

**To improve the quality of life for women through education and personal development, supporting women to make choices for the future.**

# ANNUAL REPORT 2009 - 2010



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# CHAIRPERSON'S REPORT

This is my second and final year as Chairperson of First Steps Women's Centre. I have witnessed a period of substantial growth and improvement in our services.

The Management Committee held some important training sessions in August involving information on:

- How to run a charitable Company;
- Trustee's duties;
- A committee guide; and
- Conflict of interest policy.

These sessions provided useful information and enabled us to educate our Committee on what their role entails. Ideally, we require new members with specific experience in key areas such as Finance, Fund Raising, Strategy and Legal Matters. We intend to advertise in the local press and on our website for these positions.

In 2009 we introduced Health Promotion Programmes to the Centre. These courses proved to be of great interest and comfort to the local women – a place where they could leave their troubles and stresses aside and relax in a calming environment.

In June 2009 First Steps Women's Centre was the first women's centre in Northern Ireland to attain Investors in People accreditation and later in the same year won the All Ireland Aontas Awards for Adult Learning - Small Organisations category. liP has enabled us to look with greater confidence at our future and helped the organisation to develop a much greater innovative culture. It has assisted us to utilise our resources much more effectively and given us a better operational stability.

I have thoroughly enjoyed my two years as Chairperson and feel that during that time First Steps Women's Centre has grown from strength to strength and is now a recognised Centre for Education in the Dungannon and surrounding areas.

Finally I would like to thank all of the staff, volunteers, committee and advisory members and the women who come to the Centre for making the Centre what it is; a friendly environment which nurtures friendships, learning and progress.

**Mary O'Neill**  
**Chairperson**

# CHIEF EXECUTIVE'S REPORT

## *Changing Lives, Giving Hope*

### **Overview**

This has been a very successful year for First Steps Women's Centre. The Centre has achieved so much in the past 12 months - over 175 women gaining accredited qualifications, 100% pass rate for all fourteen IT courses, providing childcare for over 50 children in three different locations, 16 women becoming the first to gain a GCSE and our centre becoming the first Women's Centre to gain Investor's In People status. Innovation is central to our ethos and the Centre has also developed a new Health Promotion programme, appointed our first ever patron, Janet Gray (was World Disabled Water Ski Champion on 5 different occasions) and also held a fantastic celebratory Graduation Ceremony in October 2009.



The Centre is open to women from any area and has received applications from women living in Armagh, Cooks town, Portadown and also many parts of the Dungannon & South Tyrone Borough. It is great to witness 235 women coming to First Steps Women's Centre in order to kick start their education and/or career.

Our very first GCSE candidates (English and Mathematics) sat their exams in June 2009. In English, passes included 3 A's whilst 10 passed the GCSE Mathematics. Some of the women had started at the Centre 12 months before studying Numeracy and Literacy.

The Centre has also hosted 14 different IT courses ranging from Beginners IT, to Sage Accounts Level 1 & Level 2, Web Design, CLAIT Certificate & Diploma, and Advanced ECDL. All of these courses had 100% pass rates.

### **Strategic Planning**

In January 2009 a new strategic plan was developed. The aim of this plan was to set down aims and objectives to take First Steps Women's Centre through to 2012. I am delighted to say that we are meeting and exceeding all of our targets. Part of the strategy involved reviewing our services in Fivemiletown and Moygashel. It was decided that First Steps Women's Centre could no longer afford to retain the outreach provision in Fivemiletown due to low attendance rates and also the additional costs involved in hosting the outreach service. I would like to acknowledge the support of Clogher Valley Sure Start who provided financial support to assist with this outreach.

### **2009 – 2010 in Brief**

During June 2009 First Steps Women's Centre achieved Investors in People status. Investors in People are an internationally recognised business improvement tool and for First Steps Women's Centre it has proven unequivocally that we are a quality organisation. First Steps Women's Centre prides itself in achieving the best it can. This can be seen through our exemplary course attendance and results, staff commitment to go that extra mile and the volunteers and Directors supporting the Centre.

A highly successful Graduation Ceremony was held in October 2009. Over 300 people attended the event. It was a spectacular showcase and the Centre was able to highlight all of the work, successes and recognition that were achieved during the past 12 months.

First Steps also held 3 Coffee Mornings and rose over £2,000 during this period. One for the Haiti Earthquake in January 2010, one for our own fundraising and one for the Philippino group who came to work at the Centre for 3 weeks.

### **VSO & British Council Philippines Exchange**

I spent 3 weeks during February - March 2010 in the Philippines as part of a project to gain experience of community development and management systems in a different part of the world. This was tough but exhilarating. First Steps then hosted a reciprocal exchange in April - May 2010. The Centre hosted Kriz Cruzado and Leah Genson who worked in Davao City Philippines. First steps hosted a Coffee Morning for them to raise money for their own projects. Many friendships where made and all staff were very sad to wave goodbye to them after 3 weeks.

### **Health Promotion**

First Steps Women's Centre recruited a Health Promotion Worker, Clare Henry, in August 2009. Since starting Clare has developed a number of innovative Health Promotion programmes aimed at improving the physical and mental health of women. These courses have created a large demand and have acted as a natural gateway both to joining the Centre and progressing on to further learning. For more information see Health Promotion Programme report.

