



Resource Centre Derry

Serving the Community since 1974

ANNUAL REPORT

2023

AIMS OF THE ORGANISATION

1.

To provide an effective and efficient range of services which meet the expressed and perceived needs of the economically disadvantaged, and other vulnerable members of society.

2.

To focus especially on the needs of older people, people with disabilities, long term unemployed, people caught in the poverty trap, and lone parents, enabling them to retain as much independence as possible, always respecting their dignity and individuality.

3.

To provide opportunities for employment and volunteering which impact on the whole community by enhancing the self-confidence and self-image of individuals, and contribute to the economic regeneration of the area.

4.

To act as both vehicle and stimulus for Community Enterprise.



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Serving the Community since 1974

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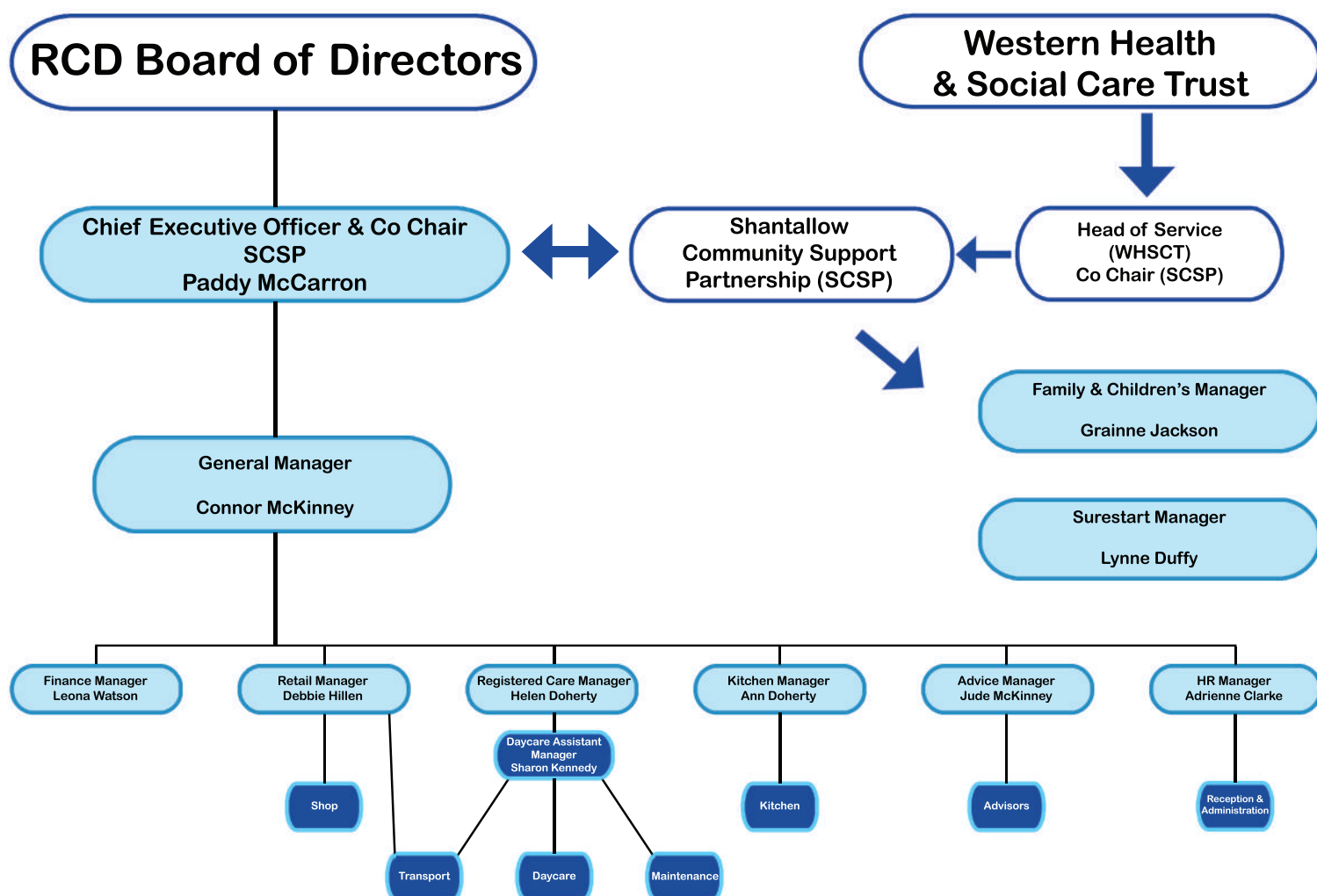
ORGANISATIONAL STRUCTURE

