

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

LDC Annual Progress Report 2019

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 2019

1) Overview of 2019

Goal 1

a) Key Achievements

i. Promote community engagement and stronger communities

New Groups

We continued to focus on establishing new groups in 2019 and would like to illustrate our work through the following examples.

University of Sanctuary, this a multi agency group with representatives from NUIG Access Programme, Community Knowledge Initiative, Community Groups, from Travelling and Refugee Communities the aim of developing and sustaining a welcoming environment on campus for Refugees, People in Direct Provision and members of the Traveller community.



To date, **University of Sanctuary**, with the support of GCP organised and implemented;

- A series of awareness raising and anti discrimination events
- University of Sanctuary scholarships for International Protection Applicants, refugees and Irish Travellers.
- Free English Language Classes in NUIG
- A Sanctuary in Politics Course
- Designation as a University of Sanctuary



University of Sanctuary celebrations

The City North Family Support Network (CFSN) is a network with membership from a range of services and organisation working in the Ballinfoile/Castlegar community. The network addresses social inclusion gaps identified by services and community in City North Area. CFSN has been supported by GCP under Goal 1 as an LDC collaborative structure to address social inclusion and inequality.

In 2019 the network aimed to increase engagement from the local community with the Ballinfoile Castlegar Neighbourhood Centre. GCP in collaboration with the network members decided to host a free event with a wellness theme inviting local residents, primary schools and community groups. The network secured funding to allow them to provide free activities designed to inform local residents, primary schools and community groups on the importance of their physical and mental health and how participation in activity can help. A number of taster sessions were held catering for all ages and abilities. We also organised a number of informative talks on the area of mental health and physical health.



Children from Ballinfoile Mór Community enjoying 'Big Hello' Community Day May 2019



Emma Finnegan giving a nutritional talk on "Busting Common Nutritional Myths" May 2019

Galway City Early Years Network is a partnership initiative that brings together different sectors in Galway City to deliver early years interventions across communities. Led by the HSE Health Promotion it is made up of statutory, local development and community and voluntary sector partners that have a role in early years in Galway.

- Infant Mental Health: Attachment-based training for parents, clinicians and practitioners, to enhance understanding of the link between early experiences, interactions, and baby brain development;
- Weaning
- Research and Evaluation: ongoing data gathering and evaluation of programme activities.
-

The **Community Response to Domestic Abuse** Network continued to build on the work started in 2018 on the Code of Practice Responding to Domestic Abuse. We organised a training event for staff and volunteers in community based organisations on Best Practice Responses to Women experiencing Domestic Violence. As domestic abuse affects 1 in 5 women in Ireland, anyone working with women can encounter domestic abuse through their work. The response that women receive when seeking initial support from frontline services can have a major impact on their safety and well-being, and that of their children. This training was organised by the network and facilitated by Cope, Domestic Violence Response and Mayo Women's Support Services. In conjunction with this the network developed a checklist to support the previously launched Code of Practice as well as an updated Directory of Services.



Ballinfoile Foroige Graffiti Art Project Group was involved in developing a community graffiti art project. The group was formed in Autumn 2019 and met over 6 weeks to develop a strong community art project. The group facilitated relationship building between settled and Traveller families in the Ballinfoile area while learning and sharing new skills and ideas. The group has secured funding to continue to develop in 2020 and GCP will continue to support and help to develop the capacity of the group in the future.





Community Arts



Ballinfoile Castlegar Cope Christmas Lunch Club

Galway City Partnership supported a very successful Christmas event with the Ballinfoile Castlegar Christmas Cope lunch. Forty people from the community attended this community lunch. Many of those who attended were older people and people who are isolated and lonely in their community so they really enjoyed the gathering. GCP will continue to support the future development of this group in 2020 in terms of capacity building and helping the group to develop additional activities. GCP will also help to identify future funding opportunities for this group. This group contributes greatly to the reduction of isolation and loneliness in the community.



Christmas lunch



North Galway City Commuity Choir (Ballinfoile)

GCP, in partnership with GRET, supported the development of this community group in 2019. In Oct 2019 we secured funding for an 8 week community music programme which culminated in a Christmas Commuity morning concert in the Ballinfoile Castlegar Neighbourhood Centre. There are approximately 20 members in the group which meets on a weekly basis. GCP will continue to offer support in terms of group participation, providing information about future funding opportunities and capacity building in 2020. This group uses music to promote positive mental health and wellbeing. The group also collaborated with the local primary school in Tirellan in the Ballinfoile area for an intergenerational Christmas performance in Dec 2019 and members anticipate that there will be

multiple projects with the choir from the school in 2020. This group also aims to promote relationship building and to combat social isolation in the community.



Ballybane Community Garden

GCP supported this group in revitalising its volunteer base during 2019. Numbers of volunteers in the garden has gradually declined in previous years and we took this on as a key task for the year. The group are now delighted to have a number of new and very active volunteers supporting their work and the photos below show testament to this.





The **Active in Ballybane -group** which was established in 2018 in response to the identified lack of sporting and physical activities in the area continues to provide new and innovative activity based programmes in the community. The age groupings identified as being in greatest need continues to be the under 10's and adults - so particular focus was provided to these age groupings. GCP, in collaboration with the Doughiska & Ballybane Sports Hub Co ordinator and members from the Ballybane Taskforce, organised a number of activities under the Active in Ballybane group such as Capoeira, Volleyball, Badminton, and Swimming for women during 2019.



Attending the Ballybane Community Garden Open Day

The **Ballybane Women's group** were supported by GCP throughout 2019. GCP assisted the group in securing funding from the National Lottery grants programme which was essential for their continuation. GCP also supported the group to branch out into the wider community and increase membership as well as assisting the group to plan and implement their programme of community engagement for the year.



Members of the Ballybane Women's Group attending a training event in 2019.

Promotion - ongoing SICAP information was provided through GCP website; booklets; flyers; local newspapers; social media including facebook and twitter.

Calling door to door and promoting of services and supports was also carried out.

In 2019 there were a number of videos produced including a testimony video of individuals who accessed Employment Supports and Community Education courses under the SICAP Programme in 2019. In addition to two videos giving an overview of the SICAP programme in 2018 and The Incredible Years Programme. Some of these videos and more can be found on the Galway City Partnership YouTube Channel at <https://www.youtube.com/channel/UCiZCFa1Hygzy4jSKFiHUBFw>.

A Video case study was successfully applied for completed and submitted in relation to the work of Access For All.

ii. Build capacity of LCGs

Continued Support and Progression

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 Great Western Cricketers**.