### **Conclusion**

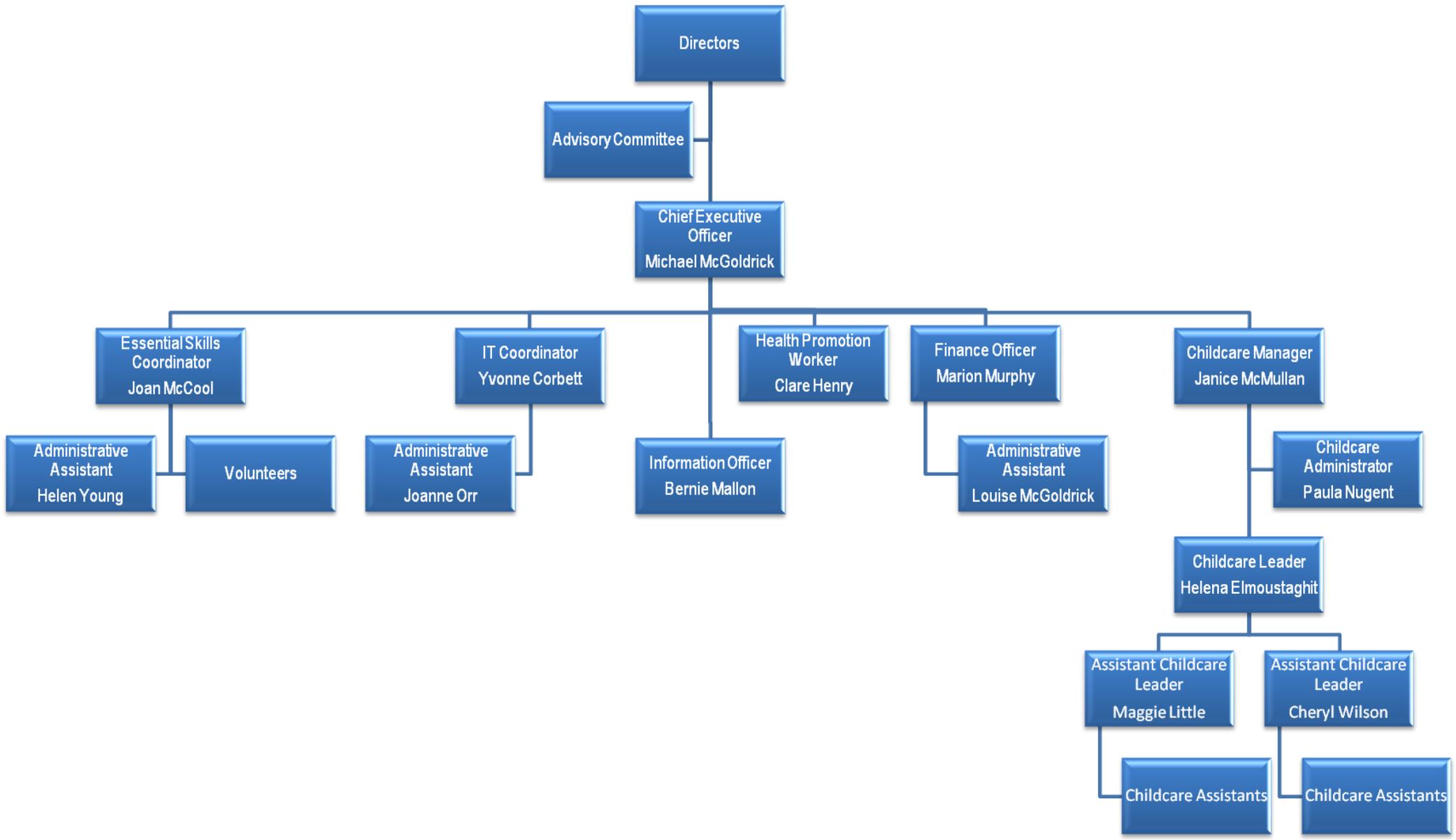
As always our priority will be to provide a highly professional, friendly and courteous service to women and their children. The women can study for a future career, to improve their education and to create opportunities for employment whilst at the same time knowing that First Steps Women's Centre has a first class childcare and professional team to help them on their way.

The Centre also bid goodbye to the highly successful Programme for Two Year Olds at the end of June 2010. This was funded by Department for Education through Dungannon Sure Start.

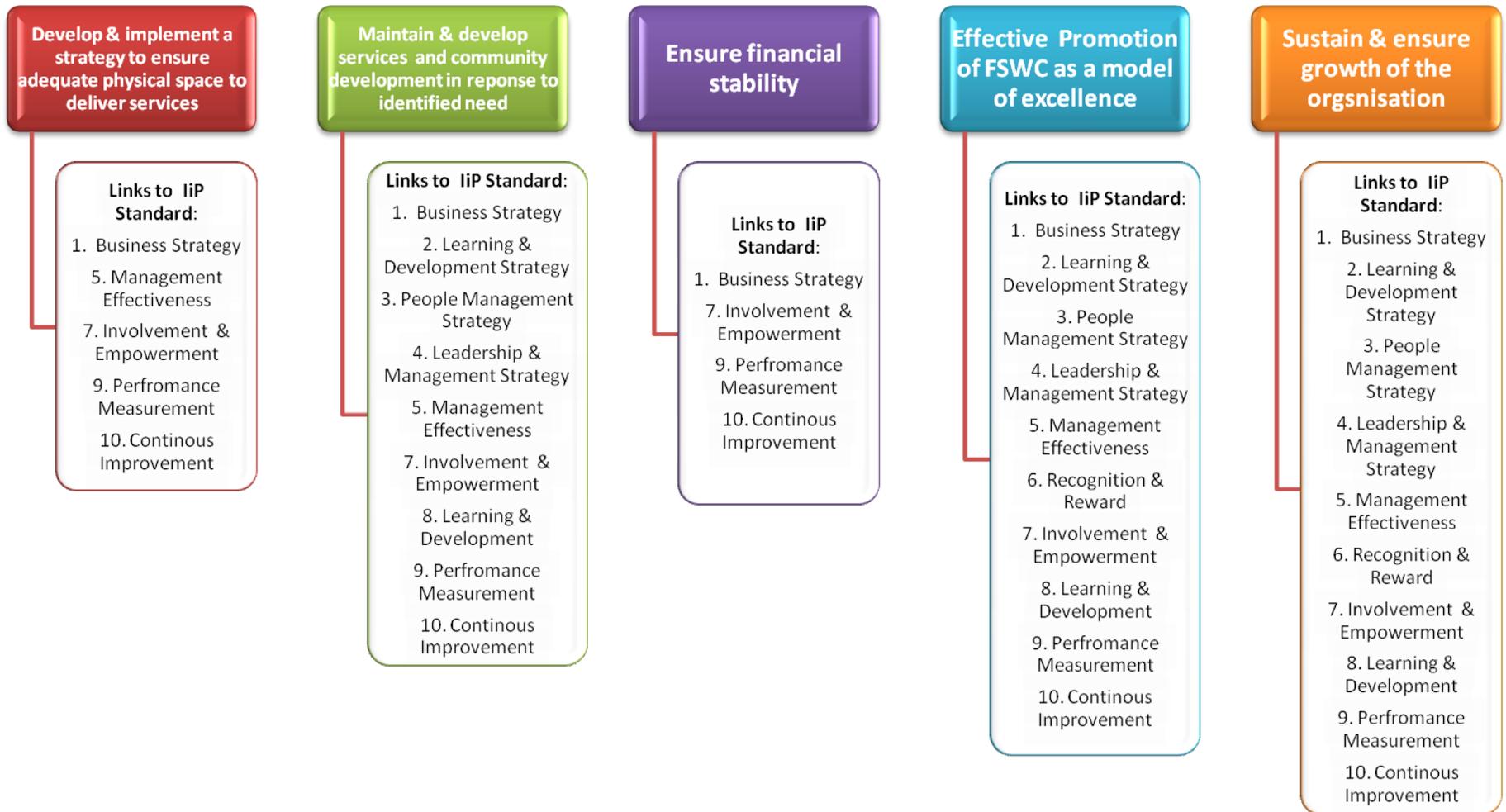
Special thanks to all of our funders including Department for Employment and Learning, European Social Fund, Department for Social Development, Sisters of Mercy Northern Province, Big Lottery, Awards for All, Dungannon and South Tyrone Borough Council , Sure Start Clogher Valley and Sure Start Dungannon. A full list of funders appears on our accounts at the back of this report.

**Michael McGoldrick  
Chief Executive Officer  
First Steps Women's Centre**

# Organisational Chart



# Organisational Strategy



**Diagram to show the relationship between First Steps Women's Centre's Strategic Aims and Investors in People Standards**

## Essential Skills, GCSE's, Personal Development ESOL

### Introduction

In the academic year commencing September 2009 9 courses have been run through the DEL funded programme as well as 1 course for the Workers Education Association (Learning to Earning – 12 learners) and 1 Peace 111 funded course for the Institute of Counselling and Conflict Research (The Competent Helper – 20 weeks 11 Learners). These courses provided accredited training to 107 Learners women 84 of whom were on DEL funded programmes. GCSE's and ESOL ran for the full academic year while Essential Skills groups (4 -1 Literacy and 3 Numeracy) ran for 60 hours (twice per week over 12 weeks) Personal Development for 12 weeks.

