The word community comes as do so many words from the Latin- from two Latin words- *com* meaning together or among each other and the word *munus* meaning a gift, a duty or a responsibility. We can only create community when people take responsibility for one another, when they share their gifts and when they see community service as a duty they are bound by honour, not by law to undertake. For community work is truly honourable work. Much of it is done for no personal reward other than the fulfilment that comes from making community life strong and vibrant. Community work has so many different faces and expressions but all are concerned in some way with the welfare and wellbeing of the people they live among and care for the place they live in.

*President*

Mary McAleese
Chairperson’s Address

It is a great privilege to present the annual report for 2011. The last year has seen major changes taking place within the USDT. We now have a new senior management team with the leadership skills and expertise to deliver the objectives of the organisation.

USDT have a new board. For the first time we publicly advertised for the positions and now there is a very strong group of people who have the appropriate skills to take the board forward in the strategic direction.

New and strong relationships have developed during the last year with our key stakeholders both inside and outside the organisation. Partnership and collaboration is in everyone’s interest in providing opportunities to create employment and regeneration in the community. This is particularly the case in these difficult economic conditions.

I wish to pay tribute to all of our staff for providing high quality services in this area and beyond.

USDT continuously receive very positive feedback about our services and it is a tribute to our staff and the community.

Finally I want to say to record USDT’s thanks to all our staff members who left us during the year and wish them well for the future.

Le meas
Noel Rooney

People should not live in isolation - we want all to have the best of opportunities.
"Ar scáth a chéile a mhaireas na daoine.
People live in one another’s shelter."
One of the best aspects of my role is the opportunity to see or be involved in so many great projects that happen in our area. The breadth of development is at times staggering! In this past year USDT were involved with projects from childcare, family support, speech & language development; community art, health, youth development, community transport, counselling, neighbourhood renewal, housing, disability, sports, interface, community development et al. Behind this work are the lives of our friends and neighbours. On so many occasions I am taken aback about the transformation that occurs for a person, a family or an area; many of these stories are never told.

In March the USDT’s youth team held a night to celebrate some of our young people’s achievements. The young people received due recognition for the many and varied community based projects they were involved in. In April USDT’s Job Assist Centre and LAEP organised the Success of the West event. The ceremony recognised the achievements of over 350 of our clients.

They were awarded certificates for mathematics, English, ICT, essential skills et al. In June I went to the Duaiseanna Chroi an Phobail – a night that celebrated more of our young people’s achievements. Many of which were stories of commitment over adversity. Those attending the awards were humbled at the skills, the talents, and the determination of our younger community whose varied actions bring so much credit to the area. Then in August 750 people packed the rafters of the Grand Opera House to watch Action on Disability’s performance of Mummy Mia. The list goes on!

Of course these are showpieces that publicly highlight success. But our involvement with the community brings about success in so many uncelebrated but equally important ways – getting someone into a job, or on a course; supporting a child’s development; befriending, helping someone to read and write, developing people’s essential skills or developing early play skills. Success shows what can be realised and what is possible.
Highlighting success does not mean we take our eye off the things that are not so good. People should not live in isolation - we want all to have the best of opportunities. Our community development work only makes sense if we can help ensure the area is: clean, safe, has good schools, healthcare, youth provision, a nice area to live and we are able to help those most in need. Our work wants the best for our area. USDT’s commitment is always to excellence.

This work does not happen by accident. USDT has a very professional committed team who wish to do all they can to develop the area. Each year we review what we are doing and ask can we do it better. Our challenge is always to use our resources in the most effective and accountable way.

But helping to change areas or lives requires a huge collective effort. USDT are part of a community infrastructure that attempts to work together. The composite work has always an honest intention. In this past year the community groups have come together to form an integrated partnership and provide greater collaborative work. The sole purpose is to help do things better for our community.

I take this opportunity to thank the board, my deputy directors, staff, volunteers and all other partners for their support in helping USDT serve the community.

Le meas nach beag

Donal McKinney
Director
ACTION ON DISABILITY

Action on Disability has been to the forefront; developing high quality responsive services to meet the needs of local people with disabilities and their families since its inception in 1998. Our aim is to promote the inclusion of local people with disabilities into the community.

The Action on Disability project believes that social inclusion is a key factor in addressing disabled people’s marginalisation. Our strategic purpose therefore is to combine two roles in a mutually beneficial balance: that of developing programmes in response to need for disabled people and that of supporting the development of the local community infrastructure to integrate disabled people whilst working in an integrated approach. At the heart of all our work is an aspiration to ensure that people with disabilities have the opportunity to reach their full potential and to participate in community life.

It is with a great sense of pride that we look back on the past year where we remained committed to excellence in the promotion of inclusion for people with disabilities. During the period 2010-2011 we saw further expansion of many aspects of our work in, for example, floating support services and our youth inclusion services.

The Action on Disability Project enabled 327 people to benefit from personal and social development programmes in the form of one to one befriending, various art forms including performing arts, floating support services, youth inclusion services such as afterschool provision, teenage support services including the Asperger’s youth group and inclusive youth centre activities.

