

# Action Progress Report



2022 / Galway City (26-1)

**Goal 1**      **Action: (2022) 1.1 Community Engagement**

	Action Target	Actual
KPI 1	10	6
KPI 2	N/A	

## Planned Action Outcomes

G1 - 1:1 Needs of local communities and groups are identified, represented and integrated through local planning and service delivery.

G1 - 1:2 Local social inclusion and equality issues are addressed by local community groups.

## Action Progress Report

### Mid-year update

Significant Community Engagement work has been carried out since Jan across the city.

Two Community Café spaces are now running each week in both Westside and Ballybane. The Ballybane Café space is an initiative of the Ballybane Taskforce with significant support provided by GCP. The provision of the Café space has been a welcome addition to the community and each week between 8 to 12 people on average come to meet up, chat, have coffee and a scone. The benefits of this space are many with people stating that they are isolated, lonely, and find this opportunity to leave the house and meet people as invaluable. It's also becoming a great way for people to find out about what's happening across their community. Many of those that have attended at the Community Café have now joined local groups, started attending GRETB run courses run locally and have taken part in many activities that they would never have heard about were it not for the Café.

Bean Deas is a newly established group based in Ballybane. The group have engaged in a series of planning and capacity building sessions run by the CD worker. They have also engaged with GRETB and explored working through the medium of art as a means of identifying local actions that can make a positive impact across their community.

Eastside Community Drama has been supported by the CD worker to apply for the following grants:

- GRETB Community Education (Drumming Course)
- GCC Arts Grant

The group has also been supported to develop a promotional campaign as they lost a number of members during covid.

GCP has supported the establishment of Sliabh Rua Residents Group. The group are still in the forming stage and are working on building group dynamics, planning and are being supported to develop their capacity by learning about group roles. They are currently working on preparing a funding application to GCC for development of their estate.

### End of year update

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G1 - 1:1 Needs of local communities and groups are identified, represented and integrated through local planning and service delivery.	2
G1 - 1:2 Local social inclusion and equality issues are addressed by local community groups.	3
G1 - 2:2 Local community groups have a greater capacity to address the social inclusion needs of the communities they serve or represent.	2

<b>Goal 1</b>	<b>Action: (2022) 1.2 Supporting Communities</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	26	19
<b>KPI 2</b>	N/A	

**Planned Action Outcomes**

G1 - 2:2 Local community groups have a greater capacity to address the social inclusion needs of the communities they serve or represent.
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**Action Progress Report**

**Mid-year update**

**LCG Training**

The CD Team have recently rolled out workshops in two locations across the city focusing on strengthening groups capacity, increasing their awareness of roles, responsibilities and also helping groups to learn about securing resources for their group. Many of those who attended the workshops had never previously engaged in group capacity building training and feedback has been very positive. GRETB provided funding for these workshops to be rolled out.

The Ballybane Taskforce, supported by GCP staff have developed and launched the Eastside Urban Walking Routes which maps out scenic routes across Ballybane, Doughiska and Roscam. The launch of these mapped routes has spurred on locals to form -with assistance from GCP and the Sports Hub – the establishment of a new walking group in the east of the city. This group meets weekly and members of the group are now leading out on walks of differing lengths and difficulty across the east of the city. The Taskforce is currently working with Galway City Council around the development of a sensory garden space in the area. This has been progressing for many months now and with the support of GCP the group hopes to be able to successfully develop this initiative before the end of the year.

The Ballybane Community Garden continues to be a fantastic source of physical, social and mental well being for so many people in Ballybane. GCP continues to support this group with assistance provided in the areas of planning their community engagement strategies for the year, identifying and securing funding, delivery of tailored workshops with a focus on attracting new volunteers to the garden.

The Ballybane Mixed Craft Recycling Group have developed a project with focuses on the needs of people with dementia and specifically Alzheimer’s across the city through their creation of Sensory cushions and fiddle blankets. The group spent a significant amount of time researching, planning and then developing their product and are now at the stage of reaching out to Nursing Homes, and providers of care for older people across our community. GCP have supported this group on a weekly basis since January.

The Community Development Team have responded to the needs of Ukrainians in Galway in a number of ways. Individuals have been supported by providing them with information, advocacy, advice and signposting. Staff also attended at the Ukrainian Contact Centre’s over a six week period providing information.

**Ballinfoile Pavee Lacken Women’s Group**

This group is primarily focused on building capacity and social support for Traveller women living in the Ballinfoile area. This group meet every Friday morning and are participating in a wellbeing and art program facilitated by a GRETB tutor. The group is also supported by the Ballinfoile GCP community worker who is in regular contact with group members in terms of helping to build capacity and to address identified needs within the Traveller community in the area. The group are hoping to develop a large canvas which will reflect important aspects of their culture and will be displayed in the Ballinfoile Castlegar Neighbourhood Centre in Autumn 2022.

**The Oak Tree Community Group**

The Oak Tree Group is a group of senior citizens in Galway city, which was formed during lockdown, in the Winter of 2020, in partnership with Galway City Partnership, Cope Galway, Galway Contact, Age Action Galway and the Community Garda. They have been meeting face to face once a week on a Tuesday morning since November 2021 and are supported by the Ballinfoile GCP community worker and GRETB. This group also participates in gentle exercise. This group has played a significant role in reducing isolation and loneliness in communities both during and after Covid.

**Ballinfoile Mór Community Garden**

This garden is a wonderful source of physical, social, and mental wellbeing for so many people in Ballinfoile.

