

Westmeath Community Development

SICAP End of Year Progress Report 2017



EUROPEAN UNION
Investing in your future
European Social Fund



An Roinn Tithíochta, Pleanála, Pobail agus Rialtais Áitiúil
Department of Housing, Planning, Community and Local Government



Social Inclusion & Community Activation Programme



The Social Inclusion and Community Activation Programme (SICAP) 2015-2017 is funded by the Irish Government and co-funded by the European Social Fund and includes a special allocation under the Youth Employment Initiative.

a. **Key Achievements**

The final year of SICAP has built on the work and successes of 2015 and 2016. Some notable achievements in 2017 include;

- 129 individuals progressed to part time/full time employment, compared with a Lot target of 78.
- 145 people established new businesses, primarily under the Back to Work Enterprise Allowance scheme, exceeding the Lot target of 122.
- 78 Local Community Groups, (LCG's), were supported under SICAP in 2017, surpassing the target set for the Lot of 68.
- 41 local community groups had members that were assisted by SICAP to participate in local, regional or national decision-making structures, exceeding the Lot target of 27.
- Further analysis of Key Performance Indicators and targets is contained in Section 3 of the report.

In 2017 we continued our collaborative work with employers and with DSP, which has been key to achieving our employment outputs.

Changes in Live Register since the commencement of SICAP

Live Register Unadjusted Series	Mar 2015	Dec 2015	Dec 2016	Dec 2017	Change since March 2015	Annual Fall	SICAP Live Register Clients Progressing to Employment/Se If Employment
Totals	8818	8283	7358	6132	2686	1221	697

Since the start of the programme, and throughout 2017, our work with unemployed people on the live register has continued to deliver results, which in part has contributed to the fall in numbers on live register in the period. Obviously, with growing numbers of people employed, it is a positive environment for employment, but securing employment for young people, and people long term unemployed requires significant work. The figure of 697 includes 322 people who secured work and 375 people who went self-employed. The table indicates that since the start of the programme, of the fall in the live register of 2686, 25% of the fall was also SICAP clients in the period. Section 3 in this report outlines information on the targets achieved under the programme and across the individual indicators and actions.

The Horizontal Themes of SICAP were achieved, and information on collaboration, equality and the application of community development principles is outlined in Section 4 of the report.

A number of engagement strategies were employed during the year, and these are outlined in Section 2. This section also provides information on the individual and LCG target groups, and the levels of engagement with individuals and LCG's. We have strong links with DSP, and the majority of our individuals are referrals from DSP, this is outlined in Section 2.

b. Challenges and Barriers

Our Annual Plan had highlighted the small areas in rural towns as a key area for work in 2017. Whilst some progress was made, there is still considerable work to be done in these areas, and has been identified by the LCDC as key need under the 2018-2022 SICAP. The 2018 Annual Plan has identified this under its actions both in Goal 1 and Goal 2.

Emerging issues, such as changes in Data Protection legislation, will impact on SICAP going forward, and the maintenance of older paper records.

2017 saw WCD relocate premises in Athlone, moving to a modern office environment with suitable training facilities which will enhance services for SICAP clients into the future. This relocation, along with staffing changes will also allow us to address a locally identified issue, where our employment outputs in Athlone were not matching our achievements from our Mullingar office.

c. Progress with Annual Plan

The action plan contained 10 actions, 4 under goal 1 and 3 under goals 2 and 2. Progress was made with all actions, as detailed in Section 3 of the report. In some instance output targets were not achieved, in other cases exceeded, and in some cases outputs were achieved that had not been anticipated.

On budgets, the year-end showed an overspend, with the overspend in Goals, as detailed on the Individual Cost Charged Report.

As part of the progress of managing SICAP, there were reports given to each Board Meeting of WCD and reports given to the LCDC on the progress of SICAP. These reports include point in time Headline Indicator Reports, end of month budget updates on spend for administration and actions, issues ongoing and upcoming, and other relevant information on activity since the previous report.

The LCDC SICAP Subcommittee met at regular intervals during 2017 to review the progress of SICAP, with the SICAP Programme Manager also attending. The SICAP Programme Manager also attended LCDC meetings to present on SICAP. There was regular and positive

contact and interactions with the LCDC in 2017, allowing issues to be raised and concerns addressed.

d. Lessons Learned

The levels of pre-development support required particularly in rural disadvantaged areas remains to be extensive and a must for prioritisation in 2018. With over 90 LCG's engaging with this SICAP programme over the period of 2015-2017 WCD has increased the awareness of the supports available under Goal 1, 2 and 3. However, there are many communities in rural areas that have no prior community development experience, or limited capacity to assess, identify and tackle their local issues. Westmeath LCDC has identified rural disadvantaged areas as an emerging need in the new SICAP programme and WCD have created a programme of work to support the communities most in need in 2018.

As the unemployment figures steadily decrease the number of job ready clients also dwindles. In 2017 many employers sought our support to identify suitable clients for administration, childcare and care roles. We were not in a position to furnish them with as many potential clients as we had previously due to our job ready clients having progressed and sustained employment. The dwindling availability and number of job ready clients is a factor all service providers are encountering, this will require WCD to provide additional time, training and resources to long term unemployed individuals, and in particular those unemployed and not on the live register, and be continually innovative in how we meet their needs.

a. Engagement Strategies

WCD's engagement and networking has positively influenced the uptake of SICAP services for clients and groups over the past programme. It has resulted in WCD's services being accessed by NEETS, long term unemployed, disadvantaged communities and new communities. Through information sharing and participation on local structures such as RAPID AIT's, DSP Employer Engagement, Intreo and the PPN, WCD has shared information regarding the SICAP programme at Westmeath County Councils annual funding workshops and delivered presentations to the LCDC.

Outreach work in local communities has been very successful in encouraging more people and LCG's to become involved with SICAP supports under all actions. The table below demonstrates the engagement approaches and strategies WCD carried out in 2017:

