



Impact Report

Jan-Dec 2022

Improving people's lives in Northern Ireland

Message from Nicky Conway, Chief Executive

Welcome to BCM's Impact Report on our services offered during 2022. I am very proud to be reporting on a year when our staff and volunteers, whilst presented with many challenges, continued to provide excellent support to our service users. Annual Reviews carried out by each team provided a clear demonstration of the standard of work consistently produced by the project teams who were helped, in no small measure, by the invaluable back-up from the organisation's Support Services.



BCM's purpose is to Improve people's lives across Northern Ireland and the real-life stories and information contained in this report serve to evidence this and bring it to life at a time when our support was needed more than ever.

BCM's success and impact is very much down to a team effort from the Board, Senior Management, Project Managers, staff team and volunteers and I am extremely privileged to lead an organisation with such a committed team.

2022 presented its own challenges, with a return to office working for some and many difficulties around recruitment of staff and the rebuilding of staff teams which had become dispersed during covid. I have no doubt that there will continue to be challenges ahead but I am confident that BCM is well positioned to meet these challenges and continue to make a positive difference in the lives of the people we work with.

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Introduction by Rev David Campton

Since 1889 Belfast Central Mission, one of the oldest charities in Belfast, has, in different ways, sought to fulfil its legally defined charitable objects:

- The advancement of the Christian Religion in Ireland; and
- The relief of poverty, sickness, infirmity, or other necessitous circumstances through the provision of accommodation, care, counselling or education on a cross-community basis for people in Northern Ireland who are in need of such provision.

Seeking to honour that long tradition and our legal responsibilities we recently rearticulated our agreed aim as seeking to “provide quality compassionate support to people at their point of need.”

But like many others in our sector the economic and social effects of the COVID-19 pandemic, Brexit and the war in Ukraine have impacted not only on those whom we seek to support, but also on our ability as an organisation to



do so, requiring us to significantly review how we manage and resource our work. Despite that, our residential care projects, Puddleducks Nursery, housing support for older and younger people, community services, parent support and therapeutic counselling services, and faith-related projects have helped over 1380 service users in the past year across Northern Ireland. In addition to that, our Christmas Toy Appeal last December distributed over 4,200 Christmas parcels, more than ever before.

This is only possible because of the dedication, compassion and hard work of our staff and volunteers, including our board of directors. Also vital to our work is the support of our partners in other charities, churches, businesses and statutory services, as well as individual supporters, who give financially, practically and prayerfully. Once again, on behalf of BCM as an organisation, and those we seek to serve, I want to say a heartfelt thank you.

David Campton

“Give of yourself, give as much as you can! And you can always, always give something, even if it is only kindness! If everyone were to do this and would not be as mean with a kindly word, then there would be much more justice and love in the world. Give and you shall receive, much more than you would have ever thought possible. Give, give again and again, don’t lose courage, keep it up and go on giving! No one has ever become poor from giving!”

From an essay by her entitled “Give” included in “The Works of Anne Frank.” (1959)

Christian Witness



The current vision statement of the Methodist Church in Ireland, of which Belfast Central Mission is an associated body, is 'Living wholeheartedly as followers of Jesus for the transformation of the world.' In many ways the social work of BCM grew out of that mindset, long before it was articulated in that form. We may not be capable of transforming the whole world on our own, but we seek to impact on our geographical location in the centre of Belfast and the lives of all our service users in projects across Northern Ireland, in a variety of ways, not least in terms of spiritual and religious wellbeing.

The Grosvenor Hall congregation continues to worship in BCM's headquarters at Grosvenor Hall, in the heart of Belfast, and has recently agreed to support the local Storehouse Foodbank with a monthly food pick-up as part of their practical response to the current cost of living crisis. This is only one of a range of partnerships with different faith-based organisations and churches across the city and beyond. This includes the churches on the local South and Central Belfast Methodist Circuit, the 4 Corners Festival, an annual peace-building arts and cultural festival, the Belfast City Centre Chaplaincy, CAP (Christians Against Poverty) and Anna Chaplaincy UK. We hope that this latter partnership will bear significant fruit in relation to our own Chaplaincy, to our Copelands elderly care facility, and other seniors-focussed programmes across the organisation:



City Centre Chaplaincy

Belfast City Centre Chaplaincy is a Pioneer Mission Project of The Methodist Church in Ireland which is partly funded by BCM. The Chaplaincy seeks to provide pastoral support to people working, living and relaxing in the city centre irrespective of their beliefs or lifestyle.

