



**'Helping Communities Help Themselves'**

**ANNUAL**

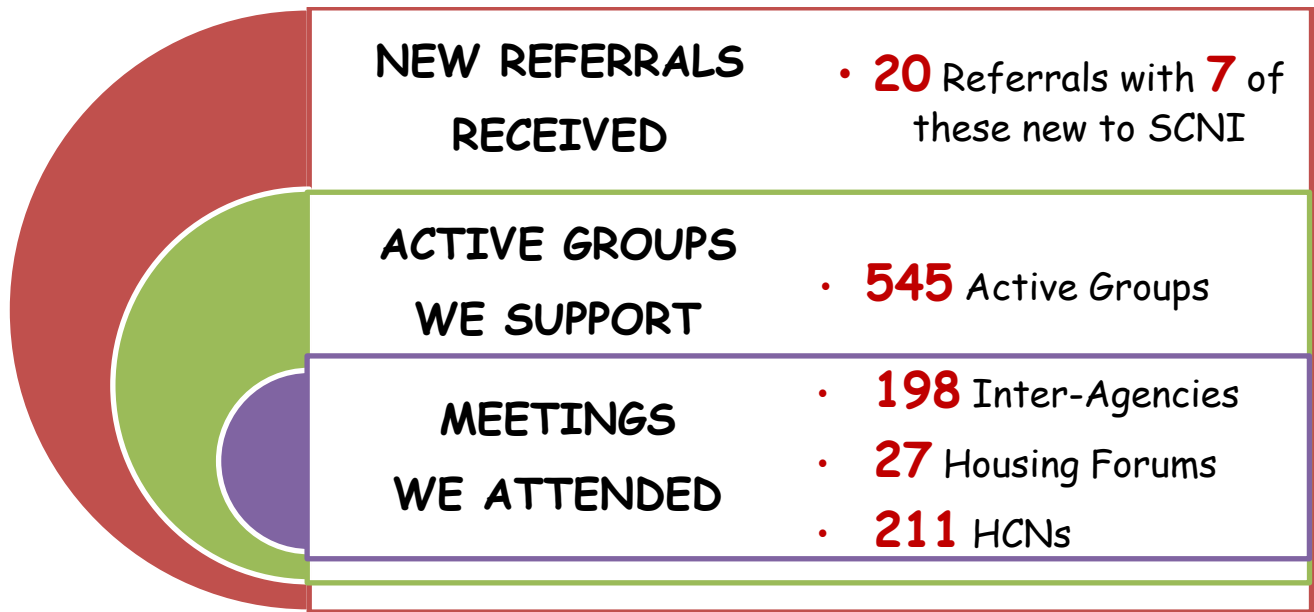
**IMPACT**

**REPORT 2014-2015**

[www.supportingcommunitiesni.org](http://www.supportingcommunitiesni.org)