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Resource Centre Derry

Serving the Community since 1974



CHAIRPERSON'S ADDRESS

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It is with great pleasure I present our 49th Annual Report for the year 2022-2023. Next year, with God's help, we will celebrate our 50th year which, in the current economic climate, is no mean feat. Who would have thought all those years ago in the wee offices in Messines Terrace where it all began, we would be looking forward to our Golden Anniversary? Hopefully the ethos we were set up with remains with us today.

While our Day Care Centre is beginning to return to the capacity we were at pre-covid, we are hoping in the future to introduce an evening care service.

Our Meals on Wheels service is continuing to grow and without the dedication of our kitchen staff, volunteers and drivers we could not maintain it.

As there is no let up in the current economic climate, our Advice Team remain busier than ever helping our local community and further afield.

Our Community Shop continues to provide an essential service. We thank people for their generosity in giving to maintain it. This is an extremely busy time for the shop, but the staff know the value of it within our community.

Like our Community Shop, our 4Rs or New to You Shop continues to provide a much needed service to help furnish houses for those in most need.

Within the Centre our Finance and Administration Staff work hard to make sure all our services run smoothly.

SureStart continues to provide a much needed service for our children and parents which is invaluable for the health, growth and support for our families.

All our services could not run smoothly without our caretaking staff looking after our Centre here and across the road in St. Brigid's Hall.

Everything comes together under the leadership of our CEO, Paddy McCarron, who works tirelessly to maintain and improve all the services.

I would like to thank our Board of Directors who volunteer their time and energy to keep everything within target.

To our funders, a special Thank You for your continued support in the delivery of all our services.

In conclusion, may I take this opportunity to wish all our service users and their families, our staff, volunteers, Directors and our wider community a Happy, Healthy Christmas and a Peaceful and Prosperous New Year for us all in 2024.



Marian Quinn
Chairperson

Marian Quinn
Chairperson

CEO's REPORT

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Dear Board of Directors, ladies and gentlemen, a very warm welcome.

As The Resource Centre Derry looks back at its performance over the last year, it brings into sharp focus how much operating in uncertainty has become the new norm for us.

We've moved from the sudden shock of the pandemic to post-Covid recovery into a cost-of-living crisis, which is causing considerable challenges that are continuing to have a huge impact on the lives of all within our communities.

These uncertainties result in additional pressures on the community and voluntary sector due to the ongoing rising costs in all areas and the lack of secure long-term funding across all our current contracts.

The most common concern for all community and voluntary groups is recruitment and staff retention, that's why we're working hard to make the case to all our stakeholders for increased investment to ensure all our services continue to have the support that will address the needs of the most deprived areas within our society.

In the new year, continuous improvement and sustainability will be our focus going forward.

Our main objective will be to source funding for our new build project, that will enable us to increase our capacity for service and be versatile and creative in a range of ways that will enhance our services and generate much needed sustainable income.

Conclusion

Despite all the uncertainties, challenges and changes of the last number of years, one thing that has remained constant is the resilience and determination of our team at RCD.

The dedication and commitment of the RCD directors, management, staff, and volunteers have allowed us to continue to provide a portfolio of services that offers invaluable support to all our service users.

The achievements to date are theirs, and I thank them for their support, dedication and hard work.