### Wrap around Service

First Steps Women's Centre offers a wrap around service for women who attend the centre. Thirty two of the women on the above courses had one or more children attending the crèche and accounted for 44 crèche places. The average attendance of these children at the crèche was 82%. On a weekly basis 22 women and 12 children were assisted with lifts to the centre, mostly using our own minibus as well as Community Transport 1 day per week, a taxi one run per week and Brian, our volunteer driver twice per week. For the full academic year this amounted to 347 adult places and 230 child places on our minibus which was used Monday to Thursday at a cost of £1350. Taxi runs cost £323, social car £347 and Community Transport cost £541. On top of this 35 women were assisted with transport costs which amounted to £2404.

### Motivation for attending courses

Motivations for taking the courses varied.

25% Improve employability

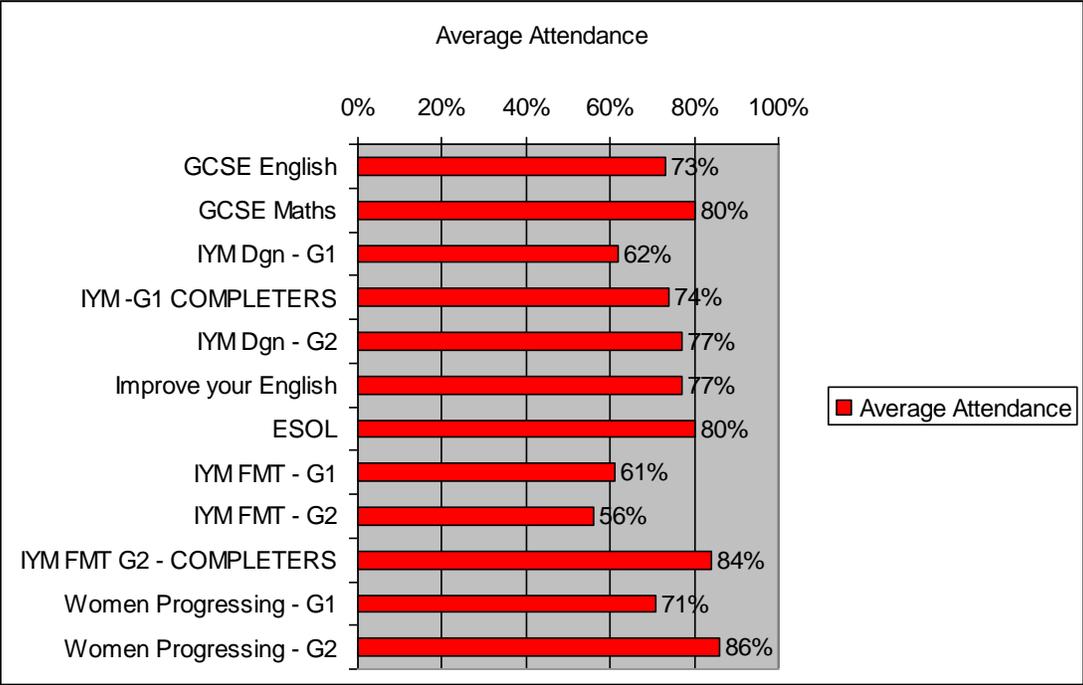
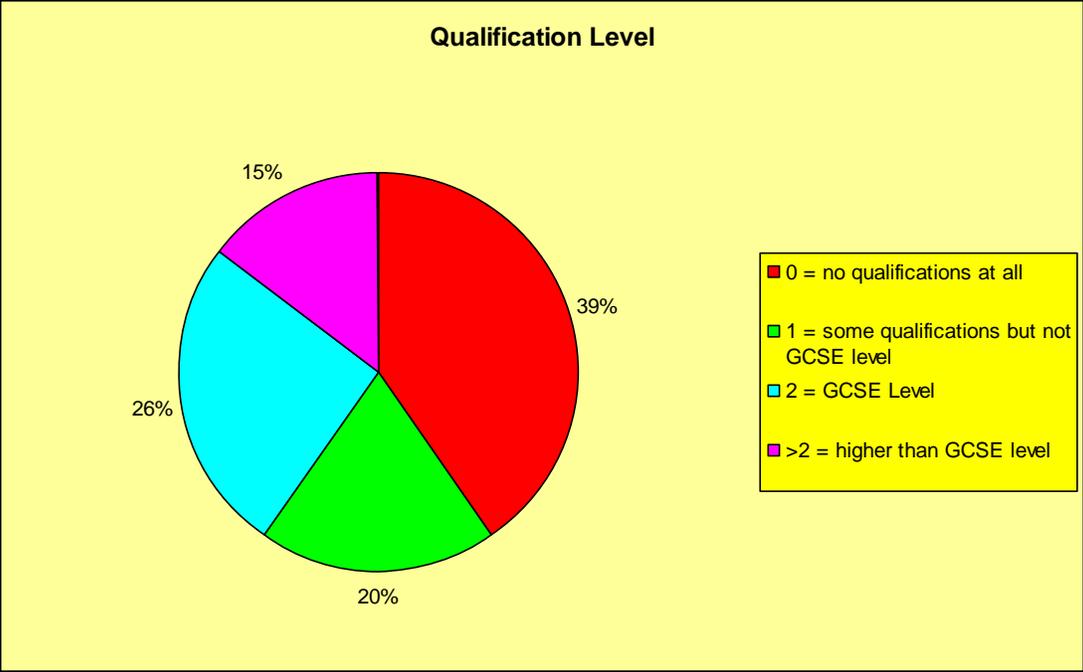
35% To gain a skill

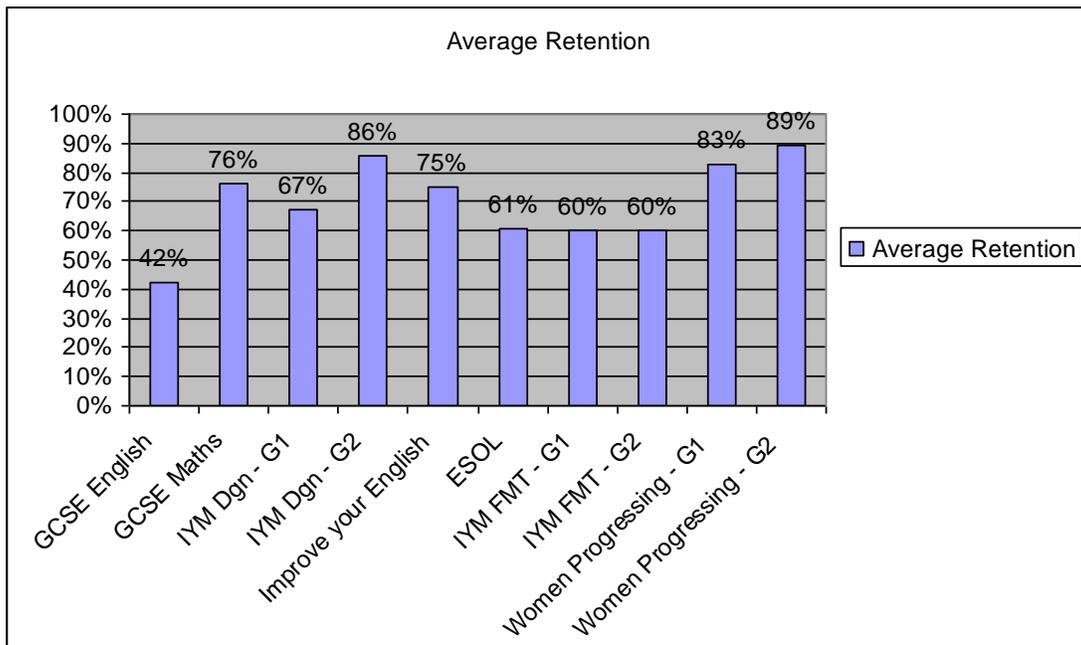
37% Self development/ confidence building

3% hobby

Bearing in mind that some of these learners had significant barriers to persistence, e.g. a history of poor performance at school, and few or no qualifications when starting the programme (see table) and that the national qualification rate for Essential Skills as reported by DEL in 2005 was 47% then Retention/Qualification rates (40 -80 %) and attendance (60 – 86%), are well within the norm.

