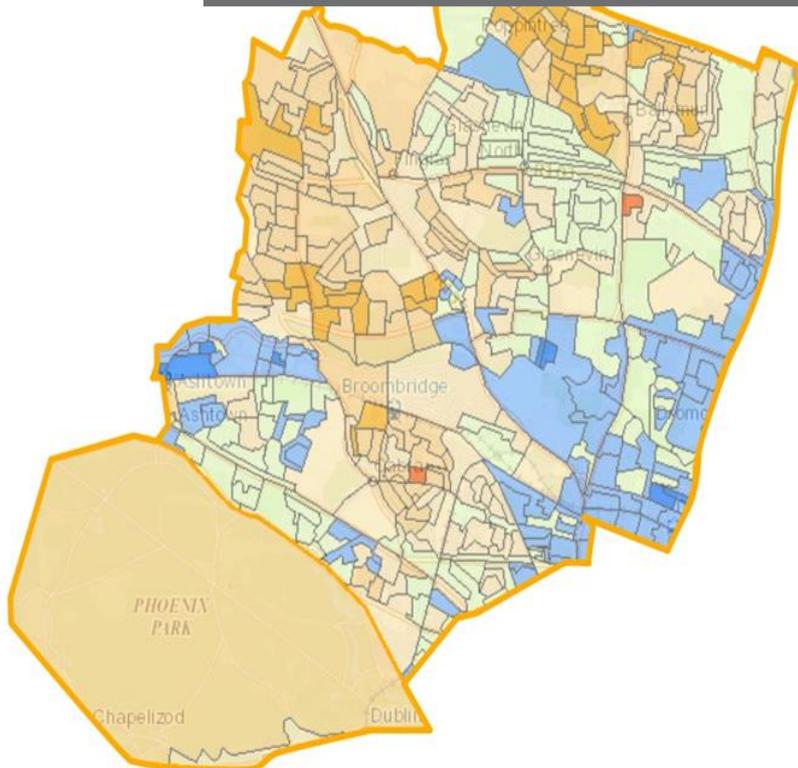




Dublin North West Area Partnership

Meeting Local Needs

SICAP End of Year Narrative Report 2019



Action 1.01 - Strengthening Community Capacity

DNWAP launched the 2019 support plan for LCGs with a Social Inclusion Seminar which took place in the Crowne Plaza, Hotel, Northwood, Santry on Feb 1st, 2019. 72 individuals attended and 37 LCGs were represented. LCGs presented their work of 2018 to a wide audience. The suite of DNWAP supports for 2019 were presented. Liz Waters, CEO of An Cosán Virtual Community College (VCC) (key note speaker) spoke to the theme of Social Inclusion, with an inspiring input on the role of Community Education and virtual technology in addressing educational inequality in general and the 'digital divide' in particular.

As in previous years group training remains a core aspect of DNWAP's strategy for enhancing capacity of LCGs. In addition to knowledge and skills attained at training sessions, feedback is also gained on the developmental needs of LCGs. Ongoing work with LCGs and knowledge as to challenges faced indicates a need for support in relation to governance. Training topics covered and LCG attendance in 2019 were as follows: Introduction to Successful Supervision (seven representing five LCGs), Restorative Practice (11 representing six LCGs), Conflict Resolution (April) (13 representing- four LCGs), Introduction to Project Management (17 representing nine LCGs), Requirements of The Charities Code of Governance (10 attended representing nine LCGs), 'Developing your Group Constitution' (five representing five LCGs), 'Writing Your Grant Application' (delivered jointly with Pobal- 11 representing nine LCGs), Conflict Resolution (October- 12 representing seven LCGs) Community Development at Local Level (three representing three LCGs) and Area Profiling (5 representing 3 LCGs).

With a view to developing an understanding of Community Development principles and practice and nurturing vibrant community activism, DNWAP continued collaboration with An Cosán (VCC) and delivered structured Community Development training (accredited and unaccredited) in community hubs in Ballymun (DCU in the Community) and Finglas (CDETB centre) (see 1.03).

Capacity building work (mentors and DNWAP staff) included: public speaking/presentation skills, strategic planning, preparing funding applications, governance and promotion. Development of relationships between LCGs and DNWAP staff and mentors has resulted in stronger demand from LCGs for these supports (see 1.03)

Five LCGs (Greenview Men's Group, Fairlawn Prospect Community Garden, Social Therapeutic Gardening Association, Belclare Place Resident's Group and Ballymun Photography Group) have progressed along the Community Development matrix from Pre- Development to Capacity Building and Empowerment. This progression is evidenced by committee formation and development of capacity in the following areas: sourcing funding, group consultation and identification of priority need, work planning, budgeting and reporting.