Paddy McCarron
CEO

Paddy McCarron
Chief Executive Officer

REGISTERED CARE MANAGER'S REPORT

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RCD Day Care and Carer's Support Services have been operating in partnership with The Western Health and Social Care Trust for over 20 years.

Over the past couple of years during Covid, RCD Day Care has been operating at a reduced capacity. This created many challenges for management. One major issue was staff recruitment and retention.

Our Day Care Service is tailored to meet the individual needs of each service user through their care plan. We are proud to offer a fantastic all-inclusive service which is tailored to their every need, as well as socially engaging with other service users. We also provide a range of different activities that promote social inclusion as well as improving mental health and emotional well-being. Daily activities include live music, arts and crafts, bingo, armchair exercise to name a few.

The menus available are prepared fresh every day and offer a varied and balanced diet. We also offer alternative menus for service users with dietary requirements, as well as personal choice.

Values

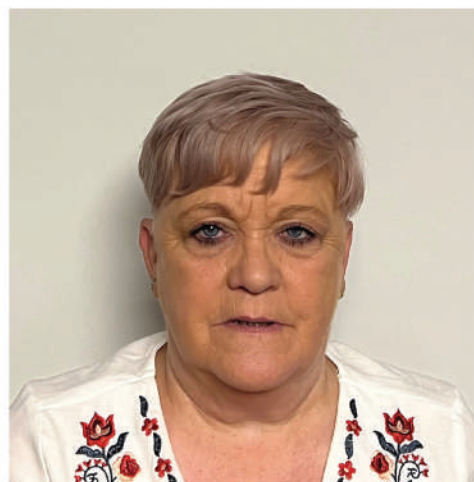
The Resource Centre Staff are very proud of the service provided. Our values are that we are always understanding, respectful, sensitive, confidential as well as valuing our commitment towards our service users and their individual needs.

We also operate a Private Referral service which enables us to support our current contract. This also helps to reduce the current pressures in the Health and Social Care sector.

Carers Support Service

Another vital service we provide is our Carers Support Service. We provide a member of staff who goes out into the community and provides additional support and respite to family members who are main carers.

Going forward we hope to develop our Day Care Service through our new build project which will enhance our service delivery.



Helen Doherty
Registered Care
Manager

Helen Doherty
Registered Care Manager

REGISTERED CARE MANAGER'S REPORT



Resource Centre Derry

Serving the Community since 1974

WELFARE RIGHTS ADVICE SERVICES

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The welfare rights service provides free and confidential advice primarily concerning social security law. We are proud members of Advice NI and Law Centre NI.

In the past 12 months, the service offered advice to over 1700 clients and addressed over 3500 inquiries, primarily focusing on social security benefits. Additionally, we assisted with issues related to housing, health, education, tax, and employment. Our service also represented individuals at disability and incapacity appeals.

Our main area of focus remains on welfare benefits, encompassing working-age individuals, including PIP and ESA, and those over pension age, covering benefits such as state pension and Attendance Allowance. Notably, the service has observed a significant rise in Universal Credit-related inquiries as means-tested legacy benefits and tax credits gradually phase out.



Jude McKinney
Advice Manager

Throughout the year, our advice service has significantly contributed to the local economy and created a positive social impact by enhancing the lives of individuals.

We have received numerous referrals from Social Workers, OTs, Health Visitors, family support workers, and organisations supporting women, young people, and those dealing with mental and physical health issues.

Continued funding from DFC and DCSDC has enabled us to maintain both a full-time welfare reform worker and a part-time disability appeals worker.

Moreover, in collaboration with Advice Services Skeoge (ASK), RCD secured funding from the National Lotteries Community Fund in 2022 for a full-time tribunal advocate. The success of this project positions us favourably to secure future funding in 2024.

Throughout the past year, numerous families and individuals encountered hurdles amid soaring fuel and food prices, rising rents, and mortgages. These challenges led to heavier debt loads and compelled many to seek more affordable or less suitable accommodations, consequently contributing to a notable rise in homelessness.

