



# Social Inclusion and Community Activation Programme (SICAP)

End of Year Progress Report 2016

Blanchardstown Area Partnership



Social Inclusion & Community Activation Programme



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



pobal

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## Abbreviations

BAP	Blanchardstown Area Partnership
CSO	Central Statistics Office
DSP	Department of Social Protection
ED	Electoral Division
ETB	Education and Training Board
FTO	Fingal Traveller Organisation
ILO	International Labour Office
KPI	Key Performance Indicators
LCDC	Local Community Development Committee
LES	Local Employment Service
LDP	Local Development Programme
LCDP	Local and Community Development Programme
LDSIP	Local Development Social Inclusion Programme
NIRSA	National Institute of Research and Spatial Analysis
PPN	Public Participation Network
QNHS	Quarterly National Household Survey
RAM	Resource Allocation Model
SICAP	Social Inclusion and Community Activation Programme

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## Section 1

### 1) Overview of 2016:

#### a. Key Achievements

*Outline any particular successes or achievements relating to the implementation of SICAP.*

1. **Blanchardstown Area Partnership (BAP) achieved its 2 Key Performance Indicators (KPI's)** set for the administrative county of Fingal (Please see page 26). Most notably, we surpassed our caseload targets for the *number of individuals (15 years upwards) engaged under SICAP on a one-to-one basis* by over 200 persons.
2. Despite a reduction in the national unemployment figures reported by the Central Statistics Office from 8.9% to 7.2%<sup>1</sup> as recorded via the Quarterly National Household Survey (QNHS), BAP provided educational and labour market training supports to more persons in 2016 than the previous year.
3. BAP continued to extend community development supports to more groups and organisations across Fingal (30% increase) in particular around Skerries and Balbriggan town achieving a greater distribution of supports under Goal 1 of SICAP.
4. BAP captured additional information relating to the qualitative indicators of SICAP. In 2016, we carried out a survey of community groups supported under Goal 1, wrote up additional case studies, undertook a purposive survey of Goal 2/3 clients, and administered a telephone survey with individuals who established their own business in 2015.
5. The quality of the overall personal and sensitive data captured by BAP and input onto IRIS is considered excellent according to the Department of the Housing, Planning, Community and Local Government, despite the challenges and barriers to this occurring.

#### b. Challenges and Barriers

1. The Trutz Haase HP Deprivation Index<sup>2</sup> and the allocation of SICAP funding under the Resource Allocation Model (RAM) rolled out by POBAL in the past has been brought back into fresh focus. This is because of the recent recognition by the Department of the Housing, Planning, Community and Local Government that persons in receipt of rent supplements and the new Housing Assistance Payment are now considered to be living in social housing. This has implications for the Trutz Haase HP Deprivation Index methodology, which always placed an additional weighting on areas that had high concentrations of traditional local authority social housing such as inner-city Dublin. This was to the detriment of rapidly growing suburbs of Fingal such as Dublin 15 who in the 90s and the previous decade who never received the appropriate level of funding given the enormous population explosion experienced. It would now seem only appropriate that the methodology behind the Trutz Haase HP Deprivation Index be reconfigured factoring in the change of categorisation in social housing. It is worth pointing out too that the boundaries for

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<sup>1</sup> December 2015 (8.9%) December 2016 (7.2%)

<sup>2</sup> Haase and Pratschke developed an index that provides a single measurement of the relative affluence and deprivation for an area. The deprivation scores range from -50 to +50 with -50 being extremely deprived and +50 being extremely affluent. Deprivation is measured into 6 bands relative to the State average i.e. Very affluent, Affluent, Marginally Above Average, Marginally Below Average, Disadvantaged and Very Disadvantaged. In the south-west, north-west, north-east and mid-Fingal there are a number of EDs that are 'Below Average' or 'Disadvantaged'.

RAPID<sup>3</sup> are still based on historical 2006 census data. The RAPID programme was allocated additional funding in the 2016 national budget.

2. The enormous increase in the caseload of persons being input onto IRIS from 850 to 1,665 has placed additional pressures on data controllers in Blanchardstown Area Partnership who are responsible for ensuring that all the data input onto the performance and monitoring system is correct and accurate. The number of fields of personal and sensitive data captured for SICAP target groups has increased from 6,800 to 52,800 (780% increase) between 2014 and 2016, some fields of which are questionable as to whether they yield any additional insights into the nature of social exclusion people are experiencing<sup>4</sup>.
3. The follow up tracking of individuals for IRIS that sometimes requires BAP contact external tutors to verify completion rates for courses and ringing clients to find out if they sourced employment is time constraining. The obligatory follow up with young people under 25 years of age in particular on two separate occasions<sup>5</sup> who are not in education and training is particularly challenging especially 6 months after their last engagement with the organisation. Young persons under 25 who are NEETS should be recorded on a separate performance monitoring system<sup>6</sup>. Sometimes the same fields of information for young persons have to be reflected twice onto the performance monitoring system IRIS for reporting extraction purposes. In 2016, BAP also ran courses for young Travellers in conjunction with the Blanchardstown Traveller Development Group to engage with NEETs another hard to reach disadvantaged group. Following consultation with Fingal Traveller Organisation (FTO), a mechanics course was put on by BAP, however there were no referrals made by FTO.
4. The change of focus between previous local development programmes that overturned the distinction as to what are considered community development education<sup>7</sup> and informal / formal education from a caseloading and tracking purpose in more recent years is regrettable. This change in practice has been induced by national targets being imposed with the threat of financial penalties being enforced<sup>8</sup> on LDCs who deliver Ireland's only anti-poverty programme-SICAP. Previously targets were always set on the basis of an evidence of need gathered at a local level and informed by an in-depth consultation process LDCs undertook or a 'bottom up approach' in keeping with the principles of community development.
5. There is also an expectation that the additional interventions persons receive are recorded on IRIS, some of which were previously considered non-caseload e.g. one day workshops. What is also problematic is that IRIS does not capture the intensity of supports a person might receive because the focus is purely on recording the numbers of interventions. There is no weighting given to the duration in hours a person receives in linking this to the headline indicator report. As a result, someone who attends a two month ESOL course is considered to have received the same number of interventions as someone who receives career guidance support lasting a couple of hours along with a personal action plan.

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<sup>3</sup> The RAPID Programme aims to ensure priority attention is given to tackling the spatial concentration of poverty and social exclusion within the 51 designated RAPID areas.

<sup>4</sup> The registration form for individual beneficiaries is long (4 pages) and requires LDCs to collect up to thirty fields of data. This process can take up to 45 minutes in some cases and this is time that could be much better used working on the programme and providing interventions for service-users.

<sup>5</sup> Under 25 who are not NEETs must be contacted 1 month and 6 months after the last intervention

<sup>6</sup> Individuals who benefitted under a separate E.U. programme known as the European Integration Fund were recorded on a separate performance monitoring system that was less bureaucratic

<sup>7</sup> Several Goal 2 related activities now see persons being caseloaded e.g. *Failte Isteach, Irish language, parenting and we can quit courses*, which never occurred in the past.

<sup>8</sup> Written into SICAP programme guidelines

6. This same practice extends to Goal 1 related activity. With a target of 81 groups to provide a minimum of 2 interventions to, the focus is slanted on achieving the headline target. One of the consequences of trying to attain this headline target is that although more groups received interventions from BAP in 2016, a lower percentage of them were located in and around disadvantaged RAPID areas. In practice, the focus should be on the provision of more intensive community development supports to fewer groups that are located in most disadvantaged areas of Fingal as occurred for the 2011-2014 Local and Community Development Programme and all other previous programmes. This enabled groups receive continuing supports on a monthly basis from community development staff members when BAP had outreach centres in Parslickstown and Corduff.
7. The move into North Fingal has brought challenges in terms of building relationships and trust with both community groups and agencies. However, over the course of the year these relationships have improved significantly. This can be seen by an improvement in referrals and footfall. Our staff now meet regularly with DSP, DDLETB, NDRDATF, Foroige, Jigsaw and School Completion Programme staff, as well as a broad range of community organisations.
8. The establishment of interagency/community development groups in Balbriggan is taking longer than we would have hoped. While progress has been made, the capacity of some groups to take part is not currently there. There is a huge piece of community development work to be undertaken to increase this capacity.
9. Last November a national forum on economic and community development was held at the Royal Kilmaingham Hospital that was co-ordinated by the Department of the Housing, Planning, Community and Local Government. On the day Minister Simon Coveney TD, invited those present to provide honest and direct feedback to policy makers. Among the many matters discussed at the 6 facilitated workshops, LDCs clearly communicated that there needed to be far greater flexibility in relation to the setting of targets at a local level. The 10% leeway provided to LDCs to decrease or increase targets in relation to was seen as too restrictive and not in keeping with actual community development principles.
10. Elsewhere the continuing changes made to the SICAP programme technical guidelines (Version 1.7 most recent) since the signing of contracts have been challenging. The latent discovery of a systematic data collection error in 2016 that inadvertently saw the caseloading of 'young persons who are still in school' had implications for BAP in achieving some of the local targets for young people in Fingal. Young people who are 'still in school' were never caseloaded for previous local development programme stretching back to 1991. As a result, 500 teenagers who we did provide supports to could not be entered onto IRIS caseload on receiving advice from POBAL and the Office of Data Protection. This curtailed the ability of BAP to reach four of the headline indicators marked with an asterisk under Section 3. It also impacted on our KPI number 1 actual. 400 of these young people were based in the Balbriggan area, which affected the perceived geographical spread of individuals .
11. The technical *End of Year Report* template and the deadlines associated with its submission (January 16<sup>th</sup>) constrain a Local Development Company from writing up a proper narrative annual report in comparison to previous anti-poverty programmes. The deadline for the submission of the End of Year Report for the Local and Community Development Programme was two weeks after the cut-off point for the finalisation of performance monitoring data. This was helpful.

12. Some of the qualitative indicators for SICAP are unsuitable for a Local Development Company to consider gathering information for<sup>9</sup>. It is not the role of a LDC to capture data about Statutory Providers. In addition, there is no way of reflecting community initiatives on IRIS as there once was for the SCOPE system. Other indicators<sup>10</sup> appear at best misguided to gather data for when LDCs can no longer allocate funding to community groups under SICAP as a way to induce them to participate on their own internal working groups.
13. The SICAP introduced a new 4<sup>th</sup> Stage in Community Development matrix which overturned almost 20 years of practice with no independent reference in the technical guidelines as to where this new Stage emerged from. In addition, what are considered to be interventions to the community sector have also narrowed considerably.
14. In 2016, BAP delivered a Newsletter to 20,000 households on two occasions and undertook roadshows as part of the communications strategy with the target groups of SICAP. Separate to this we reviewed our social media strategy and re-formatted our website in July to help improve how we communicate with people via the website and the likes of FACEBOOK.
15. We continue to offer employment support to TUS clients in North Fingal. However take up is extremely limited (unlike with TUS Dublin 15). We have met with FLP on a number of occasions over the year and they are of the opinion that their Jobsclub already provides the service we offer. We believe that we can compliment and enhance this service for TUS clients.

### c. Progress with Annual Plan<sup>11</sup>

Blanchardstown Area Partnership delivered all the 11 Actions across the 3 Goals.

1. Briefly **under the Goal 1 actions:** *Community engagement of disadvantaged groups*, BAP provided pre-development and group formation, capacity building and organisational development, and collective action supports to groups across Fingal in line with the various stages of the community development matrix. As previously outlined we began to more actively support community groups in the north of Fingal in Balbriggan, Rush and Skerries as part of an outreach strategy. 5 groups participated under the annual SICAP planning process and 1 of the group members was supported onto the decision making structure under this particular action. In terms of outcomes 9 of them were considered to have progressed along the community development matrix. 3 groups were assisted to leverage funding. Elsewhere 436 persons (non-caseload) were helped to engage with social, cultural and civic activities in collaboration with community groups for an Ongar Family Fun Days in Ongar/Corduff and another 500 persons (non-caseload) attended a Blanchardstown Health and Wellbeing Event. Our Community Newsletter was published and distributed to over 20,000 households twice. See a **case study on page 49** for more information for how the Partnership actively supported a specific local community group in 2016.
2. Under the action *engagement of groups in decision making structures*, community groups also received pre-development and group formation, capacity building and organisational development, and collective action supports across this action. 12 groups participated under the

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<sup>9</sup> Perception of local community/target groups whether initiatives developed by local community groups/local service providers/other statutory and key providers have responded to gaps in service provision (QL – survey based)

<sup>10</sup> Perception of SICAP local community groups on how their level of participation in decision-making structures and strategic frameworks has altered as a result of their involvement in SICAP / Estimate value brought to locality through the presence of SICAP supported social enterprises in terms of (gathered external to database via survey):

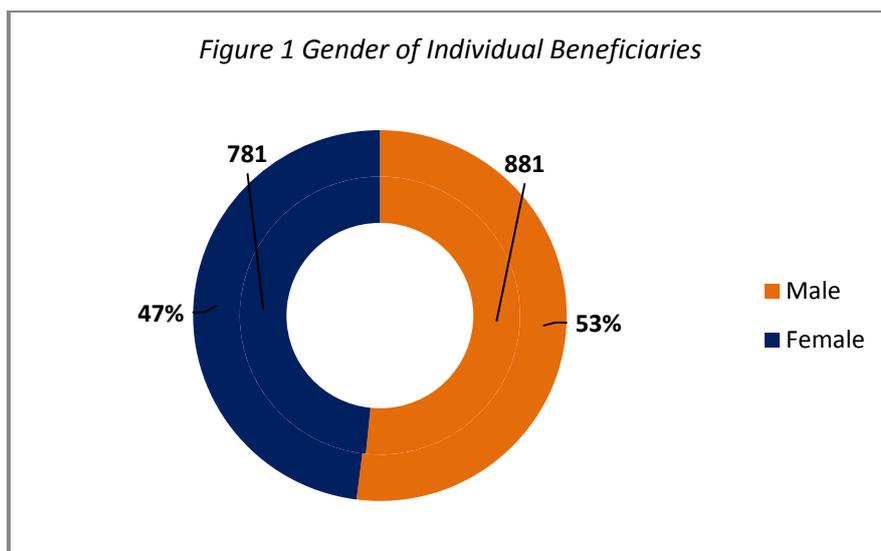
<sup>11</sup> *Update on progress* with respect to these actions is available to view under the actions on IRIS itself

annual SICAP planning process and 15 of the group's members was supported onto local, regional and national decision making structure. In terms of outcomes 9 of them were considered to have progressed along the community development matrix. 3 groups were assisted to leverage funding.

3. Briefly **under Goal 2 actions**: Far more was achieved in some actions than we anticipated. One example of this is in the *integration action* where we delivered more English Language programmes than anticipated and a result 258 persons attended ESOL and Failte Isteach courses. See a **case study on page 46** for more detail. In relation to *family support and children*, we similarly delivered more evidence informed parenting courses than first anticipated (7 Early Years and Children's Programme courses and 85 participants). For technical reasons however, over 30 participants who attended and completed parenting courses had to have their details deleted from IRIS as they were not considered to be SICAP target groups. For our *youth at risk* action we surpassed our caseload and non-caseload targets. BAP collaborated with Balbriggan Youth Services, Blanchardstown Youth Services, Blanchardstown Traveller Development Group in trying to respond to the needs of actual early school leavers who are NEETs. In terms of engaging with children at 'risk of early school leaving', several projects in collaboration with the Schools Completion Officer were supported by the Partnership.
4. Finally **under Goal 3 actions**: *Enterprise supports*, 824 individuals received a combination of pre and post-enterprise supports from the Partnership in 2016. A broad variety of workshops and start your own business courses were delivered and individuals availed of one-to-one mentoring supports. As such, all of these persons are better informed of self-employment options. For *social economy enterprise* action, BAP provided supports to 5 social economy projects in Fingal. BASE, BAPTEC Ltd and Corduff Campus are social economy projects who the Partnership has supported over many years in Chairing the organisations in the past, helping write up needs analysis report and providing them with census data and maps. Moving to our *labour market training* action, BAP delivered many Career Bootcamp, Future Options, Power of Positivity, JobClubs for 497 persons most distant from the labour market to make them aware of career options and job opportunities. In September the Department of Social Protection ran a Jobs week at the Bracken Court Hotel and we supported this initiative. At this event as part of our *Links with Employers* action the Employment Development Officer spoke to over 300 people at 3 separate groups over a morning session.

#### d. Lessons Learned

1. Below in figure 1 is a portrayal of the gender breakdown of SICAP clients that show that only slightly more men received SICAP supports in 2016 (53% male and 47% female). A continuing challenge for SICAP nationally and locally is engaging with more long-term unemployed men when one scrutinises the gender breakdown of live register claimants and who are captured as economically in-active via the QNHS. If actions were to be gender and equality proofed as was a requirement for previous anti-poverty programmes, there would be more importance place on greater engagement with long-term unemployed men across SICAP. Some of the Goal 2 type supports offered by the Partnership such as We Can Quit Smoking, Parenting and Healthy Food Made Easy courses are more likely to attract female participants than men. A lot of the community infrastructure which previously existed in Blanchardstown such as BOND, ROOFS, Forum 15, CDPs that the Partnership supported from a community development angle under Measure C of the 2000-2010 Local Development Social Inclusion Programme have dissolved due to funding cutbacks. This makes the task of engaging with economically inactive and unemployed men more difficult, which is further compounded as BAP has fewer outreach locations in disadvantaged areas than it once did.



2. The SICAP evaluation framework with its associated performance indicators, which underpins IRIS does not allow LDCs record certain activities on the performance and monitoring system as was once the case. These include – community events that would attract non-caseload attendees, community newsletters that are delivered to thousands of homes in Fingal and take several months’ work and planning and specific supports to community development groups such as helping them access funding, progress them into the Fingal Community Action Network. Blanchardstown Area Partnership looks forward to the organisation being consulted with by POBAL/Department of the Housing, Planning, Community and Local Government during 2017 in relation to the parameters of the next anti-poverty programme that will replace SICAP.

## Section 2

### 2) Engagement with Beneficiaries

#### a. Engagement Strategies

There is a suite of approaches as to how the organisation engaged with the individual beneficiaries of SICAP. Firstly, the *BAP website* [www.bap.ie](http://www.bap.ie) is an important means of communicating with target groups how the organisation may support them given that many persons nowadays have a Smart Phone. In July 2016, BAP revamped its website to improve how it communicates with individuals and to enable persons register in advance for courses by booking online. As a result, site visits are consistently better than in previous years. 90% of visitors are viewing more content and very few are leaving without navigating around it. From July-November 2016, there were 18,763 unique hits registered on the website as evidenced by Google analytics<sup>12</sup>.

Elsewhere Blanchardstown Area Partnership’s has *three premises located across Fingal* where it offers supports from but it *also partners with 10 community centres* such as the RIASC centre in Swords. Its main offices are located in Blanchardstown Coolmine Electoral Division (ED) and in Blanchardstown Tyrrelstown ED, which is the most disadvantaged in Fingal. Towards the end of 2015, Blanchardstown Area Partnership opened a new outreach office in Balbriggan Town located in the Balbriggan Urban ED. The office is within easy reach for people living in housing estates in the Balbriggan Rural ED that

<sup>12</sup> There is no SICAP performance indicator for *online information provision* so none of this activity can be recorded on IRIS as an actual output. For the Local and Community Development Programme there was a performance indicator for such information provision.

adjoin the town. Outside of RAPID<sup>i</sup> estates in Dublin 15 both Balbriggan Urban and Rural EDs contain the most disadvantaged small areas in Fingal. As such, this is where unemployment levels are highest and larger concentrations of lone parents reside (Ryan, C 2011).

In 2016, Blanchardstown Area Partnership distributed a *Community Newsletter* to 20,000 households of the administrative county in the Spring and Autumn. This covered Dublin 15 and other urban parts of Fingal including Swords, Balbriggan, Rush, Lusk and Skerries along with small pockets of Howth / Baldoyle identified through small area neighbourhood analysis of POBAL maps. As a consequence, new individuals benefited under SICAP who have never previously received educational or training supports from a local development company.