Level at start of the programme	Number
0 = no qualifications at all	33
1 = some qualifications but not GCSE level	16
2 = GCSE Level	21
>2 = higher than GCSE level	12





## Course feed back and Evaluations

Comprehensive interim and final evaluations were carried out for each course. Learners' satisfaction rate for all questions was between 86-100%. All 9 tutors delivering courses expressed themselves very well satisfied with the support they received from FIRST STEPS WOMEN'S CENTRE staff, course administration & housekeeping as well as venue, although one tutor did comment on the noise levels being a source of distraction and another tutor felt that training room 2 was too cramped.

## Testimonials

### GCSE Maths

"The course itself is great. We don't spend too much time on one thing or the other, but move at the perfect pace"

"It's wonderful to be able to take it"

"So far I have found it excellent and hopefully will do well in my exams"

"Good atmosphere in the classroom"

### Improve Your Maths

"Everyone is involved in the course and learning and improving their maths"

"I have really enjoyed doing the course"

### Literacy

"I made friends and improved my spelling"

## ESOL

“The teacher is very good and the pace is not too fast – we can learn very easy”

## GCSE English

“The teacher was brilliant”

## Competent Helper

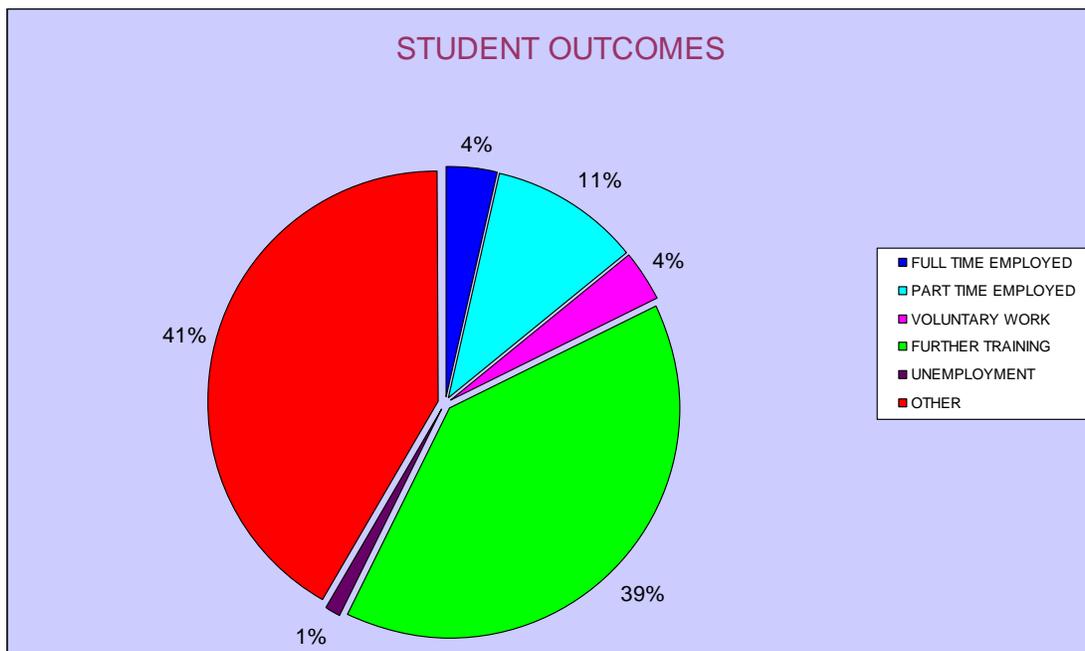
“In so many different ways and on so many levels I have gained so much from being part of this course”

## Learning to Earning (WEA course)

“The tutor is excellent” (Jennifer Sally)

## Learner Outcomes

OUTCOME	TOTAL
FULL TIME EMPLOYED	3
PART TIME EMPLOYED	9
VOLUNTARY WORK	3
FURTHER TRAINING	33
UNEMPLOYMENT	1
OTHER	35
Total:	



## **Additional Developments:**

Volunteering at First Steps Women's Centre is very healthy and during the last year a total of 23 volunteers contributed their time and skills to the centre. This includes:

8 Admin/Reception, 3 volunteer drivers, 2 voluntary tutors as well as committee members and those women who were active in fundraising. Their contribution was celebrated recently at the centre at an event promoted by Volunteer Now. Volunteers are very much treated as part of the team and receive an induction and regular supervision as well as attending staff meetings.

Three of the current volunteers are operating on the Steps to Work:

Helen Young is on a 13week placement which will finish on 23<sup>rd</sup> July. Helen has been covering reception and admin duties at the centre.

Cheryl Rea has now started a 26 week paid work placement on the Step Ahead programme which is specifically aimed at the voluntary/ community sector.

Leanne Cardwell, a law graduate, will be starting a GAP placement with us on 5<sup>th</sup> July and will be doing background research on identifying local need which will be used as part of the new BSP funding application.

The advantage of the Steps to Work programme is that we have the services of three extra pairs of hands at no additional cost. Also, if DEL agrees, these temporary posts could be sustained in the long term through the employer subsidy of £75 per week which could then be used to draw down an additional £150 per week to make up a full wage for each worker.

## **Networking Meetings September 2009-June 2010**

I have attended 13 **WEA** Directors meetings/events: The benefits and learning from this for First Steps Women's Centre have been: Access to WEA courses for the Centre, witnessing how WEA have managed to adapt to the loss of their DEL contract by their ability to win tenders and generated income for self funding courses. WEA are launching a campaign to champion Life Long Learning and will be actively lobbying for later life learning. Check their website for reports at their recent Learning Age Conference.

I have also being working very hard as the Chair of NIRWIN (A total of 17 Meetings and events including meetings with both DSD and DARD re funding and the Review group for the future of the Women's Centres Regional Partnership). The benefits and learning from this for First Steps Women's Centre have been: Awareness of issues facing rural women and the challenges posed by cut backs in funding. NIRWIN has delivered a stress management programme at First Steps.

## **International Women's Day**

I opened the NIRWIN event in Antrim and spoke at the DPPP event in Clogher. We organized our own event the following week with guest speaker Letitia Fitzpatrick followed by a tree planting in Railway Park.