GCP supports this group in the areas of planning their community engagement strategies for the year, identifying, and securing funding for training workshops and helping the group to attract new volunteers to the garden. The group carried out a lot of work in 2021 with funding from the LCDC which created an outdoor space to be used by both the garden group and other local community groups to meet up in a safe way which was fantastic during Covid 19. The group are currently planning their AGM and key members of the group have recently participated in GRETB training on Committee Skills and Funding Application. The group will be supported by GCP to apply for funding from Let's Get Galway Growing and GRETB for Autumn 2022. They intend to focus on developing the accessibility of the garden to make it accessible to all people within the community. The group are hoping to have a Harvest Gathering in Autumn 2022 and will be supported by the community development team and Healthy Galway City.

Ballinfoile Remembrance Garden was developed during 2020 and 2021 and has grown from strength to strength in 2022 with more volunteers being able to get involved. With the support of GCP the group set up a committee and have had numerous planning meetings over the past number of months. It was established as a space for people to go and sit and reflect during Covid 19. It was particularly lovely for people who were bereaved during Covid indeed before Covid. Friends and family of lost ones can come and sow some seeds and plant some bulbs. It also is a place that the community get to see the flowers, bulbs, and trees they planted and continue to nurture for their loved one's blossom and bloom.

#### Ballinfoile Baile An Chóiste Women's Group

This group is supported by the GCP community worker. They meet every Monday morning and have recently completed an 8-week gentle exercise and yoga class supported by GRETB. They provide a welcoming and inclusive space for women in the local community to meet, make new friends and learn new skills. The GCP community worker will support this group with their application for funding for Autumn 2022.

#### North Galway City Community Choir

This group is supported by the GCP community worker. They meet every Wednesday evening and provide a welcoming space for people from the community to get together through music. They have just completed a 8 week program supported by GRETB which was wonderful after not being able to meet for almost 2 years. The GCP community worker will support this group with their application for funding for Autumn 2022.

#### Pernet

Pernet has been supported by the CD worker to apply for and has been awarded the GRETB Community Education for the purpose of carrying out Grief and Loss workshops.

Two in-person meetings took place with the coordinator to evaluate the work of the group and next steps.

#### United Women

United Women is a new community group (set up at end of 2021) of women living in Direct Provision in Galway city. They are being supported by the GCP CD worker and BRIDGE Project. The group meet every week (currently every Friday 10.00am-12.00pm). They carried out three weeks of Cultural Café where members gave a presentation on their respective countries and shared traditional food with other members.

Their weekly meetings have also included an information session on BRIDGE services and an input from GCom Community Radio. Members also took part in an International Women's Day Coffee Morning event with inputs from NUIG Human Rights Department.

They are currently engaging in an 8-week Sewing Course funded by GRETB.

One of the members recently received a nomination certificate for Galway City Council Mayor's Award for her community and voluntary activity.

The group will look at forming a committee at the end of this term.

#### Walkthetalk

Walkthetalk is a migrant led walking group for people living in Direct Provision and the wider community. The group has just become active again since the pandemic and had their first hike in May 2022. The CD worker is arranging to meet the group for a planning meeting in the coming weeks.

#### Westside Men's Club

Westside Men's Club meet every Mon evening to support men experiencing isolation in the area. The group have engaged in a discussion and reflection process on applying a Community Development Framework to their work as a group.

#### Westside Community Organic Garden

Westside Community Organic Garden meet every Wed morning. The group has been supported by the CD worker to apply for and has been awarded the following grants:

- GCC Community Activities Fund (Fencing to protect Polytunnel)
- GRETB Community Education (Beginners and Advanced Gardening Course)

The group has also applied for the GCC Community Amenity Grant Scheme (for garden equipment) and is awaiting on outcome on this.

A concrete compost bin will be constructed in the garden to provide a permanent compost station and plastic matting will be laid in the polytunnel to ensure wheelchair access.

The group will also be supported to make an application for the Let's Get Galway Growing grant to fund a sensory garden.

End of year update

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G1 - 1:1 Needs of local communities and groups are identified, represented and integrated through local planning and service delivery.	1
G1 - 1:2 Local social inclusion and equality issues are addressed by local community groups.	9
G1 - 2:2 Local community groups have a greater capacity to address the social inclusion needs of the communities they serve or represent.	14
G1 - 4:1 Local community groups work with local service providers to develop and implement initiatives addressing social exclusion and inequality.	1

<b>Goal 1</b>	<b>Action: (2022) 1.3 Community Participation and Collaboration</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	7	4
<b>KPI 2</b>	N/A	

### Planned Action Outcomes

G1 - 3:1 SICAP target groups and community groups are represented and actively participate in decision-making structures.

G1 - 4:1 Local community groups work with local service providers to develop and implement initiatives addressing social exclusion and inequality.

### Action Progress Report

#### Mid-year update

GCP plays an active role in the Community Response to Domestic Abuse Network. This Network was established in 2000 with representation from seventeen active voluntary Community Development Projects, Family Resource Centre's and a Support Agency. Following the closure of the community development programme, the membership of the Network then comprised Family Resource Centre's from Galway, Mayo and Roscommon, Galway City Partnership, South Mayo Partnership, together with frontline domestic violence organisations, COPE Galway Domestic Abuse Service, Domestic Violence Response (DVR), Mayo Women's Support Services and Roscommon Safe Link. Over the years the Network has worked towards our Vision and Mission statements below; Vision-The elimination of abuse against women, and a society where women have equality, respect and safety, and are free from control. Mission - To promote a collective, community based response to domestic abuse, by working collaboratively as a Network in solidarity with women and our communities to challenge all forms of domestic abuse and coercive control - raising awareness, developing resources and promoting best practice. Since January GCP have supported the network to develop their annual plan, formalised an induction process for new members, developed a funding proposal for the Awareness Raising Conference which we intend to run next November and become an integral part of the Operations Committee of the network.