From its inception in July 2018 the Belfast City Centre Chaplaincy has provided two Chaplains, David Barber and Carole Lambe, to St. George's Market. David and Carole are deeply valued by and gained the trust of the Market Traders, one of whom recently said to David "you are now part of our community". This pastoral support has been particularly important at times of deep sadness in this business community, for example after the deaths of two traders in the last two years, including one by suicide. On occasions like this, the traders have engaged the Chaplains in meaningful conversations around the subject of faith. The Traders have added David and Carole to their work group social media, to allow for private conversations beyond market times.

Four years of ministry within this community has allowed Carole and David to learn the trader's respective life stories – and that helps them to be praying helpers and minister to the traders' needs. Jokingly called the 'God Squad' by some of the traders, they do appreciate their Chaplains and the fact that they listen and share - but don't preach.

David and Carole also enjoy very regular requests from the shopping public in the Market to pray for them or explain what the Chaplaincy is and what they do. David says "we are so aware of Jesus' presence with us in every situation. It's a real blessing and privilege to serve our King in St. George's Market and to witness first-hand His love, grace and mercy at work".

A view from the pew:

The Grosvenor Hall congregation was delighted to host a number of special Sunday Services. As part of the 4 Corners Festival, the broadcast service on Radio Ulster was led by the Archbishop of Canterbury, Rt Revd Justin Welby. A few months later, the congregation was asked to host a World Methodist Global Ministries Commissioning Service when a former member of the congregation, Revd Dr Heather Morris, Secretary of Conference, was the guest preacher. It was also our turn on the South & Central Belfast Methodist Circuit to receive a visit from the President of the Methodist Church in Ireland, Revd David Nixon, on the occasion of the Anniversary and Remembrance Sunday. On a regular basis, Sunday worship was led by the Superintendent, Revd David Campton, with his usual creativity and other members of the Circuit's Ministerial Team, not least various Lay Preachers and, in particular, the Ministerial Student, Mr Andrew Topley.

No congregation lives in isolation to its community, however defined. The cost-of-living crisis has impacted on many individuals and families in Northern Ireland and Belfast, in particular. In response the congregation's association with BCM's Toy Appeal continued albeit based in Donegall Road Methodist Church as is mentioned elsewhere in this Impact Report. Furthermore, the congregation has established a link with the local Storehouse Food Bank. Indeed, Mr Topley volunteered to be the conduit between the congregation and Storehouse.

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Copelands' chaplaincy by Rev June Parke



As Chaplain to Copelands Care Home, it's my pleasure to write this short report on the place and importance of Chaplaincy. This service is available to support residents, their families and staff, whatever faith background they may or may not have. Since my last report it is safe to say that the Chaplaincy work has grown, with the ministry of Chaplaincy now well established with both residents and staff. The growth is mainly due to an increase in the number of residents now living in Copelands, and this larger attendance has meant that since mid-2022 we had to move out of the assigned worship space and use the Cinema room for our services! We are now blessed to have Rea as our in-house pianist, and for this we are very grateful – having stumbled along without a musical accompaniment or using CDs in the early days of getting the Chaplaincy service established!

The place of Chaplaincy within Copelands is still a work in progress as we continue to support all residents, their families, and staff. I am grateful to the staff who are on hand each week to escort the less able residents to the worship service on a Thursday afternoon and back to their particular household afterwards. It is a joy to also share with and get to know the various members of staff who do a wonderful job in their respective roles caring for the residents.

One year on from my previous report this continues to be a privileged and extremely important role, ministering to the needs of older people, who have chosen to live in Copelands.

CASE STUDY (see Community Services)

I was contacted by a member of staff from a North Belfast Sure Start, who was concerned about a family she was working with. As it was a late referral she was not sure we would be able to help the family.

The father of the house had been made redundant and the mum had just discovered she was expecting a baby. They already had three young children under ten and were still paying a mortgage.

The parents were really panicking as all their money was being spent on trying to keep their home, as well as heating it. They had no toys bought for their children and were very upset.

We were able to offer the children toys and clothes and some items for the newborn. BCM made sure Santa came to this household.

Community Services

Community Services continues to operate in a smaller way, due to the change in circumstances since Covid-19.