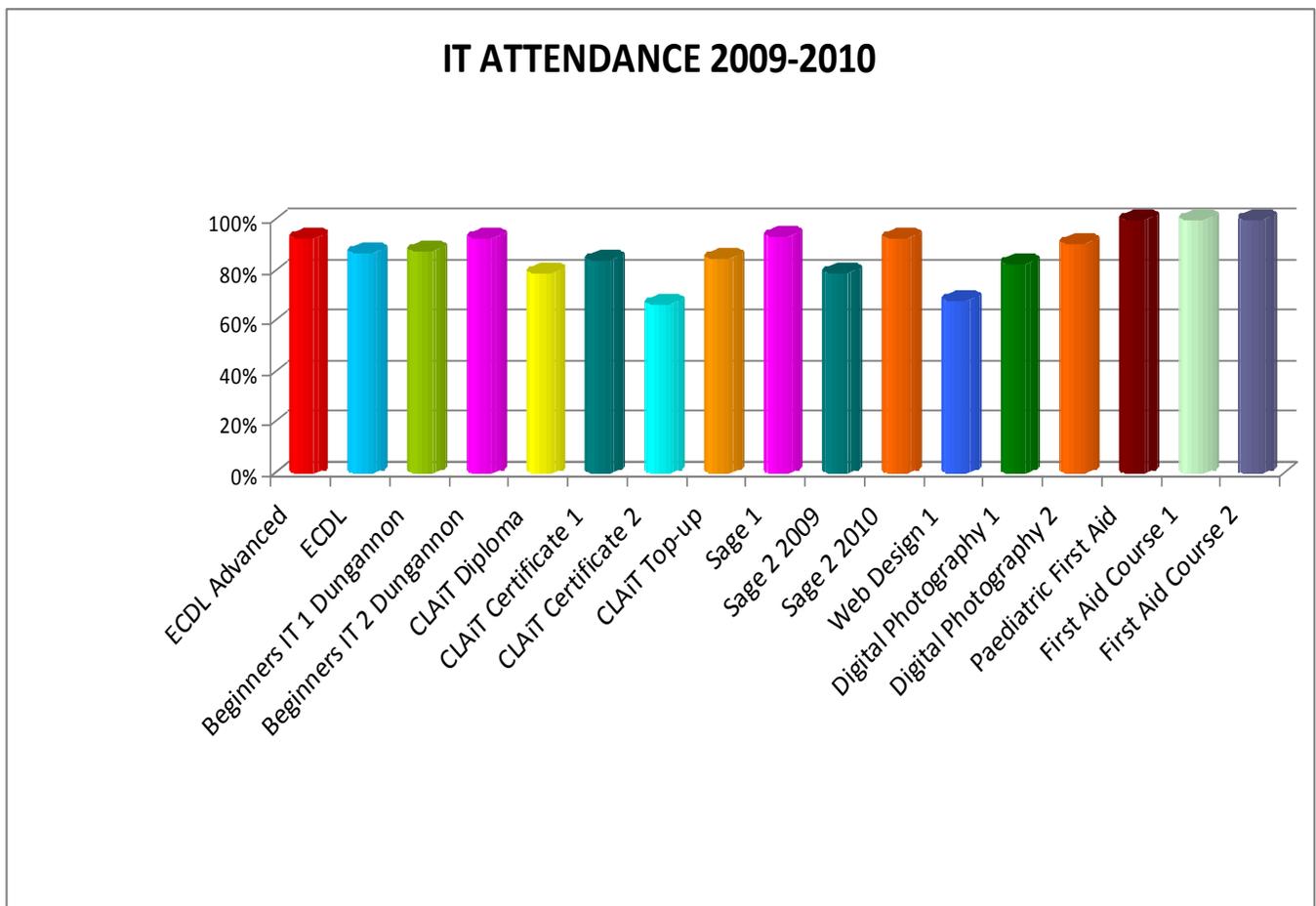
## **Money Talks event 21<sup>st</sup> May**

Joint event with Costa and a variety of speakers/organizations including: CAB A4E, A2b, Vineyard Church, Jobs & benefits.

# Information Technology & Recreational Courses

## Introduction

In the academic year commencing in September 2009 seventeen Information Technology and ancillary courses (see Table One) have been co-ordinated and run by First Steps Women's Centre. These courses provided accredited training for 170 women in a variety of subjects ranging from ECDL Advanced to Paediatric First Aid. Courses varied in length from 4 weeks to 32 weeks in length. Attendance and retention rates continued to be very high this year.



**Table One: IT & Ancillary Courses 2008-2009 Attendance & Pass Rates**

<b>IT &amp; Ancillary Courses 2009-10</b>		
<b>Course Title</b>	<b>Attendance Rate</b>	<b>Pass Rate</b>
ECDL Advanced	93%	100%
ECDL	87%	100%
Beginners IT 1 Dungannon	88%	100%
Beginners IT 2 Dungannon	93%	100%
CLAiT Diploma	79%	100%
CLAiT Certificate 1	84%	100%
CLAiT Certificate 2	67%	100%
CLAiT Top-up	85%	100%
Sage 1	94%	100%
Sage 2 2009	79%	100%
Sage 2 2010	93%	100%
Web Design 1	68%	100%
Digital Photography 1	83%	100%
Digital Photography 2	91%	100%
Paediatric First Aid	100%	100%
First Aid Course 1	100%	100%
First Aid Course 2	100%	100%

### **Course Feedback & Evaluation**

Formative and summative comprehensive evaluation was carried out for each course and overall feedback was extremely positive. As part of our ethos of continuous improvement the Interim Evaluation Proforma was redesigned and this highlighted the need for personal development/confidence building amongst those participants using the Centre for the first time. This evaluation exercise enabled us to respond very quickly as issues arose with tutor or participant and in this case working in conjunction with Health Promotion Department we were able to provide a variety of suitable courses.

Service Provider Evaluation was also conducted for the first time during this academic year. Feedback from our tutors suggests that they are extremely happy with the provision and support they receive from First Steps Women’s Centre.

Notable results from our feedback included:

- 100% of respondents said that they would recommend courses to others.
- 100% of respondents said that they were given adequate support throughout the course from the centre and course co-ordinator.
- 95% of respondents rated each element of every course in the top two rating categories.

## **Additional Developments**

### **Aontas Awards**

First Steps Women's Centre came first in the Aontas Star Awards in February 2010. The centre won the "Local Ulster Category STAR Award 2010" for the outstanding contribution to adult learning.

### **Investors In People**

Following the achievement of IiP accreditation in June 2009 work is progressing on the attainment of a bronze, silver or gold commendation at our next IiP assessment.

### **Snap Happy Photographic Exhibition**

The Snap Happy Digital Photography Exhibition was launched in conjunction with Dungannon and District Arts Committee on Monday 17<sup>th</sup> May and was very well received.

## **Future Plans**

### **The Competent Helper – 'Menopause for thought' Project**

A funding application requesting £3000.00 from the Southern Health and Social Care Trust - Promoting positive Mental and Wellbeing Small Grants Programme has been submitted to fund a series of events from September 2010 to March 2011 based around the topic of menopause. We will find out if we have been awarded the grant in mid-June.

### **National Training Awards**

First Steps Women's Centre entry has been forwarded under the category 'Now is the time', which focuses on models of best practice in the economic downturn. Unfortunately we were unsuccessful this time, but intend to enter next year.