BAP's Community Development Staff also helped organise and participate in several lifelong learning events including 3 *roadshows* across Fingal (Applewood, Holywell) along with 3 *health and wellbeing events and family fun days* in Ongar and Corduff where hundreds of persons attended. This is considered to be non-caseload activity but nevertheless it still takes a lot of organisation by Community Development staff for such events to materialise. Some of the individuals who attend subsequently self-refer themselves or their family members to visit one of our 3 offices in Balbriggan or Blanchardstown. As captured by IRIS, 9 % of persons heard about BAP via a family member or a friend (Figure 10 page 22).

Towards the second half of the year BAP began to see the benefits of greater engagement with community groups on the ground in pockets of Balbriggan and Skerries in particular. As a result, the number of community groups who the organisation engaged with during 2016 increased from 63 to 81. Community development staff and management have held meetings with Fingal County Council community staff, to cross reference their work across the county and avoid duplication.

In addition, Blanchardstown Area Partnership positively discriminated in favour of some SICAP target groups within its 2016 Annual Plan as backed up by the evidence of need included within its Socio-Economic Profile of Fingal included in its SICAP tender to the Fingal LCDC. For instance, it continued to deliver an action that engages with refugees, asylum seekers, migrant workers via the Fáilte Isteach initiative, ESOL (see Goal 2 case study) and 4 enterprise workshops (Momtrepreneurs) that positively discriminate to encourage more females to set up their own business that only women attend. In 2016, BAP also worked collaboratively for the first time with the Regional Drugs Task Force in supporting drug misusers some of whom were unemployed.

The Partnership also joined forces with Blanchardstown Youth Services and the Blanchardstown Traveller Development Group to build upon previous working relationships through their membership of BAPs Community and Youth Working Group. As a result, SICAP funding was allocated to a Traveller Carpentry/Woodwork course and a Life Skills course for Young Mothers. This helped the organisation gain additional access to young people aged 15-24 who are considered NEETs (not in education and training). With respect to engaging with children identified as of 'at risk of leaving school' the Partnership liaised with Schools Completion Programme Officers in Balbriggan and Blanchardstown in relation to a mindfulness initiative.

Management and staff arranged meetings with Statutory Services Providers across Fingal including DSP, Solas, Tusla *etc* to improve inter-agency co-operation. In doing so, it has focused on social inclusion through empowering communities to work collaboratively with relevant stakeholders using a broad range of supports and interventions facilitated through the programme. Management and staff continue to represent the organisation on the committees of various Networks/ Structures and Community Groups or indeed Chair these entities. This is another way in which Blanchardstown Area Partnership indirectly supports the target groups of SICAP.

## BAP Website Homepage Image

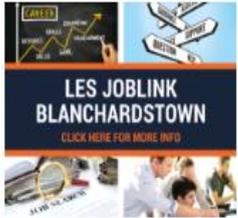

blanchardstown area partnership  
supporting communities across fingal

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The latest positions advertised directly through LES Joblink. Applications only accepted from registered LES Joblink clients.

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#### Employment Training

Range of courses teaching people invaluable skills and techniques to improve their CV, apply for jobs and prepare for interviews.

[Click Here For More Info](#)



#### Monthly Workshops

Monthly networking sessions and workshops in Blanchardstown, including guest speakers from local organisations & employers.

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#### Job-seeking Links

Range of courses teaching people invaluable skills and techniques to improve their CV, apply for jobs and prepare for interviews.

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#### Job-seeking Sessions

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#### Daily Jobs Newsletter

[Click Here For More Info](#)

#### One-to-one Support

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Facebook

12

## Newsletter Image

<p>EARLY YEARS PARENTS PLUS PROGRAMME FOR PARENTS AGED 1 TO 6</p>	<p>CHILDREN'S PROGRAMME FOR PARENTS OF CHILDREN AGED 6 TO 11</p>	<p>ADOLESCENT PROGRAMME FOR PARENTS OF ADOLESCENTS AGED 11 TO 16</p>
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Would you like the opportunity to come together with other parents in your area to share ideas and learn new techniques in a relaxed, friendly and fun environment?

We are excited at BAP to be able to provide you with the opportunity to take part in the Parents Plus Programmes at locations across Fingal.

### PRACTICAL & POSITIVE EVIDENCE-BASED PARENTING PROGRAMMES DESIGNED TO

- ◆ SUPPORT AND EMPOWER PARENTS
- ◆ TO CREATE SATISFYING AND ENJOYABLE RELATIONSHIPS
- ◆ TO MANAGE AND SOLVE DISCIPLINE PROBLEMS
- ◆ TO HELP CHILDREN AND YOUNG PEOPLE GROW UP TO REACH THEIR FULL POTENTIAL

FOR FURTHER INFORMATION ON WHEN THE NEXT COURSE IS TAKING PLACE

CONTACT  
**PAULINE MANGAN**  
087 419 0777  
PMANGAN@BAP.IE

### HEALTH-RELATED COURSES - BOOK YOUR PLACE TODAY

#### WE CAN QUIT

Stamp out the habit for 2016



Want to quit smoking?

Want to be healthier, happier (and a bit richer?)

Want help and support to do this?

Come join our FREE 12 week programme for women, to help YOU quit smoking

For more information contact  
Veronica at 01 820 9550  
Or Olive at 01 829 7210

#### HEALTHY FOOD MADE EASY

Courses now running across Fingal

Learn how to cook healthy food on a budget

You'll learn great tips and cook and eat tasty food every week. The course takes place over six sessions of 2.5 hours and cost €5 in total.

What recent participants of HFME had to say

"I have learned to plan my meals and shop accordingly. I now walk three or four times a week and I am much healthier"

"I loved taking part in cooking of the meals. Also got great suggestions about where to get the best value when buying the ingredients."

If you would like to have HFME running for your group or school contact : Roisin Devoy (01) 820 9550 or email rdevoy@bap.ie



AUTUMN 2016



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

### PUTTING PEOPLE FIRST

At SICAP we take great pride in putting our client's needs first. This has been reflected in our 2016 Client Satisfaction Survey, with 100% of our clients stating that they have been treated with 'respect and dignity' by our staff. The survey was carried out in June 2016 and was completed by 126 clients who used a range of our services and training, and is now available for viewing on our website under reports and publications.

A clear endorsement of our work is that 87% of respondents said they would recommend friends and family to use the service. 96% also felt that their needs had been fully or partially met. 96% felt that our premises and training facilities were either excellent, very good or good.

### HOW CLIENTS FELT WE SUPPORTED THEM



Dillon House 106 Coolmine Industrial Estate Clonsilla Dublin 15	BEAT Centre Stephenstown Industrial Estate Balbriggan Co. Dublin	Riasc Centre Feltrim Road Swords Co. Dublin	Parkside Unit 2, 2nd Floor Main Street Mulhuddart Dublin 15
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TRAINING ONLY

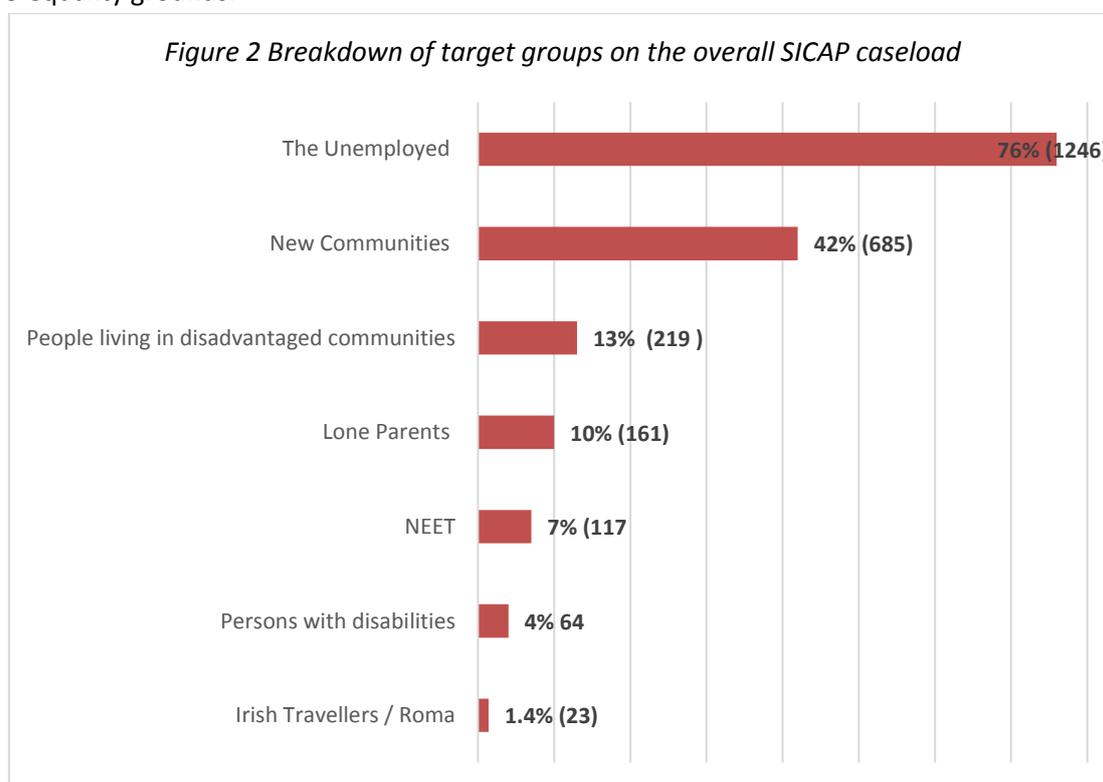
FOR MORE INFO ON COMMUNITY SERVICES, CONTACT 01 826 2342

01 820 9550 / INFO@BAP.IE / 1890 100 019 / WWW.BAP.IE

## b) Target Groups

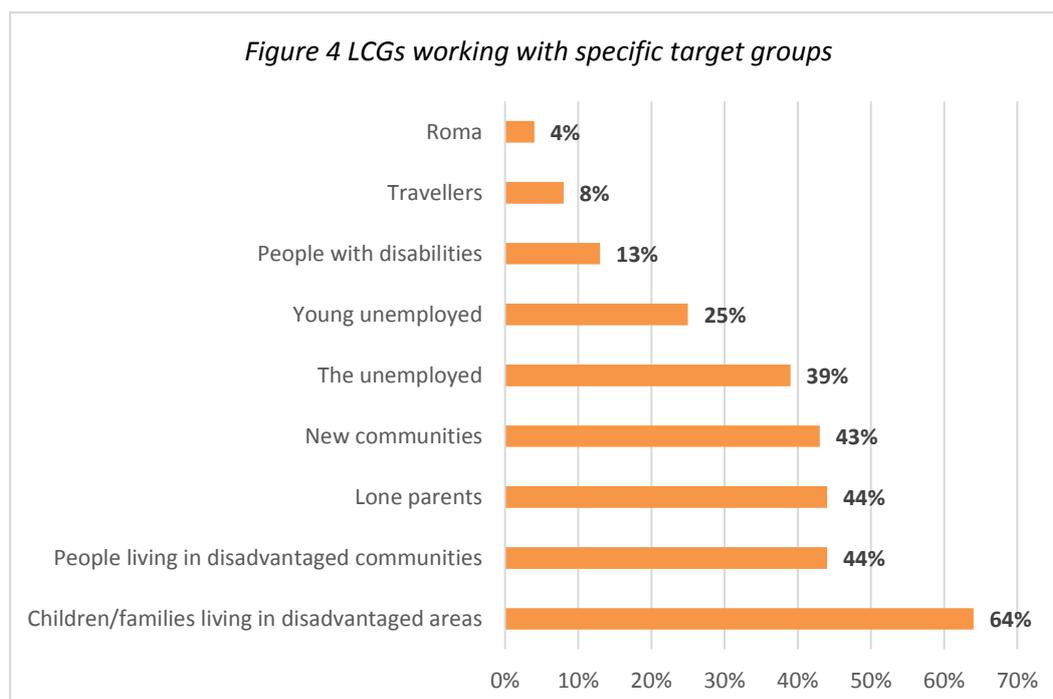
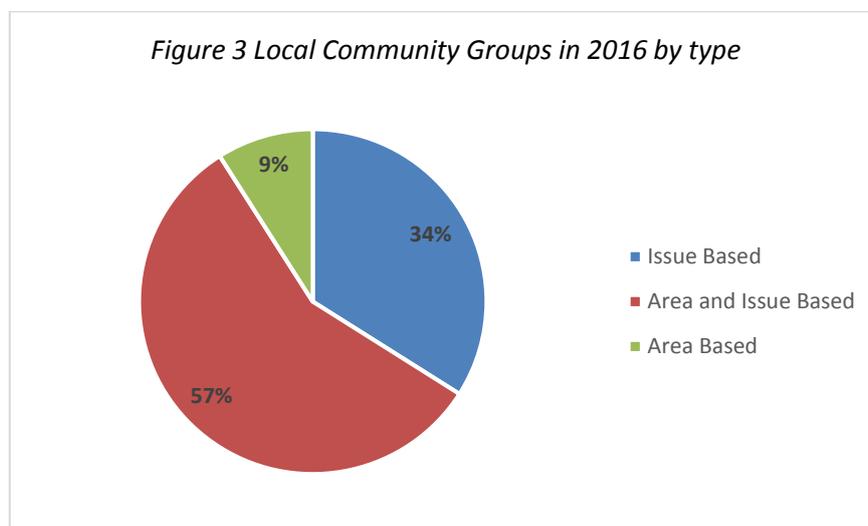
### *Individual caseload by target group*

The Social Inclusion Community Activation Programme has 10 primary ‘target’ groups set out in Version 1.7. of the revised Programme Requirements. The three goals of SICAP are focused on: Community Development (Goal 1); Informal/Formal Education (Goal 2); and, Employment training/ Self-Employment (Goal 3). Figure 2 shows the breakdown of individuals on the overall SICAP caseload across Goals 2 and 3. Note percentages add up to more than 100 and a beneficiary may belong to more than one target group. The majority of SICAP participants (76%) were in the unemployed category. The second largest were New Communities (*asylum seeker, refugee or migrant worker*) and constituted 42% of the caseload. This was followed by people living in disadvantaged areas (13%), lone parents (10%) and NEETS (7%). Other target groups of SICAP such as people with disabilities and Travellers were supported in smaller but increasing numbers by BAP in comparison to 2015. It is important to note that disability and ethnicity are considered ‘sensitive fields of information’ under Data Protection Legislation. Clients can opt out of sharing sensitive information on the data consent form they sign. As such, the true numbers of persons with a disability, Travellers and those who are a member of the Roma community are underreported. To encourage more persons to share sensitive fields of data, BAP has intentionally placed posters in interview rooms and around our premises that portray ethnic minorities in a positive light and to alert them to other organisations such as the Immigrant Council of Ireland who they can approach, if they have been discriminated against under the 9 equality grounds.



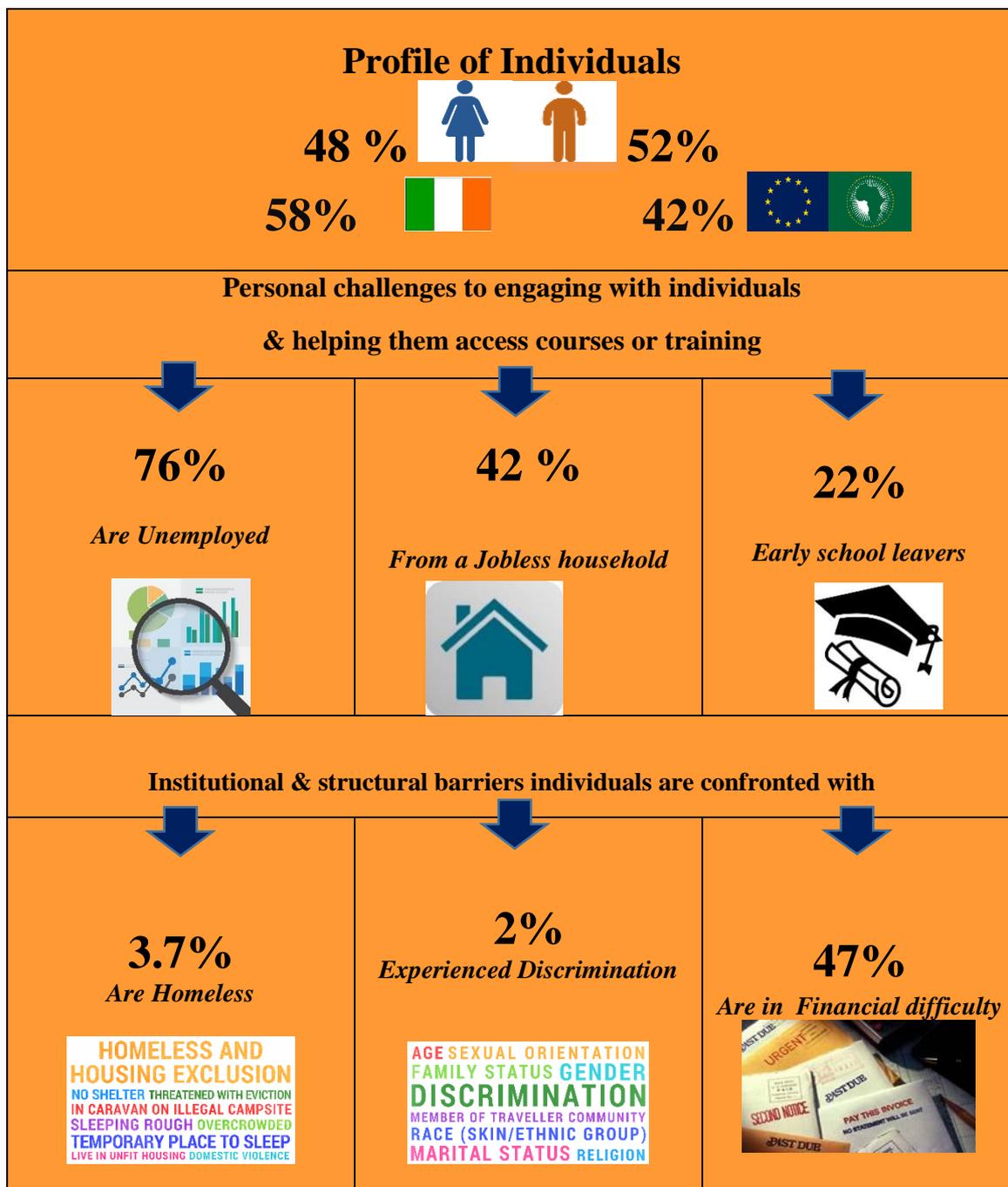
### Characteristics of Local Community Groups and Target Groups Supported

The local community groups are categorised on IRIS as either issue-based, area based or both. Issue-based community groups are focused on a particular target group such as persons with a disability or Travellers. Area-based groups have a focus on the needs of a specific area such as a resident's association. In 2016, Figure 3 shows that 57% of groups supported by the Blanchardstown Area Partnership in Fingal were area and issue based whereas 34% were issue based. Figure 4 shows the numbers of LCGs (as a % of all LCGs) that worked with each target. Because groups may work with several target groups the total will never equal 100%. The majority of groups worked with children/families in disadvantaged areas. 44% worked with lone parents and 43% New Communities. The target groups with the lowest level of engagement are Travellers (8%) and Roma (4%). Community development staff can only reflect a maximum of 3 target groups on an IRIS form when registering a group. In reality, many organisations work closely with more than 3 target groups and as a result the data in figure 4 needs to be interpreted with caution.



