

**SUPPORTING COMMUNITIES N.I.**

**ANNUAL REVIEW**

**APRIL 2009 – MARCH 2010**



## Introduction

During 2009/2010 S.C.N.I. continued to deliver a high quality service to stakeholders across Northern Ireland to ensure the effective delivery of the 2009/2010 Business Plan.

The organisation has made a significant contribution to local communities through working with individuals, groups, agencies and other partners. 'Helping Communities Help Themselves' is not just a vision for the organisation rather it is the foundation that underpins the uniqueness and success of S.C.N.I.

In relation to community empowerment, it has been a great pleasure to attend events where community representatives were presented with certificates celebrating their achievements in completing accredited training.

For others, the celebration related to the development and launch of social economy projects, new and exciting ventures designed specifically to meet local needs.

Over the last year has seen major changes in our work:

- Housing Associations  
10 Individual Housing Associations have approached S.C.N.I. to assist the development of Tenant Participation.
- Partnership Working  
Partnership Working has seen S.C.N.I. facilitating multi-group inter-agency meetings helping agencies maximise staff time while group can share Good Practice.
- Tenant/Resident Involvement in Services  
Tenant Led Inspection (T.L.I.) has been introduced to give Tenants/Residents the opportunity to measure service standards and produce recommendations as appropriate with the guarantee the N.I.H.E. will respond. The first service area inspected was anti-social behaviour and because of the success the N.I.H.E. Board have requested homelessness and response maintenance to be the next service areas to be inspected.

S.C.N.I. continues to ensure effective community participation by developing groups, supporting active citizenship and building cohesive communities.

This report provides an overview of organisational performance in relation to key areas of work in 2009/2010.

A handwritten signature in black ink, appearing to read 'B. Holmes', with a horizontal line underneath.

Brian Holmes  
Director  
Supporting Communities NI

## **Mission Statement**

S.C.N.I. Champions Community Participation by Developing Groups, Supporting Active Citizenship and Building Cohesive Communities

## **Vision Statement**

'Helping Communities Help Themselves'

## **S.C.N.I. Principles**

The following principles underpin the work of the organisation:

- We will support Communities to develop and achieve their shared goals.
- We will work collaboratively with other agencies to achieve their shared goals through Community Development.
- We will deliver our services in a consistent and equitable way throughout Northern Ireland.
- Our Services will be delivered and implemented after input from Service Users.
- We value the contribution made to our work by Staff, Community Reps and Stakeholders.
- We will strive for Excellence in all we do in order to provide high quality service.
- S.C.N.I. value its staff as the key resource of the organisation.
- Strengthening our role as the key agency, providing infrastructural support and helping to build capacity to Communities, Community Groups and Individuals.

## Strategic Aims

- 1: To Promote, Encourage and Develop Community Participation
- 2: Provide a Comprehensive Funding Service to Support S.C.N.I. Work
- 3: To provide a Comprehensive Information, Research and Policy Service to S.C.N.I. Staff
- 4: To Provide a Comprehensive Training Service to support S.C.N.I. Work
- 5: Provide a Comprehensive Admin. Support to S.C.N.I. Staff/Community Groups and Stakeholders
- 6: To act as a 'Champion' for Community Participation in Housing
- 7: To Maximise Opportunities for Partnership Working

## 1.0 Community Participation

### ▪ **Groupwork**

S.C.N.I. worked with:

- 4 Groups on a Developmental basis
- 92 Groups on an Advice on a Regular basis
- 57 Groups requiring facilitation i.e. Inter-Agency Meetings, Housing Forums, P.A.Y.E. etc.
- 439 Groups on an Advice on Request basis
- 3 Community Champions

Satisfaction with the service provided in 2009/2010 is summarised in a separate report - Annual Group Evaluation Summary 2009/2010.

### ▪ **Community Service Agreements**

S.C.N.I. supported the Community Service Agreement (C.S.A.) initiative as a model of participation.

Specific support and training was provided to groups to enable them to undertake post scheme surveys and provide reports in:

- Steeple, Antrim
- Rasharkin, Ballymoney
- Galliagh, Collon Terrace
- Shantallow, Collon Terrace
- Caw/Nelson Drive, Waterside
- Westacres, Lurgan
- Thornhill, Banbridge

### ▪ **Good Practice**

1 booklet was produced highlighting work undertaken in Dhu-Varren, Portrush.