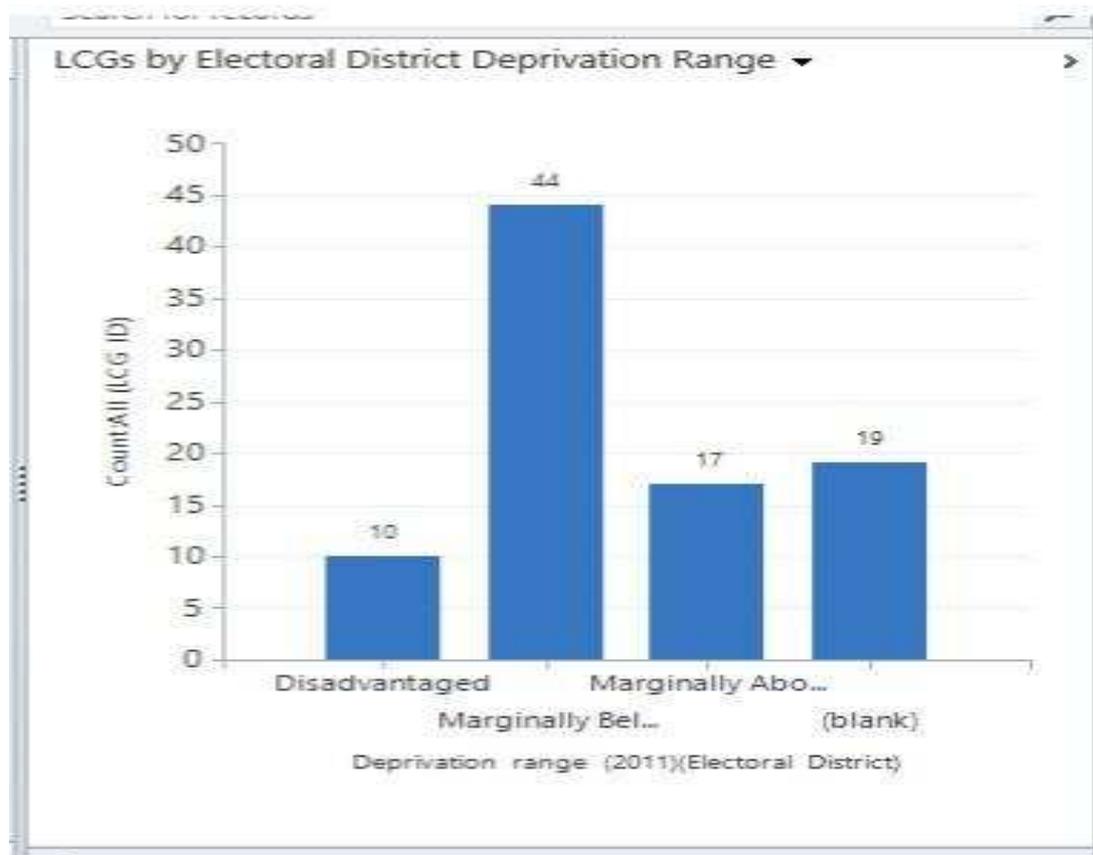
ENGAGEMENT STRATEGIES THAT RESULTED IN INCREASED PARTICIPATION WITH SICAP
<ul style="list-style-type: none"> Networked with existing structures promoting SICAP Goal 2 services, RAPID Mullingar, RAPID Athlone, Westmeath PPN, Youth Services Ireland Midlands
<ul style="list-style-type: none"> Linked with local disadvantaged communities engaged with Goal 1.
<ul style="list-style-type: none"> Networked with other agencies to identify gaps and opportunities in local education provision.
<ul style="list-style-type: none"> Provided tailor made training course to meet the needs of early school leavers.
<ul style="list-style-type: none"> Provided outreach training in local communities
<ul style="list-style-type: none"> Provided DSP Intreo service and case officers with employment support services for their clients
<ul style="list-style-type: none"> Provided all referred clients with a meeting within a 10 day timeframe, all contacted within 2 days of referral to set up appointments – offering clients immediate timely opportunities to engage with SICAP services
<ul style="list-style-type: none"> Provided support to DSP Employer Engagement Unit, identifying suitable clients for recruitment with local employers.
<ul style="list-style-type: none"> Promoted and made SICAP skills database available to DSP, Intreo, local employers.
<ul style="list-style-type: none"> Provided clients with access to outreach employment support services and training both urban and rural disadvantaged areas.
<ul style="list-style-type: none"> Delivered one to one and group employment mediation courses.
<ul style="list-style-type: none"> Engaged with new employers establishing retail outlets, restaurants and homecare provision in Westmeath and support their staff training, recruitment and selection.
<ul style="list-style-type: none"> Designed and deliver labour market training courses specific to employer needs e.g. The Chop Shop Course, Outdoor Pursuits, Contract Cleaning Services and Major Health Care Award
<ul style="list-style-type: none"> Worked with employer networks and individual employers assisting them to access Job Plus and to recruit from SICAP skills database/caseload.
<ul style="list-style-type: none"> When labour market/training gaps were identified, WCD respond by providing training in this sector (e.g. homecare, retail, cleaning services)
<ul style="list-style-type: none"> WCD provided clients with funding, access, referrals to external training courses and when necessary direct training delivery to participate in labour market training: Safe pass, Forklift, Construction Tickets, CPC, Security Courses, Payroll, HACCP, OFA, Manual Handling, IT, Train the Trainer, Reception/office/admin skills. The offer of this timely training resulted in many securing employment.

b. Target Groups

WCD worked with 70 LCG's in 2017 of which 10 were new to engaging with SICAP. Five of these were older peoples groups, one was a social enterprise group and the remaining 5 were area/issued based.

The majority of these groups, 62, were both 'area and issued based' with the remaining 8 being either area or issued based.

Approximately 60% of the LCG's were from either disadvantaged areas such as RAPID Athlone and Mullingar or Marginally below average areas. Extensive capacity building activities were carried out with over 10 community groups from RAPID areas over the past 12 months with WCD facilitating both RAPID community forums and reporting progress and the level of SICAP engagement received to the RAPID AIT structures. A total of 37 LCG's were supported to secure funding to the sum of €94,321.00 in 2017.



Target Groups

The following table shows the 14 target groups that engaged with SICAP services under all 3 goals.

Target Groups	
1	Disadvantaged young children and Families
2	Disadvantaged Young People
3	Disadvantaged Women
4	Lone Parents
5	Low Income Workers/Households
6	New Communities
7	People living in Disadvantaged Communities
8	People with Disabilities
9	Travellers
10	Roma
11	The Unemployed
12	Disengaged from the Labour market
13	Disadvantaged Rural Areas
14	Older People

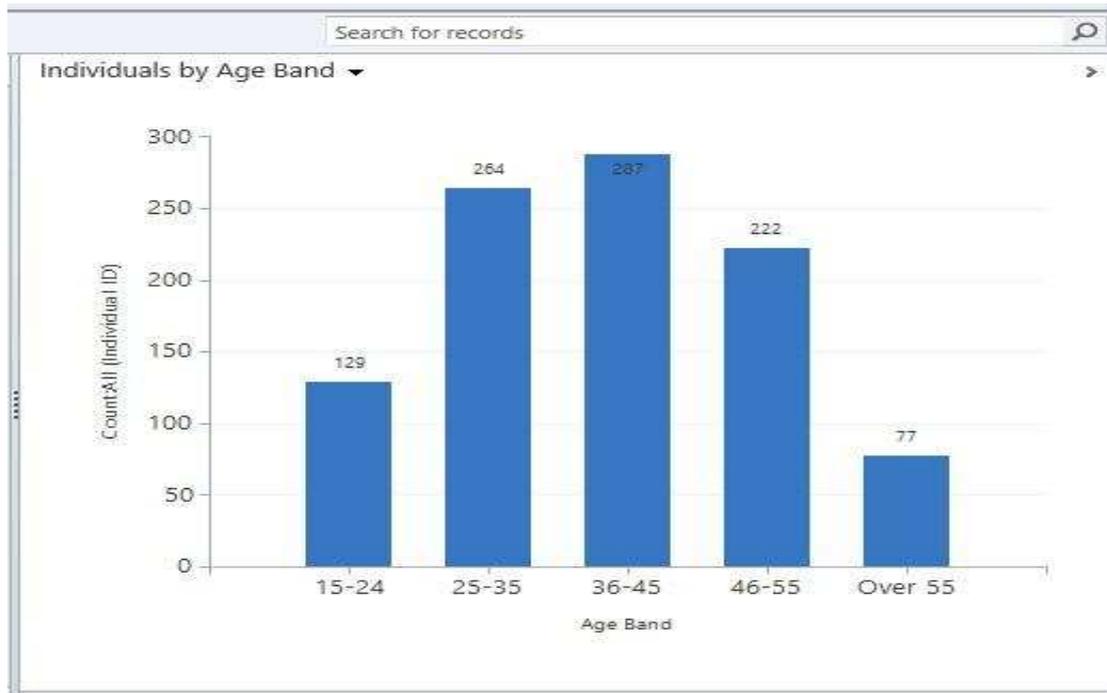
All 14 target groups engaged with SICAP services under Goals 2 and 3. Goal 1 had the following target groups engaging in 2017 SICAP pre-development, capacity building supports and supports for older people actions:

- Disadvantaged young children and families
- New communities
- Disadvantaged Women
- People living in disadvantaged communities
- People with disabilities
- Travellers
- Older People
- Disadvantaged rural areas

c. Individual Profile

Age and Gender Profile

In 2017 WCD worked with 980 clients, of these 13% were under 25 years, 27% aged between 26 and 35, the largest percent 29% from the 36 to 45 age bracket with only 8% aged over 55 years. The gender profile was 55% male and 45% female.



Deprivation, lone parent and dependent Levels

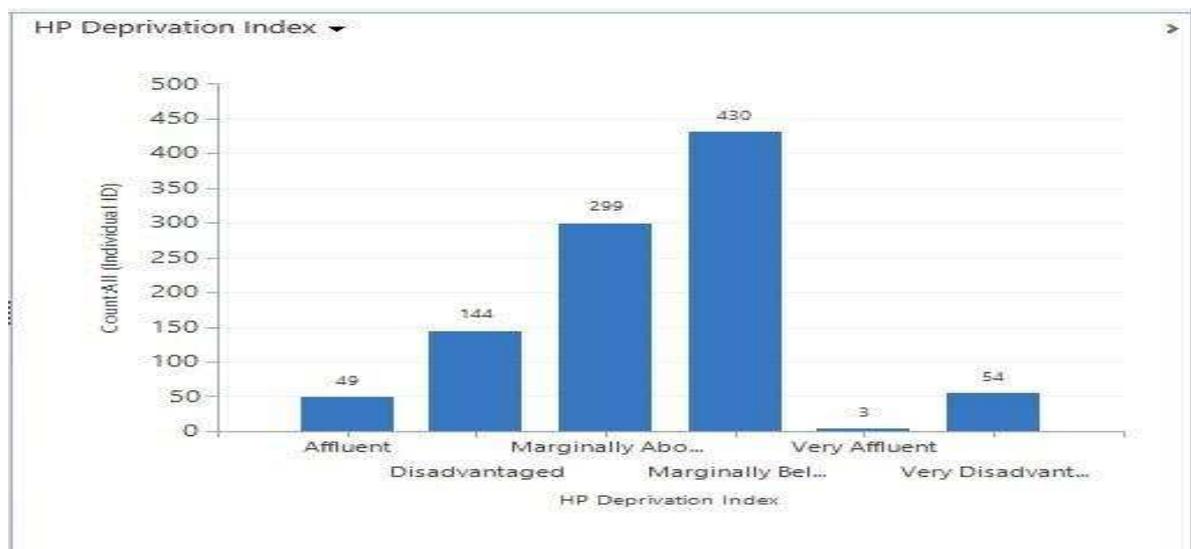
Of the total caseload of 980 clients 764 reported as having 'financial difficulty'. Marginally over 20% were from disadvantaged areas, a further 43% of our caseload were from marginally below average areas. The majority of individuals from disadvantaged areas came from either RAPID Mullingar or RAPID Athlone local authority housing estates. In total 64% of our caseload were from disadvantaged areas.

A total of 500 clients had dependent children, 10% of our clients are lone parents, with 82 female single parent families and 22 male.

Individual Caseload by Target Group

2017 / Westmeath County (13-1)		Total Caseload: 980
Target Group	No. of Individuals	% of LOT caseload
Lone Parent	104	11%
Low Income Workers/Households	92	9%
NEETs	130	13%
New Communities	136	14%
People Living in Disadvantaged Communities	198	20%
People with Disabilities	41	4%
The Unemployed not on the Live Register	110	11%
The Unemployed on the Live Register	776	79%
Travellers	4	0%
Young Unemployed Living in Disadvantaged Areas	38	4%

Individuals by Deprivation Score

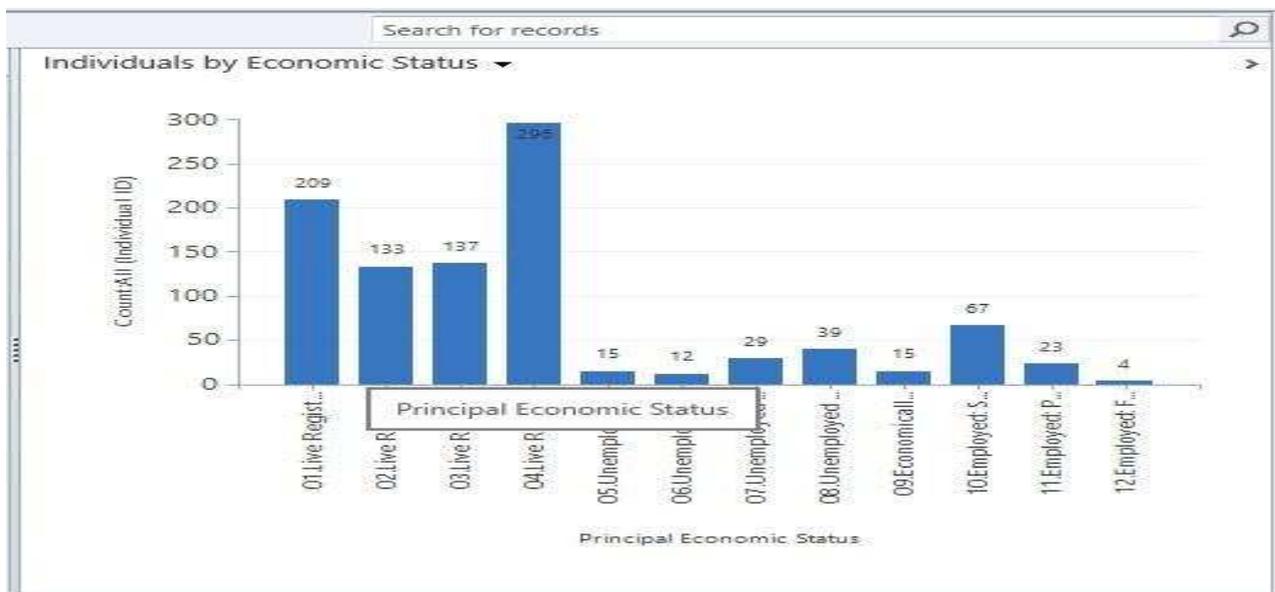


Approximately 64% of our clients were from either marginally below, disadvantaged, or very disadvantaged areas.