### c. Individual profile

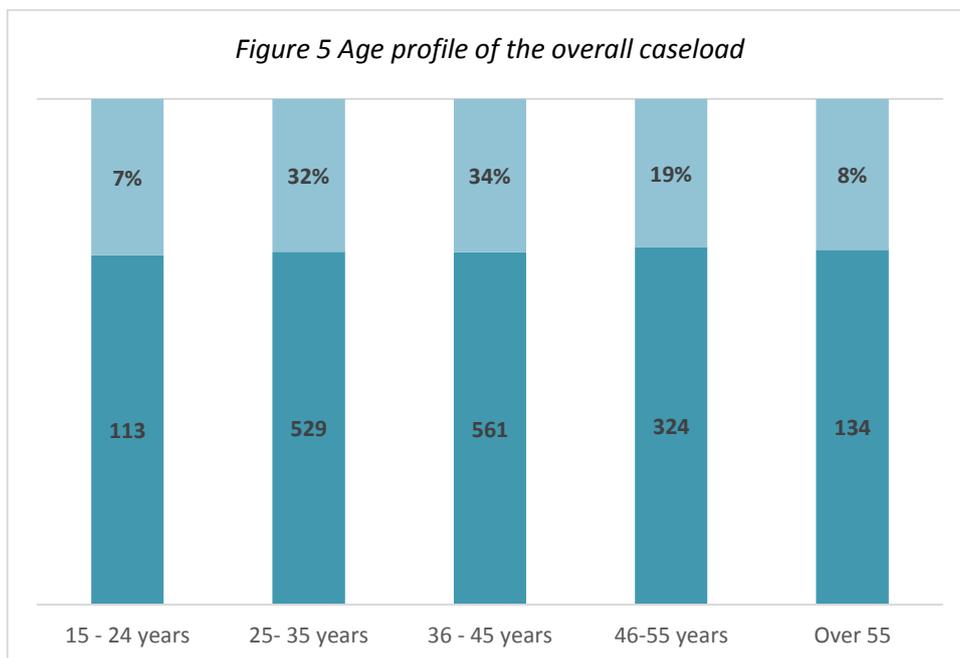
The infographic below presents an overview of collective issues for the entire caseload (1,664). When examined in conjunction with the separate figures further on (*principal economic status, education and household situation*) this aggregate data captures the real challenges to engaging with individuals in helping them access courses or training and the institutional and structural barriers they are confronted with e.g. discrimination. Supporting the target groups of SICAP is a protracted exercise but will become more challenging if levels of unemployment continue to decrease. The longer persons have been disengaged from the labour market the more intensive supports they require. A consequence of this is that it will make it more likely that the caseload of persons BAP supports will have been out of the labour market for a protracted period of time. This will require them receiving additional interventions over and above the typical individual back in 2011-2014 for the LCDP.



**1,664** disadvantaged individuals aged 15 and over were supported on a one-to-one basis in Fingal. There were **541 persons who received Goal 2 educational supports** and **1,172 who received Goal 3 employment supports**. When individuals register with SICAP they share personal and sensitive information relating to field categories such as age, gender, educational attainment labour market status, and ethnicity. This allows an LDC gain an insight into the personal challenges to engaging with individuals and helping them access educational and training courses or other pre-employment supports they might require. However, because household situation and discrimination related data are also obtained these highlight the institutional and structural barriers that individuals are confronted with that can be synthesised at a national level and shared with the Irish Human Rights and Equality Commission, Pavee Point and the Immigrant Council of Ireland.

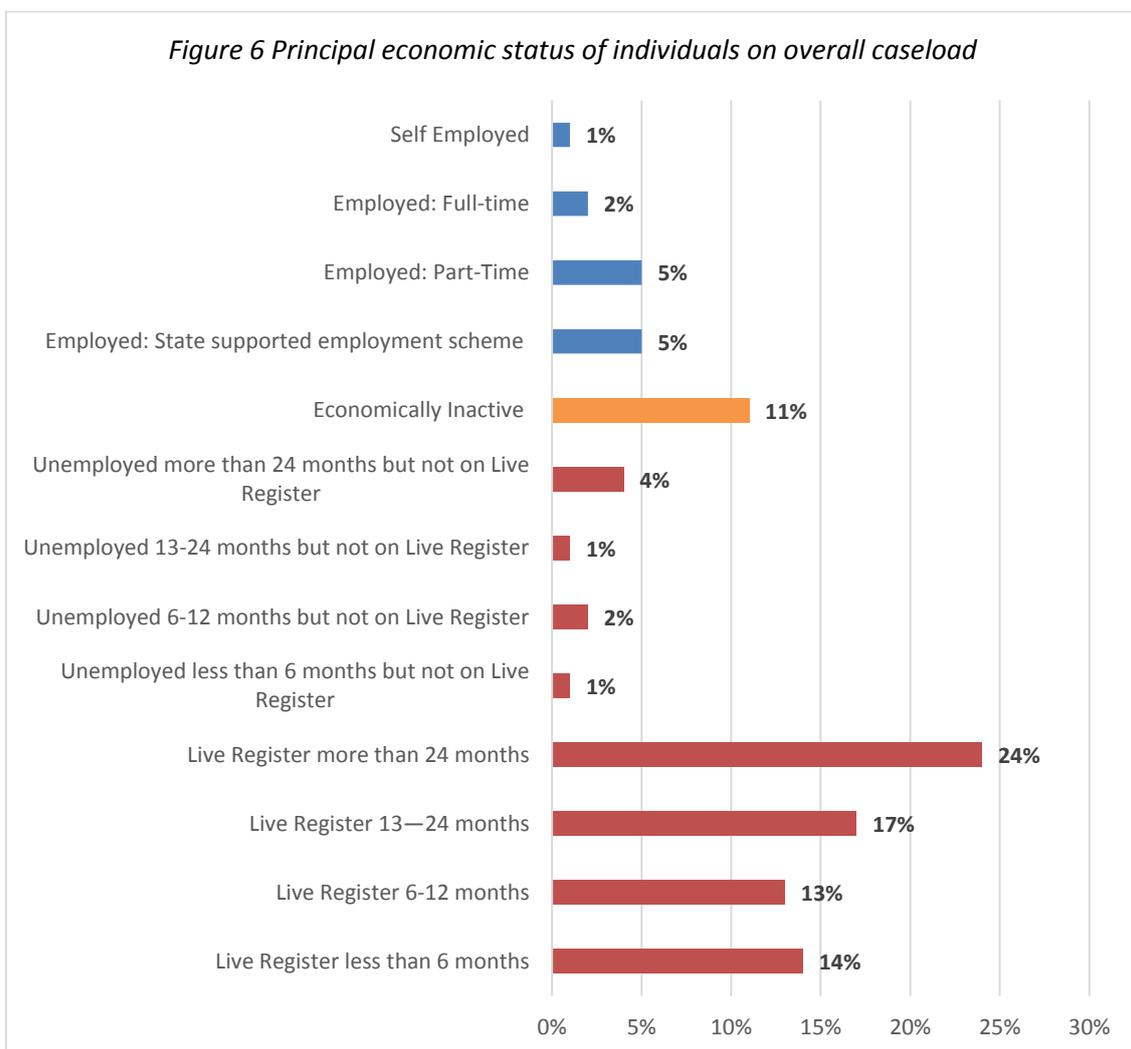
### Age

The largest age cohort (34%) of individuals who received one-to-one SICAP supports were aged 36-45 (See figure 5). The second largest group were people aged 25-35 (32%), whereas the smallest age group were the under 25 cohorts. The share of young people (15-24) in terms of the caseload was higher for Goal 2 (11%) than for Goal 3 (5.3%), which reflects the educational focus of Goal 2 activities for NEETs. As was previously indicated under figure 1, a larger percentage of the overall caseload were male (53%). When the caseload is disaggregated by age according to gender, it demonstrates that for persons under 25 (38% female/72% male), for persons between 25-35 (48% female/52% male) 36-45 age cohort (50% female/50% male) 46-55 years of age (46% female and 54% male) and lastly for over 55s there was an equal distribution for males and females.



### Principal economic status (PES)

The PES of individuals on the overall caseload in Fingal is presented in figure 6. The largest single category of individuals was those who were unemployed for more than 24 months (24%). Unemployed and on the live register for between 13 and 24 months constituted 17% of the overall caseload and unemployed and on the live register less than 1 year represented 27%. Intriguingly 11% of persons were captured as persons who are considered as economically in-active, which would include the likes of persons on a disability or a lone parent payment who are not signing on<sup>13</sup> and 8% of the caseload were unemployed but not on the live register. Both of these categorisations were not administered for previous social inclusion programmes and so are enabling SICAP capture greater insights into the nature of social exclusion some persons are experiencing. Also, the employed, both part-time and full-time made up 7% of the caseload. These would typically be low-income workers or persons in precarious employment situation e.g. underemployed. Elsewhere 5% of persons who received SICAP interventions were on active labour market schemes such as Community Employment or Tús.



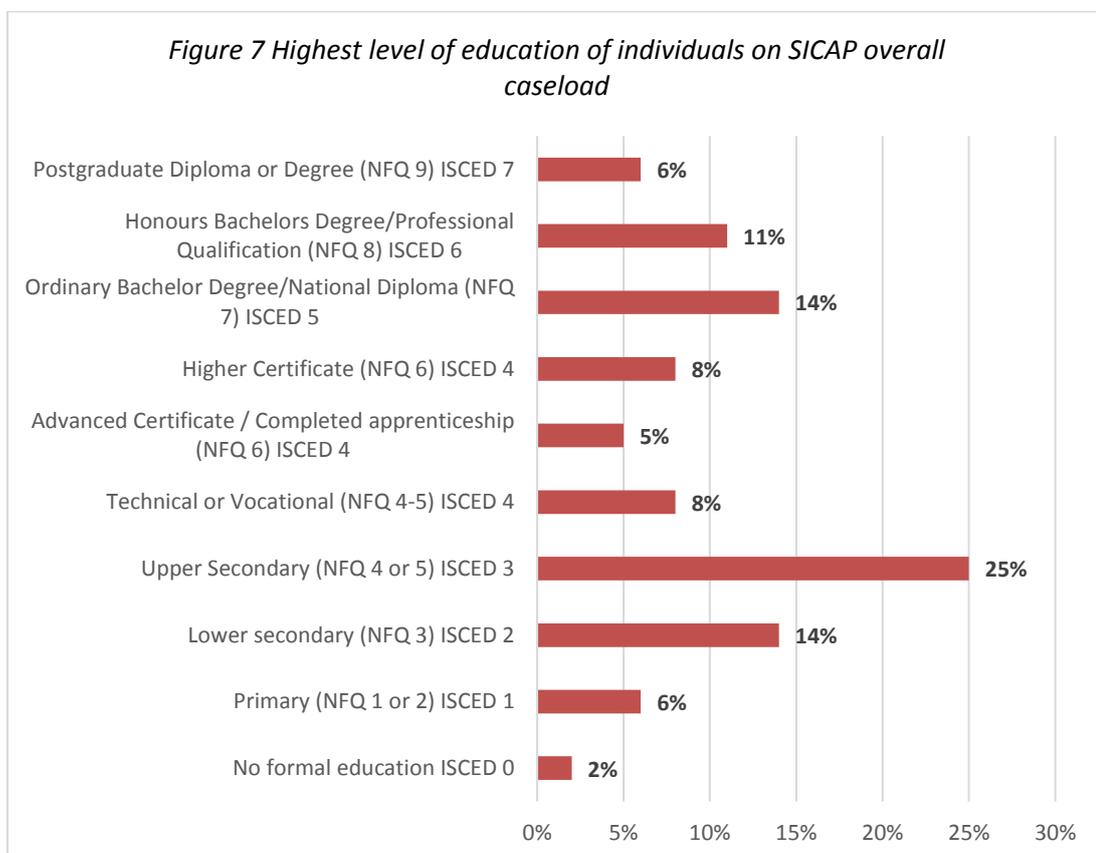
<sup>13</sup> The International Labour Office whose methodology is used to measure unemployment across the European Union is applied to categorise the labour market status of SICAP clients. [Employed, unemployed, economically inactive]

## Educational attainment

Figure 7 shows the educational attainment among the caseload and across both Goals 2 & 3. The majority (55%) of individuals supported under SICAP had a highest educational attainment of Leaving Certificate or lower. 22% of clients could be considered to be early school leavers whereas 31% reported to have a third level qualification. The achievement of a third level qualification is no assurance of participation in the regional labour market. The educational attainment of ethnic minorities is in many instances higher than for Irish nationals but their unemployment levels are higher. Please see table in the appendices and the Goal 2 case study for more detail.

Many Goal 2 beneficiaries who have low levels of English-language attainment as measured by the *Oxford English language assessment test* attended *Failte Isteach* conversational English language or an accredited ESOL. A significant proportion of these are individuals in their 50's onwards who arrived in to Ireland to re-unify with their children who travelled to Ireland during the Celtic Tiger boom in search of employment opportunities. Some of them are also accounted for by women who have been working in the home who have had no previous attachment to the labour market and so are considered 'economically inactive'.

With respect to the actual types of support person received, 70% received Goal 3 labour market interventions, which would include Bootcamp, Jobclub and enterprise supports. Figure 6 demonstrates that the vast majority of SICAP clients in Fingal are either 'unemployed or economically in-active'. Furthermore, it reveals that 54% of all persons who approached BAP are long-term unemployed i.e. out of work more than one year. In contrast persons exploring the option of setting up their own business (Goal 3) would generally have higher levels of educational attainment.

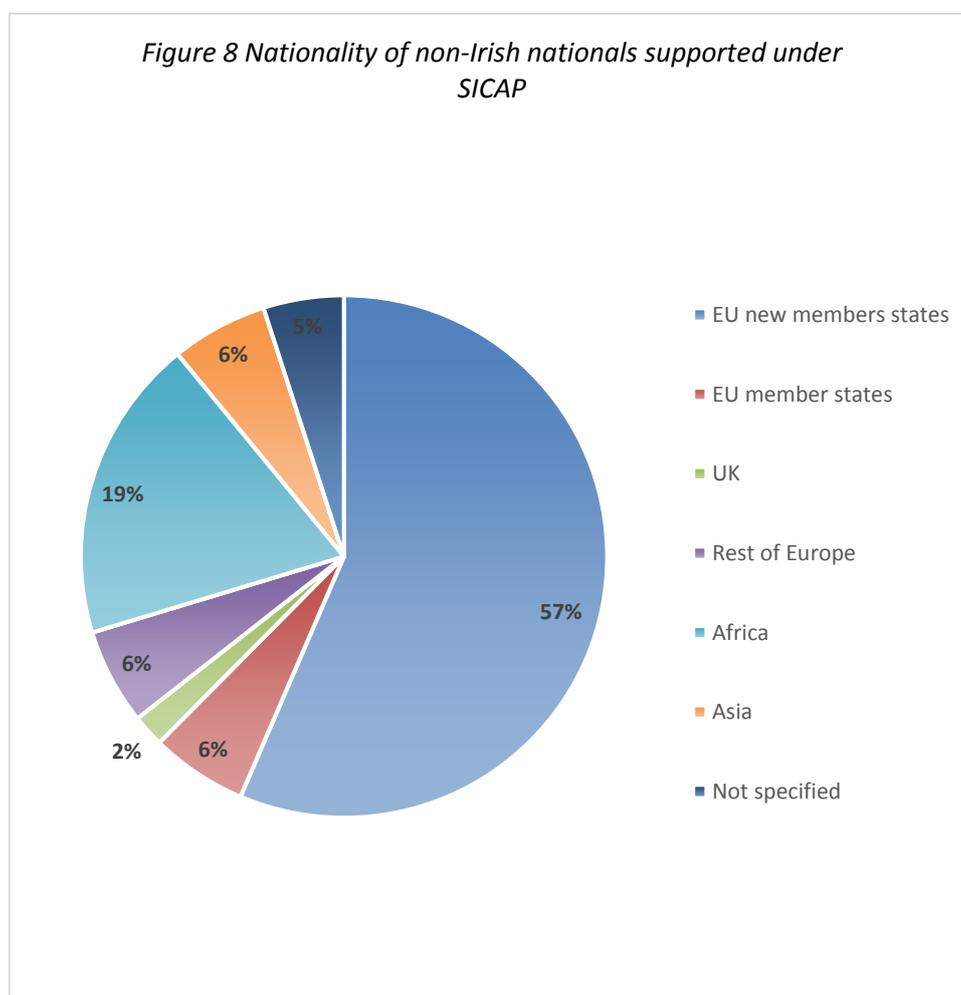


### Household situation

The National Economic and Social Council (NESC) identified several years ago that Ireland has among the highest rates of jobless households in the European Union<sup>14</sup>. Persons who live in jobless households are most typically found to have no educational qualifications, be parenting alone, have never worked and have a disability or live with another person who has a disability. Based on data gathered, **42% of individuals in Fingal who registered for SICAP indicated that they lived in jobless households** (See infographic). Almost half of all individuals (**47%**) who approached the Blanchardstown Area Partnership also indicated that there **were experiencing financial difficulty** and **51%** said that there **were dependent children living in their household**.

### Nationality

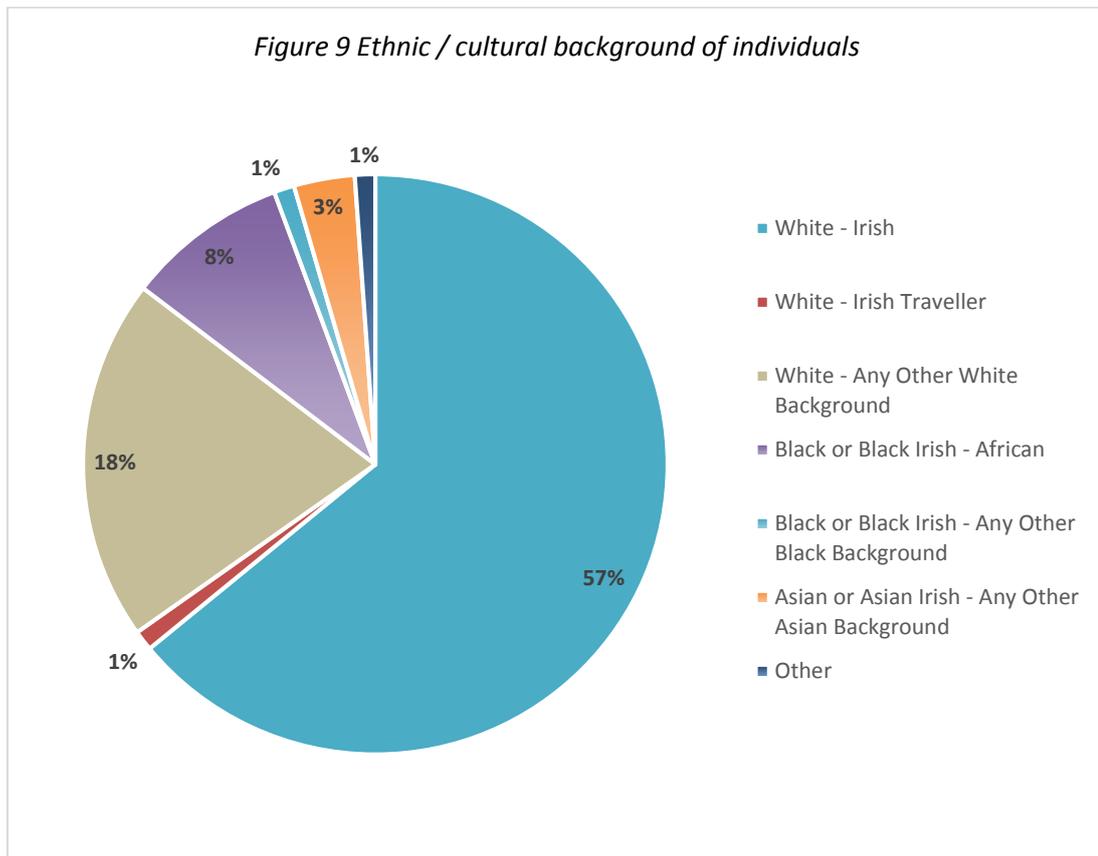
The majority of individuals supported under SICAP (58%) in Fingal were Irish. By far the next largest group (19%) were individuals drawn from the European Union's newest member states, with 134 alone coming from Poland, 81 Lithuanians, 77 Romanians, 44 Latvians etc. There was an equal representation (6%) of persons from the other E.U. excluding the UK who received supports and those from 'Rest of Europe' who received supports. See figure 8 for more details.