The LGBT+ Interagency Group for Galway City & County has developed and launched a Public Recognition Marker. Part of the work of the Group is to develop initiatives to raise awareness and to build the capacity of employers and public service providers to understand and respond to LGBTI+ needs. On April 11th the group launched a Public Recognition Marker which local groups, organisations and businesses across the city and county are now using to demonstrate to the public that they are a LGBTIQ+ friendly-service. In addition to this the LGBT+ Group, of which GCP is actively involved, developed and launched a Resource Pack. The Pack contains a sample code of practice for organisations, along with a description of the role of the code of practice leader. Information is also provided on available training, support services and a list of helpful definitions. This Resource Pack was officially launched on Tuesday May 17th to a packed audience and a lot of energy and enthusiasm.

#### Access For All

Access For All have been supported by the CD worker in facilitating monthly hybrid meetings for all members. Events so far have included:

- St. Patrick's Day Parade
- International Women's Day Coffee Morning (with guest speaker from Human Rights Department of NUIG)

The CD worker supported the network in completing the DPAF grant application process whereby an Access Together Galway Project Officer will be employed by Galway City Partnership to roll out the Gold Star Initiative for improved universal access in Galway city.

The CD worker also supported members to build a Terms of Reference for the network via an independent facilitator.

#### Westside Arts Festival

The CD worker sits on the committee for the Westside Arts Festival which will take place from 13th-16th July. The CD worker holds the role of Volunteer Officer and will coordinate volunteers for the festival.

#### Early Years

GCP is a member of the steering group of the Early Years programme that is led out by HSE Health Promotion. Our participation ensures an emphasis is placed on social inclusion and areas of disadvantage. Through our direct involvement with communities of interest and place we are placed in a position where we can highlight areas of concern and promote community engagement and participation. GCP ensures the direct targeting of groups who are excluded from mainstream programmes. The Weaning Workshops continue to take place online where there has been a high uptake amongst the general population of parents. GCP has highlighted the need to focus on targeting of specific groups through in person sessions and engagement with peer support in these communities. GCP have initiated work with Galway Traveller Movement, The Bridge Project and homeless services.

GCP is a regular contributor to the Active Play Committee, HSE, and is involved in the roll out of the work plan for 2022.

#### Let's Get Galway Growing

GCP coordinates nine community gardens across Galway City. These are in disadvantaged communities and communities of interest such as older people, asylum seekers & refugees and homeless services. The value of health and wellbeing, in addition to sustainability, is emphasised through the shared learning and engagement across the gardens. GCP supports the inclusion of those who otherwise may be excluded and promotes shared learning and training amongst the gardens.

#### Galway African Diaspora

Galway African Diaspora has been supported by the CD worker to apply for and has been awarded the following grants:

- GCC Community Activities Fund (Marquee & Congas)
- GRETB Community Education (Drumming Course)
- GCC Arts Grant (Afro Music Nights)
- Irish Aid Africa Day Grant

The group has also been supported to put in place their own public liability insurance. One member attended training for community groups on Committee Skills. They are also linking in with the Social Enterprise worker in GCP to explore the option of becoming a social enterprise.

#### Galway Deaf Centre

Galway Deaf Centre has been supported by the CD worker to apply for and has been awarded the following grants:

- GCC Community Activities Fund (iPad for use by members in Middle St venue)
- GRETB Community Education (3 x week course on Deafhood)

Two members of the committee also attended training for community groups on Committee Skills and Funding Applications. The group has also engaged in a discussion and reflection session on applying a Community Development Framework to their work. More sessions on this to be arranged.

#### Westside Coffee Morning

Westside Coffee Morning takes place every Friday from 10.00am-12.00pm and is open to all the community. Attendance has been excellent and, most recently, has included a large number of Ukrainians. It has been a very positive initiative in the community.

#### Ballinfoile Parent and Toddler Group (Mini Generations Music Program).

This group is in the initial stages of formation and is being supported by the community worker in GCP. The group are currently participating in an 8-week Mini Muis Generations Program for children from 0 to 3 which is a collaboration between GCP, Music Generation GRETB, Galway Childcare Committee and Tusla. This is a project that evolved from the needs analysis carried out for the Ballinfoile Area on behalf of the city North network in 2019.

#### Ballinfoile Youth Taster Program

This project will continue to support targeted families with children living in the Ballinfoile area as well as reach out to the wider community. The Ballinfoile Castlegar Neighbourhood Centre is central to the success of this pilot project. Engagement from members of the community with the centre has improved since the completion of phase 1. As well as enhancing the work of key organisations on the network, this project complements the work of the SICAP program in GCP which addresses high and persistent levels of deprivation through targeted and innovative locally led approaches. As with phase 1 children living in the area between the ages of 6 and 18 are being given the opportunity to participate in a variety of theme-based sessions. This is coordinated by the GCP Community Worker and the key services on the network have identified suitable facilitators as well as identified the children for the four programs. In addition to the programs running in the centre, the key stakeholders in this project will work on the production of a video which will capture the voices of the young people participating in the taster programs and the voices of other young people living in the community to ensure their needs are addressed and their voices are heard. This is also being coordinated by the community

worker in GCP.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G1 - 1:2 Local social inclusion and equality issues are addressed by local community groups.	2
G1 - 3:1 SICAP target groups and community groups are represented and actively participate in decision-making structures.	1
G1 - 4:1 Local community groups work with local service providers to develop and implement initiatives addressing social exclusion and inequality.	1
G1 - 4:2 Collaboration and co-operation between relevant stakeholders in addressing social exclusion and inequality is increased.	4



<b>Goal 1</b>	<b>Action: (2022) 1.4 Developing Social Enterprise</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	0	
<b>KPI 2</b>	N/A	

### Planned Action Outcomes

G1 - 5:1 Contribute to a social enterprise sector locally and support social enterprises contribute to achieving SICAP outcomes.