### **Irish News Awards**

Two entries have been submitted for this competition – Best Place to Work Award, Innovative Employer Award (Small). First Steps Women's Centre has been short-listed as a finalist. The Award ceremony took place on 17<sup>th</sup> June 2010, and whilst we were short-listed in two categories we did not win.

### **Charity Times Awards**

To date two online entries have been submitted for these awards

### **New Courses For September 2010**

The timetable of courses for September 2010 to March 2011 has been devised. Given the funding deadline this year the Centre will be unable to run CLAiT Diploma, but will be able to run ECDL and 2 modules of Advanced ECDL. In addition (and if funding permits) Text Processing, Digital Imaging and E-Publication courses will be run for the first time. Currently work is underway to investigate the possibility of running 'Technology for Technophobes' – a new course to help you do IT tasks like setting up a Facebook account.

## **Key action points for 2010/11:**

- Increased range of IT/Recreational Courses to meet participant demand.
- Facility to allow for participant progression e.g. introduction of Text Processing Levels 1 & 2 to run consecutively.
- Provision of courses specifically targeted for older participants through specific programmes, e.g. Menopause 4 Thought
- Continuation of corporate Public Relations Strategy.
- Review and revision of organizational policies.

## **TESTIMONIALS FROM IT/FIRST AID COURSES – ACADEMIC YEAR 2009/10**

### **CLAI T DIPLOMA**

“Progress was very much at my level & speed. Clear step by step instruction.”

“I enjoyed this course and learnt a lot.”

### **CLAI T CERTIFICATE**

“Fantastic venue, Fantastic tutor!”

“Most enjoyable”

### **Beginner’s IT**

“Excellent notes given by tutor in early learning stages were invaluable and gave me the confidence to practise at home.”

“I found our tutor very helpful and understanding of my slow progress.”

“Really enjoyed my time @ the Women’s Centre.”

“Contrary to expectations – I thoroughly enjoyed the course as I am not very IT orientated.”

“I enjoyed doing this computer course. I would like to do the follow up course in September.”

“A very good course.”

“Great tutor very pleasant and helpful.”

“Very pleasant and helpful tutor.”

### **ECDL Advanced**

“Developing knowledge of Microsoft and very applicable to ‘real world’.”



“It is very well laid out for all needs & requirements for people of all ages.”

“Sorts the men from the boys!”

“Everything is taught step-by-step and content is useful.”

“Covers a wide variety of areas.”

“Covers a wide range on a certain topic.”

### **PAEDIATRIC FIRST AID**

“This course was a lot more detailed and deeper than I expected, it was excellent.”

“Really good and plenty of information. Interesting and enjoyable.”

“I enjoyed this course very much and it will benefit me in my work and home.”

“This course was very informative and enjoyable. Tutor was very interesting.”

“I really enjoyed the course. A very worthwhile course.”

“The course was presented in a very friendly, factual way which made learning easy & fun.”

“Jackie is an excellent teacher. Very keen and willing to answer all questions and queries.”

### **SAGE 2**

“Overall I found the course enjoyable and challenging @ times but with the help of the tutor was able to get through it.”

“Really enjoyed the course.”

### **ECDL**

What are the strengths of this course?

“The patience of Wendy & acceptance, the atmosphere, the booklets.”

“Set in informal surroundings making it an enjoyable learning experience.”

“Organisation & presentation of course by tutors.”

“Very well explained.”

“The course is very varied and covers a lot of aspects.”

“Covers a wide variety of topics.”

“That everything is explained very well.”

# HEALTH PROMOTION PROGRAMME

Most of the first three months of this year were spent networking to promote this new role within First Steps Women's Centre. We held the Health Fair in December which I hope will become an annual event.

## **HEALTH FAIR**

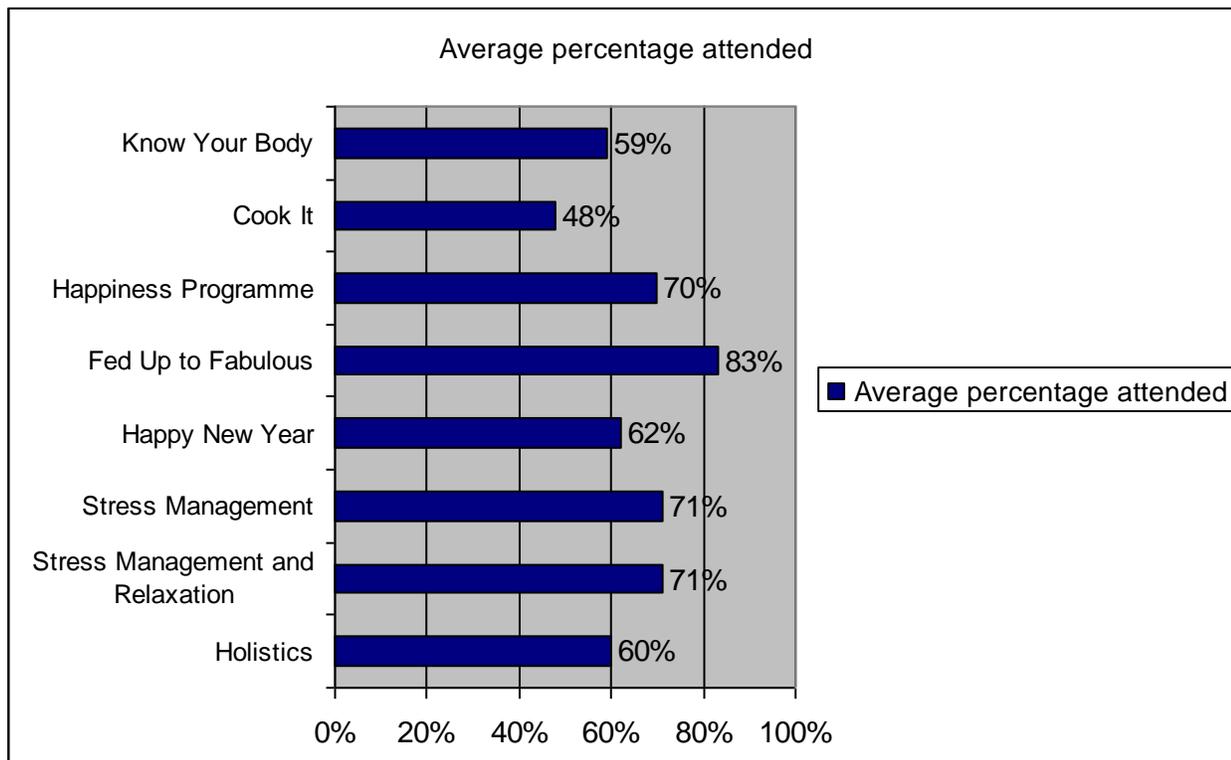
### **ORGANISATIONS REPRESENTED AT HEALTH FAIR**

- Parents Advice Centre
- Niamh Louise Foundation
- Breakthru
- Opportunity Youth
- Armagh and Dungannon Volunteer Centre
- Beacon Centre
- Cancer Choices
- Lilac Cancer Care
- Nurses doing blood pressures and weights
- Cookstown and Dungannon Women's Aid
- Therapists