<sup>14</sup> National Economic and Social Council (2014) *Jobless Households: An exploration of the issues No 137*

### Ethnic / cultural background

Figure 9 portrays the ethnic background and cultural background of individuals in Fingal supported under SICAP. According to IRIS data the majority 57% were White-Irish nationals and 15% were White-Any Other Background most notably Eastern Europeans. 8% were Black or Black Irish and 3% were Asian or Asian Irish-Any Other Background. These data sets are not surprising given the very high ethnic diversity of Fingal compared to the national average<sup>15</sup>.



### Discrimination and Homelessness

As part of the registration process, Case Officers are required to ask whether someone was discriminated against under the nine equality grounds<sup>16</sup> or who find themselves homeless owing to the existing national housing crisis. The infographic on page sixteen displayed that **2% of the caseload in Fingal experienced discrimination and 3.7% were homeless**. As LDCs do not appear to have an advocacy role under SICAP guidelines, there is a question as to what realistic supports a company can provide someone if they disclose they were discriminated against by a Statutory Provider on the basis of their age, ethnicity *etc* or find themselves homeless. All Case-Officers can do is refer them to the appropriate services such as Immigrant Council of Ireland to report a racist incident, or the Housing Department of the Local Authority / Housing Association if they are homeless.

One has to be cautious in drawing firm conclusions around discrimination for a relatively small set of data on a once year-off basis. Based on a local analysis of data for Fingal, it was possible to identify

<sup>15</sup> Non-Irish nationals accounted for 18.3% of all residents in Fingal, compared with the national average of 12.0%. In some EDs across Fingal there are more non-Irish nationals than Irish nationals resident – for example The Ward ED has 51.6% non-Irish residents. Individuals from ‘rest of the world’ (17,156), ‘other EU 27’ (13,141), Poland (10,591) and the United Kingdom (4,837) represented the largest numbers of foreign nationals normally resident in Fingal.

<sup>16</sup> Age, gender, religion, race, sexual orientation, marital status, family status and membership to the Traveller community

that Irish and non-Irish nationals experienced equal levels of discrimination when the nationality breakdown for the *overall caseload*<sup>17</sup> examined. On the other hand, from an *ethnicity* perspective, Irish Travellers would appear to have experienced greater levels of discrimination than for other ethnicities. In relation to *gender*, more women experienced discrimination (57% women/43% male) as did *persons with a disability* when weighted against the data presented in figure 4. With respect to *age*, younger persons under 25 experienced discrimination more so than for other age cohorts too when the various age cohorts are examined. No discrimination data relating to religion, marital status or sexual orientation is gathered for SICAP.

#### *Individuals/groups assisted who do not belong to a SICAP target group*

There are socially excluded groups of individuals assisted by Blanchardstown Area Partnership who do not belong to the named SICAP target group but who were previously target groups of the 2011-2014 Local and Community Development Programme that the organisation continues to engage with. For instance, **ex-prisoners or drug mis-users** are not a named target group of the programme but are among the most socially disadvantaged groups in society. These disadvantaged men and women can not be reflected on IRIS as having received supports *unless* they are unemployed, have a disability *etc* and as such are allowed to appear on IRIS without being picked up a data error.

Because IRIS is now extremely technical in nature, it can actually act as a barrier to engaging directly with socially disadvantaged persons or from offering supports to the wider family unit indirectly (siblings) in some instances. Over 20 women who attended Parenting Courses funded via the HSE in 2016 had to be deleted from the system. These courses which are delivered by the Partnership are supporting not just the parents who are attending them over 8 weeks but by extension their children<sup>18</sup>. This example demonstrates that greater weighting on the headline indicator report needs to be applied to some non-caseload activity, if persons cannot be registered for SICAP owing to not fitting into predetermined category.

Finally, Fingal is an age-friendly county. However, **persons aged 65 years of age and over** who maybe retired or 'live outside of disadvantaged areas' but who wish to attend informal educational courses under Goal 2 are not a named SICAP target group in some circumstances. The decision to register persons for courses especially in disadvantaged areas sometimes organised in conjunction with other stakeholders such as the Education and Training Board, should never be made solely on the basis if someone is a named target groups of SICAP. We believe this runs in direct contradiction to community development principles of inclusion and equal participation, which inform the work of Local Development Companies.

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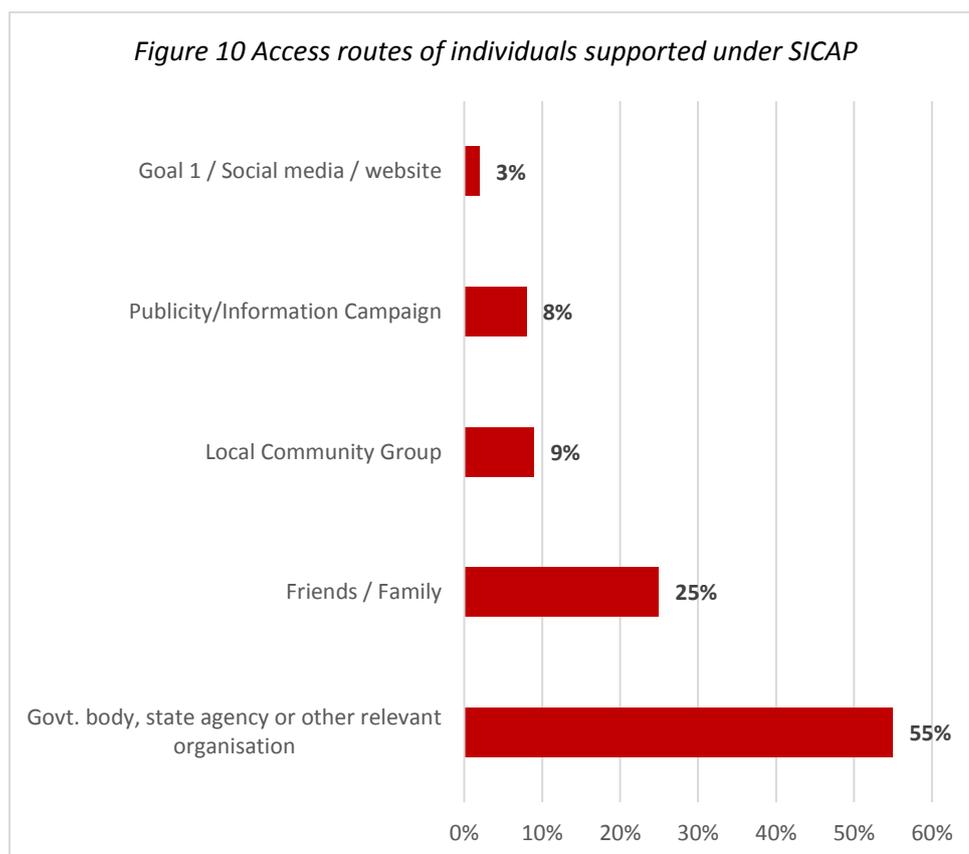
<sup>17</sup> More Lithuanians proportionally answered Yes

<sup>18</sup> It is not until registering participants for a course that one might discover they are not a named target group of SICAP

#### d. Referrals

The primary means (55%) by which individuals became aware of programme was through a government body, or state agency, such as Department of Social Protection, Local Employment Service, Health Service Executive, Education and Training Board. A quarter of the caseload came to visit Blanchardstown Area Partnership as a result of a referral from a family /friend or self-referral and a further 8% due to a publicity / information campaign that the organisation ran via the likes of Roadshows, Family Fun Events along with our Newsletter. 9% did so via Goal 1 referrals from Local Community Groups and 3% as a consequence of visiting our website and any other social media activities via our Facebook page undertaken.

While welcome and essential, the DSP Protocol could be improved by committing to the SICAP programme with a guaranteed number of referrals – like the agreement in place with Seetec for delivery of JobPath. DSP Case Officers have a range of referral options including their own Intreo Pathways, JobPath and DSP-funded local Jobs Clubs. SICAP is as capable in terms of expertise and capacity as each of these but somewhat limited in ability to deliver without a guaranteed caseload from DSP. We have developed a positive working relationship with both our regional DSP Manager and individual Case Officers. In order to generate increased referrals from DSP we have provided ‘taster workshops’ of our main training courses for Case Officers, so that they have a better understanding of the content and quality.



## e. Interventions

1,664 individuals received an average of 3.5 interventions in 2016. This would typically involve a person sitting down with a Case Officer for a face-to-face meeting, agreeing a personal action plan and afterwards attending an educational (Goal 2) and training course (Goal 3) over a time line agreed on a joint agreement. On completion of the course the same individual might be referred internally (*not considered an intervention*) to the Local Employment Service for additional supports, progress onto another course funded under Goal 2 or 3 of SICAP or be referred externally to another organisation.

There are individuals who disengage from BAP after attending one information workshop in relation to setting up a business run over 2 days. The average level of interventions the entire caseload of enterprise clients received was 2.9. However, persons who approach BAP with a *genuine interest* in setting up their own business receive far more interventions (5.4) especially if they actually progress into self-employment<sup>19</sup>. See figure 11. Typically, they would attend 2-3 enterprise workshops and also visit the Enterprise Officer on a one-to-one basis for a meeting with a mentor. If deemed suitable for the Back to Work Enterprise Allowance Scheme they are referred back to Intreo and a small number of circumstances to the Local Enterprise Office. Following this, they may continue to receive telephone and or email supports from the Enterprise Department. In contrast to the LCDP, follow up telephone, social media and/or email supports a person receives are not considered an intervention under SICAP. As was previously referenced, all persons under 25 are followed up 1 month and 6 months after their last interventions as are persons who attended Career Bootcamp courses to capture their most recent labour market status. All 175 persons who set up in business in 2015 were also contacted by phone on possibly two occasions and received an email to identify if they were still in business<sup>20</sup>.

The mean number of interventions that the 81 community groups received during 2016 was 3.6 which was actually fewer than in the previous year. The explanation for this is because the number of community groups the organisation was expected to engage with was increased from 63 to 81. In that scenario the number of genuine interventions community groups will receive is inevitably going to be curtailed within given resources.

As can be seen in figure 12 overleaf, 20 community groups received 2 interventions, 14 groups received 3 and 14 groups received 4 interventions *etc.* 10 groups received 8 or more interventions which demonstrates that certain groups are receiving more intensive supports under Goal 1 of SICAP than others.

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<sup>19</sup> The average number of intervention for persons who started up their own business in 2016 was 4.6. This ranged from a minimum of 2 interventions up as far as 12. Some of these persons also received interventions in 2015. When these are included the average number of interventions increases to 5.4 on average per start-up businesses.

<sup>20</sup> 81 persons still in business, 8 had closed down and the remainder did not respond

Figure 11 Numbers of interventions business start-ups received

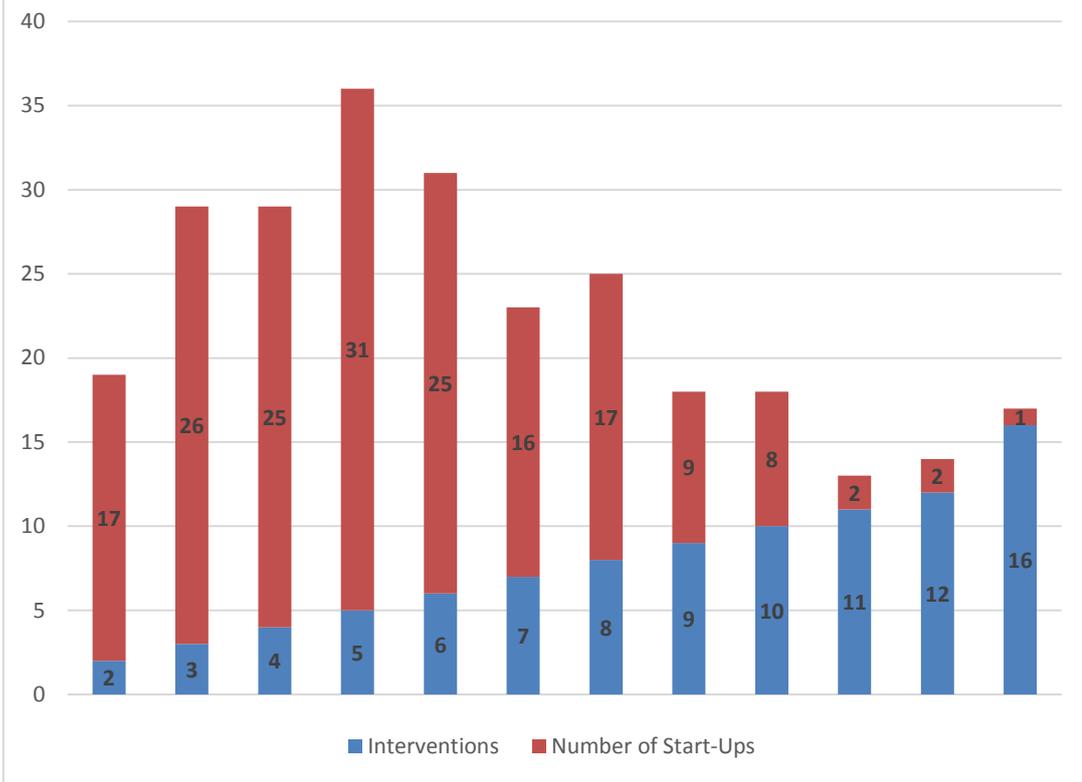
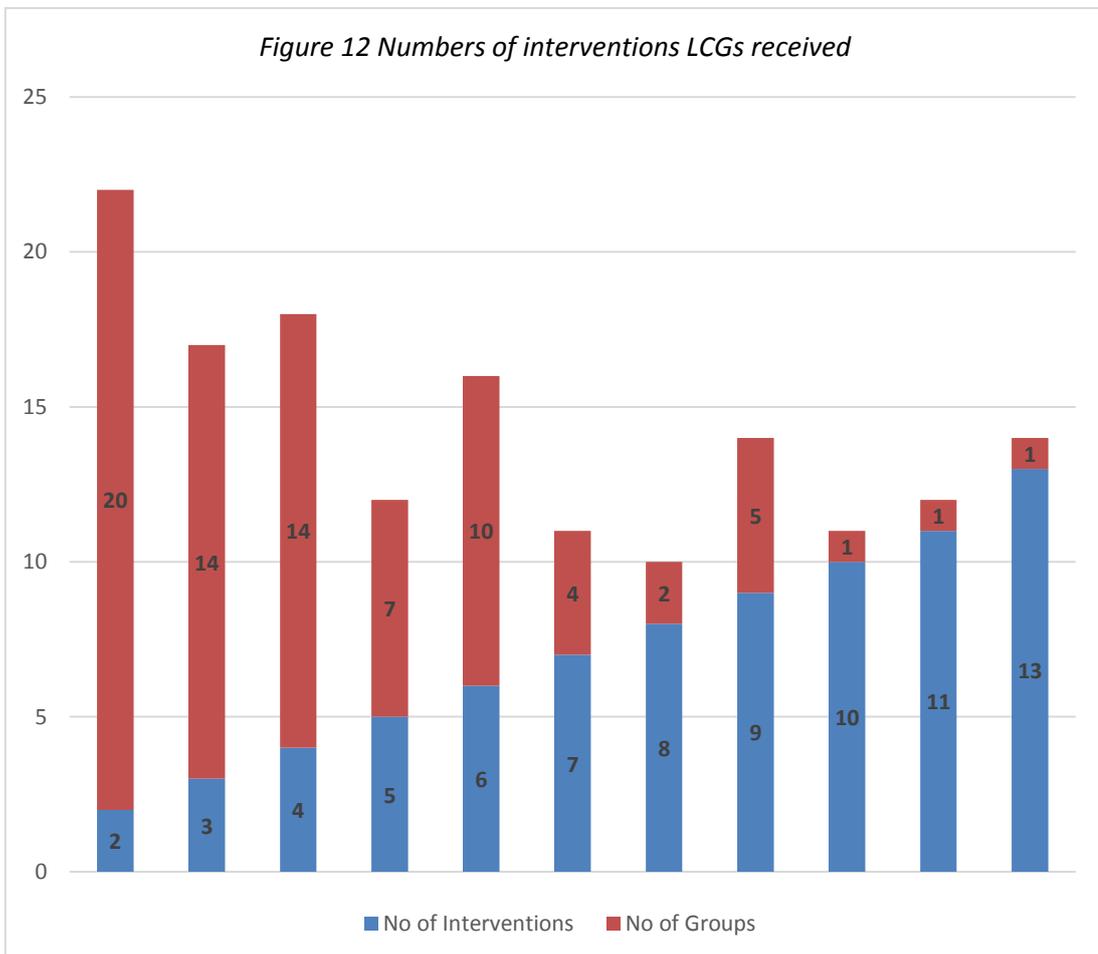


Figure 12 Numbers of interventions LCGs received



## Section 3. Targets

### a. Key Performance Indicators (KPIs) and Headline Indicators

**Blanchardstown Area Partnership met or exceeded the majority of the targets on the headline indicators in 2016** as set out below. The first two key performance indicators are the most important and are highlighted in bold.