In 2019 there was significant development in DNWAP's engagement with local networks. DNWAP is now represented on the Cabra Mental Health and Wellbeing Steering Group, The Finglas Safety Forum, The Cabra Policing Forum, The Cabra Child and Family Support Network, Saol Clubhouse Advisory Group and the Finglas Local Drug and Alcohol Task Force. This participation has supported enhanced interagency work and contributed to stronger collaboration with statutory partners.

In 2019 DNWAP provided additional capacity building supports through a Creative Initiative entitled 'When I Grow Up'. Programme participants were drawn from LCG representatives and young people from the local community. This initiative provided an opportunity for reminiscence for adults

(particularly older adults) and facilitated aspirational thinking in young participants. Opportunities were provided for a variety of performances including music, song, dance and spoken word poetry. Performers participated in weekly workshops facilitated by a Writer in Residence, culminating in a performance in the Axis Theatre, Ballymun. Representatives from LCGs supported across Goal 1 were Finglas Addiction Support Team, Ballymun Regional Youth Resource Centre and University of Third Age. This production built individual and group capacity in public presentation and performance. It also enabled people from a disadvantaged community to engage with the arts, thus promoting inclusion in civic, social and cultural life. The 'When I Grow Up' initiative represents strong collaboration across DNWAP departments. The work with young people included a guidance element (aspirational thinking and goal setting). A professional Guidance worker from the DNWAP Local Employment Service was involved in the initiative from the outset. In order to capture the learning from this pilot, DNWAP engaged a professional videographer to produce a short documentary. The video was completed in October and is now available on the DNWAP You Tube Channel.

Action 1.02 - Evolving for Equality

This action was launched at the Social Inclusion Seminar on February 1st. Each application was evaluated against a defined set of criteria by DNWAP's Appraisal Committee. Fifteen grants were approved. Of the 15 approved LCGs, 10 had not previously received support under 1.02.

Most groups approved are evolving in terms of their development. While some have been in existence for considerable periods of time, initial assessment indicates a need for capacity development. All approved groups are at stages 1 or 2 of the Community Development Matrix. The approved LCGs used the grant allocation for a range of activities: supports for vulnerable men, supports for disadvantaged women, advocacy for and with people affected by disability, supports for those vulnerable to isolation and mental health challenges, young people at risk, children with special needs, (including supports for parents) and a community orchestra for people living in a disadvantaged community.

Approved groups as follows: Greenview Men's Group, Ballymun Active Disability Interest Group (B.A.D.I.G), Fairlawn Prospect Community Garden, Setanta Strings, Ballymun University of 3rd Age, Social Therapeutic Gardening Association, The Plough Youth Club, Ballymun Men's Centre Group, Belclare Place Resident's Group, Larkhill Active Retirement Association, Ballymun Photography Group, Mellow Spring Childcare Development Centre/Odin's Wood Day Centre (joint venture), The Clareville Day Centre, Christ the King Community Day Centre and Sillogue Ladies Group.

Capacity building supports provided were in the following areas: administration, budget management, governance, report writing, work planning, publicity and promotion, information provision, facilitating networking and practical support (support with horticultural initiatives from DNWAP Tús staff).

2019 saw collaboration between LCGs in terms of activities under 1.02 and 1.03 e.g. two groups supported under 1.02 linked with a group supported under 1.03 to provide therapeutic gardening opportunities for children with special needs and their parents. There was also collaboration across DNWAP departments with staff working on Goal 2 actions referring participants to LCGs who in turn became beneficiaries of 1.02 supports. Similarly, members of LCGs benefitted from support from DNWAP LES and Enterprise supports. This practice is reflective of DNWAP's strong commitment to integrated practice, particularly a holistic approach which appreciates the importance of communities of

place and interest to the individual service user. Placing service provision in this broader context enables staff to offer 'wrap around' supports to individuals vulnerable to isolation and social exclusion.

The Social Inclusion Network met on four occasions in 2019. Each meeting included an information sharing and training component. This Network provides a valuable space for peer learning. While groups face many challenges, there is an emphasis on developing a sense of efficacy and conceiving challenges as learning opportunities. As in previous years LCGs supported under 1.03 contribute to the development of their peers supported under 1.02, through structured training inputs and their contribution to group discussion. Training inputs included: DNWAP Administration Processes, Project Planning, The Charity Code of Governance and Community Development at Local Level (delivered by An Cosán VCC – a collaborative partner for 1.03 action). All groups have now returned receipts to evidence grant expenditure.