## **COURSES FROM DECEMBER 09 TO JUNE**

- The Happiness Programme (Delivered by HP officer)
- Fed Up to Fabulous (delivered By NIRWIN)
- Happy New You (delivered by Volunteer)
- Stress Management and Relaxation (Tutor paid by Neighbourhood Renewal)
- Holistic programme (Awards for All Funding)
- Cook it (Awards for All Funding)
- Stress Management (Awards for All Funding)
- Know Your Body – (Awards for All Funding) in Partnership with Breakthru Community Pharmacy project)

## LEVEL OF ATTENDANCE



## SUCCESSFUL FUNDING APPLICATIONS

Awards for All

Rural Challenge - unable to accept funding due to lack of capacity-time

## STAFF HEALTH CHALLENGE.

Five members of Staff took part in this Challenge through Senior Health Promotion Officer, Workplaces, SHSCT, and Promoting Wellbeing Team

## LIVE AND LEARN FOCUS GROUP

This was carried out on 21<sup>st</sup> June. Brigid Loughran is the evaluator who has been employed to look at the impact of the Live and Learn funding on all 14 Women's Centres, in the Women's Centres Regional Partnership (WCRP), and the distance travelled by participants on course run as a result of the funding. Verbal feedback was very positive

## SIGN POSTING

This in an informal aspect of my role. Individuals have been signposted to: Dyslexia and Dyspraxia Society; Aware Defeat Depression; SHSCT Carers Worker Fivemiletown; Citizens Advice Bureau and Parents Advice Centre.

## FUTURE PLANS SEPTEMBER '10 TO DECEMBER '10

- 2 Holistic Therapies courses
- 2 Health Promotion Taster courses
- 1 Cook it Programme (time & venue to be confirmed)

- Annual Health Fair
- To Source some short accredited Health courses for Jan to April

## **TESTIMONIALS**

**HEALTH FAIR** – attendees were asked to provide a comment /suggestion when leaving.

- *I found it very informative and enjoyable*
- *It was a brilliant day very well organized*
- *Very good friendly atmosphere,*
- *Physiotherapy stall might be helpful, hairdressing, stroke awareness, fashion stall, cooking stall, Saturday might be a better day.*

## **HAPPINESS PROGRAMME**

**Tutor: Clare Henry**

- *It was a very good course and very enjoyable, would definitely recommend to a friend*
- *I will use it to enhance my life*
- *Relaxed, fun, but give me a lot of confidence.*

## **FED UP TO FABULOUS**

**Tutor Maureen Hughes – NIRWIN**

- *I learned how to de-stress myself*
- *Building up confidence and meeting with other people*
- *Time concentrating on me*

## **HAPPY NEW YOU**

**Tutor: Liz Cunningham Centre user-volunteer**

- *It made me think about myself.*
- *Meeting different people and learning about all the different situations there is and how they cope. Being able to talk and give others advice or just listening to them.*
- *Tutors knowledge, steps in goal planning, notes supplied*
- *I try and achieve the goals I set out to benefit the whole family*

## **Stress Management and Relaxation**

**Tutor: Madeline McBride**

- *It was very enjoyable, able to find new method of relaxing. It was nice to meet people who enjoyed doing the same things as I do.*
- *I felt this course give me great insight into how I could make my body relax. The exercises were calming to both body and mind.*
- *I will use it every day and share the knowledge gained with friends and colleagues.*

## **HOLISTICS**

- *“Excellent course just what I needed”*
- *“I think the class is brilliant and motivates mothers and single people to learn a new skill”*

## **Tutors: Teresa Mullin –Reflexology**

- *“I will be able to use on friends and family”*
- *“very good at explaining”*
- *“very interesting...”*
- *“I am thinking of continuing the experience by doing the full diploma. This was an inspiring experience for me.”*

## **Madeline McBride – gentle yoga and colour breathing**

- *“if I find myself stressed I can use what I learnt”*
- *“excellent”*
- *“will use it at home to de –stress”*

## **Noreen Boyd - Aromatherapy.**

- *“I will use the methods on myself and family members to de-stress”*
- *“I will use the oils and massage”*
- *“This has been an excellent course and I have learned a lot”*

## **COOK IT**

### **Tutor: Orelia, Chrysalis Women’s Centre**

- *“Meeting new people, learning new recipes and tasting different foods.”*
- *“All of the course was very good.”*

## **KNOW YOUR BODY**

- *Do at home what I learned*
- *Will Use the knowledge “for myself”*

# CHILDCARE

## Our aim

To provide Early Years Childcare through a friendly, secure and stimulating environment

## Childcare Standards

- ✚ All staff are minimum NVQ 2 Children's Care (or equivalent) trained
- ✚ Staff adhere to 32 Policies which are childcare specific as well as FIRST STEPS WOMEN'S CENTRE organisational policies
- ✚ Documentation is standardised where possible across all 3 settings
- ✚ Leaders / Assistant Leaders complete a weekly report form which is given to the Childcare Manager, further action is taken if required
- ✚ All staff trained in First Aid and Child Protection and most in Food Hygiene
- ✚ Indoor and outdoor Health and Safety Checks completed daily in compliance to a detailed Risk Assessment document
- ✚ All staff promote respect for each other, children and carers
- ✚ Staff promote positive behaviour and some are trained in Special Needs and Managing Challenging Behaviour
- ✚ Staff liaise with all FSWC staff and contribute to the development and ethos of FIRST STEPS WOMEN'S CENTRE



## Dungannon

At Dungannon we offer childcare for children age 4 months – 4 years, while ladies partake in courses in First Steps Women's Centre. We are open for children Monday – Thursday (2 hours sessions, 2 – 4 sessions per day), and Friday is allocated for staff planning and evaluation

At all times we provide a balanced and varied programme of activities where children have the freedom to explore, use resources and interact with other children. All programmes are planned and are scheduled to the needs of the children attending each session, in compliance with the N. Ireland Foundation Stage Areas of Learning

## Programme for 2 year olds (Moynashel)

This programme was introduced by Department of Education, and is only provided in Sure Start areas. It aims to develop 2 year olds skills through play and children are allowed to freely explore their environment with other children and encourages use of natural materials and everyday home resources.. The Programme for 2 year olds promotes community development in working with the children, the parents, the staff and the local community.

This P2YO had the highest attendance and retention rates in Dungannon Sure Start's 4 programmes. We also maintained weekly Parent Days where the others had to reduce to monthly due to poor commitment from parents.



## Fivemiletown

Our provision in Fivemiletown offers childcare for children age 4 months – 4 years, while ladies partake in courses held in Fivemiletown Youth Annex. It is open for children Tuesday afternoon and Thursday morning, each session lasting a maximum 4 hours. It provides a balanced and varied programme of activities where children have the freedom to explore, use resources and interact with other children and follows same curriculum programme as Dungannon.

First Steps Women's Centre is withdrawing from this service in the Clogher Valley Area 30th June 2010 due to lack of resources- premises for both training and childcare will no longer be available. The staff showed commitment to the requirements and ethos of First Steps Women's Centre and provided an excellent variety of constructive and educational activities even though there was few children attending. Staff are to be congratulated on raising awareness and making First Steps Women's Centre presence a success in the Clogher Valley Area.

