



First Steps *Women's Centre*

Annual Report 2016 - 2017





“ Supporting women to make choices for the future ”

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www.firststepswomenscentre.org

Welcome - Chair's Report

Majella Murphy, Chairperson

This is my first year as Chair of First Steps Women's Centre (FSWC). It has been a very busy and important year for First Steps Women's Centre.

As the Centre moves towards its 20th birthday in 2018 the needs and requirements of women and their families remains largely the same as it was when FSWC first opened its doors.

Poverty, unemployment, ill health coupled with the multiple barriers for women seeking to improve their education and employment prospects still exist. The 1990's was a time of hope, a time to look forward and a time to invest in communities and a start to new beginnings.

However the hope and optimism of the 90's has been replaced by fear, austerity, political stalemate and a genuine lack of opportunities for the most vulnerable.

Brexit has put the thought of returning home into many migrants minds. It is an additional pressure which makes it difficult for migrant families to lay their foundations here. Some migrants believe the Brexit vote is giving them notice to return home. Fear is rampant. The times of austerity are still being felt. The Bedroom Tax and Universal Credit are on their way to being a reality for many. What is that reality for women and their families? In most cases it is a reduction in income. With this comes added pressure, having to make do with less for heating, clothing, food.

In this climate First Steps Women's Centre acts as a beacon casting a light on the darkness looming in the horizon.

First Steps Women's Centre continues to provide support, guidance, opportunities and friendships. It is a safe haven. Migrant women come to our Centre to be educated and to learn alongside local women. They feel safe here and are able to gain valuable qualifications. You will read in this report the work and success of First Steps Women's Centre including the number of women attending, the success of our Benefit Checker, Counselling and Childcare. You will read about the wide variety of courses on offer and how our minibus transports women and children to the Centre from far and wide. The success of our childcare is a big attraction for mums, grandmothers and carers. Knowing that their children are having fun and safe ensures that they can focus on learning.

The year ended with our core funding from Department for Communities being reduced to quarterly contracts This was totally unheard of in the heyday of the 1990's. Then government reports recommended a minimum of three or five year funding. This would allow organisations in the community and voluntary sector to put down strong roots and work in the community and for the community.

Also in March 2017 FSWC went through a redundancy process due to shortfall of funding. Sadly one member of staff was made redundant and another left to go back to teaching. The Board also decided to remove the counselling budget in an effort to keep the organisation afloat. I can report that FSWC is still excelling in all areas of operation. This is largely down to great efforts of all staff and volunteers. It was a very tough time for all concerned.

Vision Statement
"Confident women empowered to participate and influence society."

Space & Place

A tremendous opportunity has arisen during this year. First Steps Women's Centre was awarded £343,700 from the Big Lottery through Space & Place capital programme. This will mean that a new crèche will be constructed within our own premises. At the same time new training rooms will be built. This is a silver lining for the organisation.

Strategy

The Board and senior staff met to review the strategic plan of FSWC in April & May 2016. The result of this was the development of a Vision, Mission and Value Statements (our Vision and Mission statements are highlighted on the bottom of page 2 & 3)

Values

- We value integrity, honesty and recognise our unique contribution
- We welcome all equally
- We value accountability and promote quality through continued reflection and improvement
- We use a person centred approach, realising individual potential

Funders

I would like to personally thank all of the funders who have contributed to First Steps Women's Centre during the past year. Their financial support is an absolute necessity to ensuring that FSWC can continue to operate. Please see a list of them in our accounts at the back of this report.

The Future

The future carries with it opportunities and also many unknowns. There is every likelihood that the needs of families and women will remain similar to what they are today. With that in mind the Board and I feel that First Steps Women's Centre is one of the key organisations within the community to provide much needed support. The Board will seek to retain its current level of operations and build upon the success. There is the added excitement of the refurbishment of FSWC premises. This will ensure that childcare and learning will be carried out under the one roof. First Steps Women's Centre will continue "Supporting women's professional and personal development through education and training."



Board members L-R Eileen Fitzgerald, Jean McGuinness, Katalin Hajdu, Johanna Scullion, Helen O'Donnell, Majella Murphy (Chair), Mary O'Neill)

Mission Statement
"Supporting women's professional and personal development through education and training."

Chief Executive's Report

Michael McGoldrick, Chief Executive

“Confident women empowered to participate and influence society”

During this past twelve months First Steps Women's Centre (FSWC) has witnessed a number of highs and lows.

The lows included the reduction of annual funding leading into the new financial year. The forecast was of a shortfall of between £50k-£120k. This impacted on the Organisation and led to the subsequent loss of staff in March 2017 through redundancy. It was a very difficult time for the Organisation and yet while still reeling from this impact staff were also working and planning ahead for the future.

Space & Place Success

The most significant high of the whole year was the award of £343,700 from Big Lottery through the Space & Place Capital Programme. This funding is to expand the current floor space within FSWC and to build our own Crèche facility. The award was one of only eleven successful projects out of 110 that had applied at the initial stage. The impact of this funding on FSWC will be massive. It will mean that all of our programmes can be accommodated in our own premises. The current situation is that FSWC has to rent additional rooms from Dungannon Youth Resource Centre. A design team has drawn up plans for the work, which will be completed in mid 2018.