Individuals by Economic Status

The economic status of client upon registration was:

- 21% live register less than 6 months
- 13.5% live register between 6 and 12 months
- 14% live register between 13 and 24 months
- 30% live register more than 2 years
- 7% on state supported employment schemes
- 3% either part time or full time employed (23 part time and 4 full time)
- Remaining 11.5% were unemployed but not on live register or economically inactive



A very high percent of our clients were experiencing long term unemployment (44%) with 137 clients over 12 months on the live register and 296 clients unemployed more than 2 years, of the 296 clients who were 2 years +;

- 239 were Irish - 20 African - 4 from Asia and remainder from a mixture of Eastern European countries
- 52% had dependent children
- 8% were young people aged under 25 years
- 14% were long parents
- 65% of these clients being referred to SICAP by a government agency, primarily Intreo.

Individuals by ethnic and cultural background

Of the 980 individuals 80% were Irish. Of the remaining 20% African and Polish nationals were the largest component, 4% and 3.5% respectively. The remaining 12% of clients are from Eastern Europe, Asia and the UK. These figures are in line with 2016 profile of individual by nationality.

Individual Caseload by 'How they heard about SICAP Services'

DSP was responsible for referring 576 clients (62%) to SICAP in 2017, the remaining referrals came from local community groups (10%), family and friends (12%) social media and publicity campaigns (13%). Our social media and direct publicity campaigns carried out with existing networks, local community groups, advertising in local media, on our website and door to door leaflet drops continues to see a significant rise in creating awareness and uptake of SICAP services, and was responsible for over 30% of our clients engaging with Goal 2 & 3 SICAP services. DSP networks and collaborations are working very well and are evident by the continuous referrals received specifically from local Intreo case officers.

d. Referrals

Referral and collaborative Approaches with Stakeholder

WCD has developed and maintained strong relationship with DSP and Intreo Services. On a weekly basis Intreo officers refer clients to SICAP services in Westmeath; whilst they have extensive services that meet jobseekers needs they recognise that SICAP has expertise

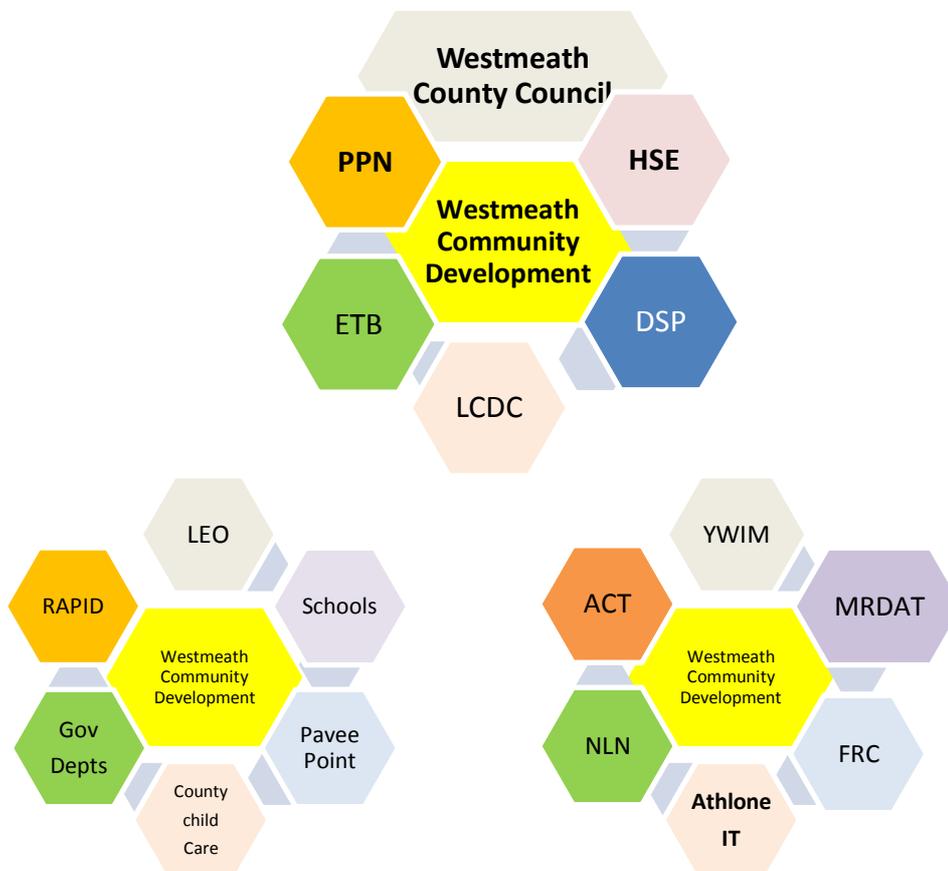
Over 55% and opportunities that benefit our shared client's job seeking requirements. DSP Employer Engagement Unit encourages employers to consider recruiting from the SICAP skills database. Local Community Employment Programmes and TUS activation programme supervisor refer clients to SICAP to avail of training and job seeking supports.

In 2017 DSP invited us to attend their community employment network meeting and promote our services to the supervisors in Westmeath. We were asked to provide group and one to one training for participants on CE in the county. We to date engaged with over 8 CE programmes, from delivering training in Castlepollard to Athlone for over 40 participants.

Networks and Structures

The diagram below demonstrates some of the networks and structures WCD engaged in to ensure SICAP services were promoted and accessed by not only individuals, local community groups but other agencies working in the community development and employability sector.

In addition WCD worked in partnership with these structures to enhance outcomes for our clients and LCG's, through creating referral systems WCD supported individuals and communities address their social exclusion, equality and economic issues and access the many partner agencies specialised supports and services.



e. Interventions

Goal 1 Interventions

A total of 78 local community groups (LCG's) engaged with SICAP goal 1 supports in 2017 with a total of 836 interventions carried out, below is a breakdown of interventions per action:

Action 1:	71 LCG's engaged	425 interventions carried out under this action
Action 2:	53 LCG's engaged	160 interventions carried out under this action
Action 3:	17 LCG's engaged	119 interventions carried out under this action
Action 4:	23 LCG's engaged	132 Interventions carried out under this action

The interventions carried out under this goal ranged from:

- one to one pre-development committee skills, capacity building, disability and equality training
- funding application support
- research carried out to identify social inclusion and equality issues
- community action plan support
- community door to door awareness raising activities and information sessions
- Group and one to one interventions to support LCG's and target groups participate in funding workshops, networking events, social, cultural and civic activities were undertaken.

Goal 2 & 3 Interventions

Over 3500 SICAP interventions were carried out with in 2017 under goals 2 and 3, with over 50% receiving between 3 to 10 one to one or group interventions. Each client received support to identify their training, education, job seeking and self-employment needs. Below is a breakdown of interventions per action:

Action 5	310 clients engaged	401 interventions carried out under this action
Action 6:	15 schools engaged	ongoing interventions carried out under this action
Action 7:	46 clients engaged	49 interventions carried out under this action
Action 8:	936 clients engaged	1958 interventions carried out under this action
Action 9:	356 clients engaged	1089 Interventions carried out under this action
Action 10:	3 Social Enterprises	9 interventions carried out under this action

Each client had the following support documents and plans created upon receiving 2 or more interventions.