Galway Great Western Cricketers is a group established by men living in the Great Western Direct provision centre who want to meet regularly and play cricket. They formed last year but are

progressing along the development matrix. This year with the support of GCP some of their activities include

- A poster recruitment campaign
- Participating in Healthy Ireland Galway activities
- A Cricket Fun Day as part of World Refugee Day
- Participating in meetings with Cricket Ireland, other local cricket teams and Sports Linkage Group
- Participating in Cage Cricket Training
- Participating in specialised Group Skills development training



Galway African Diaspora is a group mainly supported under 1.2 Supporting Communities. GAD have run a variety of events in 2019. Many disadvantaged communities experience exclusion from cultural experiences due to access/cost issues. GAD provide free cultural events both in communities and City Centre inviting all - which facilitates social inclusion (access) and well being and enjoyment. The overall aim has been to build cross-cultural empathy through music. GAD aim to promote integration and cultural diversity awareness through their activities. Galway City has a high population of migrant communities. GAD projects are an important supporting mechanism for these communities, often nurturing a mutual cultural appreciation between existing and new communities. GAD were supported by GCP to;

- Review and Develop Action Plan for 2019
- Successful funding applications under CEP, Local Festivals and Big Hello.
- Monthly African music sessions
- Community dance and drumming events
- GAD performance at local markets
- Supporting other community groups to have music at events



Members from GAD at drumming event

Sudanese Community Galway is a new group in 2019. They aim to promote Sudanese culture and local integration through awareness raising activities. GCP facilitated the group in developing a constitution, promotion of the group and co-ordinating a community event for Eid in June 2019. This involved hosting a community event in Galway City inviting the local Galway community which will demonstrate Sudanese food, music and cultural history through dance, art and photo exhibit. The purpose of the event was to build links in the community across cultures and recognise and embrace diversity. Other objectives supported by GCP include;

- Supported to develop action plan in 2019
- Community Group Training supports such as bookkeeping
- Support with funding applications
-

Galway Activism is a new group working for people with disabilities. Galway Activism Group have come together to raise awareness of equality issues across Galway city and county. They aim to work collectively to challenge the medical view of disability and highlight awareness of the social model of disability. As a group they work towards removing the barriers that prevent us from living as equal members of our society. GCP has supported Galway Activism to;

- Run a seminar for International Day of People with Disabilities.



Terryland Forest Park Alliance was also supported



The **Ballybane Taskforce** is a 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. GCP supported the group with finalizing a community based Needs Analysis, working with other community stakeholders to develop a range of recommendations arising from the research, supporting the group to develop submissions on Anti Littering and volunteering, and the organization of a community day and Craft Fair.



Some members of the Taskforce at a planning meeting during 2019.

Sew Last Season are a group based in Ozanam House in the city which brings people together to upcycle clothes, provides training and works towards promoting environmental awareness. The group had reached a crossroads in their development and approached GCP for support in helping them re-examine their vision and mission. Capacity building supports were provided which assisted the group greatly. In late 2019 they developed the bones of a new mission and vision for their group which they plan on finalising in early 2020 with additional support from GCP.

GCP supported the capacity of the **Mervue Active Retired Association** during 2019. As a direct result of GCPs interventions the group were able to upskill, increase membership and plan a whole range of activities which supported the group to become more inclusive and more proactive to change in their own community. Please see below some members of the group following an input from GCP staff.



iii. Support participation in decision-making structures

Access for All

SICAP interventions and supports have assisted Access for All members to participate in decision making structures and to develop and collaboratively address access needs of people with a disability in Galway City. The interagency approach brought together the relevant organisations to support initiatives while having the thought process at all times underpinned by the LECP goals. As a result members from Access for All have actively attended and engaged with the Galway City Community Network and one group member has been elected as the PPN representative on the Galway Sports Partnership.



Access for All members attending GCCN plenary December 2019

In 2019 GCP has supported A4A to:

- Increase membership base through local engagement strategies
- Promote and co-ordinate #makewayday on 26th September
- Engagement with the Age Friendly Ireland Programme and the Older Person's Council to explore the development of a new strategy

Other examples of LCGs supported onto decisionmaking structures are:

- Galway Great Western Cricketers
- Ballybane Taskforce
- Africa United Galway
- AMACH
- Amdalah Africa Foundation
- Terryland Forest Park

iv. Promote collaborative engagement

This is a key element of the work of GCP

Westside Christmas Market is a collaboration between local statutory and community groups including GCP, Westside Resource Centre, West Galway Family Services, Westside library and Community Groups like the Westside Community Garden, Westside Patchwork and Craft Groups its aim is to promote community engagement by means of a local community market and family day held in the Resource Centre, Family Services and Library. By running workshops free to the community (such as flower arranging and baking) the aim is to involve local people from disadvantaged areas. The day itself includes a series of family friendly free events such as storytelling, carol singing and a Christmas Cafe with free refreshments.

The photos below are from i) the Christmas Cafe with free refreshments ii) the cooking demonstration iii) 2 volunteers helping out on the day



Afterschool Programme - Following the securing of funding to support the establishment of an Afterschool Programme in Ballybane, GCP supported the establishment of a **Steering group** for the Programme. This steering group is an example of a collaborative engagement which worked really well. The steering group is made up of all the agencies and community representatives who have an interest in the development of the Afterschool Programme in the area. Membership is as follows; **Dónal Walsh**, Adult Education Co ordinator, GRETB; **Michal Molcho**, Children's Studies Programme Director, NUIG; **Devon Goodwin**, Lecturer in Children's Studies, NUIG; **Stacey Forde**, Development Officer, Galway Childcare Committee; **Maire Quinn**, Project Leader, East Galway Family Services, Ballybane site; **Ruth Gallagher**, City East Schools Completion Programme Co ordinator; **Frank Leonard**, Society of St Vincent de Paul , Galway East City Area, Ozanam House, Galway; **Marie O'Donovan**, Society of St Vincent de Paul , Galway East City Area, Ozanam House, Galway; **Michael Smyth**, CEO, SCCUL Enterprises CLG; **Imelda Gormally**, Community Development Officer, Galway City Partnership; **Orla Doyle**, Home School Community Liaison Teacher, St Michaels and Holy Trinity schools , Mervue. ; **Linda Quinn**, Education Welfare Officer, Tusla; **Tommy Flaherty**, Manager, Ballybane Community Resource Centre; **Joanna Corcoran**, Development Worker, Galway Traveller Movement; **Lorraine McIlraith**, Head of Community Knowledge Initiative (CKI), NUIG; **David Gleeson**, Home School Community Liaison Teacher, Scoil Caitriona, Renmore.

The relationship with each of these stakeholders has proven invaluable to the establishment of this new programme in the community.

Galway City Alcohol Forum

GCP plays an active role in the collaborative structure that is the Galway City Alcohol Forum. This Forum was established in 2013 to oversee the implementation of Galway City Strategy to Prevent and Reduce Alcohol Related Harm (2013-2017).

Galway City Alcohol Forum is a multiagency group led by HSE Health Promotion and Improvement, Western Region Drug and Alcohol Task Force, Galway Roscommon Education and Training Board, and Dr Ann Hope with other representatives from An Garda Síochána, Galway City Partnership, Galway Chamber, Galway City Community Network, Galway City Council, Galway City Council elected representative, Galway Mayo Institute of Technology, HSE - Addiction Services, Environmental Health and Public Health, NUI Galway Health Promotion, NUI Galway Student Union, and No 4 Youth Service.

Consultation on developing a new strategy

Galway City Alcohol Forum undertook a consultation process in April/May 2019 to inform the development of a second alcohol strategy. This involved an online survey which asked about key issues of concern for individuals or organisations in relation to alcohol in Galway City and priority actions to reduce alcohol related harm. 350 people completed the survey which provided a wealth of information and demonstrated that people in Galway City have a really good understanding of the issues. The consultation identified that actions are required to address the availability of alcohol and people being intoxicated, reduce advertising and promotion of alcohol, protect children and young people from exposure to alcohol related harm and address gaps in support and treatment services.