Strategic Plan

In April & May 2016 the Board and senior staff met to review the Strategic Plan. The end result was a new vision and mission statement.

The Vision Statement reads as follows:

“Confident women empowered to participate and influence society”

I would like to include in this report an overview of the work carried out during the past year. I would like to thank all staff and volunteers for another amazing year. Their dedication, commitment and zeal for improving the lives of women and their families has enabled FSWC to surpass all of the previous year's targets. For example Health & Wellbeing participants doubled from 121 to 245. The total number attended across all areas rose 32% from 426 to 562 .

Our Progression Work continued to be very successful. In January 2017 FSWC hosted a Job Fair. This attracted over 20 different organisations and almost 200 people seeking employment. The Progression Worker post enabled 26 women to gain employment and another 8 move in to volunteering or further education.

Our Benefit Checker Service identified a whopping £98.7k in additional benefits. This is 13% higher than last year.

Our main project and main source of funding continues to be the European Social Fund (ESF) and Department for Employment & Learning. Our European Social Fund Project, Women Towards Education and Employment recruited 192 women for the year. The numbers and the success is a result of committed staff and volunteers who

have made FSWC a very welcoming place. Many of the women have stated that our Centre has a warm and friendly atmosphere which has made it easier to settle in. A huge acknowledgement to our Information Officer who co-ordinated a highly proactive recruitment campaign during the summer of 2016.

Our 3 Bi-Lingual Childcare staff continue to offer care to our participants children in three languages. The number of migrant nationalities this year was an astonishing 9. This is one of the things that makes FSWC so unique. On any given day you will see a mixture of nationalities all playing, sharing, singing and eating together. It makes it much easier for mums to settle in when they know their children are happy and content.

Our minibus service also continues to grow with ever increasing demand. The number of runs and miles increased by 23% compared to last year.

When all the constituent parts are put together - Childcare, Minibus, Counselling, Benefit Checker, Crafty Young Things, Health and Wellbeing, Life Skills and IT you get a picture of the amount of activities and co-ordination that goes on to make our Centre somewhere special, safe and welcoming. I feel it incumbent upon me to repeat the thanks and praise to all of the staff, volunteers and Directors of FSWC for making the place the success that it is. Without the commitment and caring they have shown on a daily basis First Steps Women's Centre would not be the place that it is.

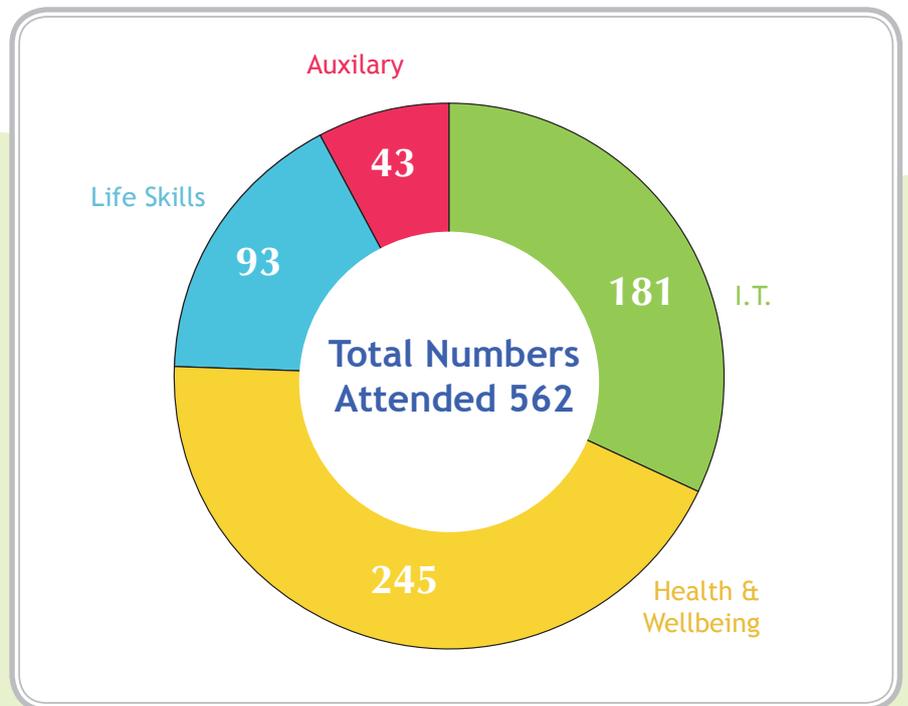
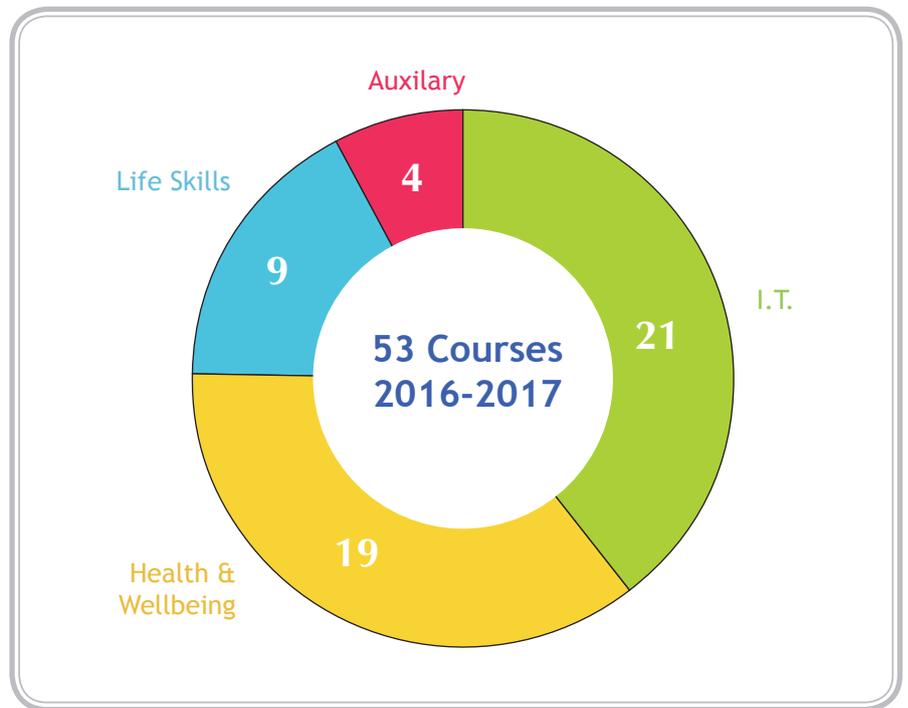
First Steps Women's Centre will continue to deliver education and training programmes to a wide range of women. The demand continues to grow. Yet as in previous years the Centre operates in a perilous funding environment. However, the Centre has continued to provide an excellent and first class range of programmes and training that will support women's personal and professional development so that they can take and make their own steps beyond FSWC.