A gallery section on S.C.N.I. website provides examples of Good Practice.

A good practice section was introduced on S.C.N.I. website in 2008/2009 and continues to be updated on a regular basis.

## ▪ **Social Economy Projects**

S.C.N.I. supported a number of groups to develop social economy projects providing advice, expertise and project management.

- Ballee Childcare Ltd  
Provides pre-school and after school childcare in a new purpose built centre.
- Ballysally Healthy Eating Café  
Provides a unique resource for local residents providing low cost healthy meals.
- Ballee & Harryville Enterprise Ltd.  
15 workspace units with profits to fund community groups.
- Spamount Community Ltd.  
Provide Community facilities for benefit of all the community.

## 2.0 Funding

- **Funding Bulletin**

S.C.N.I. researched funding information and produced 7 comprehensive Funding Bulletins and Supplements which were circulated, on average, to 449 groups per edition.

From February 2009, the Funding Bulletin was made available on “Member’s Only” section of the website.

Staff were also provided with weekly funding alerts.

- **Specific Funding Information**

A total of 48 requests for more specific funding information were received and processed within 10 working days.

- **Funding Secured**

As a result of information/support provided by S.C.N.I., from April 2009 a total of £824,421.32 funding was secured for local projects. The following table provides an overview and breakdown of the funding secured.

| Type of Funding   | Funding Secured   | Examples of Projects funded as a result  |
|---|-------------------|--|
| <b>Children in Need</b>   | <b>99,297.00</b>  | Youth intervention<br>Afterschools activities<br>Play equipment + Gardening Project<br>Summer schemes  |
| <b>Corporate</b> e.g. <ul style="list-style-type: none"> <li>▪ Co-op</li> <li>▪ Firmus Energy</li> <li>▪ Gallaghers</li> </ul>  | <b>8,380.00</b>   | Refurbishment<br>Youth<br>Computer equipment   |
| <b>Council</b>  | <b>89,600.50</b>  | Running costs<br>Community festivals<br>Capacity building  |
| <b>Lottery</b> e.g. <ul style="list-style-type: none"> <li>▪ Big Deal</li> <li>▪ Awards for All</li> </ul>  | <b>26,350.00</b>  | Mature Citizens<br>Events<br>Drama<br>Youth work<br>Summer scheme<br>Educational   |
| <b>Statutory</b> e.g. <ul style="list-style-type: none"> <li>▪ D.S.D</li> <li>▪ Education &amp; Library Boards</li> <li>▪ P.S.N.I</li> <li>▪ C.S.P.</li> <li>▪ Health Trusts</li> </ul>                     | <b>492,563.82</b> | Salaries<br>Running costs<br>Youth activities<br>Summer scheme<br>Play Area<br>Outings<br>Environmental work<br>Youth diversionary projects<br>Art<br>Health events<br>Tutor costs<br>Shared Neighbourhood<br>Mental Health<br>Health & Wellbeing<br>Fit Futures |
| <b>Trust</b> e.g. <ul style="list-style-type: none"> <li>▪ Enkalon Foundation</li> <li>▪ Allen Lane Foundation</li> <li>▪ John Moores Foundation</li> <li>▪ Lloyds TSB</li> <li>▪ Lankelly Chase</li> </ul> | <b>102,730.00</b> | Play equipment<br>Running costs<br>Children/Young People<br>Training/IT Courses<br>Salaries<br>Social activities<br>Older Persons<br>Summer events<br>Environmental  |
| <b>Voluntary</b>  | <b>5,500.00</b>   | Volunteer Costs<br>Youth<br>Residential  |
|   | <b>824,421.32</b> |  |

### Funding secured summary

### 3.0 Information/Research/Policy

- **Routes Magazine**

4 editions of Routes magazine were produced.

On average 1,223 magazines were circulated per edition.

- **Fact sheets**

A total of 1,558 fact sheets were issued.

All 39 fact sheets were reviewed and updated by staff members as part of a rolling programme.