Action 1.03 - Innovating for Inclusion

As with 1.02, the Innovating for Inclusion programme was launched at the Social Inclusion Seminar on Feb 1st. Thirteen applications were approved. Approved proposals covered a range of actions. Collaborative partners are listed in brackets:

- Community Development training (An Cosán VCC)
- Advocacy programme for people with Intellectual Disability (St. Michaels House)
- Mindfulness and Self Defence for people with disabilities (The National Learning Network)
- Integration supports for asylum seekers (Jesuit Refugee Service)
- 'Better Choices' diversion programme for teenage boys in the Ballymun area (Poppintree Youth Project)
- Photography programme for people experiencing mental health challenges (Befrienders)
- 'Traveller Men Action Plan' programme for male Traveller wellbeing (Pavee Point)
- Diversity Education for Traveller children in Early Years setting (St. Margaret's Early Years Service)
- Literacy and Leadership training for members of the Travelling Community (St. Margaret's Community Traveller Association)
- An Equine Therapy programme for children affected by autism spectrum conditions (The Meeting Place Club)
- Supports for members of New Communities (The 'Drop in Well' Intercultural Group)
- Support for Creative Arts programme for disadvantaged young people (Cabra for Youth)
- Skin Camouflage programme- Training the Trainer programme to empower local people to assist those isolated as a result of skin abnormalities (The Irish Red Cross)- This action did not proceed due to issues related to national organisational strategy.

Some challenges presented with changes of staff, organisational issues and staff illness (in collaborative partners) resulting in a reduction in terms of implementation of activities for three LCGs. Despite these challenges only one LCG was unable to implement any aspect of planned activity due to national organisational issues.

Some of the actions under 1.03 this year were designed by organisations as an addition to their existing provision e.g. St. Michael's House and The National Learning Network. DNWAP reporting systems facilitate reflection on the effectiveness of these additional pilot elements and planning for sustainability of these actions into the future.

The An Cosán Virtual Community College (VCC) delivered accredited (QQ1 Level 6) and unaccredited Community Development courses. Sixteen participants received bursaries for both programmes. These programmes are intended to contribute positively to sustainability of community leadership as existing and potential community activists have undergone quality training in Community Development theory and practice. Participants on the unaccredited programme were as follows: Sillogue Ladies Group, Wadelai/Hillcrest Residents Association, Greenview Men's Group, Drop in Well Intercultural Group, The Loft, Finglas Suicide Prevention Network, Finglas South Combined Residents Association, and Ballymun Communications.

Participants on the accredited programme included: De Paul, Sillogue Ladies Group, Finglas Youth Resource Centre, Ballymun Communications, The Meeting Place Club, Ballymun Regional Youth Resource Centre, Wadelai Hillcrest Residents Association, Finglas South Combined Residents Association, Drop in Well Intercultural Group.

As some of the LCGs resourced through 1.03 this year have been receiving support for more than one year, there was an emphasis on planning for sustainability in terms of governance and funding sources. This aspect was particularly true for LCGs comprised entirely of volunteers. In some cases, such groups are very strong in terms of identification of needs as they draw on lived experience and close relationships with the target group. This strength is invaluable in terms of programme design but can sometimes be accompanied by a need for development in terms of strategic planning, ability to access funding and governance. While DNWAP invested in terms of training and mentoring in these areas, there was an evident tension between the demands placed on LCGs to deliver actions within the time frame and their ability to fully utilise capacity building supports. This experience has informed DNWAP's annual plan for 2020, with a greater emphasis on allocation of additional resources to 1.01 capacity building and 1.02 grant strands and a reduction in allocation to actions under 1.03.

Action 1.04 – Social Enterprise and Sustainability

Under 1.04 DNWAP provides supports to emerging and established social enterprises, capacity building supports to LCG's and social entrepreneurial supports to young people living in the Lot.

The Social Enterprise Coordinator engaged with social enterprises as follows:

Existing Social Enterprises: The Rediscovery Centre, Innovate Dublin, Eco Mattress, Mellow Spring Childcare Development Centre, Community Care and Repair and Santry Community Resource Centre

New Social Enterprises: The Grow Dome Project and Ballymun City Farm.

The following details the nature of work with individual Social Enterprises.