-
- SICAP registration form
 - Data Consent Form
 - Jobseeker personal action plan (PAP)
 - Curriculum Vitae
 - Training and educational personal action plan – referrals to WCD or external courses
 - Next steps job seeking goals short and long term - and job application letters, forms and searches conducted ongoing
 - WCD distance travelled tool commenced and either partially completed awaiting clients exit or successfully completed.
 - Referrals to specialised supports re health, housing, addiction, finance, education, self-employment, etc made in line with clients individual needs

Individuals by Progression

Progression into employment, education and self-employment exceeded all targets for 2017:

- 129 progressed to employment
- 144 progressed to self-employment
- 306 engaged in educational supports
- 108 progressed along the education continuum

Follow up and after care

WCD provided all clients with ongoing support in the form of job applications, training provision and motivation to active clients until they no longer need it, many clients who have secured work return to us after their employment contract ends. For clients that are not a keen, motivated or have the capacity to engage with us as we would wish we continue to contact them on a monthly basis. Many reluctant jobseekers that initially did not engage with SICAP supports returned to us as a result of receiving friendly updates on SICAP training opportunities and job alerts sent to them relevant to their skills and experience.

The figures recorded on IRIS for interventions are not an accurate reflection of the number of times we engage the client and gave them advice, support, edited their CV, completed a job application for them or simply just offered them encouragement. Many interventions have not been recorded due to prioritising of carrying out the practical SICAP supports for clients and limited time to capture them on a daily basis.

Section 3	Targets
-----------	---------

a. Key Performance Indicators (KPIs) and Headline Indicators

Ref	Headline Indicator	Target	Actuals
1.	Total number of disadvantaged individuals (15 years upwards) engaged under SICAP on a one-to-one basis (KPI)	968	980
1.b	% of disadvantaged individuals (15 years upwards) engaged under SICAP on a one-to-one basis living in a disadvantaged area	20 %	198 [20.20%]
2.	Number of local community groups assisted under SICAP (KPI)	68	78
3.	Number of LCG's whose members have been assisted by SICAP to participate in local, regional or national decision-making structures	27	41
4.	Number of individuals (15 years upwards) in receipt of a Goal 2 educational support	200	306
4.a	% of those targeted should have educational attainment of Leaving Certificate or lower	70 %	230 [75.16%]
5.	Number of individuals who have progressed along the education continuum after registering with SICAP	26	108
6.	Number of young people (aged 15-24) in receipt of a SICAP, ESF and YEI Goal 2 educational support	49	58
6.a	% of those targeted should have educational attainment of Leaving Certificate or lower	80 %	52 [89.66%]
7.	Number of young people (aged 15-24) who have progressed along the education continuum after registering with SICAP	2	25
8a.	Number of children/young people (non-caseload) in receipt of a Goal 2 educational or developmental support	770	518
8b.	No. of children/young people (non-caseload) identified as at risk of early school leaving receiving support	15	77
9.	Number of individuals (15 years upwards) in receipt of Goal 3 employment supports	768	936
9.a	% of those targeted should have educational attainment of Leaving Certificate or lower	60 %	596 [63.68%]
10.	Number of individuals (15 years upwards) progressing to part-time or full-time employment up to 6 months after receiving a Goal 3 employment support	78	129
11.	Number of individuals (15 years upwards) progressing to self-employment up to 6 months after receiving a Goal 3 support	122	145
12.	Number of young people (aged 15-24) in receipt of a SICAP, ESF and YEI Goal 3 employment support	70	122
12.a	% of those targeted should have educational attainment of Leaving Certificate or lower	70 %	103 [84.43%]
13.	Number of young people (aged 15-24) progressing to part-time or full-time employment up to 6 months after receiving a Goal 3 employment support	37	35
14.	Number of young people (aged 15-24) progressing to self-employment up to 6 months after receiving a Goal 3 employment support	4	4
15.	Number of social enterprises assisted under SICAP	3	3

On the Key Performance Indicators (KPI), WCD achieved over 100% of the target for the Individual Caseload, and over 100% of the target for the second KPI for LCG's.

Of the other 19 headline indicators and sub indicators, 17 were achieved or exceeded, and 2 were not achieved. These were

- Indicator 8a- Our work in this area was focused on DEIS schools and carried out in conjunction with the School Completion Programme. The number of children benefiting from SICAP was lower than anticipated, reaching 67% of the target. Note that the actuals recorded for Indicator 8b, 77, was significantly above target.
- Indicator 13. Young people into employment was not achieved. The target was 37, and the actual achieved was 35. Of the 122 young people engaged under our Mediation Services, with 35 moving into employment, this is a 28% progression rate. Note that the actuals recorded for into employment of 145, was 18% over target.

b. Disadvantaged areas (as per HP Deprivation Index)

1. B 20.20% of clients came from disadvantaged areas, marginally ahead of the target for 2017. Of the 198 individuals from the disadvantaged areas, 54 come from very disadvantaged small areas in Athlone and Mullingar. Of the other 144, 57 clients come from disadvantaged areas outside of Athlone and Mullingar. The largest of these are in the towns of Castlepollard (14 people) , Ballynacargy (12 people) and Rochfortbridge (9 people).

The numbers from disadvantaged areas outside of Athlone and Mullingar was an area of concern highlighted in the earlier part of SICAP and this has improved as the programme progressed. It is also a feature in the proposed 2018 Annual Plan.

c. Qualitative Indicators

Goal 1	Progress on Qualitative Indicators
	Community reps are now more confident in engaging in decision making structures in the County, such as RAPID Structures, PPN, Disability Working Group and Community Development and Youth Working Group. Some reps were elected onto other structures such as the LCDC and JPC. WCD were given a more significant role in RAPID in 2016 and continued to build on this in 2017, feedback from Westmeath County Council has been positive in this regard with some recommendations for action to further improve the effectiveness of our role. Working in collaboration with other agencies has supported WCD to achieve its targets.
Goal 2	<p>Whilst this Goals indicators were all quantitative targets, WCD are not only focused on ensuring opportunities for participation in training and education are offered to clients but we also are dedicated to ensuring we provide quality, flexible and rewarding experiences in education and training for SICAP clients. To achieve this we carry out many forms of evaluation to gain an understanding and insight to what is like being a SICAP education/training participant.</p> <p>Client course and module evaluation forms and group feedback session were completed and held on a monthly basis for all training SICAP delivered in 2017. As</p>

a result of this qualitative ongoing monitoring and evaluation process participants in both Athlone and Mullingar requested that what was originally a 5 module care course be extended to become a QQI Major Award in Care Provision as this afforded them the increased job opportunities.

The module evaluation forms allowed us to identify clients that were in need of additional educational support, this was provided to a number of clients.