What our service users say:-
One participant benefiting from support with independent living through Floating Support Services quoted “Excellent service all round”.

Participants benefiting from adult community programmes quoted:

“Helps me get out and enjoy it”
“Mixing with other people”
“Help stop me being nervous”
“More confident to get over grief”
“More confident and interacting with people”
“Find it very enjoyable and very happy”
“I can now understand computers and how they work”

Participants benefiting from the befriending service quoted:
“Gets you out and about”
“Helps you get to know a person as a friend”
“Gives you confidence”
“Something to look forward to”

Young people benefiting from the youth inclusion services quoted:
“I love coming here every week and meeting my friends”
“Before this I had nowhere to go”
“I can be myself here”
“I get the chance to do things that I love doing”
“I feel happy when I’m here”
Further Highlights:

• 138 families supported in an outreach capacity
• 25 people availed of floating support during this period
• 7 people awarded OCN pre entry in literacy and numeracy
• Research into parents’ carers needs, report pending.
• Spectacular production of ‘Oh Mummy Mia’ at the Grand Opera House August 2011 leading to a partnership for three shows next year.
• Highly successful sponsorship from Sainsbury’s supermarket who chose us as their ‘Charity of the Year’ Launch was held on 3rd July with Junior Minister Gerry Kelly as our guest speaker
• Supported 5 long term unemployed people gain employment through our interventions
• Delivered 41 training places in the field of disability
• 27 volunteers registered to support our services
• Partnership working with RNIB to research on eye health care at a local level.

Recognition and appreciation for the continued enthusiasm must be paid to the staff team and volunteers for their extraordinary dedication, commitment and hard work, to our funders and partners within the community.

Elizabeth Gracey
Programme Manager

One parent stated:

“I cannot emphasise enough of how knowledgeable, friendly, informal, resourceful and approachable the project workers/volunteers are. There is an inclusion and feel good factor with all participants and workers of this project… A big thank you for caring and fighting for my child’s inclusion and right to be a member of his community”
Since 2004 Job Assist have been at the cutting edge of supporting local people into employment through mentoring, practical support, developing employability skills and gaining job-related qualifications. We do this through two main programmes: our LEMIS contract with the Department of Employment & Learning and our Jobs on the Move project funded by the European Social Funds (ESF). Our main service provision is demonstrated below and directly wrapped around the needs of people, delivered when, how and where they want:

During the year we were successful in both our application to the European Social Funds for the continuation of our Jobs on the Move project 2011-14 as well as our tender for the LEMIS service 2011-14. This will certainly ensure our continued employment support for people within West Belfast.

From April 2010 – November 2011 we have achieved:

- 566 hardest to reach were engaged and provided with support, training and mentoring
- 150 of whom have entered employment so far

**LEMIS 2010-2011**

- 580 engaged and provided with personalised support to develop employability
- 334 training interventions linked to job opportunities so far

**Jobs on the Move 2010-2011**

To ensure Job Assist delivers directly to meet the needs of people in their own area, USDT is the consortium’s lead partner which oversees our LEMIS programme alongside Lenadoon Community Forum, Upper Andersonstown Community Forum, Sally Garden and Tar Anall who all work to ensure our service meets the needs of local people.

We are passionate about and committed to providing our employment service in West Belfast and are proud of our achievements over the last number of years, including:

**Care Assistant Pre-employment Programme**

We co-ordinated a pre-employment programme for care assistant posts within Ardcomm Care including infection control, manual handling, first aid, GOALS motivational programme and mock interviews organised by our Employers’ Forum etc. Within this year, eight of the twelve people who completed this pre-employment programme have gained work. A similar programme was organised for the BHSCT. Of the 18 people who were trained 14 have gained employment.

**Political Ex-prisoner Driving Instructor Programme**

Over the year we have operated ground breaking cross-community employment initiatives to enable political ex-prisoner both Republican and Loyalist to gain the qualifications that directly lead to job opportunities. Currently we are operating a driving instructor pre-employment programme for 4 political ex-prisoners and have recently supported 78 people in gaining SIA licences required to work in the security industry.

**Supervisory Development Programme**

This innovative pre-employment training intervention is driven by employers who delivered the programme, including Gilbert Ash, McLaughlin & Harvey, H&J Martin, JP Corry, Whitemountain Quarries and Northstone. 12 people completed the Team Leading award with feedback from both the employers and our clients that the programme successfully enhanced the employability
Maria Downey: “I have to say I have thoroughly enjoyed this programme... I feel I am taking ‘tools’ away from this course, to help me going forward. I know now that I can do anything that I want to do, and I gained this confidence from undertaking this course.. I’ll be telling everyone about this course!”

Mary Evans: “I’ve been out of the workforce for 14 years, and my confidence was at rock bottom, but now it’s built up. I have changed my life completely, and I’m not afraid to take a chance...my attitude now is .. you don’t know until you try! When I get my SDP certificate, I will be so proud to add that to my CV.”