Implementation of this strategy

Galway City Alcohol Forum will have primary responsibility to oversee and drive the implementation of the strategy and is committed to

- Develop an annual action plan in consultation with forum members and other stakeholders
- Organise an annual planning and review meeting of stakeholders to track progress and impact
- Participate in meetings and support carrying out of actions

Galway Community Beekeepers is a new group started in 2019 made up of volunteers from a variety of community gardens in Galway City and members from the Cuman Na BhFear Mens Shed in Sandy Rd. The community gardens are based in disadvantaged communities such as Westside, Ballybane, Doughiska, Ballinfoile, COPE Homeless Services and Eglinton Hotel (Direct Provision Centre). Urban Beekeeping skills were identified as a need by individual community garden members. As a response to this need, GCP facilitated volunteers from all community gardens in Galway City to start a new group with the aim of developing a low cost beekeeping resource in the community. GCP supported the group by engaging all members to develop an annual plan, liaising with local residents for land use, co-ordinating a training plan and leveraging funding through the Community Enhancement Programme. The cost of the beekeeping tools, hives and suits is a barrier for many in disadvantaged communities to engage in beekeeping. As a result the purchase of this equipment removes that barrier and creates a sustainable resource. As there is ongoing mentorship from members of Cumann na BhFear the skills learned are being brought back to each of the disadvantaged communities. As a result of the collaborative approach facilitated by GCP there is a free beekeeping resource for the general community including groups, schools and not-for-profits that are interested in beekeeping, ecology and bio-diversity.



Sean Duffy (Cumann na BhFear) maintaining the beehives in Ballinfoile.



Building the hives in Cuman Na BhFear mens shed Sandy Rd.

Collaboration is also fostered with partners through information provision and in 2019 GCP provided booklets outlining all our funded services to organisations such as COPE, Ability West, GRET, Brothers of Charity, DFI, Healthy Ireland events, Fairgreen Hostel, Direct Provision Centres and Family Network meetings and other events running throughout the year.

v. Support SEs which contribute to SICAP outcomes



Meals4Health at Second Annual Social Enterprise Expo in Sligo November 2019

All social enterprises registered under SICAP were committed to contributing to SICAP outcomes by providing services to SICAP target groups in disadvantaged communities or by providing training, employment or volunteering opportunities for SICAP target groups. For example, Meals4Health supports older people to live independently at home within their own communities for as long as possible. They do this by producing fresh ready meals, which have been designed to meet the particular dietary needs of individuals, and delivering them to people directly at home. Volunteers and long term unemployed people gain skills and experience through this social enterprise.

The Social Enterprise Hub itself was used to capacity by three SICAP registered social enterprises on a weekly bases with additional meetings held for start-up and collaborative efforts with the Social Enterprise Development Officer (SEDO) in 2019. The social enterprises use the space for their services of peer mental health supports and administration support for charities; while the Hope & Homes co-operative address housing and employment needs. There was also an additional social enterprise Kadia Theatre using the build space upstairs to make puppets for children's workshops (Kadia Theatre work with children from disadvantaged areas).

Social enterprises that improve social connection include Hope and Homes, An Cousin Wellness, and Melting Pot Luck which helps people living in direct provision. Social enterprises which are more focused on improving employability of target groups then social connection, which they may also still address, are An Mheitheal Rother and Bounce Back. Lastly, social enterprises such as Carers Network Ireland assist low income employees, An Ait Eile helps charities that in turn help target groups and the Parent Cafe helps lone and socially isolated parents with young children.



Melting Pot Luck at their market stall in October 2019

Other activities this year were networking and training events after a training needs assessment in the first part of the year was completed by social enterprises. One item was the need for First Aid training as this can be a requirement for some organisations if they are funded by the HSE for example. A certified course was identified and attended by staff of one social enterprise.

One networking event was a joint effort with social enterprises in County Galway and City with Galway Rural Development. It was well attended by 26 social enterprises and addressed SICAP G1 5:3 to provide training for social enterprises.

In other work, SEDO gave feedback on draft National Policy on Social Enterprise and the Community Service Programme which many social enterprises use to fund staff positions. We also informed social enterprises of funding and networking events through the mailing list. The National Policy on Social Enterprise was launched in the summer and was very welcomed. Shortly after that funding for training and mentoring application was released and GCP and Galway Rural Development submitted a joint proposal.

The Department also made funding available for small capitol grants for the sector and as a key additional piece of work GCP was tasked with promoting, collecting and summarising applications for the Department for Galway City. A total of 12 local social enterprises applied for support valued at €129,096 with two approved for funding totalling €23,400. Two social enterprises requested start up support and were approved for the social enterprise grants available through SICAP.

In November SEDO and three social enterprises from Galway travelled to Sligo for the second annual Social Enterprise Expo. It was a great success and the stalls were well received with our SEDO facilitating one of the workshops. SEDO also gave input at two meetings to update the Galway City Local Economic and Community Plan to ensure a focus on Social Enterprise and social exclusion.

b. Challenges and barriers.

i. Promote community engagement and stronger communities

- Ensuring participation from the most marginalised groups is an ongoing task.
- Time spent meeting the administration requirements
- Carrying out work in the most eco friendly and sustainable way
- Insurance costs for community groups can be prohibitive. Many groups can access funding supports for capital and equipment based needs as well as training and planning needs but no funding body will cover the cost of insurance for LCGs. Many groups simply do not have the means to cover this cost.
- Distributing information to all of the disadvantaged areas around the city due to time/staff resource constraints.
- Transport can form a huge barrier to individuals attending meetings.

ii. Build capacity of LCGs

Many of the members of local community groups have other commitments and they struggle to find the extra time needed to develop the skills of the group. The dependency on a few key group members -for example with Walk the Talk the personal circumstances changed for two key members, who then had to step back causing the group to fall apart.

iii. Support participation in decision-making structures

Many LCGs find it a huge jump to move from representing their own needs within their local group and their local communities needs to representing the needs of their group at the wider level. A significant number of the groups that we support tend to be lower down on the Development Matrix and this can be a challenge in terms of getting groups to move their focus from the personal and local to wider, societal, city wide, regional, national and European level. We have developed a very strong relationship with the local PPN – Galway City Community Network- and we continue to work with them to ease this passage for all LCGs.

Members of local community groups can be reluctant or don't have the time to take on additional work i.e. attending more meetings.

iv. Promote collaborative engagement

Time and resources are always issues for group's progression.

v. Support SEs which contribute to SICAP outcomes

A barrier for social enterprises is access to funding because they are in the pre-start up stage or are putting efforts into governance set-up and are slow to start trading. The barrier for them is that many grants require trading for at least a year. Another related issue is how the Department distributes funding. For example, the Small Capital Grants at the end of the year required that the social enterprise spend the moneys and then request funding from the Department. This is not workable for social enterprises that are just starting to build cash reserves. It could be argued that they are the most in need of the funding.

- vi. Insurance costs continue to be the most significant barrier for LCGs. In actual fact quite a number of community groups do not hold any insurance at all which is highly worrying.

c. Key Learning

i. Promote community engagement and stronger communities

The importance of allowing time for strategic planning. The development of inhouse skills in terms of designing flyers and posters proved beneficial in speeding up the process of promoting the services within the company.

ii. Build capacity of LCGs

The importance of additional supports - This year in addition to the general training we run for groups in conjunction with GRETB, we facilitated specialised group development training for 2 groups. This meant instead of representatives from groups the whole group were able to attend. This focused support was really important in strengthening weaker groups.

iii. Support participation in decision-making structures

As previously stated, many LCGs find it a huge jump to move from representing their own needs within their local group and their local communities needs to representing the needs of their group at the wider level. We have developed a very strong relationship with the local PPN – Galway City Community Network- and we continue to work with them to ease this passage for all LCGs.

iv. Promote collaborative engagement

The importance of including Networking as part of our work plan to ensure work is recognised.