**Ref 1. Total number of disadvantaged individuals (15 years upwards) engaged under SICAP on a one-to-one basis (KPI) 1,664 (113%)**

**Ref 2. Number of local community groups assisted under SICAP (KPI) 81 (100%)**

**Ref 3. Numbers of local community groups whose members have been assisted by SICAP to participate in local, regional or national decision-making structures (135%)**

**Ref 4a. The percentage of those targeted should have educational attainment of Leaving Certificate or lower (90% actual versus target of 80%)**

**Ref 5. Number of individuals who have progressed<sup>21</sup> (along the education continuum) 6 months after registering with SICAP (1,230%)**

**Ref 6a. Percentage of those targeted should have educational attainment of Leaving Certificate or lower (90% actual versus target of 80%)**

**Ref 7. Number of young people (aged 15-24) who have progressed along the education continuum after registering with SICAP (2,200%)**

**Ref 8. Number of children in receipt of a Goal 2 educational or developmental support (101.5%)**

**Ref 9. Number of individuals (15 years upwards) in receipt of a Goal 3 employment supports (128%)**

**Ref 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 (125%)**

**Ref 12a. Percentage of those targeted should have educational attainment of Leaving Certificate or lower (73% actual versus a target of 70%)**

**Ref 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 (100%)**

**Ref 15. Number of initiatives aimed at promoting, developing and/or sustaining social enterprises (100%)**

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<sup>21</sup> The concept of 'progression' was previously examined by the 1994-1999 Local Development Programme through in depth case studies. According to the ADM Ltd synthesised case study (2000, p9) 'the case studies all agreed that progression is an underlying principle of the Local Development Programme but it is an elusive and difficult concept to measure or define'. The case study on page 11 also states that 'in education, progression is often perceived as movement into a course of study, completion of a number of linked modules or elements leading to recognised achievement, certification or movement onto further study'

The targets, which were not reached, were:

**Ref 1a.** *Percentage of disadvantaged individuals (15 years upwards) engaged under SICAP on a one-to-one basis living in a disadvantaged area (13.22% actual versus a target of 17%)*

**Ref 4:** *Number of individuals (15 years upwards) in receipt of a Goal 2 educational support lower (97%)\**

**Ref 6.** *Number of young people (aged 15-24) in receipt of a SICAP, ESF and YEI Goal 2 employment support (78%) \**

**Ref 9a)** *% of those targeted should have educational attainment of Leaving Certificate or lower (49% versus a target of 60%)*

**Ref 11.** *Number of individuals (15 years upwards) progressing to self-employment up to 6 months after receiving a Goal 3 employment support (84%)*

**Ref 12.** *Number of young people (aged 15-24) in receipt of a SICAP, ESF and YEI Goal 3 employment support (58%) \**

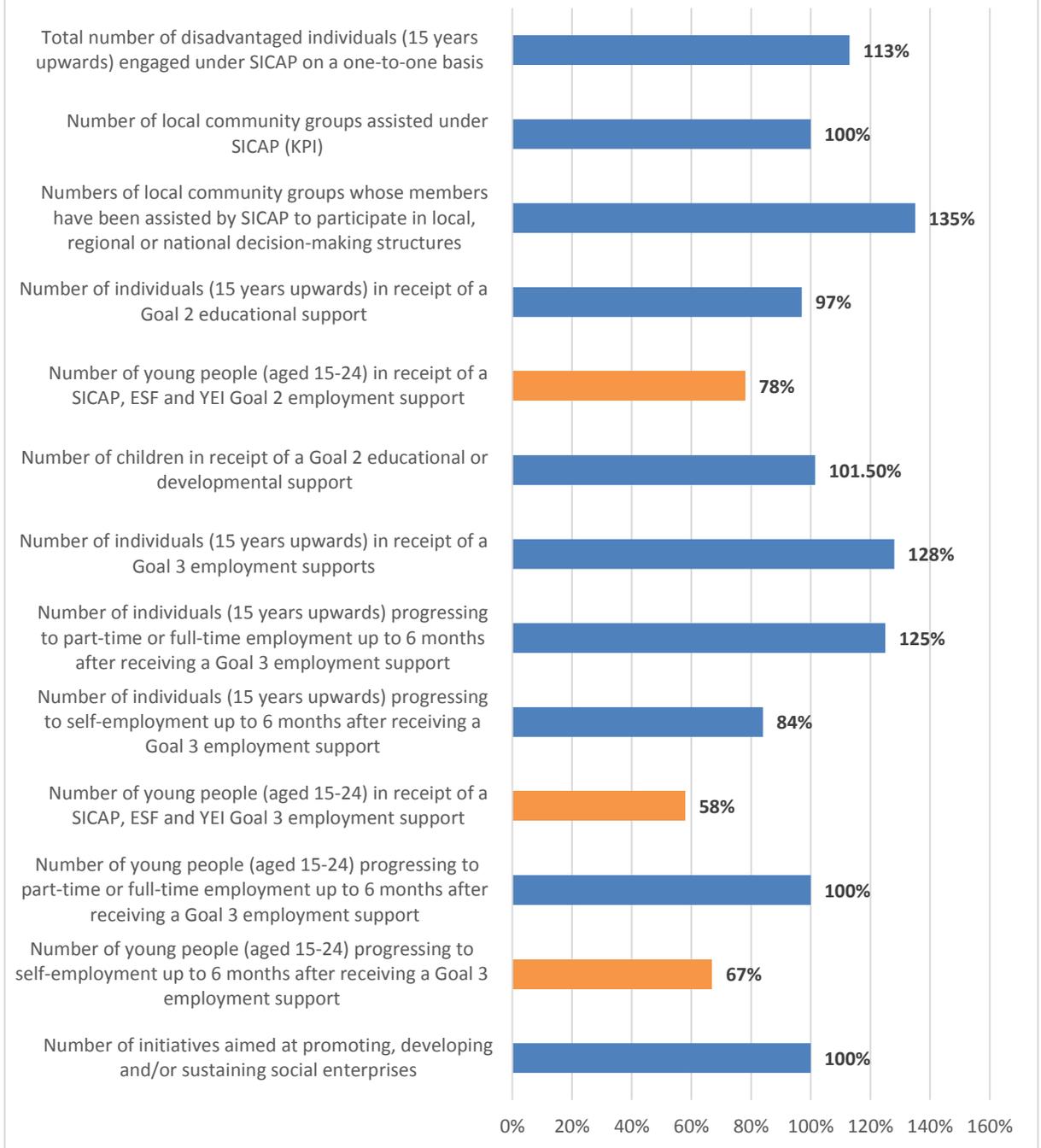
**Ref 14.** *Number of young people (aged 15-24) progressing to self-employment up to 6 months after receiving a Goal 3 employment support (67%)\**

A technical error in relation to the practice of caseloading of young people who are attending school was brought to the attention of POBAL. As a result, 500 teenagers who could have formed part of the caseload were not entered onto IRIS on receiving advice from POBAL and the Office of Data Protection. This curtailed the ability of BAP to reach the four indicators marked with an asterisk.

The most recent QNHS survey captured that the numbers of young people without a job continues to fall in Ireland. Unemployment levels for under 25s fell from 21.7% in December 2014 when national SICAP targets for set to 14.5% by December 2016. **This would provide a rationale that 4-caseload targets for young people on the Headline Indicator Report need to be reviewed in order for them to be realistic and achievable.**

Please note, it is not possible to include the indicators 1a, 5 e.g. 1,230%, 7,9a and 12a overleaf in figure 13 as they would distort the image. All indicators that exceeded 80% are highlighted in blue in keeping with the approach used in the *2015 Social Inclusion & Community Activation End of Year Report* published in September 2016 Copyright (c) SICAP POBAL.

Figure 13 Headline indicators

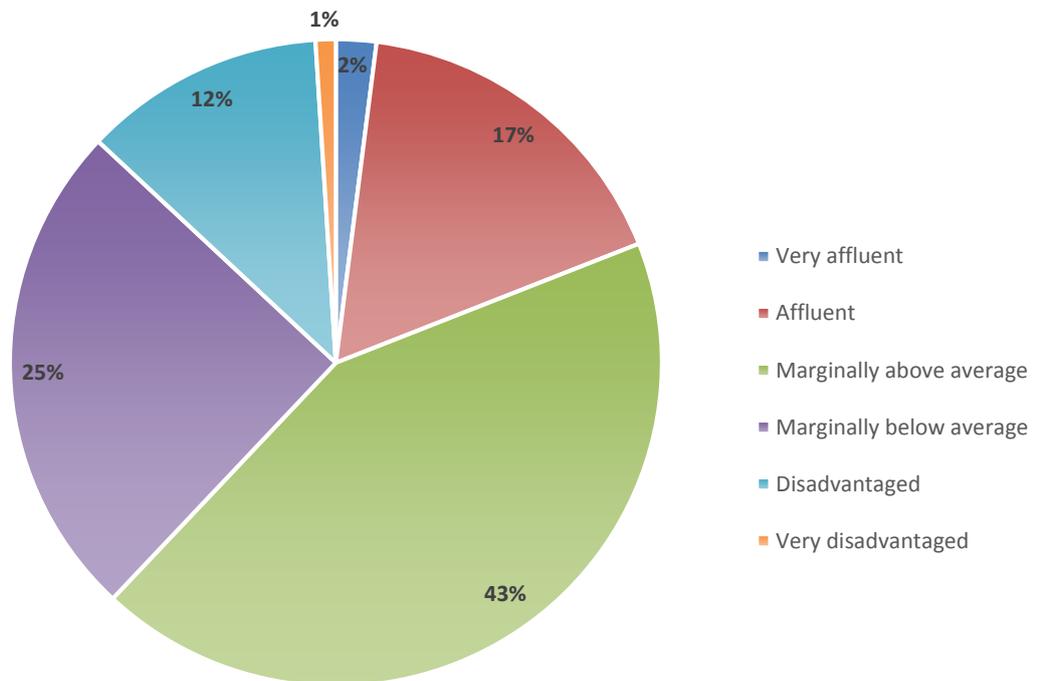


**b. Disadvantaged areas (as per HP Deprivation Index)**

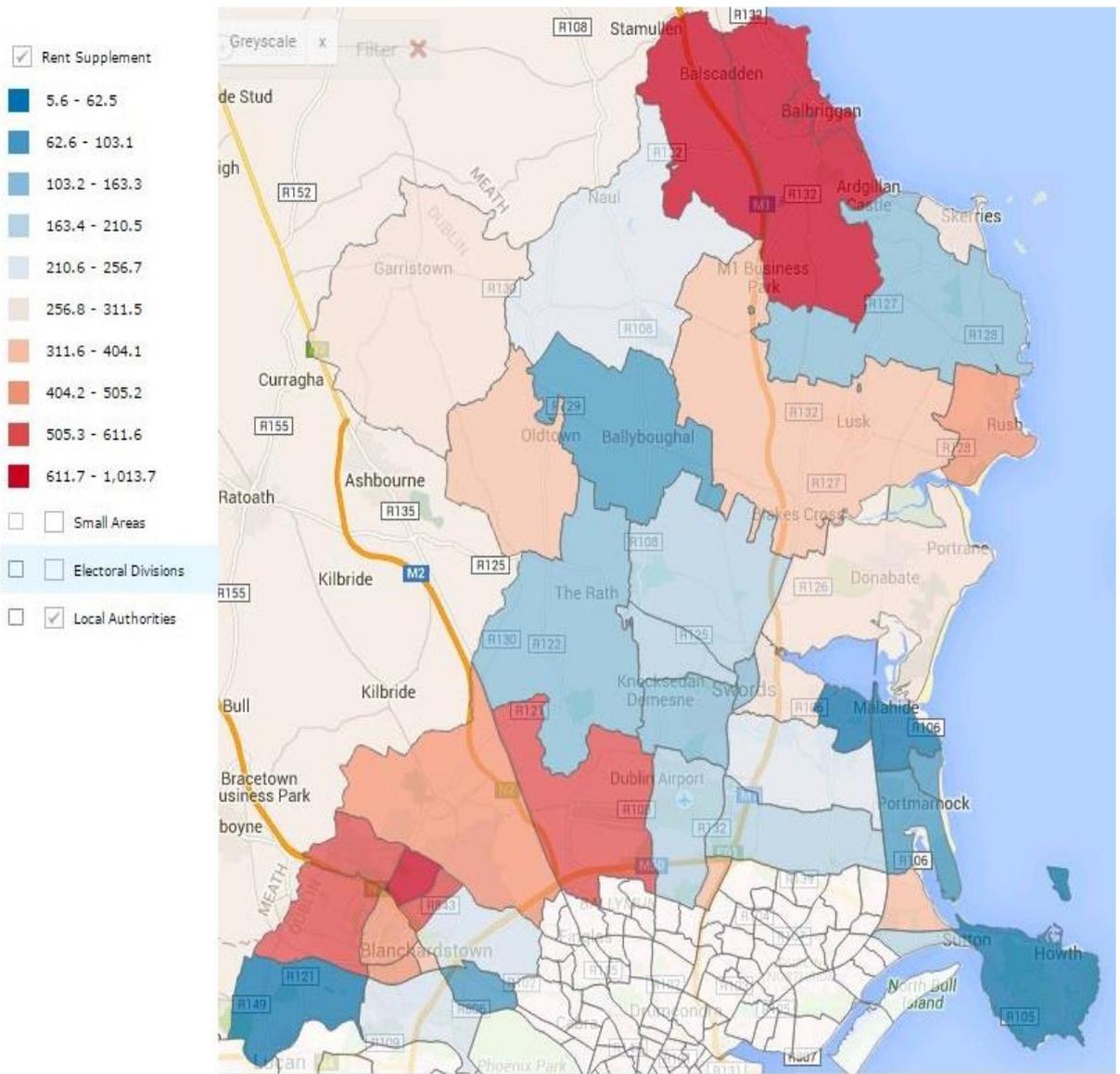
13% of the caseload supported by Blanchardstown Area Partnership were living in disadvantaged or very disadvantaged areas as displayed compared to a target of 17%. The majority of individuals (43%) live in areas marginally above average and a further 25% live in areas marginally below average (figure 14). The vast majority of the SICAP target groups live in neighbourhoods outside of ‘disadvantaged estates’ in the RAPID boundaries as demonstrated in BAPs tender to the Fingal LCDC. Further evidence of this was independently sourced in 2016 from the National Institute of Research and Spatial Analysis. The map overleaf depicts the proportion of private rented units across all of the 42 electoral divisions

of Fingal with people receiving rent supplements. As was referenced in Section B -Challenges and barriers the Trutz Haase affluence/deprivation indices, which places a high measurement matrix on local authority housing is now cast into serious doubt given that the Department of the Housing, Planning, Community and Local Government has changed the categorisation of what it considers social housing. It seems only appropriate that this will have implications for the headline indicator 1b targets both nationally and locally. Since 1995, very few traditional social housing units have been built nationally and especially in Fingal, which has been the fastest growing county in Ireland over the past 20 years. As can be seen in the map created using instant atlas software, Balbriggan Urban and Rural EDs have the highest percentages of persons living in private rented units in receipt of rent supplements yet none of these estates fall within the RAPID area boundaries. The geo-coding of clients on IRIS match these EDs in terms of the highest numbers of persons engaging with SICAP.

Figure 14 Individual beneficiary addresses categorised by POBAL HP Deprivation Range



**Rate of Rent Supplement recipients - per 1,000 Private Rented Units (w/e September 2013) - Fingal**



Source: National Institute of Research and Spatial Analysis

### c. Qualitative Indicators

In 2016, Blanchardstown Area Partnership administered a *postal and online survey* of Community Development Groups it supports across Fingal. This exercise was undertaken for future planning purposes and as part of BAP's reporting procedures for the Social Inclusion and Community Activation Programme. There are various *qualitative indicators*, as set out in the overall evaluation framework for SICAP which a Local Development Company can decide whether to collate feedback on. The choice of the appropriate research methods to apply in gathering information in relation to SICAPs qualitative indicators is at the discretion of a Local Development Company.

#### Methodology

In order to gather qualitative feedback for some of these indicators, BAP administered a questionnaire divided into 3 sections with 9 questions on this occasion. A likert style measurement scale was inserted for some but several questions were deliberately open-ended in nature and invited written comments in order to enable Community Groups provide more general feedback as well as tick boxes options. 60 community groups who were caseloaded on IRIS as of mid-year 2016 formed part of the overall survey sample frame. All groups received a letter explaining the rationale of the survey and self-stamped addressed envelope for return purposes was provided to encourage as many organisations to respond. In addition, they also received an email as a follow up to remind them that they could provide feedback via an online survey link instead. In the end, 30 organisations participated reflecting a 50%<sup>22</sup> response rate, which is representative.

Consideration was given to running only focus groups but the strong likelihood is that fewer community groups would have participated and it may not have encouraged as honest feedback where the risk is that a few key actors might drown out of voice of the more silent parties. As Sim notes 'it is difficult, to attempt to infer an attitudinal consensus from focus group data....Second, measure strength of opinion from focus groups data in problematic.... Third, both methodological and epistemological objections can be raised against attempts to generalize from focus group data notes (Journal of Advanced Nursing 28 (2), 345-352. However, based on the information gathered from this once-off survey it may be possible to hold focus groups in 2017 to gain consensus on core issues in keeping with the Delphi method where facilitators try to build on a consensus viewpoint gleaned beforehand.

**Goal 1 Qualitative indicator- *The extent to which community groups consider that they have greater knowledge of local needs as a result of their participation in SICAP e.g. by participating in local area profiles etc.***

In the context of the above indicator, 70% of groups who responded to the survey (21) considered themselves to have a greater knowledge of local issues that in the past due to the supports they received from Blanchardstown Area Partnership to a 'very great extent or a great extent'. A further 20% (6) indicated to 'some extent' and 10% (3) suggested to a very little extent (figure 15). More important than figure 15 however, is the qualitative feedback gathered for an appreciation as to how groups have greater knowledge of local needs as a result of their participation in SICAP.

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<sup>22</sup> 20 manually filled in the questionnaire and 10 did so online



### Qualitative Comments

*“Jigsaw draws on a number of sources for demographic information and local research of needs to advise its regional and local strategic plans. BAP has contributed to this information”*

*“BAP assisted with a “Needs Analysis” for BASE”*

*“Again knowledge is power and with the continuous information & research from Bap we are in a better position to focus our activities and programmes on specific target groups.*

*“Our committee member will always advise of the services available and if no service is available for an issue they would get us in contact with as many organisations as possible”*

*“This is because of been a board member I could pass it on to my own organisation”*

*“We work with FCC and other local networks on local issues”*

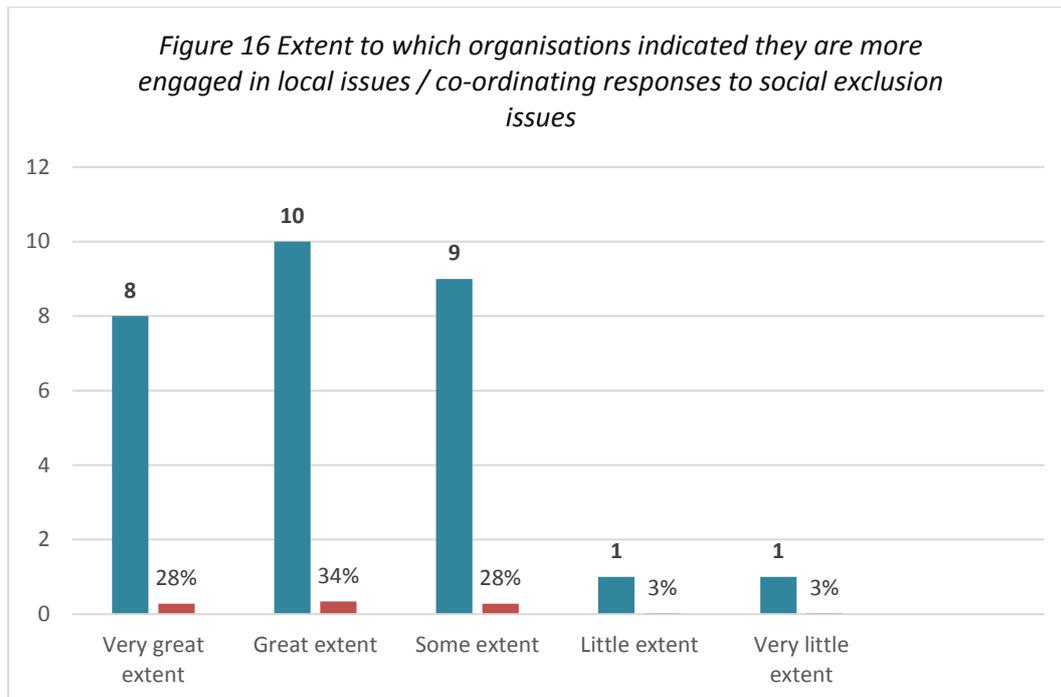
*“BAP representative on the BMYI Board of Management gives an insight into the needs of the communities-this insight feeds into our work plan and strategic plan of BMYI”*

*“Bring all groups together had enables all local needs to be identifies- both individual area/ services needs and collective”*

*“BAP aware of greater needs and feed this information to us so that the service we provide meets local needs”*

**Goal 1 Qualitative indicator- *The extent to which community groups consider themselves to be more engaged in local issues / co-ordinating responses to social exclusion issues***

In relation to the above indicator, 62% of groups (18) considered themselves more engaged in local issues, in co-ordinating responses to social exclusion issues due to the supports they received from Blanchardstown Area Partnership to a 'very great extent or a great extent'. A further 28% (9) indicated to 'some extent'. The qualitative feedback gathered via the survey is more insightful in terms of an appreciation of how exactly groups are more engaged in local issues in relation to social inclusion.