G1 - 5:2 Social enterprises supported by SICAP are stronger and more able to contribute to local economic and community development.

G1 - 5:3 Social enterprises supported by SICAP provide training, volunteering and employment opportunities for SICAP target groups.

### Action Progress Report

#### Mid-year update

Social Enterprise in Galway City Partnership has continued to work with existing SEs throughout the first half of 2022. This has been through the provision of both targeted information and regular group mails. A number of SEs received intensive support from the social enterprise worker in relation to income generation, development of policies, board development, access to training, access to information for grants and support for funding applications. Support is given to existing SEs, those who are in the initial stages of development and potential new SEs.

The first half of 2022 has been a busy time for social enterprise through the following programmes: Social Enterprise Regeneration Programme (SERP) – the SE worker was a central point for the dissemination of information to all SEs in Galway City through her active membership of the SERP steering group. This was carried out through mail shots and the use of social media. She also targeted individual SEs who needed individual support in the areas of digital marketing, social media for business income generation, strategic planning etc.

Awareness Raising Initiative for Social Enterprises (ARISE) – GCP carried out a very successful awareness raising campaign throughout the first half of 2022. This was through print media (Galway Advertiser), local radio (Galway Bay FM, Connemara Community Radio, Go Com Radio), six videos made of SEs and a social media campaign (Facebook and This is Galway online platform).

Networking – the SE worker was central to the formation of Galway City Social Enterprise Collective. This is a collective made up of 6 SEs who will look at expansion in the second half of the year. Promotion was through the ARISE programme where the SEs worked in a collective manner in highlighting the benefits and social impact of SEs.

ILDN SE Working Group – the SE worker has taken on a central role as part of the national working group for upcoming SE summit on June the 29th. She has been key in identification of key note speakers and supporting a Galway City based SE in being the only SE to give a key note address. The SE worker will facilitate a national workshop around funding with Rethink Ireland.

Sandy Road SE Hub – the SE worker manages GCP SE space in Sandy Road. She has continued to upgrade the space through accessing grants (Galway City Council Community Activities Fund). This allowed for the upgrading of heating, installation of air monitors and HEPA equipment. This also furnished a breakout space provided for by a SE engaged in upcycling and thus supporting the circular economy. Intensive support is given to BounceBack Upcycling and Go Com Community Radio who are based in Sandy Road SE Hub. These are both SEs who target ethnic minorities through employment and information.

#### End of year update

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G1 - 5:1 Contribute to a social enterprise sector locally and support social enterprises contribute to achieving SICAP outcomes.	5

<b>Goal 1</b>	<b>Action: (2022) 1.5 Monitoring SICAP and its impact on collaborative Social Inclusion actions</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	1
<b>KPI 2</b>	N/A	

**Planned Action Outcomes**

G1 - 4:2 Collaboration and co-operation between relevant stakeholders in addressing social exclusion and inequality is increased.

**Action Progress Report**

**Mid-year update**

The Traveller Interagency Group has met twice and actions in relation to 3 Strategic objectives are being progressed. A series of meetings for the remainder of the year have been agreed. The Social Inclusion Group continues to meet and is engaging in a number of workshops to undertake a Public Sector Duty assessment of the LECP. Age Friendly - Meetings have been attended and a workplan agreed. GCP supporting the establishment of a new Older Persons Council in the City. A part-time worker has been employed to support the role employed by GCP and funded by Galway City Council. We continue to build on this collaboration. Community Development Methodology - Community staff and GCP management continue to meet with John Canavan of NUI Galway. Community Development framework is being piloted in each of our geographic areas with a range of local groups. The Community Response Committee set up to oversee local response to the Covid-19 pandemic has remained in place and has changed its focus to meet the emergency need to respond to the Ukrainian crisis through the city council. We are also working in collaboration with the HSE to support the information hubs set up around the city to provide information for refugees. We have seconded one of the SICAP workers to a full-time role with the HSE Health support, she is in an ideal position to provide us with information on what the emergency need is and what we can provide through SICAP. Case Study- mental health has been chosen as this year's case study and will include a video production.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G1 - 2:2 Local community groups have a greater capacity to address the social inclusion needs of the communities they serve or represent.	1
G1 - 4:2 Collaboration and co-operation between relevant stakeholders in addressing social exclusion and inequality is increased.	3

<b>Goal 2</b>	<b>Action: (2022) 2.1 Early Childhood and Primary Education Supports</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	0	
<b>KPI 2</b>	0	

**Planned Action Outcomes**

G2 - 3:2 Children and their families are supported in education and personal development
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**Action Progress Report**

**Mid-year update**

The long term impact of school closures and other disruptions caused by Covid 19 restrictions are still being felt by parents, children and the wider school community. Although schools remained open in 2022 there has been a high rate of absenteeism amongst both children and their teachers. In response to requests from principals the planned delivery of the Dina in the Classroom programme was delayed until after the February mid-term break. As restrictions eased the programme was extended to four city schools across three year groups. The Wellbeing with Wally videos which were developed during the first lockdown to support young children continue to be used by schools and parents.