The lunch club re-opened in June 2021 and has continued to operate each week without restrictions. It is a very important part of our service users' lives, giving them something to look forward to and as they stated, "they feel wanted. With funding from a Belfast City Council grant we were able to introduce some new speakers and activities for as well as arranging several day trips.

- Mindfulness with 6 Yoga sessions,
- 4 sessions of Arts & Crafts.
- 6 Sessions of Armchair Aerobics and
- 2 Bus Trips

Some of these older people felt they were forgotten about during the long months of covid restrictions and thankfully we are helping to restore their confidence and build up their self-esteem.

The befriending programme was also hit by covid restrictions, as volunteers did not want to go into vulnerable people's homes and care homes were closed to visitors. Most volunteers continued their befriending by telephone, but this was not possible for everyone as some service users were not able to hear their befriender or recognise their voice on the phone

The Christmas Toy Programme helped over 4200 children and teenagers with toys and gifts. The need was even greater this year as families were struggling with the increased price of electricity and heating. The feedback from agencies who received gifts for their families was very positive. We are always humbled by the generosity of the people who donate and even more so as most were struggling with high energy bills this year and the quality and quantity of the toys was amazing.

Volunteers have continued to support our work, helping at the Christmas programme, Wednesday Lunch Club, the Befriending Programme, Kirk House and both Parent support groups. They are invaluable to all these projects and the people they support, and they enhance our programmes so much.



4,200

toy parcels
distributed at
Christmas



30

attended
the lunch
club each
week



15

befriending
volunteers,
who visit 18
service users



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Copelands, Dementia & Residential Care

Opening Copelands during the pandemic hasn't been without its difficulties but in real terms we have been able to provide a safe, happy environment for our residents. Our goal to enrich not only the residents', but the staff and local communities' lives is always at the forefront of our minds.

Despite the restrictions faced, the journey has largely been a positive one. Creating working routines, procedures, training and providing care with a brand-new staff team has enabled us to put our own stamp on the project, and although we still have much to learn, the hard work and effort of the staff is easily identifiable and has been noted by a number of different parties visiting the home.

We have engaged with local activities such as carol services, choirs, a visit from a therapy pony, as well as an intergenerational project with crafts and a session from Lady Herman.



38

residents at the
end of 2022



100%

resident
satisfaction
for the care
and support
they receive
at Copelands

The opening of the home has created new jobs in the area, with most of the staff team being local residents. We have had great engagement and interest from the local communities through social media.

Best practice in Dementia Care training commenced with a group of 10 staff. Copelands endeavours to have the entire staff team take on both training programmes and these are seen as a mandatory requirement for our service.

“We are so impressed and delighted with Copelands Dementia and Residential Care and Mum has settled in really well. The staff are truly wonderful; kind, caring and efficient. The whole place has a feeling of community and homely normality. You only have to see the quality of the building and furnishings, not to mention the views, to realise that this place is special but it’s the super staff who make the place so outstanding.”

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Kirk House, Housing with Care



Our main focus over the past year has, as always, been to ensure that our residents are getting the right level of care and with the easing of covid restrictions we have enjoyed welcoming our volunteers back and delivering much needed support during our activities programme. More recently we have also allowed outside entertainers back into our common room to provide music and singing from local choirs which has been thoroughly enjoyed by all. This has also included continuing our Intergenerational project with Our Lady's and St Patricks School and an Art project – art workshops provided for residents living with Dementia, items from which were displayed in local shops, concluding with an exhibition in Portview on the Newtownards Road.

We continued to work with Ulster University to bring the latest technology and innovations to our home. We are currently taking part in an exciting Biodynamic Lighting study which involves mainly Memory Lane. New lighting will be put in place that alters as the day progresses to hopefully encourage better mood and less stress when sundowning occurs.

We have also continued links with the NI War Memorial Museum through several projects such as:

Storytelling – interactive Zoom sessions provided by various storytellers (music and singing was also included)



Kirk House and Copelands joined together for events where Kirk House residents were able to visit Copelands for lunch and activities. The continuation of this project and linking of the two homes will be a big part of our future plans.

100%

Resident satisfaction for the care and support they receive at Kirk House



Kirk House residents join some from Copelands to enjoy a cuppa in Pebbles Cafe

“Mum greatly enjoyed her time in Kirk House, the lively company of her fellow residents, the happy atmosphere and the excellent facilities.

The staff are exceptionally considerate, friendly and helpful and, as a family, we cannot thank them enough for the wonderful care and support they gave Mum.”