## Statistics

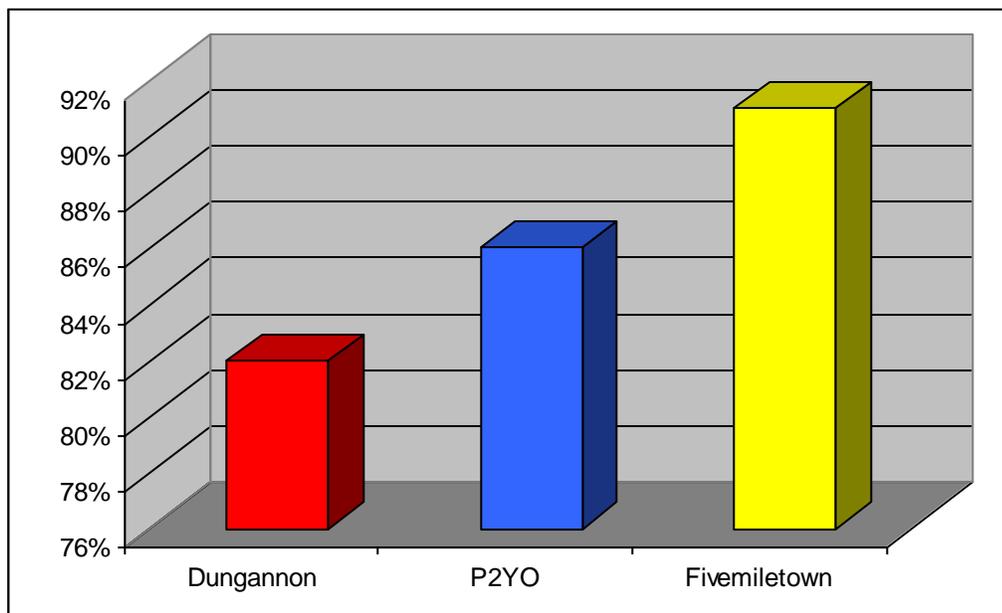
**Total children attended First Steps Childcare 2009-2010 = 67**

☞ **Dungannon = 51**

☞ **P2YO = 13**

☞ **Fivemiletown = 3**

## Attendance Rates



# FINANCE REPORT

## FIRST STEPS WOMEN'S CENTRE

### Detailed Statement of financial activities

For the year ended 31 March 2010

	2010 £	2009 £
<b>Incoming resources</b>		
<b>Incoming resources from generating funds:</b>		
<i>Voluntary Income</i>		
Donations	12,491	6,555
General Income	20	235
Other Income	-	6740
Grants Returned	-	(760)
New DEL	-	35,570
Proteus	-	11,676
TWN Ltd.	-	17,194
DSD	43,941	97,667
P2YO	30,507	10,137
Surestart	5,809	6,661
Dungannon & South Tyrone BC	4,766	6,500
New Life Directions	6,940	-
DEL/ESF - WTEE	238,665	136,036
Live & Learn Funding	9,617	-
Awards for all	9,884	-
DSD CIF	66,170	-
CVSS	<u>7,500</u>	-
	<u>436,310</u>	<u>334,211</u>
 <i>Investment Income</i>		
Bank Interest	<u>26</u>	<u>9</u>
	<u>26</u>	<u>9</u>
 <b>Total incoming resources from generating funds:</b>	 <u>436,336</u>	 <u>334,220</u>
 <b>Total incoming resources</b>	 <u>436,336</u>	 <u>334,220</u>

# FIRST STEPS WOMEN'S CENTRE

## Detailed Statement of financial activities

For the year ended 31 March 2010

	2010 £	2009 £
<b>Charitable activity</b>		
<b>Activity 1</b>		
<i>Grant funding activities</i>		
Printing, postage & stationary	9,270	8,895
IT Support	12,553	4,168
Wages & Salaries	241,742	184,882
Rent, rates & room hire	32,336	29,365
Light & heat	5,763	5,127
Repairs & maintenance	9,629	9,512
Crèche equipment	2,946	-
Insurance & bus insurance	3,005	3,939
Staff travel & subsistence	6,921	4,516
Staff training & recruitment	8,428	6,702
Motor tax & maintenance	1,790	929
Course expenses & tutor fees	58,149	87,941
Legal & professional fees	1,484	470
Subscriptions	348	600
Health & safety	545	705
Telephone & fax	6,466	5,602
Marketing, advertising & seminars	12,343	7,856
Evaluation fee	-	2,938
Depreciation	9,601	11,148
Childcare & travel	<u>7,687</u>	<u>11,638</u>
	<u>431,006</u>	<u>386,933</u>
<b>Activity 1 Total Expenditure</b>	<u>431,006</u>	<u>386,933</u>
<b>Total charitable activity expenditure</b>	<u>431,006</u>	<u>386,933</u>
<b>Governance costs</b>		
<i>Activities undertaken directly</i>		
Audit fees	1,780	3,274
Sundry & cleaning expenses	790	303
Bank charges & interest	<u>923</u>	<u>1,304</u>
	<u>3,493</u>	<u>4,881</u>
<b>Total governance costs</b>	<u>3,493</u>	<u>4,881</u>
<b>Net incoming/(outgoing) resources for the year</b>	<u>1,837</u>	<u>(57,594)</u>

## PARTICIPANT TESTIMONY

To Say "*Thank you!*" is so common, that it is easy to belittle how important it is to recognise what people do for us.

We say "*Thank you*" for simple day-to-day things, but sometimes we forget to say "Thank you" for circumstances that transform our lives or that push them towards a new destiny. How good it is to recognise the value of what people do for us, with the assurance that we will never forget that they believe in us and wish the best for us. There are few things so noble as to say a sincere and heartfelt "*Thank you!*"

**Today is the perfect day to thank this wonderful Centre, for opening its doors to hundreds of women – for opening its doors to me**

I was in Northern Ireland only one week when I started my course, English for Speakers of Other Languages (ESOL), and a short time later I was asked if I wanted to do the course "*Learning to Earning*". I didn't feel ready to start a new course, but the co-ordinator told me that she thought my English was good enough to do it.

The fact that they **believed** in me, even before I believed in myself, was the incentive that motivated me to dedicate myself so much to learning English. After this, I felt I could face anything, despite my limitations in the English language.

For these things, I have to say my "*Thank you!*" but also, for all that I have learnt, for affection, for all the times that they went for me and brought me home, for the tea that was always ready at the intervals, for the friends I made at the Centre, for all the moments I had fun, for taking me to the hospital when I needed and for so many little things that became big in my heart.

Perseverance, attitude, hope, enthusiasm, sharing and friendship are only a few things I have learned at the Centre and all that motivates me to continue in it. I try to find the right word to define the solid values that form the back-bone of the Centre and the only one I can find is the word **family**. A family dreams, perseveres and grows together. I think that is what has happened.

How many women have, for one reason or another, found refuge at the Centre, where they can renew their dreams, where they can escape from their own reality to be where people believe in them? How much effort there has been to encourage pupils not to give up when problems come, not to lose the hope that is in each one. How many have been names and faces that we don't know, but are doing the impossible so that First Steps won't be the last for many of us.

**I have come to the conclusion that to say "*Thank you!*" isn't enough, but it is the best thing that I can say in my name and in the name of all the pupils, for I believe that we share the same great affection for this Centre.**

Once more, "*Thank you!*" for everything!

*Eduarda Marlene Rebelo de Sousa Joao*

**Beginners It**



**Eduarda Joao**

**Personal Development**



**ESOL**



**Text Processing**



**Numeracy**





**To improve the quality of life for women through education and personal development, supporting women to make choices for the future.**

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