- **Website**

S.C.N.I. commenced work on a new “Staff Only” section of the website.

S.C.N.I. commenced work on a new “Member’s Only” section of the website.

- **Research**

S.C.N.I. continue to research new models of Community Participation.

S.C.N.I. facilitates H.C.N. reps as part of the consultation exercise on Commission on the Future of Housing in Northern Ireland.

## ▪ Policy

During the year S.C.N.I. were involved in a total of 20 policy issues. These were:

- Children & Young Peoples Policy Statement
- N.I.H.E. Corporate & Business Plan
- Revised Guide to the Section 75 Statutory Duties
- Community Planning, Lifetime Opportunities & Sustainable Development
- Strategic Guidelines E.Q.I.A.
- Building Safer Communities – N.I.H.E. Community Safety Strategy
- Together, Stronger, Safer. Community Safety in NI
- Review of the Civic Forum
- Charities Act
- Good Governance Guide
- D.I.Y. Committee Guide
- National Occupation Standards Review of Community Development Work
- Climate Change Enquiry
- NI Strategic Energy Framework
- PPS21
- Sustainable Energy
- Review of the Planning System
- Community Planning
- Better planning for Apartment Developments in Belfast
- Draft Housing (Amendment) Bill

## 4.0 Training

### ▪ **Accredited Training**

S.C.N.I. provided Accredited Training, this included:

- 2 Level I Community Capacity Building Courses
- 1 Level 2 Community Capacity Building Course
- 1 Community Cohesion Course
- 1 Understanding Diversity Course
- 55 individuals successfully completed accredited training
- A total of 21 groups were represented
- 94% satisfaction achieved

### ▪ **Individual Group Training**

S.C.N.I. provided Individual Group Training, this included:

- 27 individual training sessions
- 224 individuals participated in sessions
- A total 66 groups were represented
- 96% satisfaction achieved

### ▪ **Disability Awareness Training- HELM Housing Association**

S.C.N.I. developed and delivered Awareness Training:

- 2 sessions
- A total of 129 participants participated
- 85% satisfaction received

### ▪ **Community Planning Awareness Training**

S.C.N.I. developed and delivered Awareness Training:

- 8 Awareness course was delivered
- A total of 155 individuals participated
- A total of 108 groups were represented
- 86% satisfaction achieved

- **One to One Training**

S.C.N.I. provided training for key individuals within Community Groups, this included:

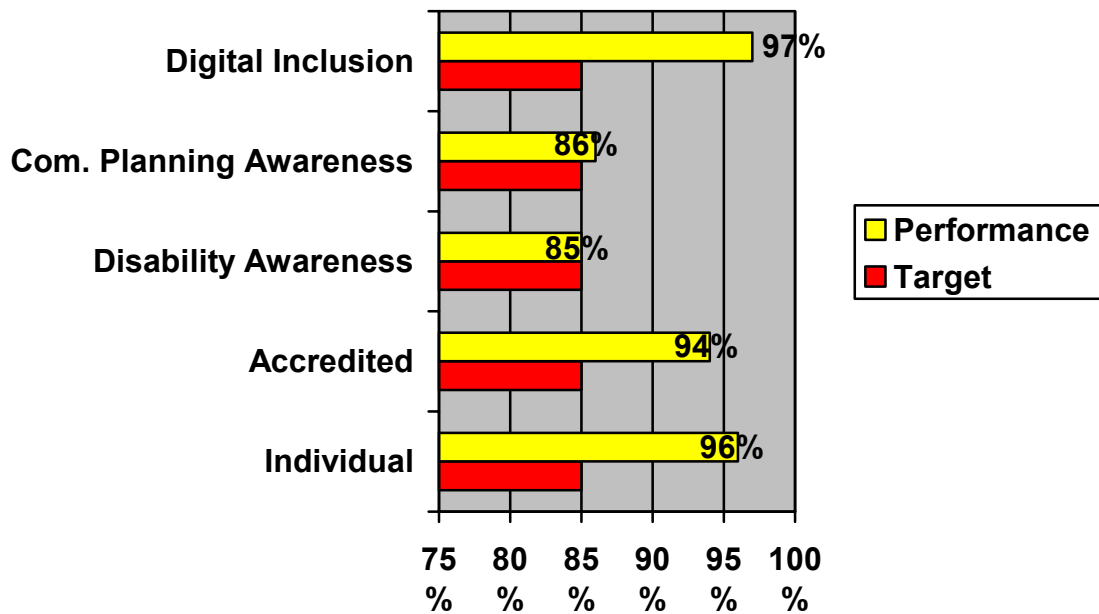
- Secretary - writing minutes, letters, reports etc.
- Treasurer – submitting applications, keeping financial records, completing monitoring returns.
- Chairperson - chairing meetings