“On any given day you will see a mixture of nationalities all playing, sharing, singing and eating together.”

Education & Training Programmes

Introduction

This has been another very busy year for First Steps Women's Centre. There has been an increase in the number of courses and programmes that has been offered. Our Childcare intake has witnessed an increase in the number of nationalities. The Benefit Checker programme has been successful in 18 different benefits for women and their families. Despite this success the demand for counselling remains high.



Information Technology



The table below highlights the range of courses available at First Steps Women's Centre. There is still a huge demand for Sage Accounts and Payroll. FSWC ran three level 1 courses in both Payroll and Accounts. FSWC also ran a Level 2 in Sage Accounts funded by the Trumark Trust. European Social Fund programme has capped the level

of qualification to a maximum of Level 1. This has hindered progression and employment opportunities as women are unable to upskill within FSWC. The local FE College courses are often not at suitable times and do not have onsite childcare.

The introduction of iPad and Tablet courses has also attracted many to come and learn how to use the latest technology. Demand for these two courses increased throughout the year.

COURSE	Numbers starting course
First Steps to Computing	5
Next Steps to Computing	15
Using the Internet	4
Buying and Selling Online	5
ECDL	6
Spreadsheets	11
Getting to know your Tablet	13
Sage Accounts x3	27
Sage Payroll x3	23
Basic Manual Accounts	6
Sage Accounts Level 2	11
Digital Photography	8
Desktop Publishing	5
Document Techniques	6
iPad/iPad Progression	36
Total	181



IT TESTIMONIALS

April 2016 - March 2017

Sage Accounts & Payroll

"Strengths are the patience and help from Patricia- she needs a medal!!"

First Steps To Computers

"Course is just for me; easily understood."

Spreadsheets

"I will benefit from upskilling in other areas as with starting a new business you need a wide variety of skills."

Tablet

"I now have the ability to turn my tablet on and actually use it, which I didn't know before the course."

Basic Manual Accounts

"It helps a lot to get an idea of how to manage the money that comes in and out."

"A happy atmosphere and everyone able to ask stupid questions with confidence."

Life Skills



ESOL Students with Tutor Una Quinn

Lifeskills are the essential educational elements that help each of us make our way through the world. They include Literacy, Numeracy and ESOL - English for Speakers of Other Languages. Without literacy or numeracy skills we would not cope very well in life. Yet for some people this is a way of life. It is often well hidden and there is a certain stigma attached to admitting that "I can't read or write!" or "I am unable to divide or multiply!"

However FSWC offers a haven for women to come and learn or relearn these skills. FSWC has also developed a high level of skill in providing English for

migrant women. Demand for these courses has grown over the past 8 years. (82% of these were migrant women who came to learn English). Without even a minimum level of English these women would fail to gain employment or communicate outside their own community.

In the period April 2016 to March 2017 there were 93 participants over 9 courses which included 6 ESOL Classes, 2 Essential Skills Classes and 1 Vocational Skills. Class sizes ranged from 17 in ESOL to 7 in Essential Skills and 10 in Vocational Skills with a core group of 5.

Qualifications

A total of

63

ESOL Unit Awards
have been achieved
with a further

15

Level 1 Qualifications
awaiting certification.