**Qualitative Comments**

*“BAP is just getting started on the SICAP actions at ground level in North Fingal. Some collaborative actions will follow in areas such as Flemington Centre, Skerries and Swords over the coming months”*

*“With a representative of BAP sitting on the BMYI Board of Management and BMYI attending the Youth & Community Working Group-communication has been increased and a more co-ordinated*

*“From the initial concept of the sports centre facility to where we are today it was deemed imperative to work directly with other local services. This pooling of knowledge and expertise is invaluable to ensuring we are working our targeted groups and to have the relevant knowledge to continue to develop programmes and activities suitable etc. We have always had up to date information and knowledge through are Bap rep on the committee & therefore, thus has had a positive impact on our community engagement day to day on the ground”.*

*“We were very involved in local issues as a board member this gave a great insight on what the partnership could achieve”*

*“With a representative of BAP sitting on the BMYI Board of Management and BMYI attending the Youth and Community Working Group- communication has been increased and a more coordinated response to local issues is developing”*

*“BAP have facilitated us to identify needs and with access to up to date research and advice have enables our group to state a stronger case for solutions to common problems”*

*“Our local BAP worker is always there to support in any way and help recruit new members” [ People from the locality are involved in Project. Open to the wider community of Corduff-Over 18s)*

*“The Group is located in a disadvantaged Community- Corduff. It is open to all women in the areas social inclusion is integral to how we operate as a group is our ethos.*

*“Received support from BAP staff member throughout and ongoing”*

*“Social exclusion affects all the families we work with and the wide range of those issues that comes with that are addressed through BAP Parenting Programmes and through care and education of families and children support through BAP worker”*

*“We have become more engaged and involved but in no way due to BAP”*

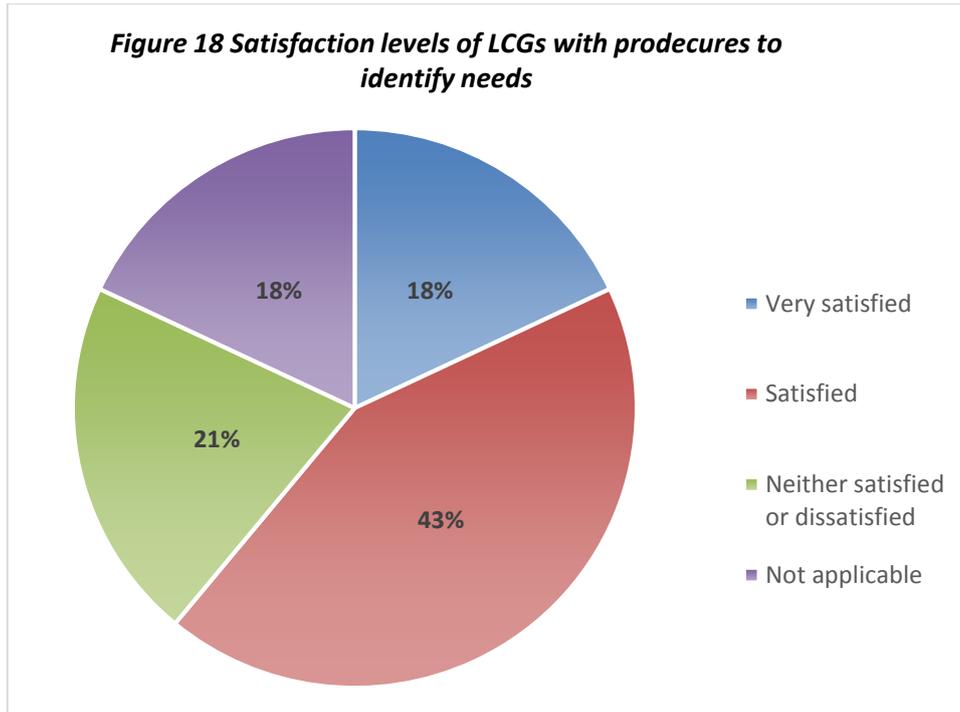
**Goal 1 Qualitative Indicator- Level of involvement by local community groups in the identification of local needs by means of strategies and plans**

Figures 17 and 18 and the qualitative quotes overleaf need to be read in conjunction. Figure 17 demonstrates that 46% of groups who responded to the BAP survey suggested that either they had been to a ‘very great or great extent’ a role in the SICAP tendering process and another 36% to some extent. 18% said that they had to a ‘very little extent’.



Due to the very prescriptive nature of the SICAP technical guidelines, LDCs did not engage in extensive community development consultation processes as occurred for previous social inclusion programmes before a 3-year Strategic Plans was submitted to POBAL. This calls into question the relevance of the above indicator as part of the evaluation framework for SICAP. The qualitative quotes show how some organisations who BAP has supported for over two decades perceive recent developments to the community development landscape as a result of the re-configuration of local government.

**Figure 18 Satisfaction levels of LCGs with prodecures to identify needs**



*“There is really no community involvement now it is dictated by state agencies”*

*“There is less engagement from BAP in local Communities than in 2011-2014. There is no outreach office in the area anymore which makes a huge difference”*

*“Staff did not have access to or knowledge of the programme detailed above”*

*“The most recent planning preparation and procedure was most relevant to North Fingal. Previous development plan were more restricted to the local Blanchardstown area. The current plan should facilitate inclusion plans in the North Fingal urban areas”*

*“It has allowed us to access funding streams and has been instrumental in providing services (early years) in the local areas based on areas needs”*

*“Has been a very useful tool in accessing funds for our service throughout, help to provide capital costs, building of committees, and structures needed to deliver and plan interventions to combat social exclusion”*

*“As I am new in the position I am unable to make comparisons to previous programmes”*

*“Putting on the hat of BCRC CE ltd the above statement is not relevant”*

*“Satisfied”*

More information in relation to the in-house survey was gathered but these do not pertain to the qualitative SICAP indicators. **See Case Study on page 51** in relation to another **Goal 1 qualitative indicator *Level of involvement by local community groups in the identification of local needs by means of strategies and plan***

## Goal 2/3 Qualitative Indicators:

***Satisfaction levels of individuals receiving supports under Goal 2 regarding the quality of supports received by them.***

***Satisfaction levels of individuals receiving supports under Goal 3 regarding the supports received by them (QL – survey).***

### Methodology

In June 2016, Blanchardstown Area Partnership administered an annual survey of individuals who received educational and labour market supports as part of its monitoring and evaluation requirements<sup>23</sup>. SICAP is based on a theory of change model, which is ‘essentially a comprehensive description and illustration of how and why a desired change is expected to happen in a particular context. It is focused in particular on mapping out or “filling in” what has been described as the “missing middle” between what a program or change initiative does (its activities or interventions) and how these lead to desired goals being achieved. It does this by first identifying the desired long-term goals and then works back from these to identify all the conditions (outcomes) that must be in place (and how these related to one another causally) for the goals to occur. These are all mapped out in an Outcomes Framework’. [[www.theoryofchange.com](http://www.theoryofchange.com) 21/06/2016].

In order to obtain feedback from jobseekers and economically in-active individuals, a purposive survey of individuals was administered by BAPs Research and Evaluation Officer. A questionnaire form was placed at the reception appointment areas of each of SICAP and LES outreach offices. These enabled jobseekers who were randomly visiting the Blanchardstown Area Partnership to complete it if they so wished in paper format. Elsewhere an e-mail was also sent by the LES Employment Unit to registered users of its service with an embedded portal link to enable people complete it online through BAP’s website. The exact same questionnaire was also placed as a news item on the front page of the organisation’s website for over a week. SICAP Caseworkers-LES Mediators also alerted jobseekers at the end of a one-to-one session that they could participate in the survey during a week in June.

Further to this, individuals who had completed SICAP funded courses including an ESOL English language tuition in Balbriggan, Bootcamp, a JobClub, Parenting, We Can Quit Smoking, were also provided with the opportunity to complete the survey via an email link that was sent to them or just as they were finishing a course. The results of the online survey were drawn down from *SmartSurveys* and combined with the paper responses into a master copy. As the sample frame is essentially unknown it is not possible to ascertain whether the 126 responses to the survey are representative of the entire caseload of the organisation. It was possible to decipher that 46 persons completed it via the online software tool, and the remainder were individuals whose education / training course were just finishing or who were visiting an LES mediator for an appointment.

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<sup>23</sup> Under Section 5 of BAP’s tender to the Fingal LCDC ‘*Performance Management*’, a compressive overview of the Self Evaluation Tools and Tracking of Individual Beneficiary caseload was included. Blanchardstown Area Partnership submitted several Logic Models for particular actions of SICAP as part of this. Logic models are a graphic representation of a programme, showing the intended relationships between a series of organised activities and resources aimed to help people make improvements in their lives (Pg 49, Local and Community Development Guidelines 2011). These logic models help the organisation monitor outputs and evaluate intended outcomes.

## Findings

The results from the 2016 SICAP and LES survey are very positive based on the 126 completed questionnaires. Table 1 further on presents a listing of some of the prescribed SICAP outcomes across the goals alongside the performance indicators and the results of the survey administered. Based on the feedback of the survey participants it can be stated that these prescribed outcomes of SICAP are being achieved by the Blanchardstown Area Partnership and additional unprescribed ones.

-100% of individuals stated that they had been treated with *'respect and dignity'* by staff members when they initially approached BAP and throughout the period of time they remained registered with the service.

-97% of all survey respondents stated that they would *'recommend a family member of a friend to visit BAP'* which is endorsement of the work carried out by the staff of the organisation.

-96% were of the opinion that the premises of the BAP/LES JOBLINK they had visited were either excellent, very good or good.

-53% indicated that their *'needs had been fully met'*, 43% that *'some of their needs had been met'* and 4% that their needs had not been met.

Satisfaction levels with BAP/ LES Network were ascertained through a sequence of stand-alone questions. First off, 76% of all visitors to the various premises of the BAP/LES JOBLINK were of the opinion that they were either *'excellent or very good'*. Just 2% thought they were *'fair'*.

In turn 100% stated that they had been treated with *'respect and dignity'* by staff members when they initially approached the organisation and throughout the period of time they remained registered with the service (Chart 10).

*"The staff were very helpful, friendly (BETNS, Balbriggan)"*  
*"It was very nice atmosphere all the time, even a cup of tea ☺"*  
*"All staff was friendly"*

*"Everything was wonderful, staff is great and very helpful"*  
*"Found them very helpful"*  
*"People were very friendly and respectful and helpful"*

*"Staff very good, get their point across"*  
*"Always respected"*  
*"They are very polite and respectful"*

*"My employment mentor was very helpful and always giving encouraging advice and career guidance"*  
*"At all times"*  
*"Staff very friendly and professional especially Jobclub team"*

Critically 99% of all survey respondents stated that they would *'recommend a family member of a friend to visit BAP'*. This finding alone is an overwhelming endorsement of the work and practice carried out by the staff of the Blanchardstown Area Partnership/ LES Network. It is also in keeping with the findings of previous surveys administered since 2011.

All survey respondents were asked to rank, using a scale matrix scale from 1-5, to what extent the supports they received had improved their core skills and helped them obtain soft outcomes<sup>24</sup> that might otherwise improve their probabilities of securing employment. Within each of the Logic Models BAP submitted as part of its SICAP tender, short, medium and longer outcomes were included. The feedback provided by the individuals is based on their own self-perception. Nevertheless, the feedback if accepted prima facie does provide an insight to what extent jobseekers are benefitting from attending education and training courses and receiving mediation supports. It is important to point out that not all survey respondents would have received the entire suite of supports available from the organisation during their engagement. As such some of the options that were available to rank were not relevant to all respondents so a non-applicable field was included. Because of this the responses to some questions are lower.

All these independent variables and the qualitative feedback gathered clearly provide confirmation that the satisfaction levels of individuals receiving supports under Goal 3 are very high. The data gathered also demonstrates that *additional soft outcomes* are being achieved in helping progress jobseekers towards the labour market that are not reflected in the 2015-2017 SICAP evaluation framework. Many respondents made reference to how isolating the experience of unemployment is. 56 persons or 61% indicated that the interventions they received from Blanchardstown Area Partnership had been very helpful in reducing their *sense of isolation* and 17 (18%) somewhat helpful. 53 persons or 62% also expressed the opinion that the various supports they received had been very helpful in *improving their contacts with people and networks*.

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<sup>24</sup> Soft outcomes may be characterised as intangible, subjective and intermediate. On the SICAP Headline Indicator Report there is a target for persons who have progressed along the educational continuum. The concept of '*progression*' was examined in depth by through evidence-based case studies carried out by Area Based Partnership Companies. According to a ADM Ltd synthesised report '*in education, progression is often perceived as movement into a course of study, completion of a number of linked modules or elements leading to recognised achievement, certification or movement onto further study ..but it is an elusive and difficult concept to measure or define*'(2000,p9).

**Table 1**

<p><b>SICAP Outcomes</b></p>	
<p><b>Goal 2 To identify and provide information on learning supports available to individuals experiencing educational disadvantage</b></p>	<p><b>Feedback</b></p>
<p><b>Indicators</b></p> <p><b>G2.1.1</b> People experiencing educational disadvantage from the target groups are better informed of local opportunities for LLL</p> <p><b>G2.2.1</b> Increased participation by people experiencing education disadvantage in life-long learning opportunities</p> <p><b>G2.2.2</b> Increased progression by people experiencing educational disadvantage along the life-long learning continuum</p>	<ul style="list-style-type: none"> <li>• 71% (76) strongly agreed or agreed that the interventions they received from the organisation had been very helpful in <i>enabling them access an internal BAP course</i> and 4% (4) strongly disagreed. 20% indicated that this was not relevant to them.</li> <li>• 57% (44) strongly agreed or agreed that the interventions they received from the organisation had been very helpful in <i>enabling them register for external courses</i> and 7% (5) strongly disagreed. 22% indicated that this was not relevant to them.</li> <li>• 45% of respondents put forward that the information and advice they received had been very helpful in enabling them <i>access other services</i> while 8% disagreed or strongly disagreed. 5% were undecided and 30% choose not relevant.</li> <li>• 36% (30) indicated that the supports they had received along the way had been very helpful in enabling them <i>gain a qualification</i> and 14% (9) strongly disagreed. 45% indicated that this matter was not relevant to them.</li> <li>• 54% of respondents (43) strongly agreed or agreed their <i>English language skills</i> had improved as a result of receiving supports. 40% choose not relevant.</li> </ul>

<p><b>Outcomes</b></p>	
<p><b>Goal 3 To engage with SICAP target groups and youth to move them closer to the labour market and progress them into employment</b></p>	
<p><b>Indicators</b></p> <p><b>G3.1.1</b> Those most distant from the labour market are more aware of career options and job opportunities and are better prepared to enter the labour market</p> <p><b>G3.1.3</b> Increased numbers from the target groups are progressed into employment and supported to remain in employment</p>	<ul style="list-style-type: none"> <li>• 78% of respondents (94) strongly agreed or agreed that their CV was enhanced since they approached the organisation while 5% (6) disagreed or strongly disagreed</li> <li>• 80% of respondents (80) strongly agreed or agreed that their <i>communication skills</i> were superior after approaching BAP whereas 6% (6) disagreed or strongly disagreed</li> <li>• 66% of respondents (66) strongly agreed or agreed that their <i>interview skills</i> had improved as a result of their engagement with the organisation. 3% (3) disagreed or strongly disagreed while 20% were undecided.</li> <li>• 36 respondents or 41% claimed that the interventions they'd received had very much or somewhat helped them to gain <i>work experience</i> while 5% choose not really or not at all. 37% said this wasn't relevant to them. (Chart 15)</li> <li>• 18 respondents or 22% indicated that the supports they had received had been very helpful or somewhat helpful in enabling them find <i>part-time employment</i> and 45 or 52% stated this wasn't relevant to them.</li> <li>• 15 respondents or 20% indicated that the supports they had received had been very helpful or somewhat helpful in enabling them find <i>full-time employment</i>. 53% stated this wasn't relevant to them.</li> <li>• 33 persons or 42% suggested interventions they received had very much or somewhat been lead them to a <i>better quality of life</i> while 14% disagreed or strongly disagreed.</li> <li>• 26 persons or 32% indicated the supports they received had very much or somewhat improved <i>family life</i> while 45% suggested this wasn't relevant to them.</li> </ul>

<p><b>Goal 3 To support SICAP target groups and youth in becoming self-employed and sustaining this</b></p>	<p><b>BAP carries out a separate survey of enterprise clients on occasion</b></p>
	<p><b><i>Non prescribed outcomes reported by survey respondents</i></b></p>
<p>There are no indicators across the SICAP to capture these 'core competencies and soft outcomes' some of which are short term, medium and long term.</p>	<ul style="list-style-type: none"> <li>• 83 persons or 83% indicated that their <i>motivation levels</i> had improved very much or somewhat, whereas 7 or 7% suggested not really or not at all</li> <li>• 81 persons or 76% indicated that their <i>self-esteem</i> had improved very much or somewhat, whereas 5 or 5% suggested not really or not at all</li> <li>• 77 persons or 83% indicated that their <i>confidence levels</i> had improved very much or somewhat, whereas 3% suggested not really or not at all</li> <li>• 75 persons or 75% specified that their <i>aspirations</i> have improved very much or somewhat, whereas 9% choose not really or not at all</li> <li>• 59 persons or 74% of respondents signified that the advice and supports they received had increased their <i>knowledge of services</i> very much or somewhat, while 7% said not really or not at all</li> <li>• 77 persons or 72% of respondents denoted that that the interventions they received had very much or somewhat helped them <i>identify their skills and providing them with a career path</i>. 8% expressed not really or not at all.</li> <li>• 71 persons or 75% suggested that they now had a renewed sense of purpose as a result of approaching the organisation. 7% were undecided whereas 4% said not really at all</li> <li>• 65 persons or 65% indicated that visiting the organisation and receiving interventions had <i>reduced their sense of isolation</i> very much or somewhat and 19% stated not really or not at all. 8% were undecided.</li> <li>• Finally 72 persons or 77% expressed the opinion that the various supports they received had <i>improved their contacts with people and networks</i> very much</li> </ul>

	or somewhat while 9% were undecided and 6% elected not really or not at all
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**Estimate no. of new jobs created by employers for SICAP clients as a result of engagement with SICAP Implementer (QN – validation).**

**55 persons were supported into employment during 2016 as captured on the Headline Indicator Report.** This is restricted to individuals who took up what economists consider as ‘open employment’ such as part and full-time employment with private sector employers. **LDCs are responsible for supporting more persons into the local labour market than are reflected on the Headline Indicator Report.** For instance, there are persons who initially register with SICAP as being long-term unemployed who attend education, training and pre-employment supports delivered from Blanchardstown Area Partnership. Upon follow up these individuals several months later, it is verified that some of them progress to take up ‘supported employment’ jobs on active labour market schemes such as Community Employment and TUS. In addition, it was ascertained through a telephone survey that 13 new businesses supported by the Enterprise Department that were established in 2015, recruited 15 full-time and 10 part-time staff. Taken together this is a more accurate reflection of the direct and indirect job creation the SICAP side of Blanchardstown Area Partnership was responsible for during 2016.

**Level of engagement with employers by SICAP Implementers e.g. organise job placements, attend recruitment fairs, provide mentoring for individuals (QL/QN).**

On the 26<sup>th</sup> of September the Department of Social Protection ran a Jobs week at the Bracken Court Hotel. At this event as part of our Links with Employers action the Employment Development Officer spoke at 3 separate groups over a morning session. 300 person went along to the inputs on the day in question. This is considered non-caseload.

## Section 4

### Horizontal Themes:

#### Promoting an Equality Framework

BAP's gender, equality policy and poverty proofing statements are all uploaded onto our website and accessible from About Us section of our website. Further to this Blanchardstown Area Partnership regularly monitors the outputs for men and women across the SICAP and continues to assess the gender impact of actions through a variety of desk research methods. As part of this exercise, IRIS data is regularly extracted and examined at staff meetings. A dedicated section on Equality, Poverty and Gender Proofing Issues and Challenges is included in reports that are relayed to the Board and Working Groups of BAP.

Issues highlighted in these reports have persuaded the LDC in the past to support local initiatives and new responses that have led to positive progression outcomes for Travellers (the Traveller Inter-Agency Steering Group - Chair) people with intellectual disabilities (Including Me Advocacy project - Committee Member), and unemployed men (Career MOT). These interventions have improving linkages with the education, training and mediation supports offered by the Blanchardstown Area Partnership/ Local Employment Service.

Blanchardstown Area Partnership as part of its Annual Plan delivers actions and courses that directly engage with particular target groups of SICAP such as New Communities via the Failte Isteach initiative or enterprise workshops such as Momtrepreneurs that positively discriminate in favour of women to encourage more females to set up their own business. In 2016, BAP also worked collaboratively with the Schools Completion Programme and Blanchardstown Youth Services to support with children aged 15 and over who were identified as 'at risk of leaving school early'.