- The Rediscovery Centre - support with strategic plan and with development of coffee shop as a social enterprise.
- Innovate Dublin - DNWAP collaborated on the 'Amplify Plus' Programme (a programme for young people-See below) and provided support in relation to the expansion of Innovate Dublin into Dublin 8. Innovate Dublin presented to the Social Enterprise Advisors Network (SEA Network) to promote its services, at DNWAP's request.
- Eco Mattress - support to Board members regarding relevant funding opportunities. DNWAP representation on board.

- Community Care and Repair- This programme was reviewed and changes are in progress in key areas (see below).
- Mellow Spring Childcare Development Centre- received supports through board membership, information provision and assistance with funding applications.
- Santry Community Resource Centre received supports through assistance with funding applications and information provision
- The Grow Dome - This Social Enterprise has built a Grow Dome in Rialto, which offers the local community a place to gather, while also using hydroponics to grow plants for sale to restaurants. The project is now building a second Grow Dome in DCU Community Garden. Work to date included assistance with a funding application and an assessment of their business model.
- Ballymun City Farm- An initial needs assessment was conducted in the first quarter with the following areas identified for capacity building supports: Governance, Project Management, Strategic/Business Planning and video development. Over the course of several meetings in 2019, a video promoting the need for this project was produced with support from DNWAP. This is due to be launched at the DNWAP Social Inclusion seminar on January 31st 2020.

Assistance was provided to 25 Local Community Groups (LCG's) to look at new sources of revenue including exploration of income generating potential and suitable funding calls.

In 2019 there was an emphasis on developing the Community Care and Repair Team as a viable social enterprise. This involved a review of business processes, completion of market research, development of a strengths, weaknesses, opportunities and threats (S.W.O.T.) study and development of a stability plan. As a result of strong collaboration with DNWAP staff working on Goal 2 actions, significant progress was made in 2019 in terms of recruitment to the team from Tús and Community Employment streams. This along with an increase in prices for services has resulted in stronger potential for increased revenue generation from service provision in 2020. This increase in personnel has been accompanied by development of more robust monitoring and reporting systems. This enhanced capacity will enable a more proactive approach to promotion of this service, particularly to LCGs.

Thirty-Two young people engaged with the Amplify Plus, a programme developed in partnership with Innovate Dublin; a local social enterprise. Participants were recruited from Youthreach Ballymun (8) and from St. Mary's Secondary School (24). This programme was designed to enable young people (aged 16 to 25) to promote equality in their local communities. During phase 1 of this programme the participants attended workshops and received mentoring support to develop an innovation that would benefit their local community. After conducting research, several ideas emerged, ranging from a community café to an initiative to provide mental health support for those experiencing homelessness. Participants from Ballymun Youthreach decided to address two key issues that they had identified; isolation of the elderly and anti-social behaviour amongst young people. They designed and delivered an intergenerational week with the aim of enhancing relationships between older people and young people. This five-day event involved group activities such as picture framing, art and an internet workshop (skill sharing between different generations).

DNWAP applied to the Department of Rural and Community Development (DRCD) under the 'Training and Mentoring Pilot' as a member of a consortium of five LDC's from Dublin (joint bid for €100,000) to run a six-month intensive mentoring and training schedule for social enterprises in Dublin. DNWAP received confirmation on the success of this bid in December with €90,159.00 allocated by DRCD to the consortium.

In quarter 4 DNWAP administered a social enterprise capital grant from DRCD. 18 applications were received from the Lot, with 15 meeting the DRCD criteria. From the applications received; the strongest thematic area of need was capital to expand or diversify income streams. Of the 15 eligible applications submitted, two were successful and awarded a total of €18,900. The two successful Social Enterprises were Eco Mattress and Santry Community Association CLG with capital provided for office equipment and an upgrade to a heating system respectively.

Action 2.01 Supporting Educational Success in School Age Children

In 2019, DNWAP's Regional Education Network supported local professionals to work collaboratively through three clusters (Ballymun, Cabra, Finglas), delivering a range of programmes building on the success of previous years. The Network comprises representatives from schools, School Completion Programmes, local community groups and youth services working in the field of education. Each cluster submitted project proposals in line with agreed priorities, and successful delivery partners were notified in early 2019. Subsequently, DNWAP facilitated the following SICAP funded projects:

Ballymun: DNWAP supported the delivery of study and homework clubs; a high achiever's hub; attendance initiatives; and summer programmes in the following organisations: Ballymun Child and Family Resource Centre, Ballymun Initiative for Third Level Education, Ballymun Principal's Network, Ballymun Anseo School Completion Project; and Aisling Transition Project.

Cabra: DNWAP worked with the School Completion Programme (SCP) to deliver initiatives supporting the transition from primary to secondary school in addition to summer and Special Educational Needs supports.