English Tutor Michael Murphy with students



ESOL class

Course	No. attended	% pass rate exam entrants
ESOL Entry L1 Speaking & Listening	17	100%
ESOL Entry L2 Speaking & Listening	13	100%
ESOL Entry L3 Speaking & Listening	14	100%
ESOL Entry L1 Reading (2016)	8 (L1)	100%
ESOL Entry L1 Writing (2016)	8 (L1 as above)	75%
ESOL Entry L2 Writing (2016)	16	100%
Essential Skills Literacy EL3	2	100%
Essential Skills Numeracy EL3	1	100%
Application of Number Level 1	5	80%
Communication Level 1	6	40%
Vocational Skills	11	100%
Total	93	

Average attendance overall was 83% and retention overall was 91%

LIFE SKILLS TESTIMONIALS

April 2016 - March 2017

Maths/Numeracy

Tutor - Lorraine Abbott

"I feel the tutor is very patient and understanding. She is a very good tutor and I love coming into the Women's Centre."

Literacy/Communication

Tutor - Michael Murphy

"It helps me to improve my English. The strength is the support and the courage the tutor gives us."

"I participate as much as I can and support my colleagues as well."

Vocational Studies

Business Pathway

Tutor - Jacqueline Hutchinson

"From start to finish it was brilliant, lovely tutor and I've made great friends - Sorry it is over!"

"Brilliant course, lovely tutor. Great communication skills, Banter and Craic and mature adult learning. I will miss it."

ESOL Courses

Tutors - Una Quinn & Louise Campbell

"My teacher is very good and helpful and I would like to continue to complete my exam."

"I love to come to the First Steps Women Centre and I hope I continue to complete Entry level 3."

Health & Wellbeing



The philosophy of First Steps Women's Centre is to ensure that each person that comes to the Centre is able to participate at their level. For many women our Centre is a place to come and interact with other people. Some women have a lack of self belief and confidence in their own level of skills and ability. Some women are not sure that they have anything to offer. Yet after spending some time at one of the wellbeing programmes these same women gain so much. This includes the tools and techniques for coping with the stresses of life. Friendships develop and blossom. Suddenly there is a realisation for some women that their individual concerns and issues are not so individual.

This is where many of our Health & Wellbeing programmes come

in to play. The eclectic mixture and diverse range of programmes have brought about an increase in self belief, confidence, assertiveness, pride and focus for women. They have helped women blossom and waken up to what can be achieved. Some of our programmes are able to help women develop the tools for coping with the stresses and demands of life. The courses and quotations listed are a testimony to the success of carefully thought out and planned activities and programmes that have changed many women's lives for the better. They have helped develop resilience and determination alongside new friendships coupled with laughter, tears, a cup of tea and belief that each of them is a very very valuable being.

Courses in summary:

- 4** *Personal Development*
 - 1** *Managing Stress*
- 1** *Creative Writing*
 - 1** *Sewing*
- 1** *Walking Group*
 - 2** *Cook It*
- 2** *Mindfulness Meditation*
 - 4** *Yoga*
- 2** *Cultural Awareness 1 day*
 - 1** *Arts project - Wall hanging*

Overall Retention rate for Wellbeing courses as a whole:
86%

There were **245** places filled on the **19** courses

There was an average of **13** people per class



HEALTH & WELLBEING

April 2016 - March 2017

Yoga

"The Yoga tutor is excellent and the venue is a very friendly environment. All round, it is a great facility and we are lucky to have access to it."

Assertiveness

"I was the least assertive person, but already I feel different. I have the words in difficult situations."

"I enjoyed and learned a lot in this course. Life changing in a gentle way. Thank you so much for having me."

Mindfulness Meditation

"This was my first experience of Mindfulness and I really enjoyed it. I would recommend this course for anyone."

"An excellent tutor who took the mystery out of mindfulness and made it applicable to everyday life situations."

Sewing

"From start to finish it was brilliant, lovely tutor and I've made great friends - Sorry it is over!"

"Brilliant course, lovely tutor. Great communication skills, Banter and Craic and mature adult learning. I will miss it."

COURSE	No. attended
Mindfulness & Meditation April 2016	23
Walking Group April 2016	16
2 X Yoga April & Sept 2016	28
Building Self Confidence April 2016	13
Assertiveness Sept 2016	16
Sew Good Sept 2016	9
Cook It Sept 2016	5
Managing Stress Oct 2016	14
2 X Leading Life to the Full Nov 2016 & Jan 2017	30
2 X Yoga Jan & March 2017	26
Creative Writing Jan 2017	12
Mindfulness Jan 2017	16
Visual Arts Nov 2015	10
Cook It Feb 2017	7
2 X Cultural Awareness Jan & March 2017	20
Total	245