Retail/Hospitality Pre-employment
Our recent retail pre-employment programmes – that included work placements in Hendersons, M&S, Jury’s Inn, Mace, Rock Opticians, Jaz Options and Poundland, accredited qualifications, mock interviews etc. - successfully enabled 8 people to secure employment. In addition to this we have also organised hospitality pre-employment training with guaranteed interviews for 13 clients in Titanic Quarter job opportunities with additional pre-employment programmes planned for security within Titanic Quarter.

GOALS Programme
We have piloted this motivational employability-focused programme for 94 people since March 2011 which has been described by participants as ‘life changing’ and we hope will increase people’s chances of securing work.

Community Volunteering Programmes
Since September 2011 we have organised volunteering programmes for 27 people within Falls Women’s Centre and St. Bernadette’s PS as a way of enhancing our clients’ employability.

Success of the West Awards
To celebrate the achievements of those gaining qualifications and employment through our Jobs on the Move project and LEMIS programme, we held our ‘Success of the West’ award ceremony in Belfast City Hall.

The event was extremely successful with over 350 people attending to receive recognition of their achievements. The speakers included USDT’s chair Noel Rooney, Raymond Hunter, Paul Hamilton, Deirdre Timoney and our main speaker Colum Boyle from DEL.

Jobs Fair
In conjunction with other LEMIS providers in Belfast, we organised a city-wide jobs fair during September 2011 in Ulster Hall with over 40 exhibitors. All employers attending had a range of vacancies and over 1,600 people attended on the day. To ensure that we engage people in their own community, we work on an outreach basis across West Belfast including:

I would like to sincerely thank all the organisations who have enabled us to operate outreach clinics in West Belfast and those services who have supported the people we work with to overcome their barriers to getting jobs. I also pay tribute to Job Assist Centres West Belfast staff and consortium members, DEL LEMIS Branch, European Social Fund, Employment Services Board, West Belfast & Greater Shankill Employers’ Forum and a full range of employers’ who have provided work for people through Job Assist.

Sinead O’Regan
Job Assist Manager
PUBLIC ARTS IN THE COMMUNITY PROGRAMME

Public art in the community broadens and enriches the lives of people in the Upper Springfield and West Belfast. It raises awareness of prevalent issues within the community and gives people a creative platform to address these issues. The development of community art enriches the physical and social landscape of West Belfast. USDT’s project creates social capital by getting people involved, by connecting organisations to each other and by giving participants experience of partnership working.

This project enhances the visual appearance of the environment, which in turn has a positive impact on the mental health and well-being of residents of the Upper Springfield and West Belfast. Studies show that the enhancement of the outdoor environment can help to improve the quality of people’s lives. The public art project directly addresses vandalism, graffiti and physical degradation which help create a more visually attractive area in which to live, work and invest.

Some of the projects from the past year:

ENGAGE IN ART AGE PUBLIC ART SHOWCASE – BY OLDER PEOPLE IN UPPER SPRINGFIELD & WEST BELFAST
The project entailed public art, storytelling and writing with older people from Saint Vincent de Paul, Turf Lodge, Bleach Green, Forth Spring, Springfield Charitable Association, West Belfast Senior Citizens’ Forum and Tiermann Fold. A temporary public art showcase in October 2011 at the Andersonstown Barracks Site. Launched by Paul Maskey MP for West Belfast, the Arts Council’s Arts and Older People’s Ambassador Olivia Nash, best known for her role as ‘Ma’ in Give My Head Peace.

The feeling of bonding and learning new things, I probably wouldn’t have done. It was a joy to take part and I really look forward to it each week. It has also improved my confidence. The project leaders were excellent and really brought out the best in everyone.

Work included a giant wax teapot pouring local stories into crochet cups, a knitted tree and a book with stories and images from those involved. Compiled by Charlotte Bosanquet and Brenda Murphy,

DREAMSCAPES
As regeneration is rapidly changing the face of West Belfast, this project engages local groups in exploring landscapes of the past, the present and envisaging dreamscapes of the future. It will result in a temporary public art showcase.

BREWERY’S WAKE
Engaging local groups this project explored the legacy of the recently demolished Bass Ireland brewery. A collection of artefacts and photographs were salvaged from the brewery prior to demolition.

OUTDOOR PRODUCTION OF NAOISE O-HEOCHÁIN, THE OLD RAPAREE (HIGHWAYMAN) OF THE BLACKMOUNTAIN.
In September 2010 the Blackmountain was used as a cultural space with an outdoor period costume drama based on Naoise O-hEochain the 17th century raparee of the Blackmountain. An outdoor set on the mountain included a thatched cottage, an old mass rock and an old Irish hiring fair. The local young actors were in period costume. There was acting, singing, Irish dancing, tin whistle playing, Red Coats on horse-back, sword swallowing and fire breathing, all to the amazingly
stunning backdrop of the Blackmountain. There was an eviction of Naoise’s family by the Redcoats. **ENVIRONMENT AWARDS OCTOBER 2010 Winner of the Public Art Category.**

**‘INTER-FACES’ PUBLIC ART AT NORTH HOWARD STREET PEACE WALL SECURITY GATES**  
This project engaged young people from each side of the interface, encouraging them to explore identity and designed their own Pac-Man face as humorous way of self-portrayal. The faces are at North Howard Street, straddling both sides of the Falls and Shankill interface. This was in partnership with Coiste, Divis Youth, Féile and Eclipso Pictures.