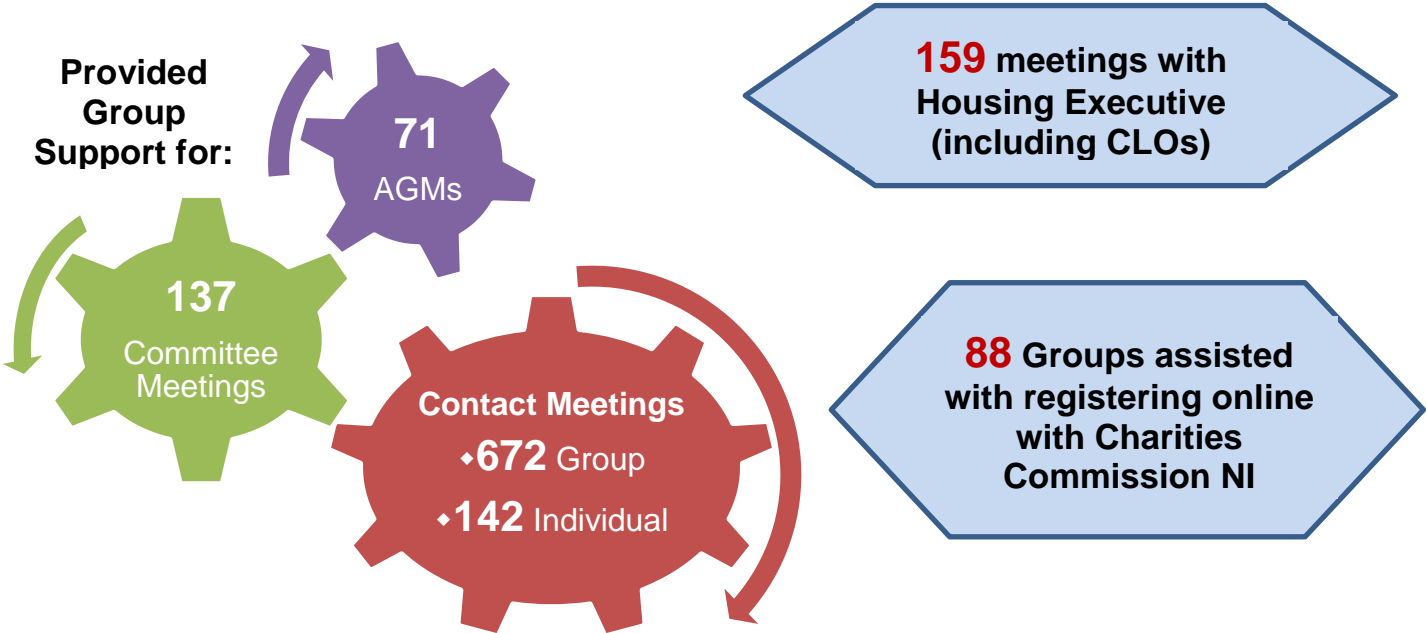
# Group Work

We Promoted, Encouraged and Supported Meaningful Community Participation



## How we performed

- Of the **198** Inter-Agency Meetings held – **641** external agencies and **116** MLA/Cllrs were in attendance



- Prepared and carried out **102** Estate Inspections province wide

**TOTAL OF 1,884 INTERACTIONS**

# Funding Services

We provided an Effective Funding Support Service to Staff, Communities and other Stakeholders

## FUNDING ENQUIRIES

14 formal enquiries completed  
45 informal requests for funding assistance (Nov 14 – March 15)

## FUNDING SECURED

by those groups who we helped  
**£899,064.52**

## SCNI Funding Information

circulated to **1,200** Groups/Individuals every 2 weeks

**5 Funding Workshops/Clinics** organised in: Omagh/Ballymoney/Strabane/Limavady/Lisburn benefiting **28** Groups with 1 to 1 Funding Advice

## Attended 2 Funding Fairs

in: Omagh and Newtownstewart

➤ 20 groups provided with funding support/advice

## How we performed

- Provided advice to Groups and Individuals around signposting funding opportunities
- Funding Bulletin fully incorporated within SCNI's publication of E-Biz which is made available to **545** Community Groups who we support



*"It would be difficult to understate the invaluable support that SCNI have provided the group with, their guidance and assistance both prior to project implementation and throughout have contributed to the programmes ongoing success"*

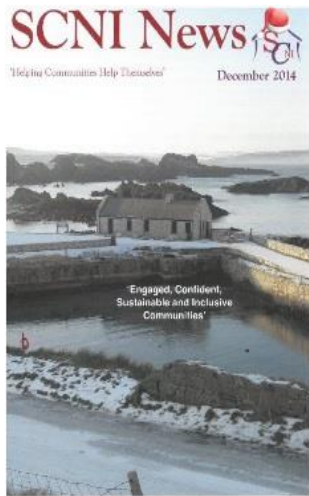
**Derabhaile McCloskey**  
Hutchinson Project Co-Ordinator  
Benbradagh Com Support

*"The workshops highlighted the unique funding resource provided by SCNI that we will be able to avail of in the future"*

*"The funding surgery was very useful in terms of identifying new sources of funding that we did not know existed"*

# Policy/Information Services

We provided an Efficient Information, Research and Policy Support Service to Staff, Communities and other Stakeholders



## Staff Manual

Content and format reviewed as per Staff Work Programme

## Factsheets

571 'Customer Friendly' factsheets circulated throughout the year

## Communication Team

Meet bi-monthly

Plan of Action put into operation to review E-Biz; E-Zine; Website; SCNI News; New Research

## SCNI News

Circulated in Dec 2014 sharing information and best practice

## How we performed

- Produced **12** Editions of our E-Biz publication and **11** Editions of our E-Zine publication (both circulated monthly) to a mail shot of **1,200** publicising Best Practice from the Community Sector; Housing Community Network Updates; Funding and Training Updates and Policy Developments in Northern Ireland and beyond