Childcare

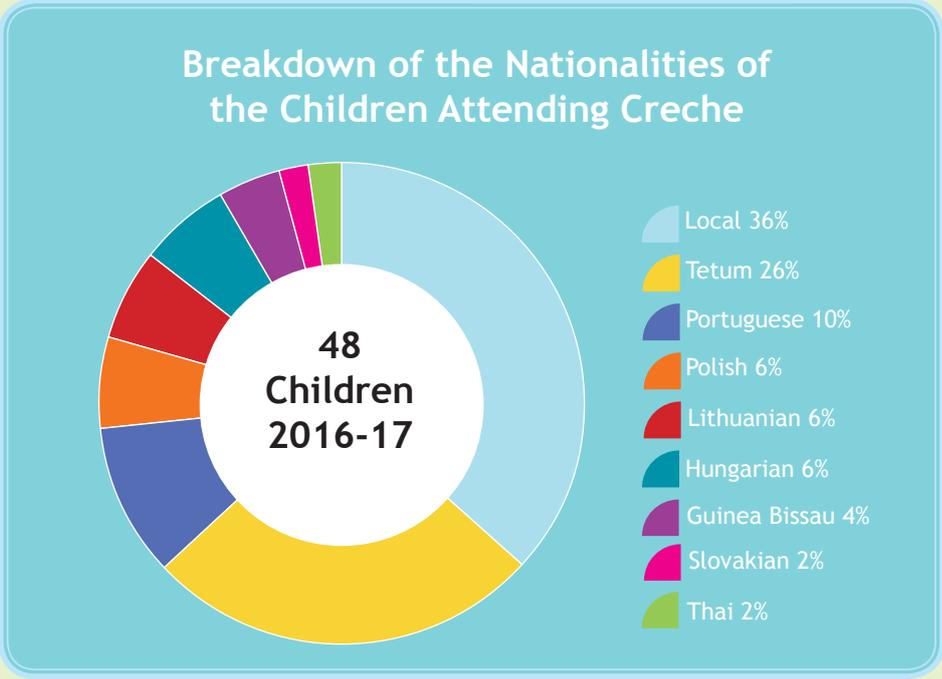


During summer of 2016 our Childcare Team enrolled 48 children in preparation for the autumn programme. The courses started the week beginning 12th September with 44 children registered, and 29 of them being newcomers.

Two open days were held the week before classes started in September. These were very well attended and helped to ensure that children were able to settle in. The open days also gave the parents the opportunity to discuss any concerns they may have. It also gives them the opportunity to ask any questions they may have and to get to know the staff. The main reason for the open days is for the children to help them settle into our crèche, and for staff to get to know them.

Average Attendance throughout the year was 79%.

The Total Places Allocated for March 2016 to March 2017 was 58 This year we had 9 migrant nationalities in crèche, including Bulgarian, Guinea Bissau, Hungarian, Lithuanian, Polish, Portuguese, Slovakian, East Timorese and Thai.





Childcare Staff Training

As always in First Steps Childcare staff understand the importance of training and keeping up to date with current practices. As childcare professionals, there are three main courses that must be renewed every three years; these are Child protection, First Aid and Food Safety. Once again, the Southern Childcare Partnership is excellent at providing these essential courses to childcare professional, as well as many others. The courses that staff undertook this year included:

Food Safety Course

Health and Safety, Risk assessment & manual handling

English as a second Language

Early Literacy Course

Self Esteem Building in the early years

Early Baby Connections

Behaviour Management Course

Defibrillator Course

Paediatric First Aid

PARENT TESTIMONIALS April 2016 - March 2017

“Excellent service and means I can attend courses at the centre.”

“My child is very happy to attend crèche and she really likes all the staff and staff are very friendly. My child feels very comfortable in the crèche.”

“All the food that my child has in crèche is very healthy and nutritious.”

“I like the Hospitality. Children’s activities. Staff’s professionalism- whom are very patient when looking after our children. We are very blessed and very happy.”



Childcare Camera Club



Education & Training Inspectorate Inspection



As part of our ESF (European Social Fund) Programme FSWC was inspected by the Education Training Inspectorate. The visit was in April 2016. The report highlighted the following Key Findings:

Main Strengths:

Strongly supportive culture and inclusive ethos of the organisation, and the effective working knowledge that the leadership, management and staff have of their target groups;

High levels of commitment demonstrated by the leadership and management to supporting the development of the participants and catering for their wide range of learning needs;

Effective support provided by the organisation to encourage and support those for whom English is not a first language and the positive response provided to each participant at their point of need;

Capacity of the organisation to offer a range of wrap-around services, including counselling and childcare which enable the participants to undertake the programmes of study;

Very positive feedback from the participants on their learning experiences and the very good rapport established between the tutors and the participants.

Main areas for improvement:

Continue to develop the curriculum through increased links with a wider range of key stakeholders to strengthen progression arrangements;

Continue to develop monitoring and tracking across all of the programmes to include key performance indicators and the impact of the project on the participants progress.

Benefit Checker

Our Benefit Checker Service has yet again increased the amount of Benefits identified. Last year the amount was £87,055 and this year (2016-17) the amount has increased to £98,770. This is a 13.5% increase from the year before. The worry and fear from the “Bedroom Tax” and “Universal Credit” has increased the footfall by 18%. A massive amount of time is spent on the telephone to Government Agencies advocating for women and their families.