**WE ARE THE DREAM MAKERS- KEEP SAFE OUR DREAMS PUBLIC ART COMMUNITY SAFETY**  
The entrance to Whiterock was re-vamped with a new public art wall, based on young peoples’ perceptions of community safety. The artist incorporated multi cultural symbols of safety and environment. “WE ARE THE DREAM MAKERS - KEEP SAFE OUR DREAMS” is spelt in hand-made tiles mosaic, made by 50 local young people and the Whiterock Westrock Residents’ Association, spelling out the words, ‘Fáilte chun na Carraige Báine’ provides a welcome feature to the Whiterock.

**INTERGENERATIONAL PUBLIC ART PROJECT AT NEWHILL – CREATIVE REFLECTIONS**  
Local young people worked with the Ladybird’s 50+ group looking at the area throughout the decades. This resulted in an art piece of mirrored discs symbolically encouraging reflection on the past.

**PUBLIC ART CELEBRATION EVENT**  
Public Art Bus tour and community celebration of public art and achievement at Newhill

**CREATIVE ABILITY PROJECT**  
Action on Disability’s teenage group and the ‘Expressions Group’ were involved in workshops were they creatively explored and challenged peoples’ attitudes and perceptions of people with disabilities.

**BIRDS OF A FEATHER**  
Artist Clare McComish worked with 52 children from the Matt Talbott Nursery to design ceramic artworks for the front of the Resource Centre. As this area is such an important community hub art work is depicted in a youthful uplifting way: through birds of a feather flocking together!

**BALLYMURPHY MASSACRE PLAY – THE AFTERMATH JULY & AUGUST 2011**  
This resulted in 14 full packed performances at Conway Mill. The initiative engaged 320 local people and the performances attracted an audience of almost 3,000 people.

**EVENTS**  
Joint organising of activities for Feile, Halloween and Christmas.

**ALLEYWAYS**  
Worked with West Belfast Area Project and Gortnamona Historical Society to successfully secure funding for diversionary arts projects involving young people to revamp problem alleyways in Moyard and Westrock.

Deirdre Mackle  
Manager
LEARNER ACCESS AND ENGAGEMENT PROGRAMME

Successful Futures
What are essential skills?

Essential skills are described as the ability to read, write, speak English and use mathematics at a level necessary to function at work and in society in general.

Since 2003, the Upper Springfield Development Trust has been delivering grassroots, Community Essential Skills Programmes for the people of the Upper Springfield and Whiterock Wards of West Belfast. During these eight years we have provided local people with the opportunity to gain recognised qualifications in literacy, numeracy and ICT through various programmes. Over 500 qualifications have been achieved in literacy, numeracy and ICT across the five learning levels. (See opposite)

The Learner Access and Engagement Programme (LAEP) is a Belfast wide initiative and it commenced in January 2009. We have a consortium partnership consisting of Ashton Community Trust, Oasis Centre, GEMSNI, Workforce Training Services, Impact Training and Belfast Metropolitan College (BMC). Upper Springfield Development Trust is the lead partner. Funding for the programme is provided by Department of Employment and Learning (DEL)

LAEP provides free, friendly, relaxed essential skills training in local outreach centres.

<table>
<thead>
<tr>
<th>NQF level</th>
<th>Examples of qualifications</th>
<th>What they give you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry 1,2,3</td>
<td>Entry level certificates Essential Skills at entry level</td>
<td>Basic knowledge and skills ability to apply learning in everyday situations not geared towards specific occupations</td>
</tr>
<tr>
<td>1</td>
<td>GCSEs grades D-G BTEC Introductory Diplomas and Certificates OCR Nationals Key Skills level 1 NVQs Essential Skills</td>
<td>Basic knowledge and skills ability to apply learning with guidance or supervision may be linked to job competence</td>
</tr>
<tr>
<td>2</td>
<td>GCSEs grades A*-C BTEC First Diplomas and Certificates OCR Nationals Key Skills level 2 NVQs Essential Skills</td>
<td>good knowledge and understanding of a subject ability to perform variety of tasks with some guidance or supervision appropriate for many job roles</td>
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</table>
Over the past year we have worked with many community and voluntary groups, primary schools and statutory agencies across the city including:

We provide a unique mentoring service to adult learners engaged onto essential skills programmes and act as a support mechanism for individuals whilst on the programme. We understand that people have varied lifestyles and commitments such as caring responsibilities and we actively support people in overcoming their barriers to learning.

Our mentoring staff are approachable, genuine, understanding and caring. They have an excellent skills set and continually strive to ensure that our community gets the best possible training in essential skills.

In order to celebrate this achievement LAEP hosted a very prestigious awards ceremony in Belfast City Hall to celebrate the achievement of our learners and the services users from our Job Assist Centre.