Finglas: DNWAP worked with the three SCP's (Finglas A, Finglas BEO and Finglas C) to deliver wellness, therapeutic, attendance and study supports. The value of supports is evident from the feedback of one of the participants in therapeutic supports:

'If I didn't receive the help and support I did I honestly don't know where I would be today. I couldn't be more grateful of how easy it was to receive the support'. 'I've learned a lot of coping skills for many areas'.

The range of projects prioritised demonstrates the different emerging needs in each community. In total 876 children were supported (this figure excludes two attendance programmes as the large numbers associated with these projects would skew overall figures).

Four Regional Education Meetings took place in 2019. These meetings aim to provide a space for professionals to share best practice and discuss the challenges they encounter. In addition, it is an opportunity to support the development of its members by identifying training needs. Two days of Restorative Practice Training was organised in November and December and was delivered by Michelle Stowe, a specialist in the area. Feedback from participants was very positive and indications are that there will be further interest in Restorative Practice training for 2020.

'I feel RP is a new language that is required within our schools today. Viewing a young person as someone who warrants respect and authentic communication is key to improvements in engagement, attendance and completion of the curriculum.'

At the final meeting of the Regional Education Network in November a steering group of Network members was formed to assess the cluster process and ensure that it is working optimally. There is provision made to formally evaluate this action in 2020.

Other activities supported under this action included Erin's Isle GAA club's Education Programme 'Jump a Grade'. The club is outside the remit of the Regional Education Network as it is a small

voluntary, community-based education project. In addition, 'Story Time' a family literacy project developed in collaboration with DCC Library Literacy Strategy, began in Finglas early in 2019 and expanded to Cabra during 2019. The hope is to further expand the project to Ballymun in 2020.

Action 2.02 Personal Development and Promoting Wellbeing

There remains a clear need for softer skills/personal development training for those who have moved out of the very chaotic/vulnerable category but are not yet ready to engage in mainstream education and training. In 2019 the DNWAP Community Wellness Coordinator (CWC) further developed a range of programmes initiated in 2018. Building on existing relationships and local knowledge, DNWAP works with a community development outreach approach to meet groups on site, and bespoke programmes are developed to best meet identified needs. Due to the problem saturated lives of many individuals, much outreach work is delivered at a very basic level and aims to assist vulnerable groups develop practices that impact positively on their health and wellbeing. The programmes also provide a low threshold first engagement with education and training to participants that may encourage them to progress to further training afterwards.

Information sessions on SICAP initiatives were delivered to local agencies including St Helena's Family Resource Centre; Homeless families temporarily housed in the Travelodge; HSE, Baleskin Refugee Centre; and The National Learning Network. These sessions not only promoted awareness of supports available, but also developed relationships and provided opportunities for collaborative projects.

2019 saw 358 individuals engaged in a suite of SICAP funded programmes. Delivery included: mindfulness, yoga, chair yoga, and personal development. DNWAP was also successful in securing funding from the HSE and Safe Food Ireland to deliver programmes on nutrition, healthy eating, budgeting, food waste, hygiene and food handling. These courses are often run co-terminus with SICAP funded programmes thus enhancing the experience for the participants. For example, The Finglas Traveller Development Group completed the Healthy Food made Easy Programme in 2019. In order to improve physical wellbeing, the facilitator incorporated an hour of physical activity prior to the classes as part of the programme. This proved very successful, and as a result a pilot programme was developed aimed at improving mental wellness through physical exercise over a six week period of bootcamp style classes. This programme was a perfect follow-on for the participants of the HFME and Cook it Programmes and was tailored to meet the needs of the individual's health and physical strengths. It was delivered to three groups in 2019 and feedback was very positive.

The DNWAP Men's Group programme provides opportunities for the development of personal & social skills and confidence; and has a significant impact on reducing the social isolation experienced by the participants. 15 men took part in 2019 with the participants directing more of the activities themselves. 2 men completed the 'An Cosan' Community Leadership training programme in May, and they have been instrumental in steering the activities of the group including: a Men's Health Talk, a tour of Government buildings and the completion of small construction/carpentry projects. The group will attend an adult education information session in January 2020, to begin to take steps to progressing into more mainstream education and training. It is envisaged that in 2020 DNWAP will deliver a similar programme with a broader thematic focus to provide more appropriate entry points for all clients to commence their learning journey by facilitating opportunity and space for social and personal development.