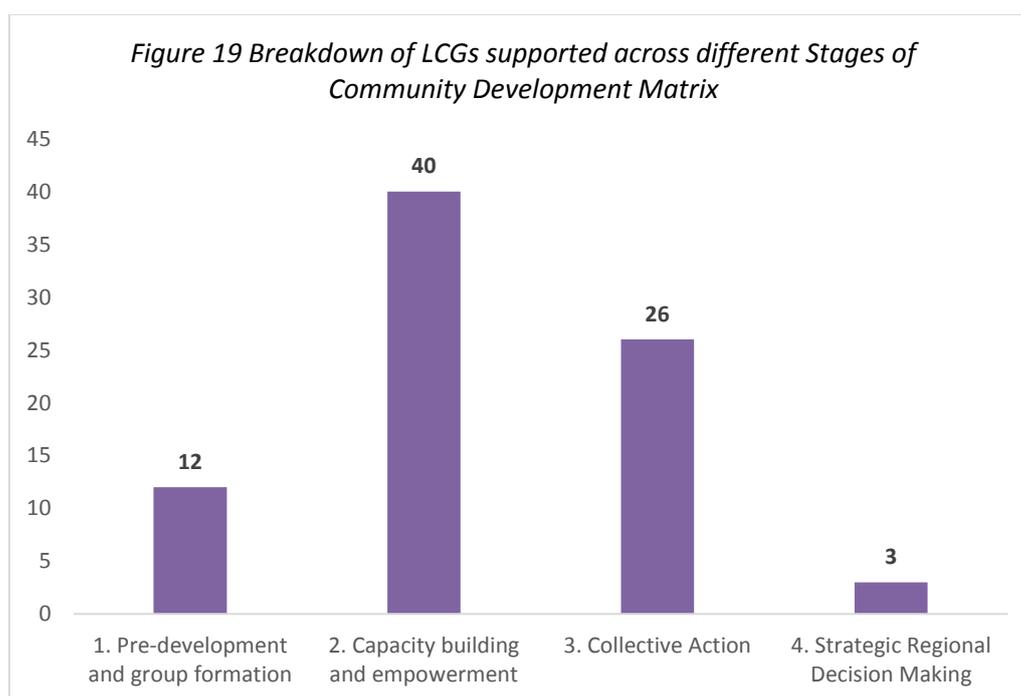
Blanchardstown Area Partnership also sourced posters from the Immigrant Council of Ireland /Pavee point and placed them strategically around the premises and offices. The intention of this is to visually communicate to SICAP targets groups that it is a non-discriminatory and welcoming environment. These posters also provide phone numbers that people can use to report a racist incident to the Immigrant Council of Ireland / Pavee point that a Case Officer can point.

## Applying Community Development Approaches

Community Development is a developmental activity composed of both task and process. The task is the achievement of social change like to equality and social justice, and the process is the application of the principles of participation, empowerment and collective decision making in a structured and co-ordinated way<sup>25</sup>. There are various definitions in use for Community Development in international literature. The Combat Poverty Agency definition in 2000 is still the most relevant in an Irish context. This definition described community development as,

*“a process whereby those who are marginalised and excluded are enabled to gain in self-confidence, to join with others and to participate in actions to change their situation and tackle the problems that face their community (Combat Poverty, 2000)”*

BAP staff and management supported 81 target groups of SICAP via community groups across the 4 Stages of the Community Development Matrix. Figure 19 shows that the majority of the groups (49%) supported were at Stage 2-*Capacity building and empowerment*. 32% of groups were at Stage 3 and 15% at Stage 1-*Pre-development and group formation*. The information gathered through the BAP survey provides an abundance of additional qualitative information as to how the organisation is applying community development approaches. In 2016, BAP offered additional supports to groups who are at Stage 1. Figures 3 and 4 on page 16 provided a breakdown of the target groups the community groups of SICAP that were supported along with whether they were issue, area based or issue and area- based.



Since 2001, our Board has included a sub-structure of nominated community representatives, including the community, statutory and social partners, which has enabled the community to inform the Partnership’s work and bring a strong community voice to the Board. This allows issues to come from grass roots level for consideration and action by the Board. Community members have played

<sup>25</sup> Insights No11 Community Development Strategies and Actions with the Integrated Local Development Programme

a very important role to ensure that our work responds to real needs and issues, such as the lack of local provision of vocational training, advocacy for people with disabilities, training for early school leavers and parenting programmes. In early 2013, the sub-structure was revised as two working groups – Community and Youth, Employment and Training. Both these working groups continue to play a strong role in the company and currently elect three Community Directors each to the Board. By extension, all community groups on our sub-structures are involved in the SICAP planning process on each occasion they meet. Some of the community groups represent particular target groups of SICAP such as Travellers and people with disabilities.

Access to information is the first step to community engagement. As pointed out under Section 2a) Blanchardstown Area Partnership distributed a Community Newsletter to 20,000 households across Fingal. BAPs website [www.bap.ie](http://www.bap.ie) is also an important means of communicating with the target groups of SICAP about how the organisation may support them. Elsewhere BAP also offers a LoCall telephone service that will engage with individuals across Fingal and signpost to appropriate services and our Mobile Information Van travels across the county, providing information to communities in both urban and rural areas of Fingal.

### **Developing Collaborative Approaches**

BAP staff and management have developed collaborative approaches with an array of national and local stakeholders over many years. Based on data extracted from IRIS it was possible to discern that there were 12 Structures and Networks that received supports in 2016. Of these from the Blanchardstown Area Partnership was extremely involved with 9 of them, very involved with 1 of them and somewhat involved with 3 of them.<sup>26</sup>

We continue to work to bring community, statutory, elected and social partner representatives together on an equal basis to tackle the key issues affecting the community. This will ensure that all people in Fingal can participate in the decision-making structures that affect their lives. We support disadvantaged community groups to engage with the Public Participation Network (FCN), which is currently being supported by Fingal County Council as part of the Public Participation Networks nationally. A case study in relation to the Mulhuddart Priority Task Group show in-depth information as to how BAP has developed collaborative approaches. In 2016, the SICAP Manager also became centrally involved in building the capacity of Traveller Interagency Group in the north of the county.

As part of our work with the Health Promotion Unit and the HSE Primary Care Team we arranged health and well-being days in Fingal. They gave information on supports available, i.e. Smoking Cessation (Irish Cancer Society), Cancer Care, Healthy Food Made Easy, Suicide Awareness and Headstrong/Jigsaw Youth Mental Health. Our Research and Evaluation Officer continued to provide technical assistance and census data to community groups and statutory bodies across Fingal when they are completing the likes of funding applications, needs analysis and area profiling of their communities'/catchment areas. In terms of responding collaboratively to the needs of NEETS please refer to the following sub-section F- Youth Employment Initiative.

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<sup>26</sup> It is not possible to reflect interventions for Structures and Networks receive from Management and Staff on IRIS as one can do for Community Groups across the other 3 Stages. Structures & Networks for the purposes of SICAP are considered to be at level 4 of the Community Development Matrix. No evidence of a new fourth stage in community development matrix included in the SICAP guidelines exists in documentation prior to the drafting of the programme guidelines.

## Section 5

### Youth Employment Initiative (YEI)

**In total 123 young people, aged 15-25 years of age** not in employment, education or training registered with BAP in 2016 following which they received supports. When the younger persons caseload is disaggregated according to gender, it demonstrates that for 38% were female and 72% male.

**60 young people received educational supports** our integration, lifelong learning and family support and children actions **under Goal 2 of SICAP** across. The Partnership joined forces with Blanchardstown Youth Services and the Blanchardstown Traveller Development Group through their membership of BAPs Community and Youth Working Group to build upon previous working relationships. As a result, SICAP funding was allocated to a Traveller Carpentry and Woodwork course, which 14 participants started. A pilot course partially SICAP funded targeting 5 young mothers was also delivered out of Mulhuddart Community Centre in a RAPID area for 12 hours a week over 3 months. Elsewhere a JobsPath course delivered by Blanchardstown Youth Services that attracted 9 participants ran from September-December 2016.

**All the young people** who attended these three courses with the exception of one **completed them and so they have progressed along the educational continuum**. In mid-January 2017, all of them will be followed up with, 1 month after the last SICAP intervention to update their status on IRIS. One of our case officers also helped establish a new Young Mothers Group via Balbriggan Youth Services. This followed on from an initial meeting that the SICAP Manager had with Foroige. 5 young women received career advice supports via this pre-development community development group. The remainder of the Goal 2 caseload were made up of young people who attended courses including Power of Positivity, Information Technology and Safepass.

**63 young people under the aged of 25 received training supports under Goal 3 of SICAP**. 11 of them attended JobClubs that run over 3-week period, 12 attended enterprise workshops, 5 received pre-employment and career advice supports and the remainder attending other labour market training courses such as Bootcamp. In total the 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 was 100%** and the number of young people (aged 15-24) **progressing to self-employment up to 6 months after receiving a Goal 3 employment support was 67%**. The most recent QNHS survey captured that the numbers of young people without a job continues to fall in Ireland. Unemployment levels for under 25s fell from 21.7% in December 2014 when national SICAP targets for set to 14.5% by December 2016. This would provide a rationale that 4 caseload targets on the Headline Indicator Report for young people need to be reviewed in order for them to be realistic and achievable.

## Section 6

### Case Studies & Vignettes

#### Case Study Goal 2 Integration



#### Background/context

Situation analysis- Nationality, ethnic mix and language abilities

#### Target Group

The primary action that Blanchardstown's Area Partnership supports under Goal2 of SICAP is around the integration of **New Communities (migrant workers, asylum seekers and refugees)** through improving their English language proficiency to engage with residents in their local community along with the normal interactions all Irish citizens have on a day-to-day basis such as purchasing their weekly groceries to being a part of a local sports/ drama group. The integration of non-Irish nationals is vital to Ireland's future social and economic cohesion. With over 140 nationalities now living in the Blanchardstown Area Partnership's catchment area, the challenge is greater than ever. These individuals come from a very diverse range cultural, linguistic, educational and social backgrounds. Non-Irish nationals accounted for 18.3% of all residents in Fingal, compared with the national average of 12.0%. In some EDs across Fingal, there are more non-Irish nationals than Irish nationals' resident – for example The Ward ED has 51.6% non-Irish residents. Individuals from 'rest of the world' (17,156), 'other EU 27' (13,141), Poland (10,591) and the United Kingdom (4,837) represented the largest numbers of foreign nationals normally resident in Fingal.

#### Challenges / Barriers

A specific question on ethnic or cultural background was included on the 2006 census form for the first time, and so an inter-censal comparison can be carried out. Significant growth occurred within most of the non-Irish ethnic groups during this period. Between 2006 and 2011 the category 'Other White' rose from 21,509 to 36,323 persons. This was primarily due to immigration from countries such as Poland and other E.U. member states. An additional 4,089 Asian or Asian Irish and 3,637 Black or Black Irish are now also residing throughout Fingal in 2011 compared with 2006. In 2011 a new question was asked of household respondents in the census about the ability of speakers of foreign languages to speak English. 8,850 persons in Fingal claimed to speak English 'not well' or 'not at all well', which has implications for integration issues within Fingal. A detailed breakdown of unemployment levels and educational attainment for Irish and non-Irish nationals is presented in table 7 for south-west Fingal. This demonstrates that unemployment levels among non-Irish nationals are higher than for Irish nationals, even though their corresponding levels of education are generally



higher e.g. Polish and persons from Asia. A 2009 ESRI study 'Discrimination in Recruitment' found that job applicants with Irish names are more than twice as likely to be invited to interview compared with candidates with identifiably non-Irish names, even though both submit equivalent CVs. All this data above provides evidence of the challenge in integrating non-Irish nationals along with national and international research<sup>27</sup>.

### Learning

The people who attend the English language courses in Fingal come from a wide range of cultural, linguistic, educational<sup>28</sup>, nation state<sup>29</sup> and ethnic backgrounds<sup>30</sup> some of whom are economically inactive and have had

no attachment to the labour market since their arrival in Ireland<sup>31</sup>. According to NALA *'there are a significant number of individuals who are learning English who may have missed out on formal education in their country of origin and who lack the basic literacy skills to participate fully and benefit from 'standard' English language classes'. These learners, as Spiegel and Sunderland (2006:9) point out, may come from regions with a strong tradition of oral literacy but have very few written literacy skills in any language and may be approaching the formal learning of reading and writing for the first time. However, you can also find learners who are highly educated with professional and skilled backgrounds who are attending classes to learn English or improve their English. Though these learners may have high levels of spoken English, their low levels of print literacy in English could make it difficult for them to participate fully in Irish society'*. [NALA 8/12/16]

In order to help non-Irish nationals, integrate Blanchardstown Area Partnership's key response has been the provision of informal English language support through Fáilte Isteach and English for Speakers of Other Languages English language courses (ESOL). The Fáilte Isteach initiative was originally started by the Third Age Centre based in Summerhill, Co. Meath 2006. It was introduced to Dublin 15 by the Partnership's Community Development Team under the *Local Development and Social Inclusion Programme 2000-2010*.

Failte Isteach initiative involves older persons volunteering their time to teach conversational English language skills to non-Irish nationals 2 hours a week. Participant's English-language skills are tested by tutors several of whom have a TEFL qualification. Programmes are delivered at beginners, intermediate and advanced level English including grammar tuition. Specific materials are used by

<sup>27</sup> European Foundation for the Improvement of Living and Working Conditions, *Access to employment for vulnerable groups*, Foundation Paper No.2, Luxembourg, Office for the Official Publications for the European Communities, 2002

National Economic and Social Council (2005) *The Developmental Welfare State*, Government of Ireland.

<sup>28</sup> 25% who registered for English language classes have no formal, primary and Junior Certificate. In contrast 25% have achieved a third level qualification some of which are not recognised in Ireland.

<sup>29</sup> Top 3 nationalities who attended, Polish 62, Romania 41, Lithuania 36.

<sup>30</sup> 75% White- Any Other White Background, 12% Black or Black Irish -African / Black or Black Irish (Any other Black Background) 10% Asian or Asian Other Irish- Any Other Asian Background.

<sup>31</sup> According to the International Labour Office definition, a person is economically inactive, if he or she is not part of the labour force. So inactive people are neither employed nor unemployed. The inactive population can include pre-school children, school children, students, pensioners and housewives or-men, provided they are not working at all and not available or looking for work [Eurostat 9/12/2016]

tutors to facilitate instruction. ESOL stands for English for Speakers of Other Languages last 5 weeks where they receive 60 hours' tutorage. According to the main tutor Michelle O'Carroll '*courses are structured and delivered throughout the year, based on participant's availability and prior testing to determine participant's levels. Participants are then placed in their appropriate level course. This is particularly important for participant's comfort and progress on any ESOL course. Quite a number of courses at Beginners, Pre-Intermediate, Intermediate and Upper-Intermediate levels have been delivered. These courses have been very successful and the feedback from tutors and participants has been very positive. The courses cover material that is very practical for participants to use in everyday life in Ireland for integration, for example, speaking about themselves and families, dealing with buying food in the supermarket or local shops, opening a bank account and asking questions about their Social Welfare entitlements. At the Intermediate and higher levels, participants get a chance to identify their skills and qualities. In addition, they can work on their CV's and Interview skills to improve their confidence levels to help them to apply for jobs in Ireland*'.

### Key Achievements

In keeping with the prescribed SICAP outcomes behind the evaluation framework of IRIS <sup>32</sup>, 280 persons who were experiencing educational disadvantage in life-long learning opportunities participated under the integration action. Of this total, 238 progressed along the educational continuum based on their prior labour market status. The participants who attended ESOL also achieved other *soft outcomes*<sup>33</sup>. Evidence as to the nature of these, medium and longer term outcomes were captured though the organisation's annual client satisfaction survey. Below are listed the soft outcomes that persons who attended ESOL self-identified.

### Short Term Outcomes

- Participants gain access to a new network of contacts and friends
- Participants attain higher confidence levels
- Participants become more aware and knowledgeable of services in the local community
- Improved self-esteem
- Improved aspirations / expectations

### Medium

- Improved English language proficiency among foreign national participants
- Initiative is helping to promote the value of the contribution of older persons to society after retirement
- Several of the elderly volunteers for the project and foreign nationals have registered with the Fingal Volunteer Bureau
- Foreign nationals are linked into Blanchardstown Area Partnerships outreach offices

### Long Term

- Help break down prejudices
- Help support integration of non-Irish nationals
- Improved CVs among participants
- Improved job searching skills among participants

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<sup>32</sup> Individuals who attend Failte Isteach and ESOL are recorded under GOAL 2 of the IRIS performance monitoring system.

<sup>33</sup> Local Development Companies attended training in the creation of Logic Models in 2010 in conjunction with the Centre for Effective Services

The tutor has similarly observed that *'participant's confidence levels have soared and they have remarked on how much better they feel after as little as 3 weeks' full attendance and have been really happy on completion of their courses and receipt of their certificates. Participants stated that they had learned so much more English and felt very much included in their own learning process. They also expressed that they had made great friends on these courses and many of them still keep in contact with each other and help each other out with everyday life situations'*.

The challenge of supporting persons to integrate into Irish society is multi-faceted and requires a cross collaborative approach involving different stakeholders on a continuous basis. It is important to note although individuals may complete an intensive 5-week ESOL course or Failte Isteach for 2 hours over 30 weeks these are only captured as 1 intervention the same as someone attending a 2-day course. IRIS focus is on capturing numbers of interventions not their intensity. See below a selection of Testimonials

*"Interested in approaching BAP after English course. Heard about BAP from my English teacher in Education Together National School, Balbriggan"*

*"Michelle spoke to me about "BAP". I went with her to class in library"*

*"In generally it was Bootcamp, we worked on CV, interviews...etc it helped me very much create and finished my CV to IEAUA"*

*"I attended to the Intermediate English in Blanchardstown Library and I learnt and improved my English level"*

*"I really interested in attending, like Health Care"*

## **Goal 1 Qualitative Indicator Case Study**

*Level of involvement by local community groups in the identification of local needs by means of strategies and plans*

### **Background**

**This Goal 1 qualitative indicator case study is in keeping with the evaluation framework of IRIS.** This describes the precise SICAP supports to a particular Community Group in Fingal. This **'technical type of support' was signed off on by the Fingal LCDC in BAPs SICAP tender and is written into a Goal 1 action- *Community engagement of disadvantaged groups*.** The Mulhuddart Priority Task Group is reflected as a Community Group on IRIS under Goal 1 that the Partnership supports. In 2016, two staff members of BAP supported the Mulhuddart Priority Task Group and a research steering group. This case study is solely intended to demonstrate how BAP has supported a local community group in identifying local needs by means of strategies and plans.

The **Mulhuddart Priority Task Group** is Chaired by Fingal County Council and 30 agencies involved in delivering services in the Mulhuddart area are members. BAP has supported the Group through allocation of staff time over the past 5 years initially via the Local and Community Development Programme 2011-2014, and more recently SICAP 2015-2016. The Vice-Chairperson of the Partnership is also a member of the Task and research sub-group.

The Task Group has met many times since its establishment. Work achieved to date include:

- Holding public consultation meeting with residents October 2012
- Identification of five key priority areas of work (U10s Number.1priority)
- Promotion of Placemaking strategy & events – I Love Mulhuddart
- Joint Commissioning of Mulhuddart Area Profile May 2013.
- Innovative partnership between Ladyswell School & Institute of Technology Blanchardstown supporting early childhood development
- Innovative partnership between Foróige, An Garda Síochána, Department of Justice, targeted work with children at risk 10 – 12yr
- An interagency working group was established comprising of representatives of key voluntary and statutory agencies and all those working in the Mulhuddart area have now signed up to this. The IWA is currently a sub group of the Fingal Children Services committee with a remit of developing an interagency working agreement that professionals working with children under the age of 18 years and their families can utilise and work in a more collaborative way in the best interests of children. It seeks to establish a universal way of sharing information within the boundaries of data protection.