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Housing Support for Older People



Funded by Supporting People, the projects work holistically with service users (aged 55+) to support them to maintain their independence at home for as long as they wish to.

BELFAST

Housing support for older people in Belfast support people over the age of 55 by providing practical support, a listening ear, and an empathetic and holistic approach. We encourage our service users to take back control of their lives and promote independence at each step of their journey with us.

Following the isolation and loneliness experienced during the pandemic, this year's review has shown a new trend of more of our older people socialising. Staff have actively encouraged their service users to be more open to new ideas and supported them to attend day centres again, lunch clubs etc and even the activities within fold accommodation where the common rooms have reopened

The use of the computer tablets for our older people has proved beneficial to our service users. One lady has found this exciting as she is able to contact her family overseas and her support worker helps her to regularly update her ESA diary. One gentleman has been helped to read with the settings on the tablet being adjusted to make a larger print so he can read emails and books. One gentleman who passed away in April 22 had been able to see and speak to his brother in south Africa; he hadn't seen him in 10 years

We were delighted to receive a grant of £40,000 from Sustaining Tenancies fund (NIHE). This has enabled us to complete eight tasks to date. These include deep cleans, painting and decorating, and gardening. So far, the service users are delighted with the outcome. One lady stated "the money for the decorating has absolutely lifted me. My hall, stairs and living room have only been plastered walls for years..."

Further funding of £3,900 from Screwfix Charitable Fund was awarded to purchase fixtures and fittings as well as security lights and key boxes for our service users.

319

older people
supported

SOUTH

The housing crisis continues to be a barrier for many service users, particularly those who are homeless or require alternative accommodation due to health difficulties or reduced mobility. Investment in housing specific training over the years has proved to be extremely beneficial, ensuring that support workers have the relevant knowledge and skills required to assist service users to gain housing within an incredibly competitive housing market.

The project continues to demonstrate continued need with a sustained waiting list of throughout the course of the year. Emergency requirements for those on the waiting list have been addressed to the best of the ability of the service, despite staff shortages and recruitment challenges throughout the social care sector.

The project was successful in obtaining sustaining tenancies funding, which to date has provided much needed support to those service users who are tenants of NIHE. There is a need to match the resources provided for others within private rented accommodation, sheltered accommodation and those who are homeowners.

Isolation and loneliness continue to be a strong theme for many service users, with a dearth of services addressing this need. BCM sit on Loneliness Networks both within ABC and Mid Ulster Council areas. This helps to utilise existing resources for service users.

The project continues to be grateful for the support of local churches who have provided donations for service users throughout the year, particularly in respect of home heating and electricity.



supported
227 older
people.



remained living
independently at
home following
our support.



CASE STUDY

Michael self-referred to HSOP, being provided with the details from a local charity shop. When making the initial call to self-refer Michael took a panic attack. When settled he explained that he was being made homeless as his landlord was selling his property and he had nowhere to go. He found out about the service when leaving his possessions into the charity shop as he had nowhere to store them. Michael informed at the point of referral that he had been to NIHE but was not in priority need as he was a single male. “You see I’m not smart and I don’t understand things the way other people do. I can’t read or write and I’m stupid and I am ashamed I don’t know what to do.”

Michael was provided with a support worker who helped him to liaise with NIHE, apply for the relevant benefits and provide a listening ear. Michael experiences depression and was recovering from cancer. He was provided with advice in relation to the illegal eviction which his landlord was carrying out, however was fearful following threats made by the landlord. Michael moved to temporary accommodation with a friend whilst awaiting a NIHE property.

Michael was assisted with viewing and accepting a property, obtaining items for his home, as all previous furniture had been given to the charity shop as he was unaware it could be stored by NIHE. On his first night in his new home, BCM arranged for oil to be delivered from SVP, provided a food hamper and arranged a starter pack from NIHE.

Michael continues to struggle with his mental health, and has been referred to other organisations for ongoing support.

Housing Support for Young People

Housing Support for Young People (HSYP) provides housing and tenancy support for young people aged 16-25. Our aim is to support young people to establish their independence by obtaining, maintaining, and sustaining their own tenancies and homes. By doing this we reduce the likelihood of potential homelessness.

“My support worker is “top of the pops”
I do not know what I would do without her”

NORTH DOWN & ARDS



In October 2021 we were awarded £16,957 by the Homelessness Prevention Fund to help our Service Users find affordable private rental accommodation. We worked in partnership with the Northern Ireland Housing Executive to ensure that people who had no realistic chance of social housing could be supported to access our Rent Deposit Scheme. The fund ran for 6 months from Oct 21 to March 22 and benefited 23 young people.