Sarah Rafter
LAEP Manager
OUTSOURCE FINANCIAL MANAGEMENT SERVICES

Mission Statement

“To provide a quality assured, cost-effective and added value financial management service for community groups that shall ultimately build on and develop individual, organisational and community capacity.”

Services

Outsource is a social enterprise (business with a social aim) accountancy service that offers assistance to groups in the setting up or the refining of payroll, book-keeping, auditing, PAYE and budgeting systems. It also works with groups to promote and embed best practice in all their financial functions.

Outsource currently offers the following range of services:-

• Book keeping
• Grant management
• VAT returns
• Payroll Services
• Finance Training
• System review & Development

The Present

In 2011, Outsource Finance continued to have a strong and varied client base.

Outsource is an integral part of the Upper Springfield Development Trust and while the majority of our clients come from within the organisation – including the Surestart programme, Healthy Living Centre and the Job Assist Centre et al we maintain a good working relationship with a number of long-term clients. Other main clients are also West Belfast Partnership Board, ISCYp and Neighbourhood Renewal.
Despite the funding from the Social Economy Fund for our two finance assistant trainees ending in December 2010, we had secured enough clients to keep them in employment, keeping our full complement of staff to eight.

In June 2010, two members of our staff – Louise Boyd and Anne Gorman – successfully completed the AAT Accounting Technician course level three, and a third member Michael Hall completed the 2nd year of his accountancy degree.

**The Future**

As a vibrant social economy project Outsource is always looking to expand and capitalise on potential clients. We are currently increasing the skills base of our staff, and with that we will be hoping to expand our client base, in particular the private/small business sector.

We are also acutely aware of the threat of government cuts facing the community sector, and whilst we will be working to ensure that this does not have a negative impact on our work, we also hope to be a positive efficient and cost effective resource.

*Anne McEvoy*

*Assistant Director*

*(Finance and Corporate Services)*
The economic context in which local groups and agencies operate has changed dramatically. This is not only due to the deep external shock of recession and the associated economic difficulties, and social problems, but also the drive for efficiency savings. Groups and agencies working at local level are faced with significant social challenges but reduced resources available to meet them. Hence, innovation and new approaches are needed for the new era.

Community led neighbourhood renewal has the potential to provide valuable additional capacity in times of squeeze and provide local grassroots knowledge and innovation where traditional approaches to social development have failed. One of the most important developments during the past year has been the emergence of an integrated working partnership. The simple reason for the partnership is to try and ensure that all of us working in the area do things better and more efficiently; helping is to ensure Upper Springfield/Whiterock is a vibrant, peaceful, prosperous, clean and safe place to live.

“Essential that we work together to deliver change”

The partnership works across six broad themes: community safety, housing and environment; health and well-being; economic development; education and training; children, young people and families. Members come from locally based groups and statutory agencies. The work is framed within an agreed strategic framework, agreed outcomes and a commitment to collaborative working.
Key Tasks
• To promote and support the agreed plan within the area;
• To ensure that work within the various themes is co-coordinated and delivered in a collaborative manner;
• To develop an agreed strategy and action;
• To ensure the strategy and action plan is based on the principles of equality, inclusion and community development;
• To ensure the strategy and action plan is driven by quantitative and qualitative targets set within an agreed framework specifically committed to agreed outcomes and collaborative working;
• Ensure appropriate engagement and consultation relevant to the theme

Events’ Committee
The Upper Springfield Events’ Committee is community driven and is represented of community organisations and residents throughout the area. The committee was developed in partnership with the Upper Springfield Federation of Residents’ Associations and the Upper Springfield Community Safety Forum to promote pride and celebration by running local events. The events grow from strength to strength each year which is evident from the attendance at the major community events held at Halloween, Christmas and Féile. All are supported by thousands of people from our area. This Halloween saw over 1,000 people take part in the lantern parade through the Falls Park and the Monsters’ Ball in the Whiterock leisure centre. The Events’ Committee is driven in the main by local residents who volunteer their time and effort.

The USDT Neighbourhood Renewal staff provides secretariat support for the project’s overall development. Alongside the communication’s subgroup the staff ensures the production and publication of the area information magazine Scene Around Us which is delivered quarterly to all homes in the partnership’s catchment area.

Deirdre McVeigh
NR Co-ordinator

The partnership recognises there is a long way to go to maximise the potential of community renewal and adapt successfully to this new way of working. The way we ‘do’ regeneration/renewal always needs to be rethought, to move away from traditional approaches that focus on physical renewal, towards social approaches that include a strong focus on community led regeneration. Such an approach will enable the community groups in our area to play an equal and powerful role in achieving a sustainable community.
SURE START

Supporting families with young children to ensure they have the best possible start in life.

The Sure Start staff team has had a very busy year working alongside parents and parents-to-be to promote the physical, intellectual and social development of babies and young children so they can flourish at home and when they get to school.

Funded by the Department of Education, we work in partnership with parents and carers, and many organisations throughout the local community, to deliver the best start in life for every child by bringing together early education, childcare, health and family support. Sure Start is not just for those families who receive benefits or for lone parents – anyone who is pregnant or has a child under four years old and who lives in the Upper Springfield, Whiterock or Falls Park ward can register with Saol Úr Sure Start and receive our services, free of charge. We welcome children and families from all backgrounds and of all abilities. This year we have almost 500 children (aged 0-4) registered and for whom we provided a wide range of services/activities.