Collaborative work has continued with HSCLs, the School Completion Programme and other agencies to support children and families from disadvantaged areas. Resources are being provided to local DEIS schools to support new parents with School Readiness. The video created collaboratively last year in lieu of the real time programme, has been recirculated to schools to support parents with this transition. School Readiness Packs will also be circulated over the summer to children in homeless services/direct provision centres and to Ukrainian centres/families within current resources.

Participation on a Post Primary Transfer group of the three tiers of TESS (EWO/SCP/HSCL) has highlighted the issues parents have faced since changes to the second level application process. In response to this identified need a video to support parents/young people with post primary transfer was produced by SICAP in collaboration with HSCLs. The video 'The When, Where and How of applying for a secondary school place', is on the Galway City Partnership website alongside an application checklist and listing of Galway city secondary schools contact details. The video will be used to target fifth class parents/students in May/June and then again in September/August when students reach sixth class and are completing the application process.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 3:2.1 Education and personal development supports (Children & families)	468
G2 - 3:1 Local communities and statutory stakeholders develop holistic approaches to address early school leaving.	6

<b>Goal 2</b>	<b>Action: (2022) 2.10 Information and Communication Supports</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	20	11

**Planned Action Outcomes**

G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.
G2 - 1:2 SICAP clients increase their participation in civic life, education and/or employment.
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.
G2 - 4:1 SICAP clients are better prepared to enter the labour market.
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.

**Action Progress Report**

**Mid-year update**

The Information and Communication Action has been actively promoting SICAP programme supports via traditional and Social Media Platforms, it has been vitally important following the lifting of the COVID Restrictive Measures that we achieve maximum reach into the community with timely and accurate information of our services. We have made extensive use of our local Newspapers to promote our work and this has driven a considerable amount of traffic to our website. A number of informational videos offering resources for Parents and Guardians of School age children have been widely circulated and very well received, It is proposed to revamp our site to include more of this 'work product' which is available 24/7. The information Officer has been providing information on supports and assistance to personal callers to our office. The demand for these services has been especially acute with the arrival of large numbers of Ukrainian Refugees to the City. A great deal of 'signposting' to services has been done as well as practical assistance with form-filling etc, many of these callers have been referred to our English Language Supports. A number of referrals have been made to our online Personal Development Course, these individuals are being supported during the duration of the course and beyond.

A new Social Media Policy for the Company is being developed and internal intra-agency referral systems are being rolled-out.

The Information Officer continues to liaise with other agencies and bodies to ensure that our work is promoted and opportunities for collaboration are not missed.

Preparations are at an advanced stage for a number of Focus Groups across the City, designed to listen to the needs of those living in disadvantaged communities and in particular to reach out to the Roma across the City.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.	8
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	11

<b>Goal 2</b>	<b>Action: (2022) 2.2 Second Level Education Support</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	0	
<b>KPI 2</b>	0	

### Planned Action Outcomes

G2 - 3:2 Children and their families are supported in education and personal development
G2 - 3:3 Young people at risk of early school leaving remain within the education system.

### Action Progress Report

#### Mid-year update

The long term impact of school closures and other disruptions during Covid 19 restrictions are still being felt by parents, young people and the wider school community. 'Irelands Education Yearbook ' (December 21) states that the move to remote learning and the general disruption of the last two years has had a particularly negative impact on students from socio-economically disadvantaged backgrounds and this has been verified by the Galway City schools. Although schools remained open in 2022 there has been a higher rate of absenteeism than in normal times amongst both students and teaching staff, this has impacted on the number of contact teaching hours which impacts all students but in particular Junior and Leaving Cert exam candidates.. Through collaborative interagency work with HSCLs and the School Completion Programme additional study provision has been provided for targeted students in Galway Community College and Coláiste Muire Máthair.

Participation on a Post Primary Transfer group of the three tiers of TESS (EWO/SCP/HSCL) has highlighted the issues parents have faced since changes to the second level application process. In response to this identified need, a video to support parents/young people with post primary transfer was produced by SICAP in collaboration with HSCLs. The video 'The When, Where and How of applying for a secondary school place', is on the Galway City Partnership website alongside an application checklist and listing of Galway city secondary schools contact details. The video will be used to target fifth class parents/students in May/June and then again in September/August when students reach sixth class and are completing the application process. In addition the video is a resource to target families experiencing inter-generational educational disadvantage and has been circulated to agencies working directly with such families.

#### End of year update

### Action Outcome Results

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 3:3.1 Supports to remain within education system for those at risk of early school leaving (Children & families)	47
G2 - 3:1 Local communities and statutory stakeholders develop holistic approaches to address early school leaving.	4

<b>Goal 2</b>	<b>Action: (2022) 2.3 Return to Learning through Community Education</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	72	81

**Planned Action Outcomes**

G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.
G2 - 2:2 SICAP clients participate in lifelong learning.
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.

**Action Progress Report**

**Mid-year update**

To date over 70 individuals have been supported through information and participation on unaccredited community education courses.

**Older Peoples support**

We continued the Ageing well programme into 2022 which provided targeted support through IT technology using the acorn tablets purchased through GCP and Galway City Council funds in 2021. Coming out of Covid-19 and the isolation felt by older people the group decided they wanted to keep in contact, the Community Development worker in Ballinfoille set up a safe space for a weekly social gathering. A number of the group were referred to other supports and are participating on community courses and the Personal Development course. Contact has been maintained with the Individuals on a regular basis and we will address their need for the second half of 2022.