We found there was more demand for than supply of private rental accommodation. Often there were more than 30 applications for a single property to rent.

Our service users could not compete and were not being picked by landlords. We are grateful that the funders allowed us flexibility in delivering the programme to support our service users.

- 11 Service Users were financially supported with rent + deposit which allowed them to move into suitable accommodation.
- 7 Service Users were financially supported with gas and electric once they had moved into their property.
- 2 Service Users were supported with items to decorate their flat.
- We helped 32 young people maximise their income and benefits.
- We helped 19 young people improve their social and support networks
- We helped 27 young people to better manage their physical and mental health

121

young
people
supported

93%

of all our young people were
supported to establish and
continue living independently
in their own accommodation

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ARMAGH & DUNGANNON AND MAGHERAFELT

2022 was a very challenging year with staff recruitment and retention; staff members have carried additional cases and the manager has carried a caseload.

A lot of the Positives from 2022 were include the good good relationships we continued to have with the wider community, involving the council, housing associations, and the local churches. We have been so are very grateful for the donations from the churches to help ease towards fuel poverty, and the partnership working with the council that who provided us with oil stamps and safety equipment for our service users.

We were fortunate to received significant funding from NIHE for our Rent Sorted scheme from which 14 people received deposits for private rented accommodation, averaging at £600 per deposit. In addition, they received £20 electric top-up and £50 towards oil or gas.

In 2023, we look forward to building on our strong relationships in the local community and making more links with agencies. This will help to increase awareness of our service thus increasing the opportunities to support our local people most in need of housing assistance.

177

supported total
of young people

99%

of our service
users maintained
their tenancies

BCM

CASE STUDY - written by Tom's support worker

Tom had been referred to BCM by social services as he and his siblings were being evicted from their home. After an induction with Tom, I contacted his housing officer in NIHE, social services and a local MP in his area. Tom was working with social services to get kinship care for his youngest sibling which is his 15-year-old brother and his biggest fear was that if he didn't get housed in a three bedroom home his brother would be taking into care.

I worked alongside NIHE who were also working very hard to get Tom the points he needed to be homed in his local area. NIHE had advised me that Tom should stay in his house until after Christmas as there were no homes available and this included temporary accommodation. I contacted the estate agents and the landlord and asked them to be lenient with the eviction notice until Christmas was over, and we could get the family suitable housing.

During this time, Tom's oil had run out and with only being able to afford one emergency drum I contacted my manager, and we were able to provide £125 of oil through the money that the church has been offering us for fuel crisis. This was a huge benefit to the family and eased the pressure during the cold days. As Tom and his siblings would be on their own on Christmas day, I contacted a local charity who were able to provide three Christmas dinners to the family which were delivered on Christmas Eve. Tom greatly appreciated this as he had never cooked a Christmas dinner before.

During the Christmas week Tom had received a telephone call from his housing officer to say a temporary accommodation home had come up in his area and it was offered to him. I met with Tom to provide support asking relevant questions regarding rent. Tom signed the paperwork and was moved in the next day.

Since Tom has moved, we have changed the name on his electric and his address on his licence, so he has ID to claim his £600 vouchers towards help with his energy bills. I have begun an application for a grant to get Tom an undercounter fridge and helped him with his medical assessment through Universal Credit.

Tom and I are now working on becoming tenancy ready for when permanent accommodation comes up.



A service user gets the keys to his first home, following advice and support from the project team

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Parent Support Projects

ARMAGH/DUNGANNON

It is clear that there is a sustained need for the project as it continues into its 10th year. There has been an increase of referrals from the Family Support Hub and the projection is that this will continue to increase as family needs become more complex.

The project continues to have three wonderful volunteers who are fully committed to the project and to the families and we are working to ensure they maximise their opportunities to support families and to gain invaluable skills for themselves.

Our aim for 2023 is to continue supporting families to this high standard and producing excellent outcomes. Going forward there is huge potential for the project to expand but this would require further funding which is not currently available.

Maria (Parent Support Worker) and Joanne (Project Manager) both have a great passion for the work of the project and a great understanding of the needs of the families and can see daily the impact the work is having. Their wish is to support more and more families as the need for this service is now greater than ever.

