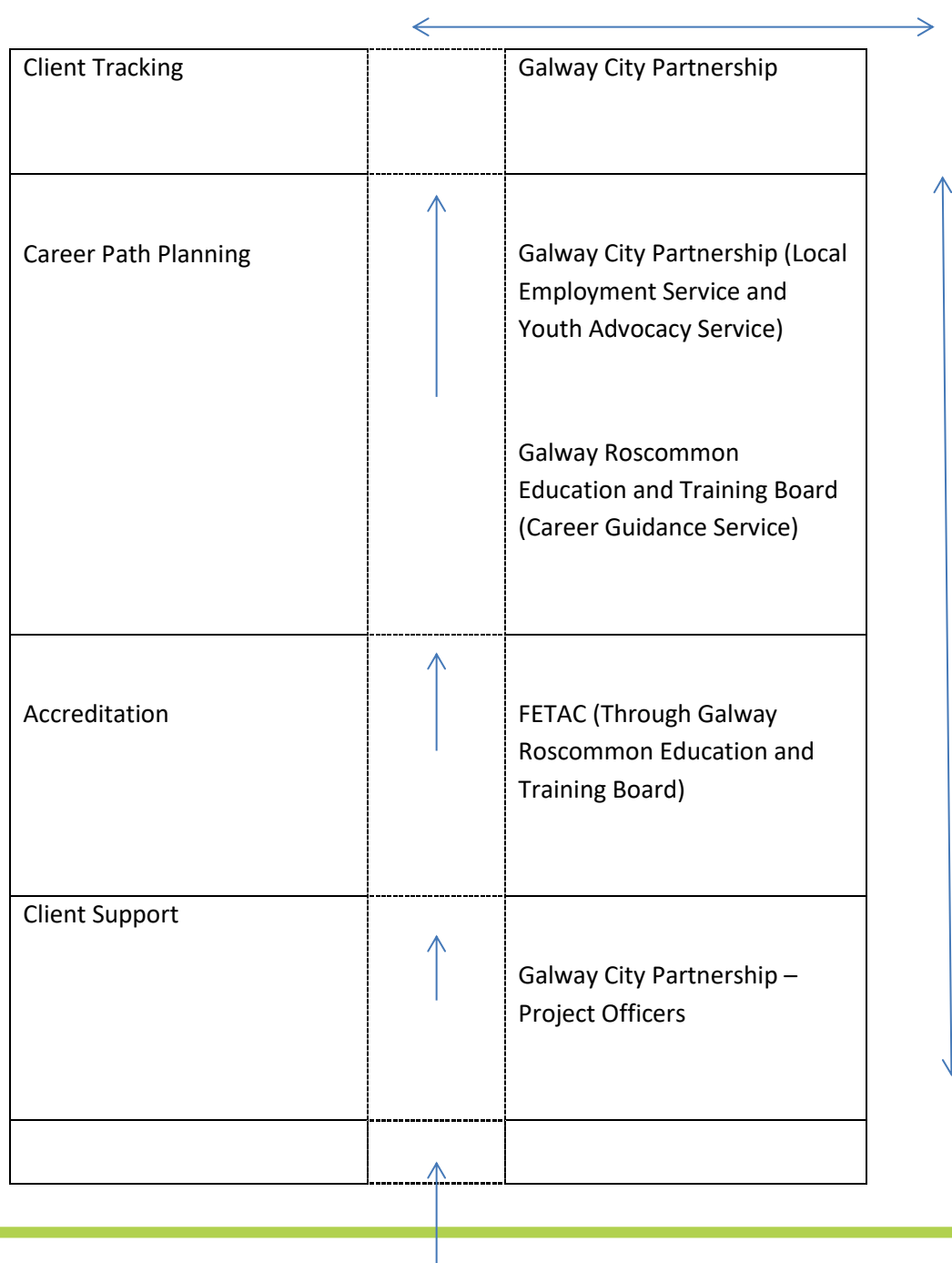
Galway City Partnership has since its inception had a very strong focus on progressing individuals from communities, particularly disadvantaged communities, through training and education. The progression routes include both accredited and unaccredited training and education. Central to the approach has been the need to avoid duplication of education programme delivery. Consequently,

Galway City Partnership has only delivered courses which were outside of the brief or capacity of mainstream local education providers.

In relation to the English language classes we collaborate with Galway Adult Basic Education Service (GABES) who provide us with a professional tutor to ensure that demand is met.

Key to this approach has been the strong links developed with local communities and local education providers in Galway City such as the Galway Roscommon Education and Training Board. Galway Roscommon Education and Training Board (GRETB) and Galway City Partnership have developed an efficient and effective model of engaging individuals in education courses within Galway City. The model currently in place within the city is as follows:

### **Joint Model of Engagement, Support, Delivery, Accreditation and Career Planning**



Course Content and Teaching		Managed and funded by Galway Roscommon Education and Training Board
Engagement and Recruitment within Community Settings	↑	Galway City Partnership



The model presented above is based on the 'referral model' which combines the resources and expertise of both Galway City Partnership and the Galway Roscommon Education and Training Board. In relation to return to learning through Community Education Galway City Partnership collaborates particularly closely with Galway and Roscommon Education Training Board (GRETB).

In relation to the English language classes we have developed links with Galway Adult Basic Education Service (GABES) who provide us with a professional tutor to ensure that demand is met. The English language classes within Galway City Partnership continue to prove popular. Tutor places are filled through the aforementioned GABES, Volunteer Galway and qualified tutors looking for experience working with Asylum seekers, Refugees and Migrants experiencing social economic disadvantage.

In 2018 social enterprise developed links with Probation service and Galway Travellers Movement in particular.



## Updates to IRIS Database

*Please confirm that you have completed the following end of year requirements:*

<input type="checkbox"/> <b>X</b>	A narrative for each of the 2018 Actions has been input in the <b>Update on Progress</b> field under the End of Year report section of the action record. The <i>08.Action Progress Report</i> can be generated to view the updates for each action.
<input type="checkbox"/> <b>X</b>	2018 financial and beneficiary data input is complete.
<input type="checkbox"/> <b>X</b>	2018 data quality issues identified on system dashboards and views have been rectified.
<input type="checkbox"/> <b>X</b>	2018 data follow-up has been carried out, as appropriate (e.g. LLL activity outcomes, still in employment/self-employment).
<input type="checkbox"/> <b>X</b>	ESF exit data has been recorded for Individuals who exited SICAP in 2018.
<input type="checkbox"/> <b>X</b>	LDC contact information and staff member listing is up-to-date.
<input type="checkbox"/> <b>X</b>	2018 End of Year Financial and Monitoring report (including the signed costs charged report and goal outcome reports) has been uploaded to IRIS.