Faile Isteach, DNWAP's free conversation classes, ran twice weekly in the Cabra Library with a continuous rolling intake of students. Currently there are five tutors and an average of 25 students attend weekly. 87 students participated in 2019.

The CWC also supports Tús participants in Greenview Community Garden. The garden has 54 allotments on site which are utilised by local residents and community groups. The garden team

engage with allotment holders by helping them to maintain their allotments and surrounding environs. Seeds and seedlings are also provided along with horticultural advice. DNWAP Staff and allotment holders also participate in training and several workshops were delivered. Topics covered included: training on composting and preparing for winter; and governance on setting up a steering group to oversee the needs of allotment holders. The Greenview team through outreach horticultural projects also engage with local community groups including: The Belclare Residents Group; The Ballymun Active Disability Interest Group; and The Meeting Place Club community allotment group.

Ballymun Book Exchange is held the first Thursday of every month at Ballymun Civic Centre from 9 to 12 30. On average 300 people attend monthly. The book exchange is also used by DNWAP and local groups and organisations to promote local services, training opportunities and initiatives. Over 3000 local people attend annually.

In 2019, 35 beneficiaries received counselling supports with DNWAP's contracted Counsellor. Beneficiaries present with a wide range of issues including anxiety, panic attacks, depression, bereavement, social isolation, low self-esteem, and anger management issues. There continues to be a significant need for the counselling support service in both Cabra and Finglas with many beneficiaries indicating that they have experienced their symptoms for two years or more. In all cases, the beneficiary's presenting problem represented a significant block to them being able to engage in education, training and employment opportunities. None of the beneficiaries who have attended were aware of how they could access counselling support services elsewhere (other than to find a private Counsellor, the fee for which is prohibitive).

Action 2.03 Supporting Access to Education

The DNWAP Education Access Fund continues to assist local low-income students who are studying full time with travel or resources. The Education Access Fund has had an increase in recipients this year, with 180 students in the 19/20 academic year and a further 22 awaiting approval in early 2020 due to budget constraints. The IRIS figure of 219 individuals also includes students from the 18/19 academic year who were supported early in 2019 with travel. Changes to the recruitment process undoubtedly had an impact on the number of applicants: organising promotional material early; making branded materials visible in the community and on social media; networking at community events; actively reaching out to relevant services and organisations. The majority of applicants hear about DNWAP through word of mouth, so all applicants received a flyer to pass on to neighbours, family and classmates. All these strategies, in addition to not having a closing date has increased the number of students supported this year. The Education Co Ordinator met every applicant individually and provided support with SUSI grant applications and referrals to DNWAP Guidance for students looking for part time work.

DNWAP hosted a celebration lunch for graduates of the Education Access Fund in July 2019. Feedback quotes from DNWAP Education Access Fund recipients:

'The DNWAP Education Access Fund is of great benefit to those on a limited income, who are looking to improve their circumstances through training and education. With the extra costs of travel and materials on an already extremely tight budget, the DNWAP Education Access Fund is a most welcome support.'

'Absolutely fantastic support, I possibly would not have been able to afford travel expenses going to college and placement.'

'The support was extremely helpful to me financially as I could put what I would in my Leap card into my house to help keep it afloat.'

In a similar way to local school leavers, Education Access Fund Students are supported when they finish courses and linked into DNWAP's Local Employment Service or other DNWAP services.

Relationships with local schools and other local organisations involved in supporting educational success have strengthened in 2019. DNWAP partnered with DCU Access to deliver a talk to all local parents and also worked collaboratively with Better Finglas to support upskilling of Childcare workers. Plans for early 2020 include talks with Finglas Cabra Local Drugs Task Force (FCLDTF) and Finglas Addiction Support Team (FAST).

Apprenticeship Fairs were held in Finglas and Ballymun for the fourth consecutive year. These events have been a useful anchor to gain publicity for apprenticeship opportunities for local people, as well as being a great support to career guidance in local schools, and an opportunity to promote DNWAP services generally. Each school was visited prior to the fairs to enable students to get the most from the opportunity of meeting potential employers and educators. DNWAP also attended the DCC Apprenticeship Summit and linked local schools to the World Skills Event in the RDS.

Schools were also visited in the summer term prior to the State Examinations, and school leavers received a talk on how DNWAP services can support them afterschool, specifically with the Education Access Fund, and the Local Employment Service supports for those needing support to find a job. Some schools were also supported with SUSI talks, parents evening talks and mock interviews for students.

In 2020 DNWAP hopes to collaborate with a local business Artisan Marble and Porcelain, who are keen to offer support to local students.