59

families with 120 children received home-based support

76

families helped by telephone advice and signposting

294

home visits

100%

of parents felt more confident as a parent

Ros Ewing, Homestart Coordinator, Armagh & Dungannon says:

.. [Maria] I often think about what would happen to those families if you weren't there to take them. Nothing is ever 'too complex' for you despite the challenges you must face at times. I also see you going above and beyond for your service users, ensuring they really do get all they need.

ARDS

2022 was a really busy, interesting and rewarding year where we developed the Family Support Service. Opening the service to families in the community has allowed more families to have access to support. The team have integrated well with the families we work with and do some fantastic work assessing the needs of families and creating support action plans. Consistency is vital so that we can evidence the work we do, as we have to secure funding on a regular basis to continue the work.

Following the cessation during Covid restrictions, we were delighted to be back facilitating group work, although it can be a challenge to deliver meaningful programs for parents due our current facilities. We will continue to work hard to ensure that parents get the maximum benefit of tailored programs. A key strength of the Service has been the community links developed over the years. With an entire new staff team in post, it is especially pleasing to see how quickly links within the community were forged.

We have continued to have tremendous support from Regent Street Methodist Church and the free use of their spacious and well-equipped premises for our baby mornings and events. Their continued support is of tremendous value and vital importance. Laura Ewing Youth Pastor has been such a valuable support and has really helped our Young Parents over a long number of years. 2022 has seen us return to our Baby Morning Group, much to the delight of our families and Laura's support with this has been so valuable.

Other support has come from

- The Warehouse has assisted us with food hampers for the young parents; household items; baby packs for new-born's; assistance with a van for young people moving home.
- The North Down Storehouse has assisted our parents with food hampers; clothes; baby items and winter packs.
- Thriving Life Church in Newtownards also operate a Food bank that has also provided assistance to our families.

Engaging families in managing their finances and keeping themselves safe are two standout topical areas that will be a focus of support work in 2023.

34

families
supported

529

1-1 home visits
completed

25

activity
packs given
to children

CASE STUDY

Paula (aged 42) is a single mum and has 5 children in total. She is also a granny. Her eldest 2 children and grandchildren live in their own homes, so she now has her 3 youngest children living with her; Sarah aged 16, Ellie aged 9 and Matthew aged 5. The family were referred into the Family Support Hub by their Health Visitor as “Mum is feeling burnt out and struggling to care for 2 children with a high level of needs along with a teenager”. The Health Visitor specifically asked for BCM’s support.

Matthew has a diagnosis of Autism and a high level of support needs. He attends a specialised school for his needs. Ellie is currently being assessed for ADHD/Autism but this is a long process, so they are waiting for appointments.

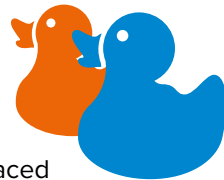
I provided weekly emotional support to Paula in her home. She felt she really benefited from this as she was feeling very isolated. After a number of visits Paula told me that she has stopped crying between my visits as she knows she has me to talk to. She has 2 main areas of concern, one being that Matthew and Ellie’s development needs weren’t being met and the other being the cost of living and this was a huge stress for her. On one of my visits she had completely re organised the living room area to including putting up old curtains over the door a sheet on the double doors. Anything to try and keep heat in the house. When we were carrying out her Needs Assessment she couldn’t even answer the question about “Home and Money” as she was so worried and broke down in tears.

In terms of Matthew and Ellie, I was able to increase their social outlets. I put Paula in touch with the National Autistic Society and assisted her register the children for their Whizz kids club. They now attend this on Saturdays which is a sensory play for children with ASD and their siblings. Out of this has come so many more opportunities for them to the extent that Paula is in the early stages of planning to open her own sensory play for children with ASD.

For the money concerns we were able to give Paula £100 of the oil stamps from ABC council and they availed of BCM’s toy appeal and a food hamper from The Vineyard church. I included Paula’s 2 grandchildren in the toy application so she would have gifts to give them at Christmas too. I also applied to BBC Children in Need and got a clothing voucher of £150 which Paula used to buy the children winter clothing.

Paula has so much to give. She left school with no qualifications due to an abusive partner whom she was with for many years. She is now ready to start thinking about getting qualifications/work. I have referred to Clanrye Family Foundations programme who I hope will take this further with her. I have also discussed volunteer opportunities within BCM for her in the future as she has so much knowledge and experience with children with ASD and would be a great peer mentor for other parents.