One off payments totalled

£10,710

Weekly payments awarded equivalent to

£98,770.45

(see table below)

Number of appointments

192

Number of forms completed

79

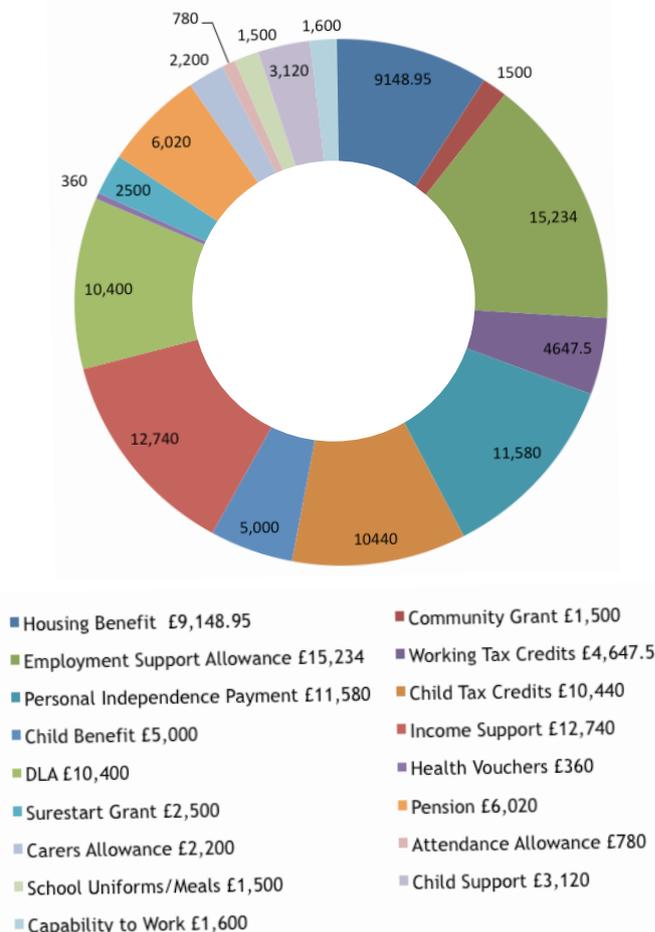
Number of hours making phone calls

61

Number of hours in 1-1's

93

Breakdown of Benefit Checker Work Amount - £98,770.45



Counselling

During the year 138 counselling sessions were organised. Of those only 12 sessions were either cancelled or people failed to appear. That is a retention figure of 88.5%. These sessions often go unnoticed by people not affected by the service. However our evaluations and feedback have proven that the service is not only essential but life saving. Our counselling service has helped women regain their focus in life and to give them the encouragement, belief and support to cope in a busy fast paced world.

Counselling SERVICES

Progression Work

Our Progression Worker post was introduced in September 2015. This role was aimed at linking women into further education, employment, work placements and volunteering. This was very successful.

During the year 2015-16, 42 women gained employment as a result of attending FSWC.

Progression Outcomes

Employed	26	59%
Full time - 6		
Part Time - 19		
Self Employed - 1		
Volunteering	3	7%
Courses Elsewhere	3	7%
Courses at FSWC	8	18%
Job Searching	2	4.5%

PROGRESSION TESTIMONIALS

"I have started work as a sales assistant...I found the staff very helpful, with a positive attitude. They helped me find courses that would help me increase my chances of finding work and phoned me about job vacancies. Many Thanks!"

The Progression Worker helped me with my CV and kept me informed of different job vacancies. She has been a great support throughout and has helped me apply for several jobs which has given me more confidence.

"I have been with First Steps Women's Centre for 6 months doing Maths and Vocational Skills. I got help to create a CV and support with applying for jobs. In the last 3 months I have started 2 part time jobs and a volunteering position as a receptionist. The Job Vacancy board in centre is fantastic as I saw all of these positions advertised on here."

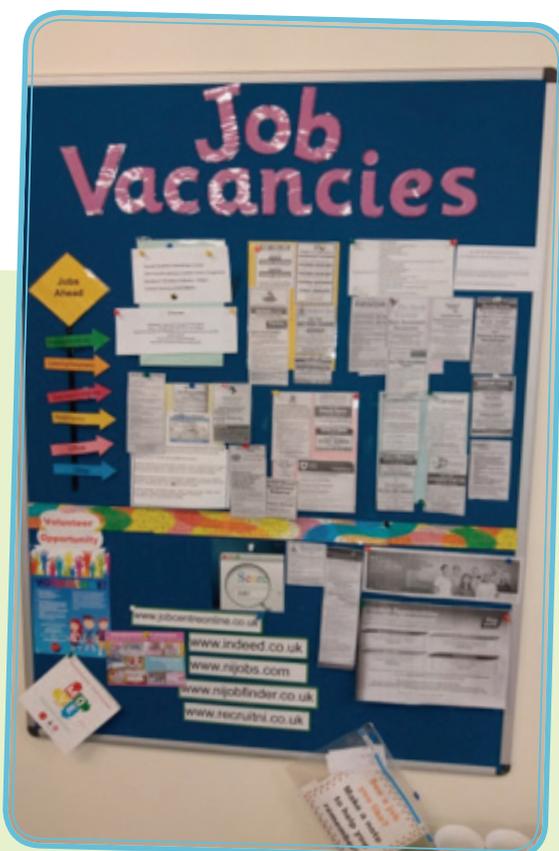
Careers Information Service November 2016

There were 23 women who attended this session hosted by Careers Service NI. It covered tips on the do's and don'ts of interviews.