- **Digital Inclusion**

S.C.N.I. provided Digital Inclusion Training:

- A total of 12 sessions were delivered
- A total of 59 individuals participated
- A total of 39 groups were represented
- 97% satisfaction achieved

- **Satisfaction**



***% Satisfaction with Training Provided***

## 5.0 Admin support for Staff & Stakeholders

- **Databases**

S.C.N.I. reviewed all mailing lists and databases on a monthly basis.

- **Preparation/Monitoring of S.C.N.I. budget**

Draft budget provided to the Executive Committee at the outset of 2009/2010.

Budget updates were provided to D.S.D. and N.I.H.E. on a monthly basis and to the Executive Committee at each meeting.

S.C.N.I. were the subject of a risk assessment in relation to D.S.D. funds managed under the Areas at Risk Programme and were subsequently awarded a low risk rating.

- **Annual Accounts**

S.C.N.I. presented Annual Accounts in the Charity Commissions Statement of Recommended Practice as agreed with the Executive Committee.

S.C.N.I. provided an independent examination/assessment of accounts for 99 groups. This work was undertaken in line with agreed policies.

- **Wages**

S.C.N.I. conducted a P.A.Y.E. service for 44 groups which equates to 98 individual workers. This work was undertaken in line with recognised legislation and practice.

## 6.0 Champion for Community Participation in Housing

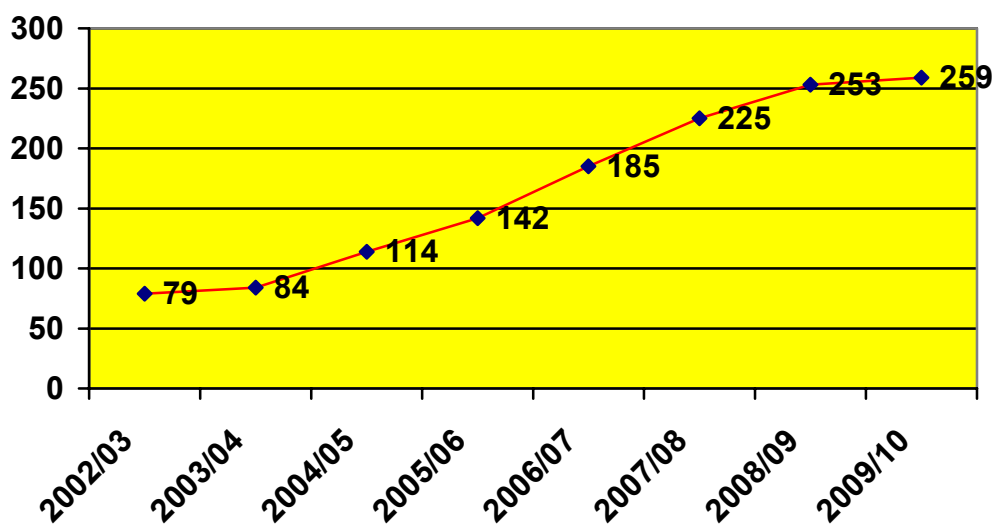
### ▪ Service Level Agreement

At the outset of 2009/2010, S.C.N.I. staff met with District Managers to agree a Service Level Agreement with 35 District Offices.

Satisfaction with service provided in 2009/2010 summarised in a separate report.

### ▪ Community Participation Compacts

S.C.N.I. facilitated a total of 259 Community Participation Compacts for Community Groups at end of March 2010



*Compacts Historical Comparison*

## ▪ **Mystery Shopping**

S.C.N.I. provided a comprehensive Mystery Shopping exercise for N.I.H.E. during the 2009/2010 year.