WCD has introduced an additional support and qualitative evaluation methods in 2017; all course participants were provided with a 'learner mentor'. The tutor provided additional supports on an ongoing basis in person, phone and by email to participants to help them address any learning needs they had and help WCD capture these and put in place methods and supports to overcome barriers and challenges identified. This will remain an integral part of all courses in 2018. To date the following issues/challenges have been identified and addressed through this new process: absenteeism, literacy, difficulties completing and understanding course assessments, work experience problems.

The initial assessment we carry out when doing educational and training plans with clients has identified the need for scribes and literacy supports with participants referrals made to mainstream literacy services.

Participation in labour market training has steadily grown in 2017 with feedback from SICAP and external training providers demonstrating the timely need for courses such as HACCP, Safe pass, Forklift driving, manual handling, CPC training and much more. This has resulted in clients having the legislative training required for level entry jobs into the hospitality, retail and construction industry. This also gives clients an immediate result from engagement with SICAP training and education services and encourages them to continue to engage under goal 3 and improves their motivation and job readiness.

Westmeath Community Development
Parnell Square
Athlone

Re: Continuing to QQI Major award in Healthcare Support

Trish,

Both groups have really enjoyed learning the skills and best practices through the care skills course run by Westmeath Community Development. At the end of the course we will have gained a lot of knowledge to help prepare us for working in the social care support field.

However, to maximise our chances of securing a work in Social Care support and being able to deliver the best possible care to vulnerable individuals we believe a QQI Major Award in Healthcare Support would give us the best chance of success.

In addition to the modules we have already covered, completing the QQI Major Award in Healthcare Support would require us to complete the following modules:

REQUIRED MODULES

5N0758 Care Support
5N1794 Safety and Health at Work

ONE MODULE REQUIRED

5N0690 Communications ✓ *Team work*
5N1390 Personal effectiveness
5N0972 Customer Service

ONE MODULE REQUIRED

5N3773 Mental Health Recovery ✓
5N1370 Social Studies ✓
5N3775 Rehabilitation Support
5N2705 Care provision and practice ✓
5N1784 Child Development
5N1652 Intellectual Disability studies ✓ *Person Centred focused ID studies*
5N2006 Nutrition ✓
5N1788 Childminding ✓

In addition to the 4 additional modules above 15 credits from Work experience or Work Practice would also be required to obtain the Major Award in Healthcare Support.

If the option to study the above modules and complete the Major Award in Healthcare Support arose with Westmeath Community Development I would like to express my interest

In completing the modules to obtain the major award to maximise the likelihood of securing employment.

Thank you for providing us with the opportunity to learn new skills,

Sincerely,

Print Name	Signature
JASON DAWLING	[Signature]
Stephanie Awolambé	S. Awolambe
Inelda Peneé	I Peneé
PATRICIA MONAGHAN	P. Monaghan
DIANA MUTI	Diana Muti
MODINMA NWAATTUKWU	[Signature]
ZITA BOULI-FERETE	Zita Bouli
PHILIP AGUDEY	[Signature]
ROLAND AUSTE	R. O. U.
Joseph McCaul	[Signature]
Fanchia Rochmond	Fanchia Rochmond
Gayle McAnagha	[Signature]
BARBARA SZELSKA	[Signature]
BRANISLAV PLESKO	[Signature]
Gemma White	Gemma White
Joe Dawling	[Signature]
Paul McCarthy	[Signature]
Orla Dawling	[Signature]
Amanda Gaffey	[Signature]
Mary Shire	[Signature]

Monday/Tuesday group

Letter from participants on care course:

Goal 3

The in-depth one to one career planning assessment tools we use with all clients provides us and the client with an excellent understanding of their skills level, knowledge, education/training history and their current job seeking activities, motivation and any challenges and barriers they experience.

Activities such as job ready assessments, technical, personal, employability skills assessments, barriers and motivation assessments all provide employment officers working under Goal 3 with extensive qualitative information to help us provide individual person centred career plans for our clients. This data informs our service delivery by identifying gaps, trends and collective common needs that we then address through designing training courses or activities to respond or making referrals to specialist support services.

Employer collaborations, networking with goal 1 structures, LCG's and referral mechanisms with local service providers/agencies all provide feedback both positive and negative from which we improve our services and better tailor them to the needs of communities, families and individuals.

Feedback from our clients continues to inform the design and delivery of our SICAP employability services. This is gathered through informal and formal group and

	<p>one to one sessions and evaluation sheets.</p> <p>Feedback quote from clients: “Thanks Patricia for all your help and continued support I really appreciate it, you have helped me achieve so much, thanks to all in Westmeath Community Development you all do a great job”</p> <p><i>“Thanks for all you have done, most of all thanks for believing in me” .</i></p> <p><i>“Thank you so much for all your help to prepare me for the interview. I really appreciated all the time and effort you gave, unfortunately I didn’t get the job but I am number 3 on the panel out of 28 people that were interviewed”.</i></p> <p><i>“Thank you so much for giving me a place on the course you will never know what that meant to me, I can now move forward with my life in a new and exciting career”.</i></p> <p>DSP requested that SICAP deliver employability courses to Community Employment programmes in rural areas of Westmeath, Mullingar and Athlone town. This occurred in Castlepollard and Athlone in 2017 with over 40 participants attending. The impact in Castlepollard this has is evident in additional referrals from course participant’s family and friends.</p> <p>The support and encouragement the CE supervisor offered, the training and quality work placement the CE host company afforded the CE participants coupled with the employability supports SICAP provided all contributed to the participants gaining increased skills, improved awareness of their value to employers in the job market and most of all serious growth in personal esteem, confidence, motivation and wellbeing.</p>
--	--

d. Other Programme Indicators

Provide an update in relation to progress against the agreed targets (as per the Action Indicator report). If applicable, outline the reasons why targets were not achieved.

Goal	Progress measured against Action Indicator Detailed report
1	<p>Actions 1,2, 3 and 4</p> <p>Across the four actions, 13 Action Indicators were identified, with 10 achieved or exceeded, and 1 indicator partially achieved.</p> <p>Indicator Partially or Not Achieved -</p> <p>Action 2, we had estimated that 6 LCG’s would be supported into the PPN, the actual was 3.</p> <p>Action 3, the number of LCG’s involved in the planning for SICAP was not estimated at 3, but actual was 0. SICAP 2018-2022 planning was based on LECP identified needs.</p> <p>Action 4, it was agreed following audit that individuals benefiting under Care and Repair should not be captured in the Non Caseload figure, so the target of 150 is recorded as 0. The Action Progress Report provides detail on the beneficiaries of this action.</p>
Goal 2	Actions 5,6,7

	<p>Across the three actions, 5 Action Indicators were identified, with 4 achieved or exceeded target and 1 were partially achieved. Indicator Partially Achieved</p> <p>Action 6 No. of children/young people (non-caseload) in receipt of a Goal 2 educational or developmental support. Target 700, actual 518. This reflects the number of children from DEIS primary and secondary schools, along with the School Completion Programmes, benefiting from SICAP.</p>
Goal 3	<p>Actions 8,9,10 Across the three actions, 10 Action Indicators were identified, 5 were achieved, 4 were partially achieved and 1 was not achieved. Indicator Partially or Not Achieved :</p> <p>Action 8 No. of individuals registered with SICAP who are referred to other employment activation services. Target 30, actual 12. It was expected that less people would have progressed into employment and more people would have progressed onto activation programmes. Number of new partnerships/initiative with employers was targeted at 5 and came in at 4.</p> <p>Action 9 No. of individuals registered with SICAP who are referred to other self-employment/social entrepreneurship training and supports. Target 100, actual 63. There was less than expected numbers referred to LEO for training during the year.</p> <p>Action 12 No. of local community groups given SICAP funding to assist social enterprises. Target 2, actual 1. Only 1 group progressed to submitting an application in 2017.</p> <p>No. of initiatives aimed at promoting, developing and/or sustaining social enterprises by SICAP Implementer by type of support. Target 2, actual 0. Note that Social Enterprise was promoted via POBAL programme in June 2017, and that one application from Moate was supported, both in initial application and follow up appeal.</p>

IRIS also details progress on the expected outcomes under the 10 actions, under the Action Progress Report.