The Personal Development course focused on client wellbeing post Covid and explored different avenues, both individual and group methods, to improving mental health. A significant number of people expressed interest and attended, underlining the definite need for such a support. Referrals came from Rehabcare, DSP, HSE and Galway Simon. A substantial number of referrals were previously unregistered SICAP clients. Considerable interest was expressed by existing clients of the Galway City Partnership. Similar courses are planned for later in the year.

With the relaxation of Covid19 restrictions unaccredited courses, run in conjunction with the GRETB, made a welcome return to the Westside and Ballybane Resource Centres. The Westside hosted a morning Art class and an afternoon Cookery class while the Ballybane Resource Centre was the venue for the Yoga class. All three courses ran for one day per week, over a period of ten weeks and started in early March, finishing in late May with the exception of the Art class which was extended until the end of June. The courses proved difficult to coordinate due to complications arising with two of the tutors having to isolate due to Covid on a number of occasions. A large number of the participants comprised of older people, and care was taken to shield them against illness. The Resource Centres continued with Covid guidelines such as mask wearing and social distancing even after the Government advised that these measures were no longer required. The class numbers were kept to a maximum of 12 people in the Westside and the Yoga class in Ballybane accommodated 16 due to the larger size of the hall and the fact that participants were naturally spread further apart while practising Yoga. These classes were successful in that participants were delighted with the opportunity to learn and interact socially post Covid. Coordination of the classes included weekly visits to ensure both tutors' and learners' safety and satisfaction. Other unaccredited courses, in conjunction with GRETB, are planned for later in 2022.

Telephone contact has been maintained with old and new clients. One to one meetings have returned and primarily deal with long term unemployed and people living locally in Direct Provision. It is noteworthy that



longer telephone conversations with some of our older clients have become the norm, especially those who are anxious about returning to one to one classes. Options such as the online Personal Development course has proved useful in this circumstance.

Collaboration with GRETB, local Disability Groups, GTM, Direct Provision Centres, local DEIS schools, Older People groups, Homeless Services, Family Services and GCP colleagues continues and is reflected in course participation.

**End of year update**

**Action Outcome Results**

SICAP Outcome	No. of Beneficiaries
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.	29
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	93
G2 - 4:1 SICAP clients are better prepared to enter the labour market.	1
G2 - 5:1 SICAP clients, particularly those on low incomes, move into more sustainable and better quality employment.	1
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.	36

<b>Goal 2</b>	<b>Action: (2022) 2.4 Supporting Access to Accredited Education</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	50	33

**Planned Action Outcomes**

G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.
G2 - 2:2 SICAP clients participate in lifelong learning.
G2 - 4:1 SICAP clients are better prepared to enter the labour market.
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.

**Action Progress Report**

**Mid-year update**

32 individuals have been supported to date through information and participation on accredited courses. SICAP provided funding for a QQI Level 4 HACCP ( Hazard Analysis Critical Control Points) course which started on Wednesday 2/3/2022 and finished on Thursday 3/3 at the Ballinfoile Castlegar Neighbourhood Centre. Participants on the course included the long- term unemployed and people living in Direct Provision. Since 1998, it has been a legal requirement for all food businesses to have a food safety management system based on the principles of HACCP in Ireland. A high number of job vacancies remain available in the hospitality/ food industries around Galway city and county and the provision of HACCP courses will provide our clients with the required qualification to fill these positions.

Referrals for alternative supports, primarily to the Local Employment Service Network (LESN) and Vocational Training Opportunities Scheme (VTOS), continued. The LESN remains a hugely beneficial service to provide funding for courses specifically geared towards the needs of clients. Since the ending of Covid -19 restrictions, several individuals have presented with their own study plans, i.e. their preferred course, start date, end date, whether the course is full time or part time, and the LESN can work with these learners on an individual needs basis. The other alternative is VTOS which provide full time courses in Healthcare, Business and IT etc. Access to courses are slightly more restricted in this case as people living in Direct Provision must have their Stamp 4 certification, and all learners must commit to a more substantial full time year long course at a minimum. Assistance is provided on an on-going basis for people to register on fetch.ie which provides access to all of the online, part-time and full-time GRETB courses.

A grant was provided in 2021 to one individual to cover a registration fee for a Biomedical Science/ Laboratory Techniques course at the Galway Community College (GCC). The student completed the course successfully and is currently hoping to progress to a more advanced course at GMIT in September 2022. Ongoing support is provided.

Preliminary research has been conducted into the possibility of providing an industry certified boxing coaching qualification in conjunction with the Irish Amateur Boxing Association (IABA) and the Galway Boxing Gym. A series of meetings have been held with the Galway Boxing Gym's trainer who provides services for a large group of youths/ adults. A significant number of the service users are Travellers and the trainer is finding it increasingly difficult to cater for the growing demand. A number of boxers at the club have expressed their interest in attaining a coaching qualification and the IABA have provided detail on requirements regarding same and also assured the provision of a Level 1 Coaching course in 2022.

Information on the range of services provided through SICAP and other programmes within GCP have led to Individual referrals where appropriate appropriate. To date in 2022, the primary services utilised have been Employment Supports, English classes and the Galway Migrant Service.

Continued one to one and phone support/ contact has been maintained with as many learners as possible to record progress and determine further educational supports.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	44
G2 - 2:2 SICAP clients participate in lifelong learning.	14
G2 - 4:1 SICAP clients are better prepared to enter the labour market.	2
G2 - 5:1 SICAP clients, particularly those on low incomes, move into more sustainable and better quality employment.	4
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.	7

<b>Goal 2</b>	<b>Action: (2022) 2.6 Employment &amp; Labour Market Supports</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	100	62

**Planned Action Outcomes**

G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.
G2 - 4:1 SICAP clients are better prepared to enter the labour market.
G2 - 4:2 SICAP clients are supported to remain in work through receipt of ongoing in-work supports.
G2 - 5:1 SICAP clients, particularly those on low incomes, move into more sustainable and better quality employment.