Our family support workers provided parents with a programme of individual support tailored to their needs. This has included providing a listening ear and emotional support as well as information and practical advice on a range of topics which included health and well-being and parenting. On average, over 40 families were visited each month. Our family support workers have also signposted families to other support services where necessary. We have been very pleased with the positive feedback from parents and the satisfaction of seeing parents increase their skills, confidence and motivation.

Throughout the year many families took part in the various activities and events we organized. These included baby massage, Cook It classes, A Walk in the Park, Rhythm & Rhyme Time sessions, to name just a few. Our parent and toddler groups provided an opportunity for parents to chat and mix with other parents in a friendly, relaxed atmosphere while the children got a chance to socialise and play with others. We also had a very busy summer with family trips, fun days and art activities organized to keep the little ones busy during the holidays.

We haven’t forgotten about the dads either, with many activities provided to give them opportunities to spend some fun time with their children, such as the Dads’ Stay & Play Group and trips and outings during the year. One
of the highlights of the year was the Fathers’ Day event in June which was a family day out with a football tournament held between a number of Sure Starts’ dads’ groups – Sure Start United.

Our Sure Start midwife and speech and language therapist have been working hard this year too. Our midwife offers ante-natal and post-natal advice and support to improve parents’ health and well-being in preparation for birth and parenthood and gives additional support to mums who choose to breastfeed their babies. We currently have 44 expectant parents registered with us which keeps our midwife very busy. Our speech & language therapist has been supporting parents in the early identification of speech and language difficulties and introducing preventative strategies as well as raising awareness and skills of early years’ staff in supporting young children’s communication skills development.

Our ethnic minority support worker works with newcomer families to promote peer support and reduce levels of isolation felt by ethnic minority parents. She provides a range of relevant programmes for parents, either individually or in group settings, such as English language classes and additional support tailored to their needs. At the moment we have 79 ethnic minority children registered with us.

Throughout the year our childcare team has continued to provide high quality play opportunities for babies and children, helping to develop all their skills and to increase parents’ knowledge of child development and the importance of play. This has included crèche sessions to support our courses and activities as well as our two Programme for Two Year Olds which provide for 24 children.

Saol Úr Sure Start would like to take this opportunity to thank all the parents and children who have participated in the project throughout the year and we hope you will continue to join us in the years ahead. Thanks also to all the partner groups and organizations throughout the local community and beyond who have supported us in so many ways.

Pauline Downey
– Project Manager

“Things have improved a great deal. I really love the family worker I have.”

“This programme was great. It gave me loads of info on how to get the best out of playtime and crèche sessions were a peace of mind.”

“First time I have attended a programme. I loved it and so did my child – very, very enjoyable.”
TOP OF THE ROCK
(BARR NA CARRIAGE)
HEALTHY LIVING CENTRE

Top of the Rock HLC as part of USDT has been providing services to the Upper Springfield Whiterock Community and further afield since April 2003. Health and wellbeing are at the core of our activities. Tackling chronic ill-health is central to our objectives and many of the centre’s wider aspirations are underpinned by the need to build a healthier community.

The complex health problems of our community require intensive and long-term support. Many health conditions are endemic within families and the wider community: narrowly defined traditional health interventions are not sufficient to meet the needs of the community. For this reason our approach to health and well-being is holistic and continually seeks to innovate and support people toward a healthier lifestyle.

As a result of additional support and funding from the International Fund Ireland we have been able to work with the Highfield community. The support form IFI has allowed us to increase the capacity of the programme and include a range of new activity including community development, men’s health and community relations programmes across the three areas.

HLC will continue to focus on improving the mental and physical well-being of our community across Upper Springfield, Whiterock and Highfield localities.


The Health Education and Learning through Healing (H.E.A.L.T.H) project contributed to the IFI strategy of A Shared Future, by improving information, knowledge and learning about community relations and its impact on health in disadvantaged communities in the Upper Springfield. By working in collaboration with people and with groups we have developed and strengthened our partnership approach. We have been instrumental in supporting conflict transformation initiatives, such as Prisoners in Partnership, the Still in Prison Project, An Eochair, Tar Anall and Teach Ban. We have supported peace development work through cross community contact and cross border work through Healing through Remembering.
The project was launched in September 2010 in Highfield Community Centre attended by 22 different projects, a number of elected councillors and a range of interested individuals. The project also began in September 2010 with a number of presentations in Highfield Community Centre, Whiterock Children's Centre, the Women's Information Group and a range of organisations in Turf Lodge, Whiterock, Highfield, Springmartin, the Falls, Tar Anall, Springhill and Forth Spring. The programme has supported the delivery of services across physical health, mental health, community relations and community development.

Consortium Membership
USDT, Whiterock Children's Centre, Holy Trinity Centre, Corpus Christi Services, Centre for Health and Well Being, Springhill Community House, Full Service Community Network, Belfast Community Sports Development Network, Belfast Health and Social Care Trust, Belfast City Council.