### SCNI Website

- **1,402** visitors with **54%** of these new visits
- **A total of 6,444** page views during the year



**183 Friends**  
at **March 2015**

### twitter

**Following - 337**  
individuals/groups  
**Followers - 281**  
individuals/groups  
at **March 2015**

# Training Services

We provided a Tailored Training Service to Support Staff, Communities and Other Stakeholders

## Accredited Training

- **87** individuals received
- **45** groups participated
- **92%** satisfaction rate for training delivered

## Individual Group Training

- **377** individuals participated
- **223** groups participated
- **94%** satisfaction rate for training delivered

### Most popular courses delivered throughout the year:

- **Basic Scrutiny Awareness**
- **Community Capacity Building Level I**
- **Community Capacity Building Level II**
- **Team Building**

**Community Capacity Building Level III was redesigned and piloted in Lisburn/Lisnaskea**

"After moving into community work after years working in business, the course has really given me an insight into the problems and how to find the solutions needed for working in the community.

The training was fun, very interesting and really made me think!"

**Fiona Beard**  
**Tullycarnet**



"In all, we would not be in the position we are in today if it wasn't for the course I had participated in."

**Hazel McGuigan**  
**Campsie Residents Association**

"The Community Development course has been interesting and informative so far with a very interactive and practical approach.

The learning has been enhanced by the breadth of knowledge and experience brought by the course participants who are actively working in their communities."

**Pamela Quiry,**  
**Ascertainment**

# Digital Inclusion

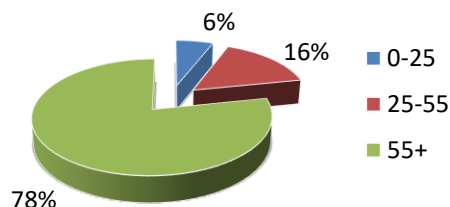


Overall benefit rating for OCN Level 1 in Computer Essentials is **98%** on average with **93%** participants reporting they had gained confidence

## ➤ Within the Digital Champion Initiative we have:

- Supported the existing network of **432** Champions and trained a further **234** Champions
- Pilots were tailored to address the needs of various participants
- Held a successful 'Spring Online Week' which involved 3 events held in: Dungiven/Dungannon/Clady

### Age Range of Digital Champions



38 Mi-Fi Routers distributed by SCNI throughout N Ireland



*"Digital Technology has changed my everyday life for the better, I can do so much more from home and as a result I am less isolated and have become very independent, using online shopping and skyping my family and friends.*

**Rosemary McCaw  
Coleraine**



*"I loved learning how to use Skype, I was able to set up an account and add my friend in America. I can't wait to be able to see her once again as it has been 10 years"*

**Bernie Harkin, Lettershandoney**

*"I loved every minute of this class, I am so glad I took the leap and tried something new. It helped me in my everyday life and also played a huge role to gain part time employment. I don't know how I did without it"*

**Petra Glendinning, Castledawson**

# Administrative Services

We provided a Comprehensive, Efficient, Administrative Service to Staff, Communities and Other Stakeholders

## PAYE Service

- Provided for **40** Groups
- **122** Individual Workers

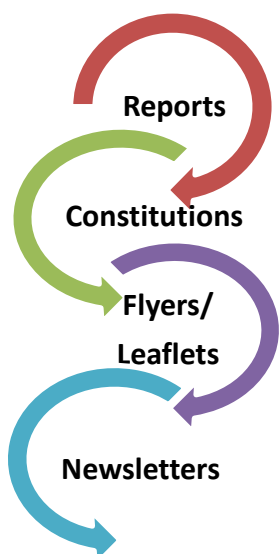
## Financial Assessments

- Provided for **116** Groups - savings to Groups

## Financial Management Support

- Assistance provided to various Projects under Restricted Funding eg Areas at Risk; Neighbourhood Renewal; SPOD

## Other Administrative Services



Keep Database of Mailing Lists updated

Analysing and compiling Community Surveys

Table below shows figures per Region for Period July 2014 - March 2015

REGION	MINS		MEMOS/AGENDAS		LETTERS
	Sets Typed	Mail Shot Figure	Number Typed	Mail Shot Figure	
BELFAST	54	330	24	208	1
NORTH	80	599	69	858	43
SOUTH	148	1,348	150	1,781	41
GENERAL (Other Areas)	10	180	3	32	75