This included:

- Training and supporting 15 Mystery Shoppers
- Managing a detailed work plan
  - 96 personal visits
  - 35 observations
  - 267 telephone calls
    - 105 to District Offices
    - 144 to Customer Service Units
    - 18 to Area Land & Property Offices
- Collation of all results
- Provision of a detailed end report
- Tenant Led Inspection

## ▪ **Tenant Led Inspections**

- Work commenced on delivering Tenant Led Inspections during 2009/2010.
- Pilot service area identified as 'Community Safety' in liaison with N.I.H.E.
- Planning meetings held with senior N.I.H.E. staff during August/September 2009.
- An Implementation Plan was developed in consultation with N.I.H.E.'s Community Safety Team in September/October 2009.
- 10 Tenant Inspectors were appointed in October 2009.
- Induction training was held during November 2009.
- The Inspection process itself commenced on 1<sup>st</sup> December 2009 involving visits to District Offices and Estate Inspections - included 25 File Inspections covering Environmental, 'Complex' and 'Simple' cases.
- Inspection process was completed by 18<sup>th</sup> December 2009 and a Review session held with Inspectors in January 2010 A Draft Report was compiled and presented to N.I.H.E. in February 2010
- A Final Report was presented to N.I.H.E. Board in March 2010 - positive feedback on process used and recommendation to carry out a Tenant Led Inspection of the N.I.H.E.'s Maintenance Service in 2010/2011.
- S.C.N.I. was involved in every aspect of the pilot Tenant Led Inspection providing support to the Inspectors themselves and helping to facilitate its successful implementation. S.C.N.I.'s contribution acknowledged by N.I.H.E. Board and by N.I.H.E. staff as well.

## ▪ **Digital Inclusion**

S.C.N.I., in partnership with MyGroupNI, D.F.P. and N.I.H.E., worked to develop a comprehensive project to address the issue of digital exclusion. As a result 211 now groups have mini websites.

## ▪ **Community Cohesion**

Work was undertaken with N.I.H.E. Community Cohesion Unit and Shared Future Workers. S.C.N.I. provided assistance to Community Groups in order to undertake community consultation, develop vision and community relations plans and to adopt integrated local plans in 15 identified Communities.

S.C.N.I. developed an accredited training package for 'Diversity in Society' and piloted in Omagh's G.K. House at which the Community Cohesion workers also attended.

S.C.N.I. staff attended and participated in all 5 Inter Community Network meetings. A number of initiatives were developed through the work of the I.C.N. including a Shared Neighbourhood Charter and a Welcome Pack.

S.C.N.I. administered the Good Relations Award which resulted in 5 Community Groups receiving an award.

## ▪ **B.M.E. Forum**

N.I.H.E. engaged S.C.N.I. to facilitate their B.M.E. Forum to ensure B.M.E.'s can fully participate in the Housing Community Network. This year they participated in Mystery Shopping.

## ▪ **Community Involvement Strategy**

S.C.N.I. assisted in the development of an Implementation Plan and developed explanatory notes.

S.C.N.I. also provided support to develop 35 District Community Involvement Strategies.

## ▪ **Community Conference 2009**

S.C.N.I. supported and facilitated the Community Conference held on 15th October 2009. This included:

- Securing sponsorship
- Supporting the working group
- Providing support to community representatives delivering presentations
- Helping compile the H.C.N. Annual Report

## ▪ **District H.C.N.**

S.C.N.I. staff attended and participated in all District Housing Community Network meetings across N. Ireland.

## ▪ **Area H.C.N.**

S.C.N.I. staff attended and participated in all Area Housing Community Network meetings (a total of 25 meetings).

## ▪ **Central H.C.N.**

S.C.N.I. staff attended and participated in all 10 Central Housing Community Network meetings.

## ▪ **Other Working Groups**

S.C.N.I. participated in other relevant Working Groups throughout 2009/2010. These included:

- Equality Forum
- Consultative Forum
- Rural Policy Forum
- Rent Payments Focus Group
- Community Safety – Communication Plan

## ▪ **Rural Needs**

Work undertaken with N.I.H.E. Rural Section in relation to monitoring 2 pilot 'Village Voices' - including providing an article in N.I.H.E.'s Rural Matters to promote the Village Voice.