**Action Progress Report**

**Mid-year update**

The call for employment and labour supports post covid-19 has notably increased with the market being flush with employment opportunities. The first 5 months of the year have been busy and productive. clients are presenting with multiple social barriers apart from being long term unemployed.

Over 20% of the number of individuals supported progressed into employment. This was the result of one-to-one support specifically preparing/supporting people to find employment through CV preparation, interview support and Labour Market training.

In the first 5 months of 2022 7 labour market courses took place, 4 x Manual Handling & 3 x Safe Pass the demand for these courses is very high with waiting lists for both. Of the total number of 61 individuals supported, 21 of those identified as Irish Traveller (34%), these courses are one day and the completion rate is excellent, for some Individuals it is the first time they have participated on a course and taken an exam/test, it is a huge achievement. Wrap around services are important to the attendance at courses, phone calls, meetings, attending on the day and follow ups are all part of the reason the courses are so well attended.

There has been significant amount of referrals from the English Language classes. Several Ukrainian Refugees who have accessed English Language support have been given one-to-one CV support this was difficult and time consuming as the language was a barrier and in google translate was being used, we may need to look at using a translator or translation services to provide this service.

Both Manual Handling & Safe Pass training remain in high demand and referrals continue to come from various organisations external to Galway City Partnership including Cope, Galway Traveler Movement, Brothers of Charity, Simon Community, Dochas, Direct Provision Centers and the Department of Social Welfare. In addition, there are referrals internal to Galway City Partnership including Local Employment Service Network, Tus, Youth Advocacy, Pathways to Employment & the Bridge Project.

This is keeping with the interagency approach GCP practices in getting to individuals who most need the supports. However, word of mouth also played a significant role in referrals this year as people hear about supports through friends/family who have engaged with the Employment Supports Officer previously.

Individuals supported under this action were referred to other services provided within GCP, namely HACCP training, English Classes and to the new online Personal Development Course.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.	3
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	2
G2 - 2:2 SICAP clients participate in lifelong learning.	49
G2 - 4:1 SICAP clients are better prepared to enter the labour market.	58
G2 - 5:1 SICAP clients, particularly those on low incomes, move into more sustainable and better quality employment.	12

<b>Goal 2</b>	<b>Action: (2022) 2.7 Self Employment Supports</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	10	
<b>KPI 2</b>	100	76

### Planned Action Outcomes

G2 - 2:2 SICAP clients participate in lifelong learning.
G2 - 6:1 Individuals are supported into self-employment (including social entrepreneurship).
G2 - 6:2 SICAP clients who have progressed into self-employment (including social entrepreneurship) are supported to ensure the sustainability of their businesses.

### Action Progress Report

#### Mid-year update

Enterprise Development has continued to work at a rate in excess of 100% capacity for the duration of the first half of the year. This has manifested itself in longer telephone conversations with clients with a particular focus on businesses emerging from the COVID crisis.

74 clients have been engaged from a target of 100 with 30 clients referred to LEO for training support. Collaboration with the targeted entities has also proved successful with a marked increase in contact since April which coincided with the opening of society.

#### End of year update

### Action Outcome Results

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	1
G2 - 5:1 SICAP clients, particularly those on low incomes, move into more sustainable and better quality employment.	1
G2 - 6:1 Individuals are supported into self-employment (including social entrepreneurship).	63
G2 - 6:2 SICAP clients who have progressed into self-employment (including social entrepreneurship) are supported to ensure the sustainability of their businesses.	34

<b>Goal 2</b>	<b>Action: (2022) 2.8 Galway Migrant Service</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	60	28

**Planned Action Outcomes**

G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.
G2 - 1:2 SICAP clients increase their participation in civic life, education and/or employment.
G2 - 4:1 SICAP clients are better prepared to enter the labour market.
G2 - 4:2 SICAP clients are supported to remain in work through receipt of ongoing in-work supports.
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.

**Action Progress Report**

**Mid-year update**

Between January and May 2022, the Galway Migrant Service has directly supported over 35 individuals from EU and non-EU countries. One IIN/INIS/GNIB and one Migrant Consultative Forum were attended to date. Due to the unfolding Ukrainian crisis and unprecedentedly high number of refugees from that country arriving in Ireland, all the efforts have been allocated to helping Ukrainian refugees. Therefore, the dates of the next meetings have not yet been decided. Since January 2022, GMS has continued to work with various local and national services and organisations, such as Department of Justice, Department of Employment Affairs and Social Protection, HSE West, Galway City and County Councils' Housing Departments, COPE Galway, Galway CIC and many more, and continues to operate it's well established and evidently successful referral system. Since the invasion of Ukraine began in February 2022, the numbers of Ukrainian refugees (Beneficiaries of Temporary Protection) arriving in the State, have continued to increase rapidly. It has become a matter of emergency to have dedicated services available for newly arriving Ukrainian citizens. Therefore, from 1st of April 2022, the GMS Development Officer has been appointed as a Migrant Health Liaison, under the HSE West Social Inclusion Unit, to work specifically with Ukrainian refugees arriving in the Galway Region.

A replacement Development Officer with the Galway Migrant Service took over the delivery of one-to-one advocacy and supports to the members of the migrant communities from 1st May 2022. The new DO has provided 41 individual interventions to date.