v. Support SEs which contribute to SICAP outcomes

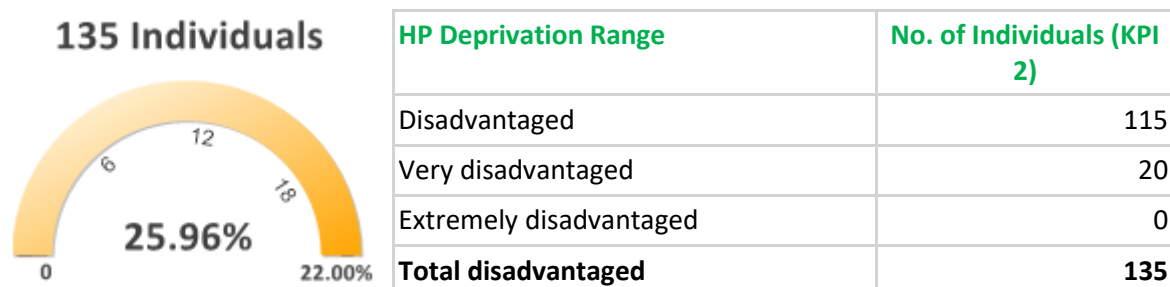
In 2019 learning progressed from previous years through building relationships and collaborations and changing the social enterprise SICAP grant process. A key to moving the sector forward locally was helped by the launch of the National Policy on Social Enterprise. This created an opportunity to engage in collaboration on grant applications for the training and mentoring grant and to engage in social enterprises that had not reached out to GCP in the past for the small capitol grant application.

In 2019 the training assessment offered to all social enterprises helped to focus them on their needs for the year. In this way efforts were better targeted to needs. Specifically two social enterprises applied and received SICAP funded for start-up activities. The process for the collection of supporting documentation for the grants was smoother due to better informing social enterprises what they needed to collect at the onset for these grants. The SEDO also worked closely with them to insure compliance.

vi. Other

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 2019 we targeted the most marginalised and disadvantaged individuals in local communities, achieving a figure of 25.96%.

KPI 2 living in disadvantaged areas by Pobal HP Deprivation range



During 2019 GCP started a process to develop a Community Development Monitoring and Review Methodology. The aim of the process is to develop a practice methodology that:

1. Supports ongoing reflection by Community Development (CD) workers on their group support and development activities towards its improvement.
2. Aids supervision of CD workers in relation to their group support and development activities.
3. Offers a framework for the generation and collation of data on the **quality** and **value** of their group support and development activities to be used for organisation-wide reflection, review and planning.
4. Supports the provision of data to funders for advocacy and accountability purposes.

An additional focus will be what can be learned about how to reach and involve highly excluded individuals within the context of CD group support and development activities.

Our starting approach is to use the All Ireland Standards for Community Work (AIEB, 2016) (Standards Document) as a start point in developing the methodology.

This is an evolving process and we hope to continue to make significant progress further developing and implementing this model in 2020.

Goal 2

a.Key Achievements

i. Promote personal development and wellbeing

Our community education officers held one to one discussions with 333 individuals to inform people of available educational opportunities and discuss which of those suit the individual client.

The English-Language Strand of the Community Education Action is a crucial factor in promoting migrant integration, helping to reduce isolation and shape educational outcomes as well as playing a vital role in labour market activation. Socio-linguistic competencies afford opportunity for self-advocacy and meaningful engagement across all domains of life. It is an emancipatory practice which supports inclusivity both within the classroom and in the wider community. The classes, supported by SICAP, have continued to be very popular with students, with 62 unique individuals attending classes throughout the year. Many of these students attend several classes a week.

ii. Provide lifelong learning opportunities

We worked in conjunction with GRETB in supporting 266 individuals to access 18 unaccredited courses – these short courses encouraged reengagement with the education sector while getting people interacting at the community level and preventing social isolation.

The provision of 3 accredited courses namely HACCP and Healthcare focused on getting people employment in growth sector industries.



Some product examples from Milliner's course

The English-Language Strand promotes access to lifelong learning. Proficiency in English improves and broadens the range of educational opportunities, and can greatly contribute to increased self-confidence and help combat feelings of social isolation and exclusion. The classes play an important part in bringing learners back into learning. For many of the students it is the first experience in a classroom setting since the completion of their formal education (often many years previously). Many of the students avail of the non-accredited courses offered by GCP, as well as taking the opportunity to consult with the Employment Supports Service regarding CV preparation.

Three Enterprise Support clients were in a position to take advantage of a Springboard (Level 9) qualification offered to us by TCD through NUIG. These clients secured their qualification in Business and Innovation.

iii. Provide preventative supports for children and young people

Galway City Partnership continued in 2019 to provide a range of preventative supports:-

Incredible Years.

SICAP continued to support the implementation of the Incredible Years, evidence based Dina in the Classroom programme in 6 city primary schools. The schools involved are either DEIS Band 1/2 or fit the DEIS profile and are in the areas; Mervue, Renmore, Castlegar, Tirellan and Merlin Woods. The Education Officer visits these schools on a regular basis to provide feedback, resources and guidance. Through continued liaising with Principals, HSCLs, Teachers and SCP Co-ordinator/Project Workers, over 1000 children have participated in this programme in 2019.

Photos from some Galway City Primary Schools of Dina School Facilitators and Incredible Years Puppets.



Holy Trinity School



Merlin Woods



Scoil Naisunta San Phroinsias Tir Oileain



Wally supporting Reading Week
in Holy Trinity School, Mervue.

Supporting Parents

In January 2019 a visit was organised for parents whose children are attending DEIS schools to visit the GMIT. This visit was a pilot project for GCP, establishing links between HSCLs from DEIS schools, parents and the GMIT School Liaison Officer. Parents were invited from 10am to 2pm, they were given 'Guest' status with free access to the college car park. There were talks about the college and the CAO/Susi application process. In addition a tour of the college and advice on courses from Level 6 to 8. The highlight of the day was a lunch provided by the catering students from the college. In total 9 parents attended this pilot event with the hope this will be expanded upon next year.

GCP also supported Oirthear le Cheile, a parent group which meets weekly in Ballybane library. This group consists of parents from DEIS schools in the Eastside of the city including Galway Community College. The focus of this group is on Lifelong learning and personal development. The Education Officer worked with HSCLs from Holy Trinity and GCC to support these parents and provided a tutor for Christmas Arts and Crafts, 7 parents participated in these classes in November/December 2019.

Revision Supports

In addition the Education Officer worked closely with Principals from the 3 DEIS secondary schools in Galway City to identify revision supports for exam students. Subject and exam levels were decided in response to need within schools. SICAP provided funding to each school to provide revision supports over the Easter holiday period (April 2019) or directly after schools returned. Feedback from Principals stated that students would not have been able to access study supports without Galway City Partnership due to prohibitive costs, 46 targetted second level students availed of revision supports. The Education Officer also worked directly with 2 families to support them to remain in education through referrals to Youth Advocacy Service and Galway City Community Training Centre.

School Readiness Programmes

Galway City Partnership continued in 2019 to facilitate School Readiness Programmes for parents of children starting Primary school. The programme is designed to support Pre-school to Primary school transfer. Of the 6 programmes run across 4 school, 72 parents attended.

Summer Programmes

This year the Education Officer has been working closely with the Westside Schools Completion Programme to identify gaps in supports to disadvantaged children in Galway City. During the month of July GCP provided funding to the Westside SCP to deliver a Summer programme for targeted children from DEIS schools. The aim of the programme was to promote self-esteem, emotional awareness and to promote school engagement. It took place in 2 DEIS city schools in total 55 children participated in a range of activities including Arts and Crafts, Sports and recreational trips.