Section 4	Horizontal Themes
------------------	--------------------------

a.) Promoting an Equality Framework

WCD operated its business under the auspices of an equality framework, which included equality of formal rights, opportunities and access, equality of participation and equality of outcome. WCD was fully compliant with the Equal Status ACT 2000-2011 and made every effort to ensure that all stakeholders associated with SICAP were also compliant. WCD organised a Disability/Services and information event which highlighted equality and social inclusion issues in relation to access for people with mobility impairments and mental health issues. The Traveller Project carried out cultural awareness workshops in Athlone and Mullingar Rapid, Moate Business College and Mental Health Association etc. The purpose of these was to highlight issues, facilitate learning and assist staff/students in breaking down barriers.

Equality framework	Interventions undertaken
Formal rights, opportunities and access	<ul style="list-style-type: none"> • Accessible buildings used for all activities • Issues highlighted in local communities where community buildings are not fully accessible for people with Disabilities • Targeted supports at the most disadvantaged communities and individuals ie New Communities Travellers People with Disabilities.
Participation	<ul style="list-style-type: none"> • Meetings/ training organised to suit participants • Travel expenses paid to support reps from disadvantage groups to attend meetings • Childcare costs available if necessary • Training delivered on an outreach basis in rural areas • Employment, enterprise and education supports provided to individuals in their local areas/communities. • Courses set up in local rural areas
Outcome	<ul style="list-style-type: none"> • Pre-Development work /capacity building carried out with hard to reach groups, Travellers, New communities and Lone Parents. • Those most disadvantaged targeted for places on courses and supported with employment mediation • Disability/Older person's services and information event organised and held. • Traveller Cultural Awareness training organised and held. • Information events organised and held on Lissywollen site and Athlone Institute of Technology. • Increased uptake of services from individuals from rural areas, youth, early school leavers and individuals not on the live register.

WCD also recognises the importance of a Gender Equal Society and aspires to the vision of the National Women's Strategy 2007- 2016: "An Ireland where all women enjoy equality with men and

can achieve their full potential while enjoying a safe and fulfilling life “ In addition, focusing on the European Commission’s definition of gender mainstreaming which is:

“Not restricting efforts to promote equality to the implementation of specific measures to help women, but mobilising all general policies and measures specifically for the purpose of achieving equality actively and openly, taking into account at the planning stage their possible effects on the respective situations of men and women”. Therefore, the 14 principles of gender mainstreaming (National Women’s Strategy p112) were considered when developing actions and every effort, where possible, has been made to ensure that the horizontal theme of Gender Equality in SICAP was incorporated into all aspects of the work.

WCD have proactively delivered on actions linked to the 3 themes of the National Women’s Strategy (2007- 2016). It is acknowledged that women are not a homogenous group. In this context, special attention has also been given to recognising the diversity of women and developing actions accordingly. Specific supports to older women, Lone Parents, Asylum seeker, refugee women, disadvantaged women living in RAPID areas Roma and Traveller women, have been included in relevant actions. Women were always consulted regarding any planned activities so that the time and venue suited them vis a vis their own family circumstances such as childcare and travel arrangements. Where possible, activities were organised in local community centres to encourage maximum participation. The following tables highlight the targets achieved in 2017 measured against themes in the National Women’s strategy.

NWS Theme	Actions	Individuals	Youth (15-25)
Equalising socio economic opportunity for women	Goals 2 + 3 numbers of females participating in actions 5-12	441 women or 45 % of caseload.	86 women or 48% of caseload.

NWS Theme	Actions	Individuals	Children
Ensuring the wellbeing of women	Goals 1, 2 and 3 non caseload Numbers of females participating in actions	207 women or 68% of non-caseload adults	205 females or 50% of non-caseload children.

NWS Theme	Actions	LCGS
Engaging women as equal/ active citizens	Goal 1 actions 1-4	62
Groups solely focusing on women	Goal 1 actions 1-4	7
Men’s shed groups	Goal 1 action 1-3	6

b) Applying Community Development Approaches

From the outset of SICAP, WCD recognised the importance of applying community development approaches in order to achieve the participation of disadvantaged and marginalised communities in the wider local development context. WCD had extensive experience during previous predecessor programmes of cross goal working strengthened the work that had commenced at the start of SICAP in 2015.

Working collaboratively with target groups, service providers and the various networks in the county supported participation, empowerment and collective decision making in a structured and co-ordinated way. All 10 actions were carried out through this approach. WCD worked with 31 networks and structures in 2017,

WCD's role with RAPID in 2017 continued to include responsibility for co-ordinating all RAPID structure meetings. Extensive support was given to the 2 RAPID areas in Athlone and Mullingar and groups encouraged and supported to participate at community forum level, with some reps also participating at AIT level. Some reps also contributed to other structures such as the Community Development Youth Working Group and were elected onto various committees at the Plenary PPN meeting, such as LCDC and JPC.

Groups were supported to document their issues and bring them forward to the community forum meetings for compilation for the RAPID AIT meetings. Employment, training and education issues identified influenced the delivery of courses and services. This resulted in many young people and long term unemployed individuals from the RAPID areas successfully participating and engaging with our education and employment services.

In addition WCD continued to support and promote the PPN and encourage groups to join. Phone calls were made to group reps to encourage them to attend the PPN meetings in their local area and the plenary meeting held in September 2017. Mentoring supports were provided for reps that lacked the confidence to engage. Feedback from reps highlighted that they found the support useful and also attendance at meetings enabled them to learn what issues other groups were dealing with and solutions for same. Traveller reps continued to engage in this process which was a welcome development. Feedback from Traveller reps indicated they felt welcomed and listened to and therefore it is anticipated this development will further assist in breaking down barriers between the Traveller and settled communities. Representatives also engaged from Lissywollen accommodation centre for asylum seekers and this was due to the outreach work that had been carried out on the site.