**End of year update**

**Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.	31
G2 - 4:2 SICAP clients are supported to remain in work through receipt of ongoing in-work supports.	1
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.	24



<b>Goal 2</b>	<b>Action: (2022) 2.9 English Language Supports</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	40	38

**Planned Action Outcomes**

G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.
G2 - 2:2 SICAP clients participate in lifelong learning.
G2 - 7:2 More joined-up referral systems are developed to help individuals access the right services.

**Action Progress Report**

**Mid-year update**

In-Person English language Tuition has resumed at GCP, there are currently Students availing of supports at all levels from Beginner to Advanced. Following the easing of the COVID-19 Restrictive Measures a recruitment process for volunteer tutors was successfully undertaken, these tutors underwent an induction and training programme before being placed in the classroom. A curriculum for each class across all levels was prepared and lesson plans were provided. It is welcomed that each Tutor will bring their own experience and expertise to the role, it is nevertheless important that there be some consistency of approach across the supports, not least as many students attend multiple classes .

The demand for classes remains extremely high, and even in normal times exceeds our capacity to deliver, there is ordinarily a waiting list at the commencement of each term, in recent months this situation has multiplied with the arrival of Ukrainian refugees to Galway city and county. In response to this unprecedented demand additional classes and supports were put in place, initially special classes were added for Ukrainian refugees which were designed to help with their reception and orientation. There was a considerable demand for assistance with form-filling and translation services, many of the students are mothers who needed support with finding school places for their children. Many students have been referred to our Employments Supports Officer who has been offering very important support with CV preparation and job-seeking advice. This work can be very time intensive due to the language barriers and difficulties in explaining local labour-market trends to people who are used to a very different jurisdiction. In addition to the formal classes which have been added to meet demand we have organised two informal 'Coffee and Conversation' mornings during which students can practice their speaking skills and socialise in a very relaxed and welcoming environment. These events have proven very popular with all students and it is not unusual to find a group from a dozen nationalities conversing in English, I can think of no better illustration of the value of a Social inclusion Programme. The English Language Supports are in many cases the gateway to migrant reception and integration.

Students are broadly from three groups: asylum seekers and refugees, people domiciled in the City who are looking to improve their language skills in order to secure work or training opportunities, and parents of school age children who wish to support their children with their schooling.

Tuition is currently provided by 8 volunteer Tutors and a SICAP Information worker who also coordinates the service delivery and supports the Tutors.

There are currently 40 students receiving supports, as well as 32 Ukrainian refugees who are not, as yet registered with the SICAP programme. In addition there are a further 52 Ukrainian Refugees on a waiting list for classes and an additional 19 students from other nationalities waiting for opportunities. All of these students have or will be referred to other services across the City, although these organisations are themselves struggling to cope with this unprecedented demand. The current provision of supports goes nowhere near close to meeting the demand across the City, in spite of the extraordinary generous dedication and generosity of the volunteers who deliver tuition.

Classes are delivered on 3 days a week, in the mornings, afternoons and evenings, starting at 10am and finishing at 9pm.

There are currently students from the following countries: Ukraine, Syria, Sudan, Somalia, Iran, Iraq, Congo, Ivory Coast, Nigeria, Tanzania, Brazil, Portugal, Bulgaria, Romania, Poland, Georgia, Lebanon, Algeria, Morocco, Pakistan, Egypt, Afghanistan, Latvia, Lithuania, and Estonia.

It is important to acknowledge that many students require incidental 'soft' supports in order to become and remain emancipated and to engage fully with civic society. Students often present looking for support with correspondence and anxieties around comprehension of public announcements. Wellbeing supports and their ready availability are extremely important to clients availing of GCP and its wrap-around supports.

Since all our programmes are delivered in English, and since the vast majority of Civic Society is Anglophone it would be impossible to overstate the importance of these supports.

**End of year update**

### **Action Outcome Results**

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.	9
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	39

<b>Goal 2</b>	<b>Action: 2.11 Personal Development and Wellbeing Supports</b>
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	<b>Action Target</b>	<b>Actual</b>
<b>KPI 1</b>	N/A	
<b>KPI 2</b>	N/A	15

### Planned Action Outcomes

G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.
G2 - 2:2 SICAP clients participate in lifelong learning.
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.

### Action Progress Report

#### Mid-year update

Mental health has been identified nationally and locally as a programme priority, the WHO stated in a Scientific brief March 2022 that the Covid 19 pandemic has had a severe impact on mental health and wellbeing. This has been reflected in the issues raised by individuals on SICAP through one to one meetings and phone call follow ups. A Personal Development Course has been piloted over a 6 week period. This course is delivered online over zoom with the facilitator only, on camera. The course is designed to encourage participant's to take stock of their lives, focus on areas of change that they want to work on and then learn and practice new skills around developing self-trust, self belief, and courage to make those changes. Referral's to this course have come from the current SICAP caseload through Community Education, Employment/Self Employment and from Goal 1 from community groups in Ballybane and Ballinfoile. In-addition referrals were made from the Tus programme, Pathways to Employment and Rehab Care. Some of the participant's are completing the course in a community setting in the Ballybane Resource Centre and have additional IT support. Referrals from Rehab Care were also assisted initially in a group setting to access the zoom. SICAP staff have continued to check in with participants to provide support or sign posting to additional services if required.

#### End of year update

### Action Outcome Results

<b>SICAP Outcome</b>	<b>No. of Beneficiaries</b>
G2 - 1:1 SICAP clients have improved personal skills, wellbeing and capabilities.	2
G2 - 2:1 SICAP clients receive information about opportunities for lifelong learning.	10
G2 - 2:2 SICAP clients participate in lifelong learning.	29