Areas of Activity 2010-11
HLC delivered 64 programmes to a range of people and settings including in schools, leisure centres, council facilities, community organisations and with other HLC groups.

HLC provided services to 6640 people in 2010. Over an eight year period the HLC has delivered services to over 65,000 beneficiaries an average of 8,100 each year.

Jim Morgan
Manager
The USDT’s youth team has been very busy throughout the year. They have been engaged in a variety of exciting and innovative initiatives, and many partnership projects in the Upper Springfield and beyond. Guided by the priorities outlined in the Neighbourhood Renewal Action Plan, the team have been keen to continually work with a number of community based and statutory organisations to maximise support for our young people. Below is a list of the different activities the team have delivered in the last year:

Divis Mountain Easter Camp:
A cross community partnership initiative with Shankill Integrated Services, the Terry Enright Foundation, Newhill & the National Trust. This project invited 40 Catholic and Protestant young people to participate in a walk across the Black Mountain, camp at Divis Lodge and engage in a number of team building tasks on the mountain.

Duaiseanna Chroi An Phobail Youth Achievement Awards:
This is an annual event, held to acknowledge the successes and achievements of local youth. This year the prestigious event was held in St.Louise’s Comprehensive College, with 100 young people nominated for awards, and over 600 people in attendance. An excellent opportunity for the community to share in the joy and achievements of our young people. The youth awards are dedicated to the memory of Terry Enright. Many thanks to our partners in the Steering Committee, the West Belfast Area Project, Newhill Youth Centre & Integrated Services for Children & Young People.

Celebration of Success:
In March this year the Youth Intervention Project held a celebration of success in the Balmoral Hotel. This event was to show case the work of the participants of programmes offered by the staff over the year. All the young people really made an effort, wearing suits and formal dresses! Approximately 180 young people received recognition, and all were awarded with certificates.

“If I hadn’t been in this cross community group I would still have sectarian views, now I have new friends instead of enemies”

DVD Project:
This cross community programme enabled the young people to make their own DVD, talking about their culture and their experiences of growing up on the interface, and discussed the sort of future they wish to create in their own communities. 15 young people participated in this programme.
**Billy Elliott:**
This cross community project was designed to encourage the participation of both sides of the interface. Working with staff from the Phoenix Centre in Highfield, young people from throughout the Upper Springfield and Springmartin, performed Billy Elliott at the New Life Church in Northumberland Street. 25 young people were involved in this production. The final production proved a great success attracting 400 residents from both sides of the interface. One young person who participated in the project said, “If I hadn’t been in this cross community group I would still have sectarian views, now I have new friends instead of enemies”

As well as these creative programmes the team delivered many weekend residential, summer diversionary activities (as part of the Events’ Committee), one to one support for local school children, team building, relationship and anti bullying workshops in a number of local schools, participated in the Terry Enright Mountaineering Challenge, delivered a number of four month personal development and intergenerational projects to 100’s of young people. The outreach detached element of the team’s work meant staff were visible on the street every weekend over the last year.

**Street work:**
Every Fri & Sat night 80+ young people per week

**Group work:**
A range of personal & social development projects, 16 groups per week, with an average of 10 young people per group, 160 young people per week

**Volunteers:**
7 people obtained a bronze award in volunteering.
23 people also secured an OCN level 1 in youth work.

**Schools Work:**
We offer support for all the local schools in personal & social development work, transition work & one to one work. A total of 185 young people are worked with every week. Many of our young staff team are now professionally qualified, having attended the University of Ulster, whilst the remainder are currently engaged in professional study at the UUJ. The team are currently preparing for the ever popular Upper Springfield’s Got Talent competition. The prestigious event will be held in early 2012, giving the team yet another opportunity to work in partnership with several local youth organisations. Thanks and congratulations to all those young people who participated in our programmes throughout the year.

**Gary Symington & Stuart Kennedy**
Upper Springfield Youth Team
Mobility is the key to being able to participate fully in the community. Direct Links Transport seeks to be that key for people throughout the city who are disadvantaged through lack of appropriate transport. Direct Links Transport does this by providing an accessible and affordable community transport service to people in Belfast, paying particular attention to vulnerable people within the community such as people with disabilities, elderly people etc.

Transport is recognised as a problem area within local government such as the Department for Regional Development (DRD). While that Department largely focuses on public transport through the support of TransLink services, they have recognised that generic public transport does not meet the needs of all people including those with disabilities, older people and marginalised communities.

The DRD strategic function has provided funding to support a Rural Community Transport solution. The government has realised community transport as a viable solution to meeting transport needs. However, due to limitations on funding the same strategic plan has not been implemented within the urban environment and continues to present a ‘gap’ in meeting the needs of local people in urban areas.

This has proved to be a difficult period for Direct Links Transport financially. Our funding from the social economy fund came to an end; the economic downturn has resulted in a reduction in public spending which has had a considerable impact on our customers within the local community and voluntary sector. This has meant a reduction in business development.