Music Generation Galway City

Music Generation Galway City aims to transform the lives of children and young people through access to high quality performance music education in their own locality. Galway City Partnership provided funding in 2019 to MGCC to purchase a set of violins to be used in Merlin Woods Primary School, 110 children received 30 minutes of whole class violin tuition.

iv. Prepare people for employment and to remain in work

GCP under Goal 2, Action 2.6 of the SICAP programme provide **Labour Market Supports** which consists of 4 main components including one-to-one CV consultation; Interview Skills Workshop with Mock Interview; Safe Pass and Manual Handling Training. The aim of the supports is to build capacity

with job seekers and to provide them with the relevant skills to find meaningful employment. The total number of individuals supported in 2019 was 196 of which 48 progressed into employment.

The English classes which have been ongoing in GCP since 2012 have always been unaccredited with emphasis on conversation and inclusion for asylum seekers, refugees and migrants. However in 2019, an alternative route to accreditation has been achieved through GABES which will focus on job readiness for clients. Referrals to Employment Supports, LESN and TUS, when possible are built in to our process.

v. Promote better quality and sustainable employment

SICAP, **through our Labour Market Supports**, also engages with individuals that want to up skill and find better quality, more sustainable employment. All components of the employment supports section of GOAL 2 encourages and supports clients to seek and gain a better quality position in the labour market. For example this can be achieved by providing Safe Pass training because it is a legal requirement for people to have it before they start working in certain sectors of the labour market.

We have succeeded in the provision of better quality qualifications, specifically in Healthcare, by providing clients with as many of the eight modules as quickly as possible to achieve the full QQI qualification to become fully qualified Health Support workers.

vi. Provide a pathway to self-employment/social entrepreneurship

Self Employment

The overall strategy for 2019 has worked very well. Collaboration with colleagues, partners and stakeholders has proved very efficient and has certainly ensured that the targets set at the beginning of the year were exceeded at a very early stage.

116 New businesses were established in 2019 with 326 new clients supported.

In addition, 212 clients that had already established in business were also offered mentoring, further development in terms of courses and assistance in securing business.

Self employment is a real possibility for approximately 35% of the new clients seen. The process of support to transition from a position of unemployment to a position of self employment usually takes about twelve weeks.

A Start Your Own Business course is essential and a business plan is developed which usually takes five drafts before it is presented. Businesses are then identified that may have the potential to offer our clients some trade and are contacted to develop this potential opportunity. This is intended to ensure the candidate is actually self employed upon starting their business and has the potential to trade, transact and make a profit.

vii. Address barriers and gaps in lifelong learning and employment

Staff continuously review the employment market to analyse where jobs are or could be in the future and seek the provision of relevant courses accordingly. A report just published in December 2019 has specified the need for healthcare workers (spread across the entire Health industry and to include nurses), HGV drivers and chefs.

The English Classes are often an important first step in progression to further study and to gaining confidence. It should be acknowledged that learning a language as an adult can be very demanding

and requires a deal of courage and commitment. The support of tutors and peers is crucially important. Engagement with tutors and peers becomes an important point of contact not only for learning, but also for social integration.

Throughout 2019, the Galway Migrant Service 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 2019 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 local and national services and organisations to address specific issues that affect migrants' access to the labour market.
- Information sessions on migrants' rights and entitlements delivered to Threshold Galway and University Hospital Galway Social Work Department.
- 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.

b.Challenges and barriers

i. Promote personal development and wellbeing

Enabling clients to progress quickly along an educational path can be difficult as programme funding is limited. However, this has been overcome in part through referrals to other agencies such as LESN and GABES.

ii. Provide lifelong learning opportunities

Progression from one level of learning to the next for unaccredited learning, i.e. beginner to intermediate, is difficult to establish due to lack of funding.

In terms of accredited courses efforts will be made to develop further the links between the Galway City Partnership and the other local educational institutions such as NUIG & GMIT .

Some English Language class learners expressed a desire to progress onto higher level accredited courses. In order to meet this need, we will, in 2020 in collaboration with Galway Adult Basic Education

Service (GABES), offer a QQI Level 3 ESOL Course. The Course is modular and students will build portfolios of work for assessment in 2021.

iii. *Provide preventative supports for children and young people*

All **supports for children and young people** have taken place in either DEIS schools or one school which has a DEIS profile. Insights from the Growing Up in Ireland Study found that the majority of children from disadvantaged backgrounds do not attend DEIS schools (Smyth 2019) therefore the most disadvantaged children in Galway City may not have access to SICAP supports.

Participation for in-class programmes such as Dina in the Classroom are high as based on attendance to school. For second level targeted students attendance is often an issue and therefore their participation in SICAP supported programmes is a challenge. GCP Schools Readiness programme is offered to all new parents in 4 targeted schools. Overall uptake is very good but continues to be lower in DEIS Band 1 schools. The Education Officer will be working closely with HSCLs to target the neediest families.

iv. *Prepare people for employment and to remain in work*

Many individuals find themselves in precarious work and want to move out of these into more sustainable positions. While individuals are supported by SICAP **Labour Market Supports** actions to upskill and pursue these positions, it can still prove difficult for them to find those quality positions. This is because precarious work is a prevalent feature in Galway City in jobs like couriering, retail, bars and restaurants and also in certain sections of professions such as telecommunications and IT.

Unemployed people need to become better equipped for the jobs market with relevant qualifications – be it minor or major awards. There is limited access to other local educational facilities such as NUIG & GMIT for programme users. Access may be limited due to a number of difficulties such as cost, high numbers and extremely competitive applications for mature students in securing places on Access Courses and ineligibility of individuals living in Direct Provision who are awaiting leave to remain.

v. *Promote better quality and sustainable employment*

The challenge to support individuals to gain quality employment due to the prevalence of precarious work in the labour market is noted in a report on *Precarious Work, Precarious Lives*, by Dr Sinead Pembroke where it states about 44 per cent of workers in Ireland are “precariously employed”. We believe SICAP can best respond to peoples needs for a sustainable job by continuing to offer upskilling supports.

vi. *Provide a pathway to self-employment/social entrepreneurship*

Self Employment

The identification of challenges and barriers takes place within the process of becoming self employed. While an attempt is made to cover many eventualities, it is not possible to cover everything. The main issues of business generation, cashflow and offering and receiving credit terms are all addressed. Additionally a course on how to file tax returns is also available. Remaining compliant within the tax system is essential to the continuance of any business and can be overlooked, especially in the early stages of a business life. However, failure to comply with obligations is an expensive and sometimes devastating process. Therefore our clients are given the opportunity to understand their new obligations and how to comply with them, as a result of taking this course.

Prejudice experienced by certain elements of our client base has also been a barrier to self employment. It was certainly the experience of the Traveller Community that obtaining the services of an accountant proved to be extremely difficult. However, this has been overcome and the accountancy firm operating our Tax Filing course is now offering a professional level of service to many within this community.

vii. Address barriers and gaps in lifelong learning and employment

There are limited opportunities for learners to progress from a starter course, i.e. eight weeks in duration to a more substantial QQI course without the learner having to incur some cost and financial resources of learners to meet such costs are, at times, unavailable. Supports are available from the DEASP or the local education training boards but these are limited.