The purpose of the agreement is to:

- Provide coordinated support when a number of services are required to work with a family/young person
- Ensure that all children and young people who require services have access to them
- Ensure that there is effective collaboration between services providing the range of appropriate services to children and young people and their families
- Ensure that collaboration is based on professional working through codes of ethics and high standards
- Avoid duplication of service provision
- Improve outcomes for children and young people through timely identification, assessment, interventions and referrals

- Promote a consistent approach to collaborative work with children and young people.

#### Target Group- Disadvantaged Groups

Dublin 15 is a very young, diverse and multi-ethnic suburb of Dublin. Within this geographical area however, there are significant variations in educational attainment levels, social class, employment and housing structure. Where large spatial concentrations of deprivation exist they have been designated by government as RAPID areas. Haase and Pratschke developed an index that provides a single measurement of the relative affluence and deprivation for an area. Based on this index, Tyrrelstown Electoral Division (ED) is classified as Disadvantaged (-13.61) and the neighbouring ED of Mulhuddart as (-1.91) marginally below average. Blanchardstown Area Partnership (BAP) began focusing human and infrastructural resources in the Mulhuddart area back in the mid-1990s after it was first identified as the most disadvantaged ward in its first Integrated Area Action Plan for the Greater Blanchardstown Area<sup>34</sup>. Please see in the appendices for a short account of this.

#### Challenges / Barriers

In 2002, extensive door-to-door research was carried out in the Mulhuddart area funded via the RAPID programme that identified local needs. Different recommendations contained within the report were acted upon via an Area Implementation Team in the intervening years but not all needs identified were addressed in the intervening years. A Mulhuddart Priority Task Group was established in 2011 emerging from the Mulhuddart Development Group and RAPID Area Implementation Team as a mechanism to respond to social, community and economic challenges that still exist in Mulhuddart. The secondary objectives of the group are:

- to further develop the culture of co-operation,
- transparency and shared information amongst all stakeholders
- to provide opportunities for effective and sustainable involvement of citizens in determining priorities, solutions and decision making at a local level.

#### Key Achievements

**In 2015, a Research Working Group (a sub-group) of the Mulhuddart Priority Task Group** was established to progress the aims of the Task Group through the commissioning of research in the development of a new Strategic Plan for Mulhuddart. It is important to point out that the budget for the research is being funded by FCC and BASE Ltd<sup>35</sup>. The Research Working Group established a Project Management Team with responsibility for the day-to-day management of the project. **Fingal County Council invited BAP's Research and Evaluation Officer to provide 'technical assistance' to the research steering group in part influenced by the provision of census data and maps this individual had shared with the group in the past few years.**

**Due to his skills as a research methodologist, and extensive experience of supporting other inter-agency research, he was central to supporting the Research Working Group<sup>36</sup>:**

- **He helped write up the detailed Terms of Reference (TOR) for the tender** including several drafts. This entailed the exchange of emails, phone calls and the research-working group convening several meetings to sign of the final version of the TOR.
- Following this, **he appraised each of the tenders submitted by private consultants** and the criteria selected, which weighted different aspects of the tenders that determined, which tenders to eliminate.

<sup>34</sup> St Patrick's College Maynooth Centre for Adult and Community Education (1993), *Integrated Area Action Plan for the Greater Blanchardstown Area*, Blanchardstown Area Partnership

<sup>35</sup> Local Development Companies cannot allocate SICAP funding to community groups as set out under Version 1.7 of the of SICAP technical document

<sup>36</sup> Fingal County Council, BASE Ltd, Mulhuddart Community Centre, Blanchardstown Youth Services, BAP, Tusla.

- The **next step involved him** attending a meeting of the steering group to **interview consultants for a more rigorous assessment of their tender and their visual presentation**. This enabled the Research Working Group decide who to finally award the contract to.
- Other contributions from the SICAP Worker** was in **helping find 2 local volunteers from Mulhuddart** to become part of the **research field agents** who ended up interviewing 180 local residents. In doing so, he **liaised with his colleagues in the Local Employment Service to help identify suitable candidates**.
- Further to this and on behalf of the working group, he **attended several sessions delivered by Nexus that oversaw the training in of the individuals who became the research field agents as a quality control measure**.
- Agree Final Report and Strategic Plan, including dissemination of the information and the development of an action plan to implement outcomes/strategies proposed from the research.

Since May 2011, the Consultants (Nexus) have lead the research in consultation with representatives on the Project Management Team and agreed the framework and process to be applied including timetable of events. Some of the preliminary findings of the draft Strategic Plan were presented to the Mulhuddart Priority Task Group.

- Produce final five-year Strategic Plan and Implementation Plan.
- Contribute to/participate in the launch of the Strategic Plan. Methodology In undertaking this extensive research, the consultants will need to engage with a range of stakeholders in the Mulhuddart area. This will include representatives of identified groups of residents in Mulhuddart plus representatives from the main Partnership pillars i.e. community/voluntary sector, statutory sector, social partners.

One of attractive propositions in the research tender was that it deployed a snowballing method to reach 'silent voices in the local community' who might not ordinarily attend resident group meetings or even avail of a service from their local community centre.

The **aims of the research** are to provide a collaborative approach to the work of the Mulhuddart Priority Task Group to resolve the identified needs of the community resulting in a more cohesive approach among partner organisations. The objectives are

- To identify needs of the residents and unheard voices of Mulhuddart and identify gaps in the provision of services
- To determine the ways in which the quality of life of residents might be improved and enhanced over the five years
- To provide a range of interagency /collaborative service delivery recommendations to effectively meet the needs / gaps identified
- To determine / prioritise the needs of agencies to enable them to prioritise their work

The research was carried out in three stages during 2016:

1. Desk Research: Provide an updated demographic profile of Mulhuddart taking into consideration relevant research previously undertaken in the area.
2. Survey: Consult with the local community / unheard voices and key stakeholders
3. Report: Develop a five-year Strategic Plan and Implementation Plan.

In undertaking this research, the key tasks are to: 1. Further develop the Burtenshaw Kenny Report (2013) on the demographic profile of Mulhuddart to include additional information available from service providers. 2. Undertake research to identify the needs of the community – specific groups and service providers 3. Ascertain the services and initiatives which are working well in the community and fulfilling identified needs. 4. Identify actions to resolve the needs of the community. 5. Identify gaps in service provision.

**Outcome from this research process: A Strategic Plan for the Mulhuddart Priority Task Group to include an Implementation Plan with a focus on collaboration.**

The approach adopted by the consultants is utilising a combination of research methods such as door-to-door consultation, focus groups, survey questionnaires, and face-to-face interviews. The recruitment and training of a team of local researchers is something that BAP has attempted to support by referring a couple of SICAP target groups to be trained in as field researchers along with other community stakeholders such as Mulhuddart Community Centre. Information on activities in Mulhuddart should be collated and co-ordinated through existing service providers and community organisations. The outcomes from this research will be presented in the format of a report and disseminated through a launch involving all participants in the research process in January 2017.

To progress the initial recommendations presented in a draft plan, 4 Sub Groups have been created **Community Development & Capacity, Improving Services for Families and Children<sup>37</sup>, Learning, Community Innovation & Social Enterprise<sup>38</sup>, the built environment**, some of which have met. **The approach taken in the greater Mulhuddart area may serve a blueprint for other areas across Fingal.**

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<sup>37</sup> Intended to produce a Directory of Family and Children's Services and a Mulhuddart Child & Family Support Network

<sup>38</sup> Proposing the creation of a Centre for Learning, Community Innovation & Social Enterprise

### **Vignette of a person who received different Goal 3 interventions to eventually progressed into full time employment**

**Patrick Morris** is a 49-year-old Irish male national who lives in Dublin 15 south-west Fingal and initially registered with the Local Employment Service in 2015. He was referred by an LES Mediator internally to the Enterprise Department of Blanchardstown Area Partnership in February 2016. As part of his personal action plan agreed with a SICAP case officer, he attended an enterprise 2 day-information workshop shortly afterwards. After ruling out the possibility of setting up his own business through the Back to Work Enterprise Allowance Scheme, Patrick was given additional supports in accessing a Goal 3 labour market course called Career Bootcamp, which he completed. Career Bootcamp is concise face paced training held over 3 half-day sessions suited to the job ready client. It's designed to increase the confidence of job seekers who may not have an abundance of experience and/ or qualifications but who do not seem to be getting the response they desire. Participants need a basic CV and the ability to ask questions and engage in discussions. Upon being contacted a few months later it was identified that Patrick had successfully taken up a full-time post in the Occupational *Group-Communication, warehouse and transport workers*.

### **Vignette of an unemployed person, who voluntarily took up a 1-year community placement on an Active Labour Market Scheme (Tus) and eventually progressed into open employment**

**John Paul** is an Irish male in his mid-30s living in a disadvantaged housing estate in Coolmine who initially registered with the Blanchardstown Local Employment Services back as far as 2011. During this initial engagement he attended Future Options and Power of Positivity training via the LCDP.

He was referred to the TUS Scheme in the Dublin 15 area. The aims of Tús are to provide a 12-month work opportunity for persons in

receipt of Jobseekers Allowance and to provide certain services of benefit to communities.

During this time, John Paul helped as a canteen assistant and general handyman around the Dillon House premises in Coolmine Industrial Estate. On completion of his placement, he found himself signing back on the live register and registered with SICAP in September 2015. During this engagement, he received additional Goal 3 career advice and guidance supports from a case officer. Paul is now working as a contactor to *install wind turbines* around Ireland and Scotland. This vignette demonstrates how long and protracted it can be for some persons to successfully progress into open-employment after being long-term unemployed.

### **Vignette of a person with a disability**

**Hubert** is a male in his 40's from Balbriggan area who registered with Blanchardstown Area Partnership in March 2016 after being referred by a local Community Group (Goal 1 referral) to see a SICAP Case Worker at the BEAT Centre in Balbriggan. He had completed an Advanced Certificate / Apprenticeship (NFQ 6) and been unemployed for a period of over 2 years before approaching BAP.

On registration with the Partnership, Hubert reported that he was living in a single adult jobless household that was experiencing financial difficulties possibly exacerbated due to having a disability. Hubert received Goal 3 pre-employment supports such as CV and interviews skill workshops from one of BAP's case workers who has a qualification in Career Guidance.

When last contacted in June, he reported that he had successfully progressed into full-time employment in the *engineering and allied trades* sector of the economy. This short vignette demonstrates how the cycle of long-term employment has been overcome by this individual who received SICAP supports.

**Vignette of a person aged less than 25 who established her own business as a Dog Groomer called  
DELUX MUTZ**



Emma Fox resides in Castleknock and was signing on the live register for over 2 years before she was referred by the Department of Social Protection to the Blanchardstown Area Partnership. Upon registration, she was advised by a SICAP case worker to attend an initial 2-day workshop where the practical details around setting up one's own business through the Back to Work Enterprise Allowance Scheme are explained.

During the initial session, individuals are expected to begin to draw up a detailed business plan workbook, which can be revisited over the course of several months between the individual and the Enterprise Department of BAP. This booklet includes answering questions to factors such as 'Who will make the decisions on what to spend and what to buy? Why will perform the secretarial, book-keeping and sales tasks in the business, Where do you see your business in one year's time' etc.

Emma outlined in her business plan workbook that she had previously completed training in the highest rated grooming school in Ireland before approaching BAP. She had also completed City and Guilds exams and practicals in which her overall grade was a distinction 'Fully qualified canine first aid responder'. Along the way she also completed a 9 month internship in a busy salon in which she gained valuable learning experiences in grooming and handling and received an excellent reference. All of this demonstrates the determination she had to set up her own business.

Emma attended additional enterprise workshops delivered by BAP in 2016 and also sat down on a one to one basis with a business mentor (Peter Cronin) who further advised her on setting up a business. In the first meeting, marketing ideas were discussed to create an awareness of how she might find her clients. Among a plethora of creative ideas, she announced *'To be honest I will be down at the dog park handing out promotional material to everyone on a daily basis. I'll be talking to the dog owners, making friends with their dogs and offering free advice until they start to trust me.'*

According to her Mentor, she had a good grasp of working in her business. She had already joined the professional association of the dog groomers. The weakness in the plan was when she needed to work on the business, all the things a business owner needs to do to be successful but that nobody tells you about and nobody ever pays you to do. She had thought of lots of things and came with many questions.

In April 2016, she submitted version 2 of her business plan. At that second meeting she had already identified and negotiated a deal on her premises and had secured the funding to make the relevant minor alterations to the site. She had completed relevant competitor research and had identified

opportunities to supplant her opposition through this process. The second plan was much more detailed and thought through needing only a few further amendments to get her to a point of viability.

Emma significantly had the encouragement and support of her family behind her. She was living at home, which helped lower her overheads and give her an extra chance of success if she was willing to work the business. In May she was approved onto the BTWEA scheme as a Sole Trader as a professional Dog Groomer. Since then she has received additional supports from her BAP mentor.

#### Testimonial

“Our lil guy was in with Emma yesterday and he looks amazing! Emma listened to the style we wanted and we could not be happier! Riley had a ball too and was crying when leaving! Could not recommend Emma enough!

**For more details contact Emma at 085-2418810 or email [Emmafox9192@gmail.com](mailto:Emmafox9192@gmail.com)**

**[https://www.facebook.com/DeluxeMutzDogGrooming/?ref=page\\_internal](https://www.facebook.com/DeluxeMutzDogGrooming/?ref=page_internal)**

**Testimonial from a Young Person who received Goal 2 career advice**

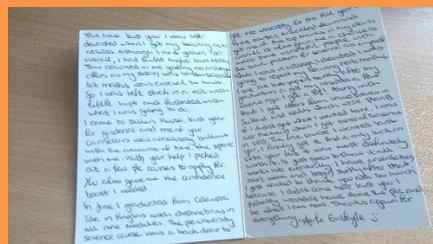
*“This time last year I was left devastated when I got my leaving certificate results. Although I had gotten 410 overall, I had failed higher level Maths. This resulted in me getting no college offers as my dream was to do science but maths was crucial to have. So I was left stuck in a rut with little hope and frustrated when with what I was going to do.*

*I came to Dillon House last year for guidance and one of your counsellors was absolutely brilliant with the amount of time she spent with me. With your help, I picked out of a few PLC courses to apply for. You also gave me the confidence boost I needed.*

*In June, I graduated from Colaiste Ide in Finglas with distinctions in all nine modules. The pre-university science course was a back door to get into university. For the full year of that course I knuckled down and got one of the top marks in my class overall. It also gave me a chance to meet some wonderful people with the same passion for science as myself.*

*While I was in college. I decided I was going to repeat my leaving cert maths. I sat the two papers shortly after my graduation and got my results a few weeks ago. I got a B3! Along with that, I got offers from Universities in Scotland and Wales which were Plan B if I didn't get what I wanted here.*

*I was over the moon when I got General Science in UCD. The one course I wanted last year, I finally got it. And it only took an extra year but it was most definitely worth it. It just goes to show it all works out eventually. I have orientations next week and begin shortly after that. I just wanted to thank you all so much because if I didn't come here last year I probably wouldn't have done the PLC and be where I am now. Thanks again for everything, Aoife Guilfoyle” ☺*



#### **f. Updates to IRIS Database**

Programme Implementers must ensure that:

- An update for each of the 2016 Actions has been input in the **Update on Progress** field under the End of Year report section of the action record. The *08.Action Progress Report* can be generated to view the action updates that have been input.
- 2016 data input is complete.
- 2016 data issues/errors identified have been rectified and all ineligible and duplicate records have been deactivated.
- 2016 data follow-up has been carried out, as appropriate.
- Contact names / details and Partners /Offices information is up-to-date.

This report must be uploaded to IRIS, **by 16<sup>th</sup> January 2017**, along with the 2016 End of Year Financial and Monitoring report (including the signed costs charged report and headline indicator report).

## Appendices

### Overview of BAP's involvement in Mulhuddart since 1995

Blanchardstown Area Partnership (BAP) began focusing human and infrastructural resources in the Mulhuddart area back in the mid-1990s after it was first identified as the most disadvantaged ward in its first Integrated Area Action Plan for the Greater Blanchardstown Area<sup>39</sup>. In response to these identified needs, BAP part funded a Childcare Worker post with Barnardos via its Childcare Working Group in recognition of the high 'youth at risk' population and the large concentration of single parents living many of whom lived in local authority estates. In recent years BAP has supported the Management Committees of several crèches including Kidz Zone and Little Learners through its Family Support Worker.

BAP has also provided direct supports to other Community Organisations such as the Blanchardstown Drugs Task Force and Blanchardstown Traveller Development Group (BTDG) in Mulhuddart by Chairing both organisations over several years. In doing so it has helped contribute to the writing up of their Strategic Plans, provided funding to the BTDG to deliver homework clubs for Traveller children and allocated a research budget to pay a consultant to undertake a detailed needs analysis for the BTDG, as well as supporting several other research reports through the allocation of staff manpower<sup>40</sup>. Social Economy projects in Mulhuddart such as BAPtec Ltd (Link) and BASE Enterprise Centre have received supports from the Partnership over many years both of whom have been Directors of the Board of BAP in the past (See case study links [www.bap.ie](http://www.bap.ie)).

Elsewhere Community Groups in Mulhuddart such as the Men's Shed (Case Study Link), St Luke's for over 55s, Blanchardstown Care & Repair, Centre for Independent Living (Community Employment), Full Time Jobs Initiative have received supports from BAP staff over many years. Some of these Groups now have committee members on BAP's Working Groups representing target groups and as such are involved in the annual SICAP planning process. Blanchardstown Area Partnership continues to have a presence in the area through its Local Employment Service and Tus office operations situated in Parkside House and two of its staff members have supported the Mulhuddart Priority Task Group under SICAP in 2015/ 2016

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<sup>39</sup> St Patrick's College Maynooth Centre for Adult and Community Education (1993), *Integrated Area Action Plan for the Greater Blanchardstown Area*, Blanchardstown Area Partnership

<sup>40</sup> Quinlan C (1998) *Travellers in Blanchardstown a Second Look*, Blanchardstown Area Partnership

-Russell, C (2004) *Appropriate Means of Supporting the Traveller Economy in Blanchardstown*, Blanchardstown Area Partnership

-Forkan, C (2007) *Where is the Final Dividend the Education of Traveller Children in Blanchardstown*, Blanchardstown Traveller Development Group

-Ryan, C (2009) *Stepping Stones to Improving Labour Market Participation Rates for Travellers in Dublin 15*, Blanchardstown Area Partnership

**Table 2: Educational Attainment and Unemployment Levels of Irish and Non-Irish Nationals**

	Pop with no formal education or primary education only	Pop with lower secondary education	Pop with upper secondary education	Pop with technical or vocational education	Pop with 3 <sup>rd</sup> level education	% Unemployed
All Nationalities	9.4	13.8	21.9	15.2	<b>39.7</b>	<b>18.7</b>
Irish	10.7	15.8	22.3	13.3	<b>38.0</b>	<b>15.8</b>
Poland	2.3	3.8	18.6	36.6	<b>38.7</b>	<b>19.8</b>
Romania	10.2	13.3	32.3	20.8	<b>23.4</b>	<b>38.8</b>
Lithuania	3.4	7.3	31.5	29.6	<b>28.3</b>	<b>25.8</b>
UK	5.2	9.5	18.7	16.5	<b>50.1</b>	<b>14.6</b>
Other Europe	4.0	5.9	21.5	21.6	<b>47.1</b>	<b>18.7</b>
Nigeria	1.9	4.7	16.1	22.6	<b>54.6</b>	<b>38.7</b>
Other African	8.6	8.6	22.2	6.1	<b>75.2</b>	<b>48.9</b>
Asian	3.6	3.8	8.7	8.8	<b>75.2</b>	<b>48.3</b>
Other Nationalities	5.2	5.8	21.2	14.2	<b>53.5</b>	<b>19.6</b>
Not stated (including no nationality)	20.8	17.3	28.8	11.1	<b>22.1</b>	<b>24.8</b>
Non-Irish Nationals (excluding not stated)	<b>4.3</b>	<b>6.3</b>	<b>20.2</b>	<b>22.9</b>	<b>46.3</b>	

Source: BAP Analysis of special census tabulation data for south-west Fingal