Puddleducks Day Nursery



Statement of Purpose

Puddleducks are committed to enthusiastically delivering high quality care and learning opportunities in a safe and stimulating environment to maximise the potential of each Individual child placed under our wing

2022 marked a significant milestone for Puddleducks when we celebrated our 10th birthday!

We opened our doors in June 2012 registered to care for up to 52 children across three bespoke playrooms, and a team of only five staff. As the months and years went by, our reputation for challenging the norms of early years practice to provide exceptional care and learning grew and grew. This led to a significant demand for places and prompted two separate extensions in our 10 years of operation. Today we are registered to care for 70 children across 4 rooms and have a highly skilled and qualified team of 21 staff.

Our approach to care and learning is not 'stand still' and continues to develop as the management team research best practice in early years from across the globe.

The introduction of the new FAMILY app has helped to enhance communication with parents being kept up to date throughout the day with pictures and stories.

This new way of working is just one of many milestones, and we are confident that, given the determination and passion of the team, the successes will continue for many more years to come.

Our Annual inspection noted "it was evident that there was a good rapport between the children and the staff and that the children were relaxed and happy." She also noted that "the children presented as happy and to be enjoying the pre-lunch song and rhyme session. Further, it was evident that the children were at ease with the staff. Equally, the staff were attentive and responsive to the children.



Supported Housing For Young People

Supporting care leavers aged 16 – 21 years

DUNGANNON



2022 was a year of transition as restrictions were gradually lifted due to the Covid 19 pandemic; however, the infection control methods adopted throughout the pandemic remains as a measure good practice. Young people began face to face engagements in Education, Training and Employment, and with other support providers.

The year also brought diverse and new challenges due to the often complex needs of some of our young people. Specialised support and training was required for staff and adaptations to how we work with some young people. This flexible, person-centred approach, coupled with empathy and compassion has resulted in positive outcomes for the young people.

The great support given by our commissioners allows us to provide a safe environment for the young people to live and the staff to work in.

In addition:

- Homeless Connect Grant kindly provided monies for Christmas gifts and Child Evangelism Fellowship donated gifts for the young people
- The Giving Shed, Helping Others provided Christmas gifts and a food hamper for young people at Christmas.
- Vineyard Church – food bank provided food hampers for young people
- BCM provided gifts for birthdays and Christmas.
- On occasions we have been able to avail of food from Housing Support for Young People and donated by local church groups.
- TESCO FARE SHARE programme allocated food approaching its use by
- Café Latte provided Christmas dinners for service users.

BCM received funding from the Rank Foundation for a Service User Engagement Support Worker to complement all BCM projects in the Mid Ulster area; this role can review the project with our young people and further enable their voice to reshape or plan events for the project.

7

young
people
supported



Managers receive donations of Madlug bags for their young people, "Because no child should carry their life in a bin bag."

'BCM have continued to focus on developing as a trauma informed organisation and this has been apparent over the past 12 months in terms of their insight to young people's needs and their flexibility in working with young people who have complex needs as well as risks. BCM have continued to work collaboratively with the Southern Trust and other agencies in an effort to achieve positive outcomes for their residents.

(Southern Trust)

18

young
people
supported

MAGHERAFELT

It has been a challenging but a very busy rewarding year for Tafelta Rise. We have created memories for the Service Users who enjoyed celebrating birthdays, Christmas, Easter. During 2022 we have had to do other occasions differently, Care Day was marked in a much smaller scale with Service User events to raise awareness of Mental Health Awareness Day and Suicide Awareness Day. It has been a very difficult year it for the young people due to bereavement and staff trying to support the young people, but I am very proud of the young people and staff who have lived or worked in Tafelta Rise.



This year most of our referrals have been for young people who are known to Social Services either Under 18 or Over 18, this can bring additional issues to the project for staff to manage.

The level of significant incidents in 2022 reflects the challenges facing young people leaving residential care and moving into supported housing where they experience more freedom and responsibility.

This year we had an increase in Missing and Person of Concern due to having young people aged 16 being referred into the service. This year again 35% of significant incidents were for emotional, mental health and suicide attempts.