Earnings and benefit payments have fallen behind inflation rates, worsening the financial situation for most of our clients. Consequently, an increasing number of individuals and families are turning to foodbanks or local charities for essential support. In this scenario, access to free and independent welfare advice remains a critical lifeline.

With no foreseeable improvement in the economic situation, the upcoming year is likely to bring further hardship for struggling low-income families. Basic needs such as food security, healthcare, and shelter may go unmet.

WELFARE RIGHTS ADVICE SERVICES

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Council funding for RCD advice has consistently fallen short in meeting our service needs. The ongoing DFC sectoral review of frontline advice services, alongside competing local interests, presents numerous challenges and considerable uncertainty regarding the future sustainability of RCD advice.

However, our dedication remains unwavering. Despite these obstacles, we are resolute in our commitment to deliver essential and vital services to the most marginalized and disadvantaged individuals in our community.

Jude McKinney
Advice Manager



COMMUNITY SHOP MANAGER

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The Community Shop – AGM Report – November 2023

The Community Shop continues to be a vital outlet for our community.

It has been a challenging year because of the cost of living crisis.

The need is that much greater than usual.

We provide a wide range of good quality clothing, bedding and furniture.

It is the ethos of the Community Shop that anyone who is in need will get the help they so rightly deserve.

The shop is also a meeting hub where customers and staff chat on everyday issues whilst having a browse.

We would like to thank each and everybody who in their own way supports us on a regular basis



Debbie Hillen
Shop Manager

Debbie Hillen
Community Shop Manager



COMMUNITY CAFÉ MANAGER REPORT

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Over the past twelve months the kitchen has provided over 550 meals per week to service users within our community.

The cost of stock has increased dramatically and we continue to rely on FareShare who donate surplus food. We also receive donated farm produce from a local farmer which helps to maximise our food stock.

Whilst we have a great team in the kitchen, we rely on volunteers to help prepare the daily meals.

Footfall is steadily increasing within the Community Café due to Centre services returning to pre-Covid levels.

Our focus for the coming year is to closely monitor costs and to reduce these where possible but to still provide affordable, healthy meals for the local community.

Ann Doherty
Community Café Manager



Ann Doherty
Community Café
Manager

The Resource Centre Derry
Winter Warmer Menu

AVAILABLE DAILY

Soup & Roll £2.50 Range of flavours daily ask our kitchen staff (1,2,4,7,9)	French Toast £2.50 (2,4,7)	Omelette £3.00 (4,7)
Soup & Sandwich £3.50 (1,2,4,7,9)	Pancakes £2.00 (2,4,7)	Sandwich/ Wrap £2.00 Have it your way, toasted or untoasted with 2 fillings Extra fillings 50p (2,4,7,9)
Soup £1.80 (1,4,7,9)	Eggs on Toast £2.50 (2,4,7)	Tea/Coffee £1.00
Fresh Baked Scones £1.00 (2,4,7)	Toast per Slice £0.50 (2)	Hot Chocolate £1.20
Specials		
Monday	Lasagna £4.00	
Tuesday	Chicken Pie £4.00	
Wednesday	Chicken Curry £4.00	
Thursday	Irish Stew £3.00	
Friday	Fresh Battered Fish £5.00	

Allergens: 1.Celery 2.Gluten 3.Crustaceans 4.Eggs 5.Fish 6.Lupin 7.Milk 8.Molluscs 9.Mustard 10.Nuts 11.Peanuts 12.Sesame 13.Soya 14.Sulphur Dioxide(Sulphates)

Resource Centre Derry
Summer Menu

OPENING HOURS: MONDAY & TUESDAY 12:30- 2PM
WEDNESDAY - FRIDAY 12:30 - 3PM

ADULTS ONE COURSE	£3.00
KIDS ONE COURSE	£2.00
Soup & Sandwich/ Wrap (2 Fillings) Chicken Curry & Chip Sausage & Chip Fish Finger & Chip Burger & chip	
Fresh baked scone served with butter and jam & tea/coffee	£2.00

4R'S REPORT

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The 4Rs is situated within the recycling plant in Pennyburn, Derry/Londonderry and houses projects that focus on recycling and repurposing furniture and white goods. Working in partnership with Derry City and Strabane District Council, we encourage the local community to donate their unwanted bulky household furniture and electrical goods to our team who recycle/repurpose these items for the benefit of our local community members.