S.C.N.I. also provide support to the newly formed Rural Residents Forum.

## 7.0 Partnership Working

### ▪ Health & Wellbeing

S.C.N.I. supported N.N.H.A.Z. with a Health Based Events programme across 14 Neighbourhoods. Groups organised 67 activities/events that raised awareness of the wider health agenda at a Neighbourhood level.

S.C.N.I., in collaboration with the Northern Investing for Health Partnership, developed a small grants scheme for local community based groups and organisations across Antrim, Ballymena, Ballymoney, Coleraine, Moyle, Larne, Carrickfergus, Newtownabbey, Magherafelt and Cookstown.

S.C.N.I. continued to participate in – Wellnet - South East Investing for Health and Community Development & Health Coordinating Group.

S.C.N.I. continued to manage the Good Morning Down project which operates in the Downpatrick District.

### ▪ D.S.D. Neighbourhood Renewal

S.C.N.I. actively supported 6 Neighbourhood Renewal Partnerships in:

- Enniskillen
- Omagh
- Coalisland
- Dungannon
- Ballee/Ballykeel
- Ballysally/Milburn

S.C.N.I. supported local Community Groups to access and manage Neighbourhood Renewal funds.

### ▪ D.S.D. Areas at Risk

S.C.N.I. facilitated the continued involvement of 3 communities in the Areas at Risk programme – Dhu Varren, Portrush, Bovalley/Roe Valley, Limavady and Ashfield Gardens, Fintona. Ongoing monitoring and evaluation support is provided to these projects.

S.C.N.I. also supported groups within Seymour Hill, Lisburn to develop and submit a successful proposal for the Areas at Risk programme.

## ▪ **Community Safety**

S.C.N.I. continued to participate in Community Safety Partnerships in Ballymena, Dungannon and Fermanagh.

## ▪ **Other Partnerships**

S.C.N.I. continued to participate at board level in a number of partnerships including:

- Housing Rights
- N.I.E.L.
- Community Places
- Sustainable N.I.

## ▪ **Local Inter Agency Work**

At a local level, S.C.N.I. facilitated partnership working in Community based Inter Agency groups.

## ▪ **Investors in People**

Continued work undertaken in relation to S.C.N.I. making a submission for Investors in People.

## ▪ **Insurance**

S.C.N.I. worked in partnership with Marsh to further develop the enhanced Home Contents Insurance Scheme.

## ▪ **Developing Governance**

S.C.N.I. played an active role in the development of the Code of Good Governance and raised awareness of the implications for groups.

Support was provided in relation to the redesign of the diycommitteeguide.

## ▪ **Housing Association Work**

S.C.N.I. conducted research among Housing Associations and presented the findings to the annual N.I.F.H.A. conference.

S.C.N.I. assessed the support needs of Associations on an individual basis this included:

### Training

- Oaklee Housing Association- Delivered Effective Meetings training to Residents Forum
- HELM- Devised and implemented Disability Awareness Training for HELM staff and Board Members

### Information

- Routes sent to all Housing Associations
- Factsheets available to Housing Associations Residents groups and Forums

### Tenant participation advice

- Open Door
- North and West Housing Association
- Habinteg Housing Association
- Clanmil Housing Association

### Support provided in relation to Mystery Shopping activity

- North & West Housing
- Trinity Housing Association
- Newington Housing Association
- Connswater Homes
- Helm Housing
- Clanmil Housing Association

### Support provided in relation to Customer Journey Mapping

- North and West Housing Association
- Trinity Housing Association
- Habinteg Housing Association

### Support provided in relation to Tenant Led Inspections

- North and West Housing Association

Supporting Communities NI  
34-36 Henry Street  
Ballymena  
BT42 3AH

Tel: 028 25645676  
Fax: 028 25649729

Web: [www.supportingcommunitiesni.org](http://www.supportingcommunitiesni.org)  
Email: [info@supportingcommunitiesni.org](mailto:info@supportingcommunitiesni.org)