Action 2.04 Supporting Access to Employment

A significant proportion of the 514 individuals supported under this action are experiencing huge personal challenges, including homelessness / risk of homelessness, mental health and undiagnosed psychiatric illness, addiction, disability and social isolation. The wrap-around supports offered by SICAP continues to be invaluable in developing innovative and creative ways of engaging those most isolated and distanced from the labour market. In many cases there can be very little in terms of tangible 'progressions' for these clients, however the difference engaging in one to one, and group supports makes in terms of their wellbeing is immeasurable. It is envisaged that the implementation of the Distanced Travelled Tool will provide evidence of the importance of this work, along with encouraging clients to recognise growth within their own personal narratives.

Internal referrals following one to one guidance supports have included pre employment and personal development programmes; labour market programmes and job search workshops. Collaboration between the Employment Services, Education, and Local Development teams is proving invaluable in piloting and developing new initiatives and connecting with diverse groups. Programmes delivered under this action included Connect (Basic IT), Connect Plus (IT & Employability) and a range of tailored Pre-Employment programmes which are highlighted below.

STEPS in the community The STEPS programme was delivered to eight groups in community settings - Gateway Programme, Cabra Community College, The Loft and Developing Alternative Values (Cabra), DCU in the Community (Ballymun) and St Helena's Resource Centre (2) & Colaiste Ide (Dublin 11) all availed of the opportunity with 111 participants taking part.

Your Time to Shine programme aimed at supporting women returning to education training and employment was delivered in Finglas South and Manor Street, Dublin 7 in autumn 2019 with 28 participating across both programmes. The programme was one of five shortlisted projects to be nominated for an AONTAS STAR Awards (Showcasing Teamwork, Awarding Recognition) which recognises excellence in adult education provision nationally.

CREATE programme was developed to offer work preparation skills, specialist training and work placement for those interested in employment in warehouse, construction, property management and security sectors. 16 clients participated over two programmes, which combined personal development, goal setting, employability and technical training. From the first group, four progressed into employment, two progressed to other training and one into Community Employment. The second programme completed in December 2019 and was designed specifically for upcoming roles on the Grangegorman Campus. These clients will attend interview in January/February 2020 with Sodexo, who will be recruiting in January for full time/ part time roles for the Grangegorman Campus in Security; Cleaning; Administration and Caretaking. The heavy involvement of the Guidance Team (both SICAP and LES) in the delivery of programmes such as Your Time to Shine and Create ensures a continuity of service, with clients moving back to one to one Guidance on completion of programmes, to plan their next step.

CE / Tús Labour market programmes continue to be a valuable route for clients to improve their experience and skills. 104 have progressed to CE/ Tús positions YTD. DNWAP ran five labour market programme workshops this year with 38 clients participating; 18 of these have progressed into CE or Tús placements and two into fulltime work.

Dubbercross Community Training Centre The LES guidance team provided outreach guidance support in Dubbercross Community Training Centre one day per week from Jan to July 2019; DNWAP has consistently struggled to engage this age group outside of a school setting. This was a perfect opportunity to engage this group and assist them with their next step as they came to the end of their course. This action in conjunction with the LES hosted a careers week in June with participants receiving specific skills training in HACCP/ Manual handling and Safe Pass. A successful employer panel discussion was also organised in Rosehill house. Employers representing apprenticeships, childcare, healthcare, catering, facilities management and retail attended two panel discussions highlighting opportunities in the industry and what it is like to work in these sectors. This method of collaborating with external services to compliment their own service delivery has proved successful in engaging a target group that we have struggled to engage with over the course of the SICAP programme. 24 students engaged in SICAP guidance & employer engagement supports. Two have progressed into full time further education, all have received specific skills training (HACCP/ Manual Handling/ Safe Pass, depending on their career choices), and three of the students aided in the running of the 2019 DNWAP Apprenticeship Fair as our Student Ambassadors. It is planned to consolidate these links in 2020 to deliver a broader scope of activities to meet the needs of this client cohort.

Other activities under this action included:

European partners links on Youth Advisory Council A Youth Advisory Council is being developed as a forum through which the needs and service responses of young people can be channelled.

Preparatory work is being undertaken to promote youth involvement and active citizenship across the DNWAP catchment area with links made through Thessaloniki (Greece) and Sigulda (Latvia) for learning exchanges in 2020.

Participation in the My Journey - Distance Travelled Tool pilot DNWAP contributed to the development of the POBAL My Journey - Distance Travelled Tool throughout 2019 which will act as a valuable tool in complementing the quantitative data available.