In addition the growing confidence in local communities highlighted that the community groups had the expertise in their own areas and need to be given space to talk and be listened to. The challenge continues to remain in getting some statutory agencies to meaningfully understand such communities as the experts, with the solutions to the problems they face.

c. Developing Collaborative Approaches

WCD have extensive experience in working in partnership and networking with other agencies and links and collaborations were maintained across all agencies with responsibility for social inclusion measures. This began at LCDC level and included involvement in RAPID Structures, Traveller Interagency group, facilitating the Community Development Youth Working group and Disability group, Statutory Agencies such as Westmeath County Council, HSE, DSP, LEO, ETB, Employers, School Completion Programme, schools, non-governmental organisations and local community groups on the ground. The continued success of SICAP

during 2017 could not have been achieved, without working in a collaborative way with other organisations. A total of 31 structures and networks were supported in 2017,

Our work with DSP in particular highlights the benefits of our collaborative work. Of the 129 people who secured full time or part time employment during 2016, 45 of these, or, 35%, had been on the live register for more than 12 months.

One example of a successful collaborative approach was the Disability and Older person's services and information event which was organised in October 2017. This was a collaborative event between WCD, Westmeath County Council, Older Person's Forum and Westmeath Disability Working Group. It brought 33 service providers and 101 service users together and offered the opportunity for local groups to highlight social inclusion and equality issues that were affecting people's quality of life. Among the newer groups at the 2017 event were Athlone Access Awareness, a recently formed, advice, information and advocacy group which has benefited from considerable SICAP support.

Section 5	Youth Employment Initiative (YEI)
------------------	--

Over the past 3 years of the programme one of the significant needs identified in both rural and urban disadvantaged areas was the need for additional training, education and employability opportunities for youth. A total of 907 young people were on the live register in August 2017.

Table 5 Westmeath Local Offices and age breakdown of Live Register unadjusted August figures (Source CSO Stat bank 2017)

Location	Athlone	Castlepollard	Mullingar	Total
Under 25	305	108	494	907

In 2017 WCD created and delivered 2 employer bespoke courses 1 in Mullingar and 1 in Athlone which encouraged employers to select and recruit from our client skills database in particular the young people on this entering the workforce for the first time.

Course 1: Contract Cleaning Services Course

A local employer approached WCD to help identify suitable applicants for work as contract cleaners operating in the manufacturing and construction industry. After discussing the profile of applicants the employer sought, the labour market training they required and skills required to carry out the cleaning operative jobs the following course was designed:

- Safe pass training
- Manual handling training
- Employability skills training
- Health & Safety in the workplace training
- The local employer interviewed and offered 5 NEETS full time jobs with his company.

The employer was also offered and availed of WCD premises for interviewing clients.

Course 2: The Chop Shop Course

An employer who had engaged the services of WCD to deliver the Eddie Rockets Mullingar Course in 2016 returned to us to ask for our help in training and recruitment of staff for a new health eating restaurant he was opening in Athlone. We liaised with the employer to identify the needs and skills his restaurant required and designed and delivered the following course:

- Employability skills
- HACCP
- Manual Handling
- Deli Skills
- Nutrition module
- Customer service
- Barista skills/certificate

This course was advertised in the local newspaper, additional supports were put in place for clients and the employer such as providing pre-interview training for all applicants and again WCD premises were used by the employer for interviews.

A total of 21 clients took part in the course with 9 youth participating; the employer offered 7 clients jobs from the 21 participants of which 3 were under 25 years.

WCD worked with a total of 121 youth in 2017, with 89% having leaving certificate or lower educational levels. A total of 34 youth progressed to employment as a result of engaging with the following actions:

Action 7 supports for early school leavers - 46 clients engaging under this action

Action 5 Education Support – 57 youth engaged under this action with 24 young people progressing along the education continuum in QQI level 4, 5 and 6 courses such as: Major Award Care Skills, Payroll, Office Administration Skills, Special Needs Assistant QQI 5 & 6, Childcare QQI 5 Courses, and Security Courses QQI 4.

Action 8 Employability Services – 121 youth engaged – over 30 participating in labour market training such as; Safe Pass, Construction Tickets, Manual Handling, HACCP, Child Protection Training, Occupational First Aid, Forklift Licence Training. An additional 4 young people engaged with Action 9 Enterprise supports and they participated in Business Appraisal and mentoring training which resulted in all 4 progressing to self-employment.

Case Study the Chop Shop Course

- Goal 3 - Action 8: Employability Services

Background

In 2016 WCD worked with a local employer supporting their training, selection and recruitment for a new restaurant 'Eddie Rockets' that was opening in Mullingar. Due to the success of this, with over 14 SICAP clients securing work, the employer returned to WCD seeking help with his training and recruitment needs for a new healthy café he was opening in Athlone 'The Chop Shop'.

We had successfully collaborated with this employer not only for the initial training and recruitment of his staff in 2016 but he returned to us for all his recruitment needs since and to this end many of the youth engaging with SICAP have gained their first taste of employment with Eddie Rockets.

We met with the employer and the manager of the new café and identified the training and employability skills that they were looking for and that would suit the roles of their business. WCD welcomed this opportunity as it allowed us to offer our Athlone clients both a training opportunity linked to a potential job whilst once again working with an employer that was open to employing individuals from target groups that find it difficult to secure employment opportunities; long term unemployment and young people.

To promote the course a;

- **Flyer was designed and sent to all SICAP clients**
- **Flyer was placed flyer in local newspaper**
- **Flyer was sent to DSP, Intreo & SEETEC who forwarded and promoted with their clients**
- **Flyer forwarded to RAPID Athlone community groups**
- **Flyer forwarded to PPN and Local Authorities who promoted it with their service users**
- **Advertisement was placed on WCD web site.**

The application & selection process included the following:

- Application form – registration by email
- Interviews for a place on the course

The timeframe for designing, recruiting and delivering this course was 4 weeks; a total of 21 people took part in the course and completed the following modules:

Course Modules

1 HACCP **2:** Healthy Eating **3:** Manual Handling
4: Deli Skills **5:** Employability Skills **6:** Knife techniques & chopping skills

The course was delivered from our training rooms in Athlone and all interviews were also conducted by the employer from our offices. We offered pre interview support to all participants and worked with them extensively conducting mock interviews and helping them fine tune their interview skills and other soft supports to help clients overcome some self-imposed barriers such as attitude, lack of motivation and reluctance to take part in new training opportunities. With DSP, Intreo and the other structures and networks mentioned above promoting and encouraging individuals to consider this course helped remove barriers.

The training was carried out at a time and pace to suit individuals, additional literacy supports were offered to a couple of the applicants and most of all the social engagement and learning in a group with a clear picture of the potential job at the end helped them take on board the learning and where they may use the skills they were achieving.

The course was extremely successful; the employer recruited all his staff from our SICAP clients, offering 7 client's jobs. This employer demonstrated once again to WCD that he was happy and confident that employing individuals with long periods of unemployment and first time entrants into the workplace was advantageous for all involved.

Through promoting and networking this course with Goal 1 LCG's, RAPID and PPN structures we used a community development approach to advertising and recruiting individuals making the course accessible to those most disadvantaged. Through working in collaboration with a local employer we support both his and our clients referred from the above networks personal goals of employment in turn overcoming barriers and inequalities such as opportunity and discrimination of long term unemployed and youth in the workplace.