# Community Participation in Housing

We have acted as a 'Champion' for Community Participation in Housing

## Service Level Agreements

- **12** Area SLAs signed with Housing Executive Area Managers
- **1** SLA signed with Housing Centre for 2014/15

## COMPACTS

- ◆ **263** Group Compacts in place
- ◆ SCNI facilitated process

## How we performed



- **9** Regional sessions held involving Central and Area Scrutiny Panel members
- **200** participants involved in Regional Events
- Information Booklet circulated

Chaired and provided administrative support to **10** Central HF Meetings



CENTRAL  
housing forum



## Consultations

- SCNI provided formal response to SHRP's Draft TP Strategy

## COMMUNITY CONFERENCE 2014 FEEDBACK

- Very informative and uplifting
- Great mix of people and stories
- Some brilliant Social Enterprise ideas
- Good to hear what other work was going on in other communities
- All speakers very good – held my attention
- Friendly atmosphere
- Visual assistance very good
- Thoroughly enjoyed the day
- Very spacious venue
- Twitter - good idea

### AIMS OF THE CONFERENCE MET

The following were the aims we had for the conference with the table showing the percentage of respondents who felt we achieved them:

<b>Empower and Inspire</b>	<b>96%</b>
<b>Network</b>	<b>97%</b>
<b>Promote and develop sustainability</b>	<b>95%</b>
<b>Give relevant info and signposting</b>	<b>98%</b>



# Housing Association Engagement

4 Training Sessions held for Housing Association Tenants on Mystery Shopping

6 Mystery Shopping Exercises developed, delivered and reports compiled

1 Customer Journey Mapping Exercise developed, delivered and report compiled

9 Housing Associations provided with advice, support and training on Tenant and Customer Involvement

- Commenced review of Tenant Participation Strategies for 3 Housing Associations in 2014/2015 involving:
  - Tenant Questionnaires
  - Tenant Focus Groups
  - Staff Focus Groups
  - Attendance at Conferences – Round Table Discussions
- Involved in Launch of Tenant Participation Strategy for Apex Housing in November 2014



*SCNI Staff with Apex Housing Staff and Tenants*

*SCNI Staff with Choice Housing Staff and Tenants*



# Partnership Working

We maximised Opportunities for Partnership Working

## Neighbourhood Renewal

- Continued to support and represented on **6** Neighbourhood Renewal Partnerships across Northern Ireland including Office Bearer Roles
- Provided support to Housing Executive in relation to SPOD Project in Ballymoney

**SCNI continue to work at Board Level in a number of partnerships including:**

- **NIEL**
- **Housing Rights**
- **Community Places**
- **CIHNI**
- **Ulidia**

Very successful joint conference organised with Housing Rights Service entitled: **'Shaping Social Housing – Involving Communities'** held on **5<sup>th</sup> March 2015**



## Chartered Institute of Housing Conference Awards held on Friday 27<sup>th</sup> February 2015 in Belfast City Hall



Event hosted by Ulster University's Professor of Housing, Paddy Gray and SCNI's Laura O'Dowd, CIH NI Board Vice Chair



'Working Together Award' sponsored jointly by Irish Council for Social Housing and Supporting Communities NI went to Newington Housing Association



Recognised for her huge positive contribution to her community was Bernie Burns, Project Development Worker in Drumellan CA, Craigavon pictured with SCNI's Sheenagh McNally

# SCNI STAFF

## CHIEF OFFICER

Colm McDaid

## SENIOR TEAM

Laura O'Dowd  
Conor Flanagan  
Theresa Patton

## STAFF MEMBERS

Tricia Bibby  
Stephanie Brolly  
Sally Fitzpatrick  
Roisin Hamilton  
Healy King  
Karen Marks  
Orla McCann  
Christina Paul  
Martin Quinn  
Linda Watson

Karen Brewster  
Anita Doonan  
Gillian Forrest  
Sarah Harkness  
Gerard Lewsley  
Stephen Marks  
Sheenagh McNally  
Stephanie Kenny-Quinn  
Elizabeth Steede  
Murray Watt

## HEAD OFFICE

*34/36 Henry Street, Ballymena BT42 3AH*

*Tel: 028 25645676*  
*Fax: 028 25649729*  
*Email: [info@supportingcommunitiesni.org](mailto:info@supportingcommunitiesni.org)*  
*Web: [www.supportingcommunitiesni.org](http://www.supportingcommunitiesni.org)*  
*Facebook: Find us on Supporting Communities NI*  
*Twitter: SupportComNI*