Participation in development of Jobless Households programme in Ballymun DNWAP were partners in a joint DEASP/ CDETB/ DNWAP initiative targeting LTU clients in the Ballymun area. The four-week programme showcased local FET and wellbeing options in May 2019.

Education Practitioners Forum To address the ongoing challenge in both publicising initiatives and sharing local progression options. The forum was developed to build relationships and share information across education providers. This will also give an opportunity to audit and share resources in areas such as IT facilities which pose a challenge to more widespread provision.

Action 2.05 Enterprise and Economic Development

222 new clients registered with DNWAP's Enterprise service up to the end of Quarter 4. These clients were provided with basic advice and guidance in relation to self employment. 149 opted to attend group information workshops to obtain more detailed information, especially in relation to the Back to Work Enterprise Allowance Scheme. 22 information workshops were held during the year.

87 clients had progressed into self employment by the end of Quarter 4 and all had availed of either the Back to Work Enterprise Allowance (BTWEA) or the Short-Term Enterprise Allowance (STEA) schemes. Before progressing into self employment all clients must attend a business training course and a book-keeping / tax workshop. During the year 22 pre start business training courses were run and attended by 160 clients. In addition, 21 book-keeping workshops were run and attended by 150 clients. This training meets the requirements set by the Dept. of Employment Affairs and Social Protection for clients who wish to avail of the BTWEA / STEA schemes. Due to the nature of their business venture some clients require more intensive business training and for these clients we run an evening business course on one evening per week over six weeks. During the year we ran three such courses attended by 58 clients. Some clients require specialist business advice due to the nature of their proposed business venture. In 2019 seven clients availed of specialist mentoring to meet this need.

Due to the large drop in the numbers on the Live Register over the past two years there was a significant fall in the number of unemployed individuals seeking assistance in becoming self employed compared to prior years. As a result, some of the targets set at the start of the year were not achieved. This did, however, allow time to direct extra resources to assisting clients who had already become self employed with further support from DNWAP.

Of this cohort 46 clients were provided with tax training and assistance in completing their annual tax returns. Seven clients were provided with specialist business mentoring in relation to expanding their existing businesses. 19 clients who were assisted into self employment in 2017 and 2018 had a one to one meeting with an Enterprise officer to review their progress and identify any issues which may affect the future of their business.

At the end of Quarter 4 the Enterprise team were still working with many clients who will progress into self employment in 2020.

Action 2.06 Employer Engagement

The Employer Engagement Officer (EEO) started Q4 with the aim of consolidating business connections made throughout the year, whilst promoting awareness of new programmes and initiatives which are conducted by Dublin North West Area Partnership and enhancing the level of

interaction with key employers through these programmes. Again, emphasis was placed on providing skills-based training for DNWAP's cohort of job ready clients and tracking their progress. At year end, 133 Employers were engaged with regard to recruitment, and programme and event participation and 148 clients were assisted either through one-to-one sessions or group format during the year, with almost a third of those which the EEO engaged with placed in either Full Time or Part Time employment. There were 45 vacancies created and promoted both internally and externally at year end. DNWAP clients were met with on a one to one basis in order to understand their needs and requirements, many of those having completed the Jobs Club Programme and mainly consisted of those with backgrounds in the areas of Administration, Retail, and Warehousing and Distribution, and Hospitality. Employers were engaged with through one to one outreach visits, at career events, and by phone and email.

As part of the fourth quarter, the EEO facilitated workshops for Jobs Club participants with information concerning job searching strategies, application preparation and interview skills. Over the course of Q4 the EEO had particular engagement with those employers recruiting Security and Warehousing staff for facilitation of the DNWAP Create Programme 2019. Both Kennedy Security and DX Ireland facilitated sessions with the programme participants providing information on opportunities and job applications. Participants at the session were afforded the opportunity to engage with both employers and ask questions. The EEO also facilitated a workshop for the DNWAP Your Time to Shine Programme which was previously targeted at female lone parents however, this was expanded all women due to demand.

Other activities during the quarter included the co-ordination of the DNWAP Apprenticeship Fair 2019 in Ballymun and Finglas. Employers who attended on both days represented the following sectors: Communications, Transport, Supply Chain, Aircraft Maintenance, Rental Car Service, Electricity Supply Board, ICT, Logistics, Engineering, Motor, and Construction. The EEO also hosted a 'Work in Retail event' where both Decathlon and Musgrave Marketplace provided details of the industry at present, routes to entry, and application guidelines. Like the Create Programme, attendees for the event were afforded the opportunity to engage with both employers and ask questions.