The job vacancy board has proved very popular and has regularly got women viewing the jobs and enquiring about the positions. It is a 'go to' place in the Centre where women discuss employment options with friends, tutors and staff.

It has been great to see an increase in businesses and organisations requesting that their positions are advertised on the board.

Please note many of the jobs advertised had multiple positions available so the actual number of positions advertised far exceeded 406.





Bernie, Carla and co.

The Job Fair was held in January 2017. This was attended by almost 200 people and 18 employers and training organisations. Some women were offered jobs on the very day of the Fair. It proved to be a very successful day. Local schools also attended.



JOB FAIR TESTIMONIALS

January 2017

Exhibitors

"We had an excellent response from the Job Fair and would be happy to participate again" (Newell Stores)

"Very well run event and very beneficial to the local community. We would love to get involved again." (McAvoy Group)

Attendees

"Very enjoyable, lively atmosphere, friendly and helpful staff"

"Great Job Fair everyone, recommend it!"

Open Days August 2016

A Cookery Demonstration was organised with the help of Lidl during one of the Open Days. This was a very big draw to the Centre and enabled FSWC to recruit 55 women during the Open Days.



Margaret Noble - Sister Nevidita



Visiting group with Swami Sarvalokananda

Margaret Noble - Sister Nevidita and First Steps Women's Centre

In recent years First Steps Women's Centre has hosted several visitors from England, India, Canada and USA who have come to the birth place of Sister Nevidita. Who was this woman?

Sister Nevidita was born Margaret Noble in Oct 1867. She was brought up in Dungannon before moving to England. From England she left to go to India. It was during her time in India that she became known as Sister Nivedita. During her time in India she opened many schools for young girls.

Today in India there are dozens of school named after her. The Swami's that visit our Centre often say that there is a great

parallel between our work and Sister Nivedita's. Sister Nivedita is revered in India. She is well known throughout the Indian subcontinent as a woman ahead of her time, a woman who fought for the rights of women.



Swami Chetananda (St Louis USA)



Crafty Young Things



Crafty Young Things formed in 2015. They are a mixture of different nationalities of migrant and local women who meet together on Friday mornings. Their interests are Sewing, Crochet, Knitting and Arts and Crafts. During 2016 this group were awarded funding from Awards for All. This funding helped provide additional resources. The group began to make blankets, cushions, baby clothes, hats and scarves. The group also visited a number of places of interest including Lisburn Linen Museum, Beleek Pottery and also visited a number of Christmas Craft Fairs around Mid Ulster.



CRAFT TESTIMONIALS

“Brilliant course. Very enthusiastic tutor. I would really love to enrol in a follow on sewing course with Wendy Porter.”

“Really enjoyed Wendy & the course. Could not thread machine at start and have made back cover, bag and cushion cover.”

“Brilliant course. Very enthusiastic tutor. I would really love to enrol in a follow on sewing course with Wendy Porter.”

Christmas Fayre



Capital Funding

Space & Place Success Capital Project

In December 2016 First Steps Women's Centre was awarded £343,730.00 from the Big Lottery through its Space & Place Capital fund. The aim of this fund was to renovate and expand the existing and underused floor space within the main training area of FSWC. This will mean the development of a creche which will be open all day for mums, grandmothers and carers. It will also mean the creation of additional training rooms. FSWC are indebted to Space & Place and the Community Foundation for their support throughout the process.

Smurfit Kappa Foundation - First Steps Women's Centre was successful in an application to Smurfit Kappa Foundation to help with the development of the creche.



Shortfall of Capital Funding

FSWC has sought from Department for Communities additional capital funding to assist with the development of the Space & Place project.

This fantastic result and achievement was the result of a massive amount of hard and laborious work by Yvonne Corbett. Yvonne is the one who deserves all the credit for this success. The rest of the 2016-17 and the new 2017-18 financial year will be developing the initial plans and preparing for Tender. Work is due to start in January 2018 and will be completed by June 2018.

Pictured below at the Official Launch of Space & Place at Civic Centre Lisburn December 2016 (from left to right, Majella Murphy Chairperson, Michael McGoldrick CEO, Helena Elmoustaghit Team Leader (Childcare), Bernie Mallon, Information Officer, Joanne Orr, Monitoring Officer



Strategic Development and Planning

The Board and Senior Management Team of FSWC met in April & May 2016 to review the strategic plan of the Centre. The end result was the development of a new vision and mission statement with our objectives reduced from six to three.

Vision

Confident women empowered to participate in and influence society.

Mission

Supporting women's professional and personal development through education and training

Values

- We value integrity, honesty and recognise our unique contribution
- We welcome all equally
- We value accountability and promote quality through continued reflection and improvement
- We use a person centred approach, realising individual potential

Aims & Objectives of First Steps Women's Centre

Maximise organisational effectiveness through actively seeking collaborative working.