We have had another busy year in which we have worked on nurturing our existing associations whilst fostering new relationships with community organisations and businesses in the Derry and Strabane district to promote reducing, reusing and recycling by reskilling community members through our training programmes. We have enjoyed working with organisations including Ardnashee School and College, Reach Across, Creggan Country Park, AMH – Foyle New Horizons, NI Housing Executive, CFM and ARC Fitness to name a few.



Tara Mckinney
Recycling Manager

We continue to develop our volunteering programme and have opened the programme up to local secondary school pupils applying to university to enable them to gain UCAS points to strengthen their application. We have had fantastic feedback from organisations in relation to volunteer placements and we will continue to offer this opportunity to the whole community in order to not only skill people but to give people the chance to give something back and be more involved with their local community.

In January we introduced the 4Rs Drop In Morning; every Monday morning the 4Rs offers the local community the opportunity to come together to try their hand at joinery, upcycling, crafting, knitting, crocheting and sewing. The Drop In is free and open to everyone who wants to meet new people, make friends and connect in a safe, welcoming environment. This initiative has been a huge success and has become a highlight of our week and of the participants' week and we are very proud of it.

The 4Rs team have continued to support community members throughout the year who have found things difficult and we will further develop our engagement with the NI Housing Executive to support those within our community who are most in need.

This year has not been without its challenges, the loss of ESF as a major funder in Northern Ireland, reduced replacement funding and a highly competitive application process resulted in the loss of our Active Inclusion programme and, consequently, a hard working team of highly regarded colleagues. Whilst we are all aware that this can happen within the community sector, it is never easy to lose colleagues that we have worked, and formed professional relationships, with; the 4Rs management team are committed to securing funding to develop new programmes in line with our values and funding objectives and create new roles and opportunities within the organisation.

The year ahead will be just as busy, and challenging, for the 4Rs team as we continue to promote an alternative to a disposable society by making repair education and training accessible to everyone, in order to build a stronger, waste free community and support vulnerable members of our community.

The 4Rs – For the community, by the community.

4Rs - NEW 2 YOU

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**Celebration
of Life**

Danny Quigley



About their hopes
and dreams

4RS
RECYCLING CIC



Talks to Ardnashee
Students

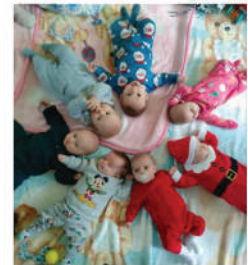


SURESTART

SureStart Shantallow is one of nine SureStart projects within the Western Health and Social Care Trust Area and was established in 2001 under the Shantallow Community Support Partnership – a formal partnership between Resource Centre Derry and Western Health and Social Care Trust, which was formed to provide “joined up services” to the community in the Greater Shantallow area. SureStart Shantallow operates across four full electoral ward including Ballynashallog, Carnhill, Shantallow East, Shantallow West and Super Output Areas 2 & 3 within the Culmore Ward, a compact urban community of approximately a three mile radius. The catchment area covered by SureStart Shantallow has seen a significant increase in social housing and the continued expansion of these housing developments has resulted in an increasing population and demand for services. Whilst the new social housing developments have provided suitable homes to families there is a distinct lack of facilities in this area and SureStart Shantallow continues to work with partner agencies to support families and address the need within this community.