The key challenges of direct links transport are:

- Sustainability (without support from the DRD in line with other rural community transport providers this can make it a real challenge for Direct Links Transport as an urban provider to be cost effective and be in line with other community transport providers)
- Maintaining growth and customer base during an economic downturn
- Ensuring we are competitively but realistically priced
- Keeping one step ahead of potential competitors etc.
On a positive note however, this period was a successful year with regards to training and staff development. Many of our staff and drivers are significantly qualified in areas relating to community transport.

Direct Links Transport continues to provide a valuable service to our customers, has a vibrant team, who understand the needs of local people and continues to provide a personal, bespoke, professional service tailored to our customers’ needs whilst at all times have the interests of the community at heart. It is on that note that I would like to extend our warmest thanks to the staff for their dedication, commitment and hardwork.

*Ann-Marie Mervyn*
Assistant Director
(Operational Services)
UPPER SPRINGFIELD
BOARD MEMBERS

Noel Rooney        Chair
Seamus O’Prey      Chair, Finance, Risk and Audit Committee
Des Hewitt         Chair, Human Resources and Personnel
Niall Enright      Board Members
Terry Enright      Board Members
Anita Gracey       Board Members
Geraldine Tierney  Board Members
Tommy Holland      Board Members
Steven Denny       Board Members
Grainne Leathem    Board Members
Francis Shaw       Board Members
Mairead Gilmartin  Board Members
Brenda Turnball    Board Members

Auditors:             Jones Peters
                      44 Elmwood Avenue
                      Belfast BT9 6AZ
                      Telephone: 028 9066 4638
                      Fax: 028 9068 2007

Solicitors:           Clever Fulton Rankin
                      50 Bedford Street,
                      Belfast, BT2 7FW
                      Telephone: 028 9024 3141

Company Secretary:   Donal Mc Kinney

Senior Management Team
Donal McKinney       Director
Ann-Marie Mervyn    Assistant Director
                     (Operational Services)
Anne McEvoy         Assistant Director
                     (Finance and Corporate Services)
### BALANCE SHEET AS AT 31st DECEMBER 2010

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed assets</td>
<td>26,878</td>
<td>39,863</td>
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<tr>
<td>Current assets</td>
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<tr>
<td>Debtors</td>
<td>1,935,271</td>
<td>1,947,043</td>
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<tr>
<td>Cash at bank and in hand</td>
<td>14,512</td>
<td>46,512</td>
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<tr>
<td></td>
<td>1,949,783</td>
<td>1,993,555</td>
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<tr>
<td>Creditors:</td>
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<tr>
<td>Amounts falling due</td>
<td></td>
<td></td>
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<tr>
<td>within one year</td>
<td>-117,931</td>
<td>-79,727</td>
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<tr>
<td>Net current assets</td>
<td>1,831,852</td>
<td>1,913,828</td>
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<tr>
<td>Net assets</td>
<td>1,858,730</td>
<td>1,953,691</td>
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**Represented by:**

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
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<tbody>
<tr>
<td>Unrestricted funds</td>
<td>1,710,165</td>
<td>9,505</td>
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<tr>
<td>Restricted funds</td>
<td>148,565</td>
<td>1,944,186</td>
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<tr>
<td></td>
<td>1,858,730</td>
<td>1,953,691</td>
</tr>
</tbody>
</table>

Seamus O’Prey        Terry Enright
Director             Director
Sources of Income

- Donations and small grants: £148,865
- Eastern Childcare Partnership: £345,002
- Sports Council for NI: £14,546
- OFMDFM: £17,774
- NI Housing Executive: £32,196
- DEL: £214,705
- BRU/DSI: £506,501
- Arts Council for NI: £18,167
- Belfast Health & Social Care Trust: £220,550
- International Fund for Ireland: £18,424
- Social Economy Fund: £68,094
- European Social Fund: £131,340
- Top of the Rock Ltd – Gift Aid: £93,352
- Earned Income: £339,316

Total Income: £2,302,942
### Sources of Expenditure

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Staff Costs</td>
<td>600,289</td>
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<tr>
<td>Premises Costs</td>
<td>132,946</td>
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<tr>
<td>Training Costs</td>
<td>60,990</td>
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<tr>
<td>Other operating Costs</td>
<td>95,918</td>
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<tr>
<td>Programme Delivery</td>
<td>3,482,464</td>
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<tr>
<td>Professional Fees</td>
<td>16,247</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>£2,381,903</strong></td>
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</table>

### Total incoming resources

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations and grants</td>
<td>114,126</td>
</tr>
<tr>
<td>Activities to further the charities</td>
<td>1,904,871</td>
</tr>
<tr>
<td>Activities for generating funds</td>
<td>283,545</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£2,302,942</strong></td>
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</tbody>
</table>

### Total resources expended

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct programme expenditure</td>
<td>1,681,592</td>
</tr>
<tr>
<td>Management and administration</td>
<td>629,423</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£2,307,935</strong></td>
</tr>
</tbody>
</table>

![Pie charts showing sources of expenditure and total resources](chart.png)