There are limited opportunities, through SICAP, to provide accredited courses in all industries due to the high cost of tuition, e.g. barbering, HGV driving and Healthcare. The main challenges for the Galway Migrant Service in 2019 were:

- Complexity of casework.
- Lack of knowledge and understanding of the rights and entitlements of various migrant populations by other service providers
- Lengthy processing times for permission to remain/residency and other legal status applications. These delays can cause temporary suspensions from employment and studies.
- Access to homeless services/accommodation for those migrants who are not in receipt of Social Welfare supports and/or do not satisfy Habitual Residency Conditions.
- Language barrier and lack of affordable interpreting services.

c.Key Learning

i. Promote personal development and wellbeing

Essential to spend time on a one to one basis with each client and ensure proper procedure in terms of the Personal Action Plan (PAP). This provides the best opportunity to allow each service user to develop their own Action Plan in the presence of the Community Education worker. Goals are set which motivates the individual to achieve their targets.

ii. Provide lifelong learning opportunities

We have seen the need to continue to:

- encourage individuals back into education through starter courses as a first step on their adult education journey.
- discuss clients past achievements and current skills to ascertain correct courses & job opportunities .

- encourage and guide individuals onto accredited courses according to their skills and needs and ensure, at regular short intervals, smooth progress through contact with both tutor and student.

Having consulted with those using our service, it was apparent that while the vast majority of students were happy with the classes, there was a need highlighted for a greater range and depth of classes across all levels of proficiency: beginners, intermediate and advanced. To this end, we have endeavoured to provide a more targeted programme of courses. Some participants wish to focus on vocational preparation, with the accompanying skills. While others attend to expand their conversational skills and reduce their reliance on intermediaries for everyday tasks, thus developing their relational capacity and enhancing their sense of belonging. Parents are particularly invested in mobilising their knowledge in support of their children's education. New Literacy, and English For Jobseekers classes have been added to the timetable for 2020, as well as Conversation Circles for those wishing to improve their speaking skills. Starting in spring 2020 we will be offering, in collaboration with Galway Adult Basic Education Service (GABES) a modular QQI level 3 Certificate course in English as a Second Language. It is anticipated that the first graduates should be in a position to submit their portfolios for assessment in June of 2021.

iii. Provide preventative supports for children and young people

GCP provided funding for revision supports for second level Leaving Cert exam students in 2019. An analysis of attendance showed significant lower participation in the most disadvantaged school. The Education Officer is working closely with the Principal, HSCL and SCP Co-ordinator to target students earlier in next academic year, and also to include Junior Cert exam students who have not met Continued Based Assessment deadlines in this cohort.

iv. Prepare people for employment and to remain in work

From the outset and after registering people, the worker will be familiar with the needs of the individual and will be referred as the opportunities arise. Discussion of suitable job opportunities and in particular how best for each individual to progress. All supports and efforts will be made on behalf of the individual to achieve gainful employment.

Our Labour Market Supports were availed of by Asylum Seekers & Refugees, Members of the Travelling Community, Lone Parents, individuals who are living with a disability both physical and intellectual and also people who are experiencing long term homelessness. The diverse nature of the individuals is due, in part, to the referral system that is in place from various agencies across Galway City including those that work with the most marginalised. The employment supports officer has implemented good practice with regards to communication with the various organisations, this includes regular meetings with the DEASP who refer individuals throughout the year. This interagency approach continued to enable us achieve, and indeed exceed, SICAP targets set in 2019.

v. Promote better quality and sustainable employment

One of the lessons learned through our labour market supports is to work with clients more intensely on a one to one basis; to accurately gauge the kind of employment they are specifically looking for and provide the supports that will best help them to achieve that.

vi. Provide a pathway to self-employment/social entrepreneurship

Self Employment.

It has been seen that having businesses ready to trade with our candidates is an essential element in the success and sustainability of the new businesses our candidates establish. The failure of a candidate to energetically take part in this element of the process has indicated a lack of motivation or understanding on what the objective of becoming self employed is. Many clients attempt to convert a hobby into a business, which is a very difficult process and it has been learned that unless a candidate is willing to make the extra effort required, the business will ever only remain a hobby. Additionally the development of an opportunity for candidates to exhibit their businesses at our inaugural Trade Exhibition was a new departure for the Enterprise role. It was a tremendous success for both Galway City Partnership in terms of the profile received and for our candidates who were able to display their business, and network with other businesses.



At our inaugural Trade Exhibition **Front Row** (l-r) Evelyn O Toole EY Entrepreneur of The Year, Breda Fox Local Enterprise Officer. **Back Row** (l-r) Don Harrington Director Corporate Finance Goodbody, Pat McDonagh CEO Supermacs, Nick Ashmore CEO Strategic banking Corporation of Ireland, Peter Hynes GCP, Ger Casey Senior Managing Partner Deloitte.

vii. Address barriers and gaps in lifelong learning and employment

A multiagency approach and collaboration is essential to successfully resolve complex and crises situations. Other local service providers and employers need better information and training on migrants' rights and entitlements to services, supports and employment.

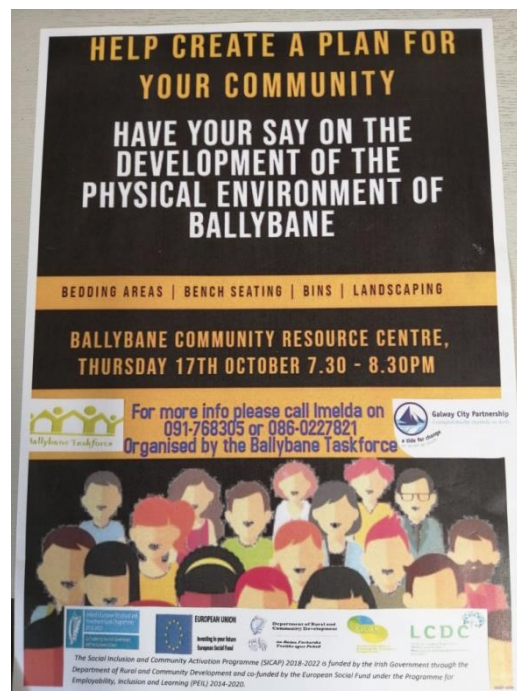
Towards the end of 2019, the GMS Project Officer piloted two informal information sessions with Threshold Galway and UHG Social Work Department. These sessions were very successful and will be included in the future Annual Plans. The Project Officer is planning to initiate and organise similar events with other local services and organisations. These sessions will be organised in collaboration with the SICAP Information Officers in order to promote the other supports provided by the Galway City Partnership.

Opportunities for progression into work for our client groups can often be found lacking. Keeping in close contact with other agencies in terms of what job opportunities are available through their newsletters and also through local tabloid information has supported our clients seek work..

2) Engagement with beneficiaries

a. Engagement Strategies

The Ballybane Taskforce carried out a community consultation event during 2019 to help inform their work. This initial consultation is part of a planned series of consultations which GCP is supporting the Ballybane Taskforce to engage in.



Overall we use a variety of engagement strategies in our work practices to ensure 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 three outreach locations on the north, 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 as well as have Local Traveller Action Groups in our outreach locations which we link with on a regular basis.

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.

We continue our involvement with 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- parenting based programmes have formed the focus of this work during 2019.

Developing a GCP Booklet detailing all the supports and services provided by the Partnership and distribution of these booklets to organisations such as COPE, Ability West, GRETB, Brothers of Charity, DFI, Healthy Ireland events, Fairgreen Hostel, Direct Provision Centres and Family Network meetings and other events running throughout the year encouraged engagement.

Registration for the **Community Education** courses was conducted in the Westside, Ballinfoile and Ballybane Resource Centres. Using local resource centres has increased our ability to meet and engage potential programme users in their own community and begin the process of discussing all available options.