SureStart aims to:

1. To improve the ability to learn
2. Improve health
3. To improve social development



SureStart Shantallow continues to deliver services at a very high standard to families during the antenatal period and for those with children aged 0 – 3 years. A wide range of services are delivered based on need and feedback from service users is monitored and subsequently used to inform planning. Families using services are registered on the SureStart database and the database is updated as parents and children attend services. Figure one shows the registration statistics and for SureStart



Shantallow for the period April 2022 to March 2023. During this period, April 2022 to March 2023, 63.7% of registered families engaged in one or more SureStart service.

Figure 1: Children, Mothers, Fathers and Families Registered within SureStart from April 2022 – March 2023.

Total Numbers Registered	Q1 Apr-Jun	Q2 Jul-Sept	Q3 Oct-Dec	Q4 Jan-Mar	Cumulative
Children	1105	1131	1123	1102	1361
Mothers	991	1004	1006	990	1187
Fathers	110	110	108	114	138
Families	991	1001	1003	991	1193
Antenatal	22	31	23	40	85

SureStart Shantallow continues to deliver services under the following categories:

- Services for parents
- Services for parents and children together
- Services for children



SURESTART

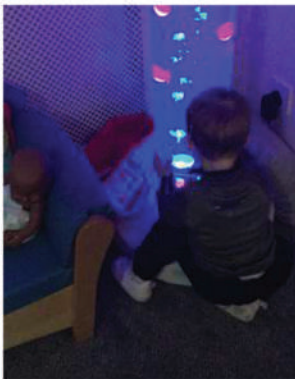


SureStart adapts a holistic approach to service delivery providing a range of family support, early years, health promotion and speech and language services, which are delivered by an experienced multidisciplinary team. Partnership is a fundamental principle of our organisation and we have established strong links with a wide range of statutory, community and voluntary agencies. A number of parents have accessed support through RCD Welfare Rights

Services. Examples of other agencies we work in partnership with include: Social Services, Family Support Team and Family Intervention Team, Gateway Team, Midwives, Dentist, Derry Well Woman, Women's Centre, Housing Executive, HURT – support for Drugs and Alcohol Abuse, G.P's, Women's Aid, Local Family Support Hub - ETHOS, Local Nursery schools and Playgroups, Core Speech and Language services, Talking to our Babies, Physiotherapists, Paediatrician and Child Development Clinic, Occupational Therapists, Family Nurse Partnership, Educational Psychology, Core Health Visiting, Derry & Strabane District Council, Foyle Food Bank, Radius and Apex.



During the period April 2022 to March 2023 SureStart Shantallow resumed normal service delivery. The removal of Covid restrictions enabled the Project to recommence all services face-to-face and return to full operational capacity. Home visits were carried out and the Project continued to provide telephone and one to one support to families. The Project delivered a range of programmes i.e. Speech & Language, Child Development and Play Programmes, Nurture Programme, Hypnobirthing, Antenatal Nurture Programme, and Perinatal Yoga. In addition, the following programmes Baby Massage, Music and Rhyme Time, and Toddler Yoga were delivered from the Skeoge Community Hub.



During this period, many families faced increasing financial pressures due to the cost of living crisis. In recognition of this and to help alleviate some of these financial pressures, SureStart Shantallow provided practical support to a number of families including : training and equipment for healthy cooking on a budget, Warm & Well Winter Packs for children and

Parent & Baby Packs containing essential items to help families prepare for the arrival of a new baby. SureStart Shantallow will continue to work to ensure family support/early intervention services are available to families in the geographical area covered by SureStart Shantallow.



SureStart Shantallow will continue to evaluate programmes and services through end of programme parental evaluations and case studies. Evaluations indicate that the support and services provided to families is valued and has had a positive impact on a health, social development and education. SureStart as a whole is a very valued service within the local community.