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BCM
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"TAFELTA HAS HELPED ME
SETTLE DOWN AND FOCUS
ON MY LIFE"



11

young people
accommodated
and supported
in 2022

BELFAST

2022 has been a challenging year for staff and residents at Grampian Avenue. The resident group over the past 12 months have been dealing with their trauma and their adverse experiences and have found Grampian to be a safe space for them to be themselves and open up about some of their past experiences. This trauma however has presented in some residents displaying challenging behaviour including violence, aggression, substance use and dependency as well as struggling to manage their own medication or engage willingly in medical support. Staff have always remained focused on the young person and what they have been through, demonstrating BCM's core values of respect, integrity, and person-centred practice.

Grampian's outreach support work has been a huge success with massive added value to service user experience. We continued to benefit from the generous support of a 3-year full time post funded by Hagan Homes. This additional outreach post has enabled support outside of the project to be provided for current and past residents, as well as fun activities such as walking and hiking groups, bowling trips as well as celebrating birthdays. These help to give some parity of esteem for residents with their peers.

In February we marked Care Day 2022 and celebrated young people's rights and celebrated all that those who have been in care contribute to society. It is really important that we make our young people feel valued and show them that we believe that they can achieve great things in life.

“Grampian have been willing to consider some of our services higher risk children and have managed and supported them with their complex needs well.”

RIVERSIDE HOUSE, BANGOR

Robert, Project Manager

2022 was an extremely challenging year for some of the service at Riverside Place, with some young people presenting with complex and challenging behaviours and issues, most notably self-harm, suicide and low mood. Riverside Place staff have supported these young people evidencing compassion, empathy, and care. Young people's safety and wellbeing has been prioritised.

As the Project Manager at Riverside Place, I am proud of the staff team; their commitment, flexibility, compassion, and determination has resulted in many positive outcomes for the young people. I am also proud of the young people who have resided at Riverside Place during 2022. Moving to Supported Housing is difficult and a challenging move for any young person. With increased responsibility and freedom young people can struggle during this period, getting to know staff and adjust to new surroundings is stressful. The young people have worked with staff to ensure all procedures are followed and risk is safely managed, which has resulted in Riverside Place continuing to be a safe place for staff to work and a safe place for young people to live and develop.

We continue to be very grateful for the ongoing support from.

- Bangor Elim Food Bank - food drop every Thursday
- Newtownards CFC - Christmas hampers and presents
- Donaghadee Food Bank - regular food parcels
- Bangor Parish Food Bank - hygiene products
- Sainsburys Bangor- hygiene products

100%

of service users exited the project having been supported to access welfare benefits and maximise their income; been supported to develop the skills to live more independently and been supported to manage their physical and mental health.

26

BCM
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“The staff at Riverside Place do an unbelievable job, thank you.”
Service User's parent

Therapeutic Counselling



BCM Therapeutic Counselling Project provides counselling for young people aged 16-25 years in North Down and Ards and surrounding areas. Key aims of the project:

1. To provide a community based therapeutic counselling service to young people aged 16-25 years old in the North Down and Ards (or those already engaged with other BCM Services area) order to improve their mental health and emotional well-being and prevent self-harm and/or suicide
2. To promote the life chances of care experienced young people so that they can reach their full potential.

The project has adapted well to working remotely and this way of working has been embedded into our practice. However, as restrictions have been lifted some clients and referrers would like to see more face-to-face sessions being available if possible. The flexibility of offering remote sessions has helped to maintain a low non-attendance at counselling sessions an annual rate of 18.6% for 2022.

Historically the focus was predominantly on care experienced young people, but we now work with a broader range of clients who can be referred from BCMs other projects or external agencies. The aim was to support young people with their emotional and mental health and to learn new coping strategies for managing overwhelming emotions.

Our target number of 520 sessions offered was exceeded by offering 531. And we had an attendance rate of over 80% The client breakdown was similar to other years with the majority of clients being 18-25 years old and female. However, this year we have also recorded young people who identify as transgender.

33

young people supported.

We use the CORE outcomes tool as a way of measuring a client's progress throughout counselling. This is a nationally recognised tool to measure global distress and the Overall CORE score improved for all individuals.

“My young people who have used [the service] and the ones who are still using it have advised me that the counsellor is very nice and makes them feel comfortable when they meet her. It also has helped them through the bad experience they have [been through] or are going through.”

QR CODE

There are lots of different ways for you to get involved too. By donating your time and skills as a volunteer, by fundraising in your community, or by making a donation. Whatever you can do for BCM, however small it seems, will make a difference. Scan the QR code for more information (using either your smartphone camera app or QR scanner or go to our website. Thank you.



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Belfast Central Mission is a registered charity, 101271.

Case study names have been changed