Aim 1: To provide a responsive, supportive and innovative service

Objectives:

- Deliver and expand a variety and range of training to meet identified need
- Increase opportunities of professional and personal development through the provision of support services
- Increase access to services and service effectiveness through strategic promotion, networking and collaboration
- Provide a safe, secure fit for purpose learning/working environment

Aim 2: To be a catalyst for community development

Objectives:

- Seek opportunities to maintain and develop intra and inter community interaction
- Engage with existing and develop strategic networks and opportunities for collaborative working
- Promote and share FSWC best practice with relevant community, voluntary and statutory sectors

Aim 3: To grow and sustain an effective organisation

Objectives:

- Build sustainable revenue through a variety of restricted and unrestricted income streams
- Develop and implement monitoring and evaluation tools and systems for impact measurement
- Ensure sound organisational governance through an appropriately skilled Board of Directors
- Recognise and value staff and volunteer expertise and provide opportunities for continued professional development
- Maintain and promote FSWC as a recognised quality assured organisation

Annual Accounts 2016 - 2017

Statement of Financial Position (balance sheet) as at 31 March 2017

	Note	2017 £	2016 £
Fixed assets			
Tangible assets	13	20,068	29,152
Total Fixed Assets		20,068	29,152
Current assets			
Debtors	14	85,820	133,110
Cash at bank and in hand		128,138	117,603
Total Current Assets		213,958	250,713
Liabilities			
Creditors falling due within one year	15	98,236	147,389
Net Current assets		115,722	103,323
Net assets		135,790	132,475
The funds of the charity:			
Unrestricted income funds	16	25,816	91,817
Designated Reserves	16	60,000	-
Restricted income funds	17	49,974	40,658
Total charity funds		135,790	132,475

Statement of Financial Activities (including income and expenditure account) for year ending 31 March 2017

Notes	Unrestricted Funds £	Funds £	2017 Total Funds £	2016 Total Funds £
Income:				
<i>Activities for generating funds</i>				
Donations and Legacies	3	24,265	24,265	19,762
<i>Income from charitable activities:</i>				
Education	4		404,990	400,606
Capital Grants			15,000	-
Investment income	5	54	54	45
Total income		24,319	444,309	420,414
Expenditure				
<i>Expenditure on charitable activities:</i>				
Education	6		440,997	416,968
Total expenditure		-	440,997	416,968
Net income/(expenditure) and net movement in funds for the year				
Transfer between Funds		24,319 (30,321)	(21,007) 30,321	3,312 -
Reconciliation of funds				
Total Funds brought forward		91,817	40,658	132,475
Total funds carried forward	16 / 17	85,815	49,973	135,788

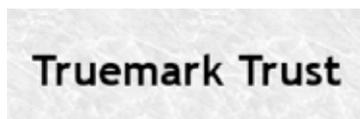
Analysis of expenditure on charitable activities

	2017	2016
	Total	Total
	£	£
Wages and salaries	252,992	230,324
Staff training and recruitment	2,657	2,586
Course Expenses and tutor fees	60,287	56,457
Volunteer Expenses	2,839	759
Participant comfort expenses	2,443	1,999
Rent payable	24,270	20,225
Rates	-	106
Insurance	1,880	1,732
Light and heat	5,827	6,218
Repairs and maintenance	2,209	4,158
Leasing rentals/Small Equipment Purchase	819	-
IT support	3,302	3,046
Printing, postage and stationery	4,971	5,469
Advertising	3,996	2,723
Telephone	2,418	3,531
Childcare Expenses	-	75
Creche Equipment	2,503	1,482
Motor expenses	3,137	9,287
Staff Travel	1,762	2,468
Interpreting Costs	30	3,066
Subscriptions	-	461
Accreditation Fees	500	674
Counselling	4,845	3,855
Health and Safety	64	374
Emergency Assistance	300	582
General expenses	292	591
Donations to other Charities	87	-
Depreciation of tangible assets	9,084	7,285
Governance costs (see note 10)	2,653	2,220
Support costs (see note 10)	44,830	45,215
Total	440,997	416,968

Income from charitable activities

	Restricted Funds 2017 £	Restricted Funds 2016 £
Sisters of Mercy	-	7,000
European Social Fund / Department for Economy	260,831	241,845
BBC Children in Need	10,000	10,000
Arts Council Northern Ireland	-	1,696
The Hickinbotham Charitable Trust	-	500
Enkalon Foundation	500	500
The 29th May 1961 Charitable Trust	3,000	3,000
Garfield Weston Foundation	-	10,000
The Clothworkers Foundation	-	14,750
Mid Ulster District Council	6,400	5,433
CIF - Non match Funding: Department for Communities	22,884	25,358
CIF - Match Funding: Department for Communities	34,754	35,852
Department for Communities WCCF/ DSD WCCF	38,269	35,236
Awards for All Big Lottery)	7,450	-
Halifax Foundation for Northern ireland	4,500	-
Big Lottery Fund (Celebrate Programme)	1,500	-
Comic Relief	7,500	-
The Executive Office	-	9,436
Santander	3,500	-
Truemark Trust	3,000	-
Armagh Rotary Club	850	-
Other Income	53	-
TOTAL	404,990	400,606
 Income Capital Grants		
Smurfit Kappa Foundation	15,000	-

Our Funders



Trustees of the 29th May 1961, Charitable Trust



First Steps
Women's Centre

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