SURESTART MANAGER

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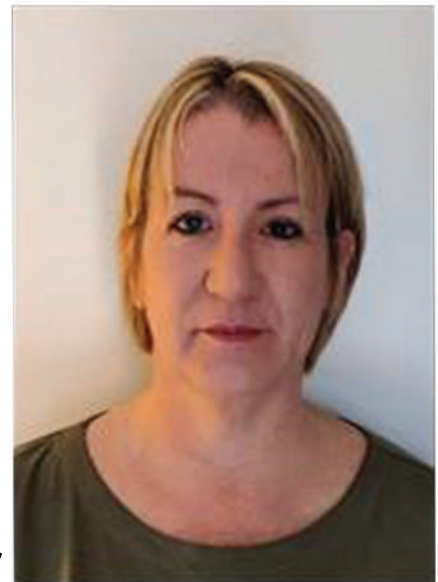
Little Amigos After Schools Group (ASG) provides children aged 5 to 11yrs from the Greater Shantallow Area with an activity based support programme that promotes their learning and enhances their social, emotional, cognitive and physical development. Referrals are received via the WHSCT Family Support Panel or Ethos Family Support Hub, with priority given to WHSCT children who are deemed to be on levels 3 or 4 of the Hardiker Model.

The ASG has capacity for 10 places per day for 4 days per week during term time. Early Years staff maintain regular contact with parents via home visits and telephone contact and encourage a reciprocal relationship that ensures regular updates are received and shared. Close liaison is maintained with social workers with any concerns being highlighted, positive feedback given and bi-monthly reports provided so clear communication is established.

Little Amigos is a valuable service that provides diversionary activities for children; responsive, emotional support for children and parents; respite for parents and Little Amigos staff maintain close links with statutory social care providers. In the past year 24 children in total have benefitted from attending Little Amigos ASG. Little Amigos also continues to be the only after schools provider within the Greater Shantallow area which is targeting children in need.



Lynne Duffy
SureStart Manager



Grania Jackson
Family Centre
Manager

HR REPORT

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In 2022-2023, perhaps more than ever, the dedication and commitment of our staff to the running of the Resource Centre Derry was evident to me, to service users and to the local community. Together, we made changes and adapted to new ways of working which were unimaginable a few years ago.

People Goals:

This has been another challenging year in respect of recruitment. Over the past two years, we have benefited from an active market, in part driven by the “great resignation” - an exodus of workers during the pandemic, - but, this year, recruitment has suffered from a fall in the volume of permanent job vacancies. At the same time, we are having to work harder to meet the demands of candidates and secure placements.

Future Plans :

As we look to the future, we want to make sure that the Resource Centre Derry is well positioned to create a workplace that enables all of us to do our best work, promotes a sense of belonging, improves our wellbeing and creates an inclusive culture. At the forefront of this effort, our contracted services with HR Team brings together the skills, experience, and leadership that will help us to grow as a great place to work and to become an employer of choice.

We will review the past year’s key initiatives and results which will enable us to structure our thoughts about successes and failures and allow us to set accurate, realistic and challenging goals as a path for the following year. This will also assist us in structuring a retrospective and follow-up plan around HR initiatives.



Adrienne Clarke
HR Manager

TREASURER / FINANCE REPORT

2023

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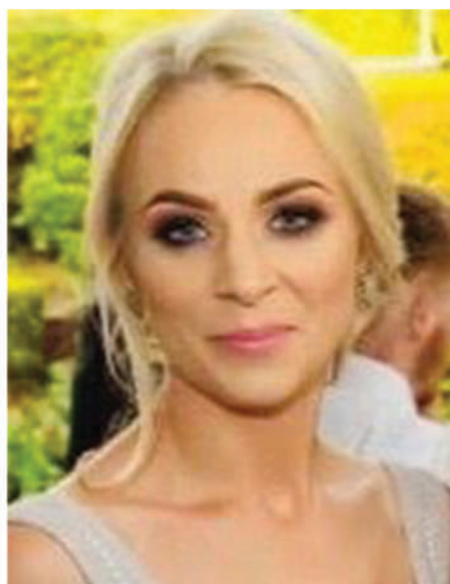
Like other community voluntary organisations, the Resource Centre is experiencing an unprecedented increase in running costs; staff costs, food costs, fuel and energy costs have all significantly increased. Most services within the Centre have returned to pre-Covid levels with an added demand for access to these services due to the cost-of-living crisis. There is a requirement for volunteers to meet this demand, but we have found a reduction in the number of volunteers that are available to supply support to the Centre.