Enterprise has made a focused effort to assist those within the Traveller Community, thereby achieving a social inclusion focus. Enterprise actively works with Travellers who now use our service on a self-referral basis as a result of the reputation built up within the community.

Social Enterprise engagement strategies for 2019 included one to one and group meetings, networking with groups as well as sharing information through mailing lists and on GCP facebook and websites. The Social Enterprise Hub is also a source of services and information in a disadvantaged area. It has hot desk space and meeting rooms available. As mentioned previously grants applications were a way to engage new to GCP social enterprises.

The approach of **Labour Market Supports** in reaching individuals is predominately done through a referral system - particularly from the *Department of Employment Affairs and Social Protection (DEASP)*. The *DEASP* refer individuals directly into get supports of all 4 components of Labour Market and Employment Supports. The *DEASP* also relay the information of our services to their clients at regular information sessions.

While the *DEASP* account for a considerable number of referrals, individuals also present for supports from within *Galway City Partnership* itself – *Tus; Galway Migrant Service (GMS); Youth Advocacy Service & Local Employment Service Network (LESN)*.

Additionally, there is an interagency approach for referrals with external organisations including the *Cope/Simon Community, the Bridge Project, Employability West and the Brothers of Charity*.

The students availing of our classes may be broadly said to belong to three groups: firstly, asylum seekers or refugees living in direct provision centres in the City centre; secondly, people who are already working in the City or are currently seeking employment; and lastly economically inactive people such as family carers and stay at home parents. Many of the asylum seekers were referred through the Galway Migrant Service, the majority of the remaining students were reached through our website, as well as the considerable number of word of mouth referrals coming from existing service users. Attempts are being made to actively engage with members of the Roma community. A dialogue has been started with individuals from within the community who may be able to promote the services of GCP to the Roma in Galway. It is hoped that these initial steps can be built upon in 2020. It is important to emphasize that this is seen as a dialogic relationship which it is hoped will be as much to do with listening to the Roma articulating and expressing their needs, as it is to informing them of the many services which already exist.

b. Publicity

Self Employment.

There were a number of high profile events that took place during the year and offered SICAP substantial publicity. The visit of President Higgins and his wife Sabena in April afforded a lot of attention in the local press as did the visit of the Mayor of Galway city. Additionally the local press offered a “two page spread” detailing the activities of Enterprise and Migrant Services, with photos.



GCP Board, staff and programme users meet the President and Mrs. Higgins.

The Trade Exhibition afforded Galway city Partnership a front page placement as well as six other photos in the local paper, with another photo the following week.

High profile business leaders have given informational and inspirational talks to our Start Your Own Business candidates. This has been a hugely positive experience for our candidates but it has also highlighted the work carried out by SICAP to the wider business community.

The unemployed and people living in disadvantaged communities were encouraged to participate in lifelong learning opportunities by delivering fliers and posters door to door. Meeting people out in the communities proved to be particularly successful as these were opportunities to informally assess

needs whether in employment or education and refer accordingly. Social media and GCP website were prominent in publicity for both accredited and unaccredited courses. Attendance at Community Network meetings have also proved to be beneficial.

The promotion of the English Classes on the GCP website has been very effective. In addition the Community Development Workers have been promoting the classes in their interactions with groups in the community and residents of the Direct Provision Centres.

Social Enterprise publicity in 2019 included press releases, radio and print press interviews as well as flyers for various events.

c. Target Groups

We have had limited success in our direct targeting of the Roma community. During 2019 we worked collaboratively with other organisations to identify new ways of linking in with the Roma community. We have agreed to work with Homes School Liaison and teaching staff in the local primary & secondary schools to draw together a focus group from the Roma community to assist us with reaching out more effectively to this target group.

Many of our target group members struggle with transport issues. This creates a significant barrier for their attendance at meetings, training, courses, etc. Public transport is infrequent and expensive. One of our main challenges is to deal with the community education demand and include and integrate a proportionate number of people with disabilities onto the courses. Long term unemployed can be difficult to reengage in social events in the community.

Target groups for the past year for social enterprise were unemployed people and people in the Traveller community. Both target groups were assisted indirectly through activities of the social enterprise to help these groups or in the case of the Traveller community group, there was work done on an application for funding staff positions with the hope to improve employment opportunities for Travellers. One challenge was the length of time before the funding was approved. This impacted on the marketing of the service they intend to set-up. This challenge was met by keeping the public informed when they called into the workshop.

d. Emerging needs

The LGBT community needs were highlighted as part of Healthy Galway City programme development and first round implementation.

e. Clients referrals from other agencies

The DEASP would again be the single greatest source of client referrals to SICAP. While this is particularly true of Enterprise and Labour Market Supports, our **Enterprise Officer** has established a very healthy referral system from other agencies such as the LEO, Seetec and CIO. There are also a number of self referrals that come through the doors.

There has been regular communication between the **Employment Supports Officer** and **DEASP** managerial staff to ensure that the arrangement continues to ensure people can avail of the supports they need. Additionally, there is an interagency approach for referrals with external organisations including the *Cope/Simon Community*, the *Bridge Project*, *Employability West* and the *Brothers of Charity*. There is regular communication with these organisations to ensure individuals that they work with can avail of SICAP supports.

The **community education staff** have actively engaged with Rehab, Foroige, Ability West, UCHG, Brothers of Charity, Brain Injury Society, Youthreach, Dochas, Direct Provision Centres, Active Retirement Groups, Family Services Networks.

English Language Class referrals for 2019 were as follows: Galway Migrant Service 8, GCP community Education 6, Tús 3, GCP CV Clinic 2, Seetec/Intreo 8. The remaining numbers were self-referrals.

3) Annual Plan Targets

a. Key Performance Indicators

The 2016 Census reports that Galway is the most multi-cultural city in Ireland with 18.8% of its resident population recorded as non-Irish. Consequently the demand for English Language Classes remains very high. Target numbers are met, and exceeded. Although there is not a KPI for social enterprise as IRIS does not recognise them, we did exceed our goal of working with 10 social enterprises over the year. The targets were exceeded because of increase awareness of social enterprise due to the new national policy.

b. 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 continues to utilise 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
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 Consortium, 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 .	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 GRET.B.	SICAP Target Groups
Galway City Partnership also uses Social Media Platforms, www.gcp.ie , a plethora of Facebook pages and www.galwaysoup.wordpress.com to promote events and initiatives.	SICAP Target Groups

The Social Enterprise Hub did and will continue to operate within a disadvantaged area. This is a resource for people living in these areas.

c. Achieving a social inclusion focus.

New projects were delivered under Goal 1 in 2019 aimed at broadening the reach of SICAP. Workshops and information sessions were organised in relation to Community Leadership, Bookkeeping for Community Groups, funding for community groups, Community Enhancement Programme. These attracted new groups who previously hadn't engaged with SICAP. In particular, a number of new migrant community groups engaged with our supports and we will increase our support to them in 2020.

GCP has made a focused effort to assist those within the Traveller Community, thereby achieving a social inclusion focus. Enterprise actively works with Travellers who now use our service on a self-referral basis as a result of the reputation built up within the community.

GCP has used SICAP to continue to focus on working with those that are marginalised to enable them access the supports they need to empower them to engage with the labour market and find meaningful employment. All actions engage with a diverse client base and our inter-agency approach aims to ensure a strong social inclusion focus is maintained.

The social enterprises accepted onto the registration with SICAP will continue to target directly or support others to reach SICAP goals. All people benefitting from SICAP intervention will be from SICAP target groups.