With the increase in costs the Centre is dependent on income generated from the Community Shop, the rental of St Brigid's Hall, Private Daycare and Meals on Wheels Clients. The income from these fundraising activities has increased for same period last year, but the Centre continues to run at a loss.

Funding has remained static and continues to be vital to the operation of the Centre to finance critical community services. The principal funding sources for the Centre during the year includes Derry City and Strabane District Council, Western Health & Social Care Trust, Department for Communities, and the National Lottery. With the lack of long term and substantial funding we continue to find it hard to plan and cannot offer long term employment to staff which makes recruitment difficult at times.

The fiscal year end March 2023 ran within a projected deficit and as mentioned our costs have risen for the same period last year. This deficit will continue unless additional funding is secured or through an expansion of our Private Daycare and Meals on Wheels services to place less reliance on public funding and to support the financial viability of the Centre. Given the challenging times RCD will strive to source new funding to enhance the facilities and services available at the Centre. It is essential that we continue to monitor our expenditure monthly and reduce this where possible and to find new ways to maximise income.

I would like to thank the board, our CEO, and our Auditor Gerry Murray and Peter Barr at McDaid, McCullough, and Moore, for their support throughout the fiscal year. Thank you.



Leona Watson
Finance Manager

MEALS ON WHEELS

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Our focus this year has been on streamlining our Meal on Wheels service. By meticulously planning delivery routes, we've ensured punctual and efficient meal deliveries. Moreover, we've introduced a robust system where meals for those with specific dietary requirements are clearly labelled, ensuring the well-being of our service users. Rooted in the ethos of the "People and Communities" programme, we've endeavoured to make our services people-led, building on the strengths of our community, and ensuring we are well-integrated with other local services. Regular dialogues with the public, carers, and service users have been instrumental in refining our services.

In the past year (January – November 2023), our Meals on Wheels program has continued to serve our community with dedication and commitment. We are pleased to provide a detailed account of our activities, challenges, and achievements during this period.

Metric	Value
Meals Delivered	Over 17,900
Service Users	222

Laura has been actively involved in promoting our Meals on Wheels service. She designed a leaflet for Storm Media, which will be distributed to 30,000 homes this month, and advertisements of the service are currently being played on large screens throughout the city. This initiative aims to raise awareness and attract potential volunteers to join our cause.

Over the last year, our Meals on Wheels service has transformed from being just a meal delivery mechanism to a vital cog in the community machinery, ensuring safety, fostering connections, and building community resilience. We wish to continue the mission of our service into 2024 and continue to provide a hot, nutritious meals to those in need, particularly the elderly and infirm.



Adrienne Clarke
Meals on Wheels
Co-ordinator



Laura McNulty
Meals on Wheels
Administrator

OUR ACHIEVEMENTS & FUTURE PLANS

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Over 17,900 hot meals delivered to over 200 of the most vulnerable in our community.

Plans For The Future - Resource Centre Derry New Build.



MEALS ON WHEELS

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OUR THANKS

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THANK YOU

Declan and Staff from Fareshare, Mallusk Road Belfast.

Michael Dalton of Dalton Farm Produce.

E. Doherty and Son Ltd. Anna Marie – Community shop donator.

Mr White – Meals on Wheels donator.

Storm Media - for all there fantastic advertisement and print work

and last but not least,
every single person who has Volunteered
with in the, centre joined us at our Community Café
or group events and continues to support our services
here at The Resource Centre Derry.



Resource Centre Derry

Serving the Community since 1974