Lot Summary Report 2019

Target Group	Lot	National
Disadvantaged Women	0%	0%
Disadvantaged Young People (aged 15-24)	9%	18%
Lone Parent	13%	13%
Low Income Workers/Households	19%	23%
New Communities	24%	14%
People Living in Disadvantaged Communities	15%	31%
People with Disabilities	9%	9%
The Disengaged from the Labour Market (Economically Inactive)	24%	22%
The Unemployed	61%	56%
Travellers	5%	2%

List of all SICAP target groups: Disadvantaged Young People, Disadvantaged Women, Emerging Needs Group, Lone Parents, Low Income Workers/Households, New Communities, People living in Disadvantaged Communities, People with Disabilities, Roma, Travellers, The Disengaged from the Labour Market, The Unemployed

4) Horizontal Themes

a) Promoting an equality framework



GCP assisted in the establishment of Equality Votes Galway which is a collaboration of local organisations to ensure a fair and equal local election in Galway city during 2019. By adopting the three values underpinning the manifesto developed at a national level by the Community Platform - community, decency, participation - the #EqualityVotesGalway collaborative structure have developed a manifesto calling on all local candidates to ensure equality is at the heart of their representation.

The consortium organised a hustings for all local election candidates on April 29th 2019 in Newcastle and were very pleased with the turnout and full participation from the 15 candidates that attended. Each candidate was provided with the opportunity to introduce themselves, outline their priority areas for the upcoming elections and were given the opportunity to respond to questions which would demonstrate how 'Equality is at the core of their strategy' with regards the four key priority areas identified within the Manifesto. These are Recreation & Amenities, Housing & Accommodation, Social Inclusion, Local Development and Community Development and Planning, Transport & Infrastructure

The organisations involved include Galway City Community Network, Galway City Partnership, Galway Traveller Movement, Amach LGBTI+, Cope Galway, the Bridge Project, the Disability Federation of Ireland, Access for All and the Galway Anti-racism Network

The community Platform is a network of over 30 national organisations working for equality in Ireland. The members developed a manifesto for the local and European Elections based on the values of community, decency and participation.

Since the local elections in 2019 Equality Votes Galway continue to pursue their equality agenda and continue to monitor the work of the successful election candidates. This work will continue onto 2020 and beyond.



GCP staff participated in a range of training designed to promote equality competency in the work place including;

- Cultural Competence and Social Inclusion training with AMach LGBT+ support group
- Accessibility Awareness with Access4All
- LGBT+ Awareness with Shout
- Anti racism training with the One World Centre

b. 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.

All social enterprises under SICAP are offered one to one, group and networking opportunities. One to one work is primarily mentoring specific to social enterprise concerns.

c. Developing collaborative approaches

We continue to work closely with the LCDC and its members on the development and implementation of the Galway Healthy City initiative.

We continue to Chair and facilitate the Social Inclusion Committee of the LCDC and progress social inclusion actions through this group – in 2019 this involved the development and trialling of the Public Sector Equality and Human Rights Duty Implementation manual.

We continue to administer and support the CYPSC in their Healthy Ireland work.

Collaboration has been vital in targeting beneficiaries under Disadvantaged Children and Families. The Education Officer has been liaising closely with Principals, Home School Liaison and teachers to identify and support families most in need of support. This involves regular meetings in schools with staff but also participating in talks to parents and the facilitation of programmes on school premises. Moreover collaboration between teachers and SCP project workers are co-ordinated by the GCP Education Officer to ensure the fidelity of the Dina in the Classroom Programme.

GCP is represented on both Schools Completion Local Management Committees in the East and West side of the City. These committees are made up of all DEIS Primary/Secondary Principals, HSCLs, GRETB, Education Welfare Officers and allows for collaboration with other agencies. Both SCPs are currently in the process of recruiting a parent from their targeted student cohort to their Local Management Committees.

Through collaboration with Westside SCP gaps were identified in summer provision for children under 10. As result GCP provided funding to Westside SCP to deliver a summer programme for targeted children from DEIS schools.

Enterprise and Labour Market workers within Galway City partnership have developed and maintained very strong and positive collaborative approached between DEASP and SICAP. In the case of Enterprise this further extends to the wider business community with active involvement from political and business figures.

In regards to collaborative approaches to support social enterprise, we have mentioned the work with Galway Rural Development, the National Social Enterprise Expo and grant applications. This was in addition to the ongoing work of the Irish Local Development Network Social Enterprise sub-committee.

Starting in Spring 2020 we will be offering a QQI accredited Level 3 English as a Second Language Course in collaboration with Galway Adult Basic Education Service (GABES)

One of the key needs identified in the Traveller and Roma Inclusion Strategy 2017 – 2021 is that greater support mechanisms should be put in place to ensure the retention of Traveller and Roma children in the education system. GCP concur with these findings and during 2019 formed a collaborative approach to working towards the achievement of this goal. GCP, ARD Family Resource Centre, the Education Welfare Officer, Galway Traveller Movement, GRETB, Home School Community Liaison Officers from schools in the East of the city, Schools Completion Programme staff and the Mental health Service Co ordinator for Travellers have been working together during 2019 to develop a collaborative approach. Data is currently being gathered on absenteeism rates in the east of the city, an analysis of a pilot project in the east of the county is underway, findings from a recent research initiative on barriers facing travellers in participating in education have been used to assist our work.

Currently group members are working on bringing together focus groups from both Traveller and Roma communities.

GCP actively participates in the Family Support Area Network groups across the city, Westside Ballybane and Ballinfoile. Their focus is to share information about child and family support work and initiatives. Highlight current issues and challenges and try to identify responses. Collaborate on new initiatives. Supporting and working with key social inclusion strategic collaborations continued to be an essential element of our Goal 1 work. SICAP enables us to collaborate with stakeholders from statutory and community organisations to address specific social inclusion issues in Galway City. For example in 2019, it included:

- Reducing health inequalities - through our work with Healthy Galway and HSE Health Promotion
- Ballybane Afterschool Programme Steering Committee
- Galway City Alcohol Forum
- Equality Votes Galway
- Right to Read Network

We continually work at developing relationships with other local actors and in developing ,for instance, effective and appropriate referral systems. As an example of this our Migrant Service has referred to/worked in collaboration with the following services and organisations:

Externally

- *Galway City Council*
- *Intreo*
- *University Hospital Galway Social Work Department*
- *Garda National Immigration Bureau Local Headquarters*
- *COPE Galway Domestic Abuse and Homeless Services*
- *Threshold*
- *Galway Simon Community*
- *Galway Citizens Information Centre*
- *Legal Aid Board – Refugee/Immigration Legal Aid*

Internal referrals/collaboration:

- *Local Employment Services Network*
- *Youth Advocacy Service*
- *Direct Provision Support Worker – BRIDGE Project*

3) Updates to IRIS Database

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

X	A narrative for each of the 2019 Actions has been input in the Update on Progress field under the End of Year report section of the action record. The <i>Action Progress Report</i> can be generated to view the updates for each action.
X	2019 financial and beneficiary data input is complete.
X	2019 data quality issues identified on system dashboards and views have been rectified.
X	Potential duplicate records have been reviewed and deactivated if appropriate.
X	2019 data follow-up has been carried out, as appropriate (e.g. LLL activity outcomes, still in employment/self-employment).
X	ESF exit data has been recorded for Individuals who exited SICAP in 2019.
X	ESF 6 month follow-up has been recorded for Individuals who exited SICAP up to end May 2019.
X	LDC contact information and staff member listing are up-to-date.
X	2019 End of Year Financial and Monitoring report (including the signed costs charged report and goal outcome reports) has been uploaded to IRIS.