

GALLIAGH COMMUNITY DEVELOPMENT GROUP

ANNUAL REPORT 2016

In Attendance:

Chairperson: Caroline Lynch

Vice Chair: Gerry O'Neill

Secretary: Damien Mc Laughlin

Treasurer: Janet Mc Laughlin

Other Attendees:

Oliver Mc Laughlin

Lisa Clifford

Jimmy Duddy

Jackie King

Pat Browne

Invited Staff Members:

Katrina Browne

Brian O'Doherty

Kevin McCorkell

Non Attendance:

Kieran Holt

GALLIAGH COMMUNITY DEVELOPMENT (BACKGROUND)

Background to Galliagh Community Development Group: GCDG

Galliagh Community Development group was established in April 1999 to tackle the high levels of social and economic deprivation prevalent within the Galliagh area. Galliagh is a large estate of public housing located within the defined Outer North area of Derry.

The area was developed in the 1970's to house the city's expanding population. The area is an island of houses surrounded by two major roads, the Glengalliagh road and the new Skeoge link road. The area profile of Outer North area of Derry contains some 4,696 households and a population of 15,427, the area profile of Galliagh contains some 3059 households and a population of 9341. The population of Derry is estimated at 107,877 with 40,779 households.

The estate itself is quite claustrophobic, housing a marginalized community with virtually no amenities or infrastructure. This is reflected by high levels of anti-social behaviour which is compounded by the population density contained within the Galliagh area, within the Shantallow West constituency having a population density 64.68 persons per hectare, population density for Derry 2.71 persons per hectare.

Galliagh Community Development Group is a community-based organisation that has established and maintained a number of important projects and services: Good Morning Northwest & Community Maintenance/Community Safety Services and MacMillan Welfare and Benefits which is a Specialist Advice service based in Altnagelvin Area Hospital.



GOOD MORNING NORTHWEST

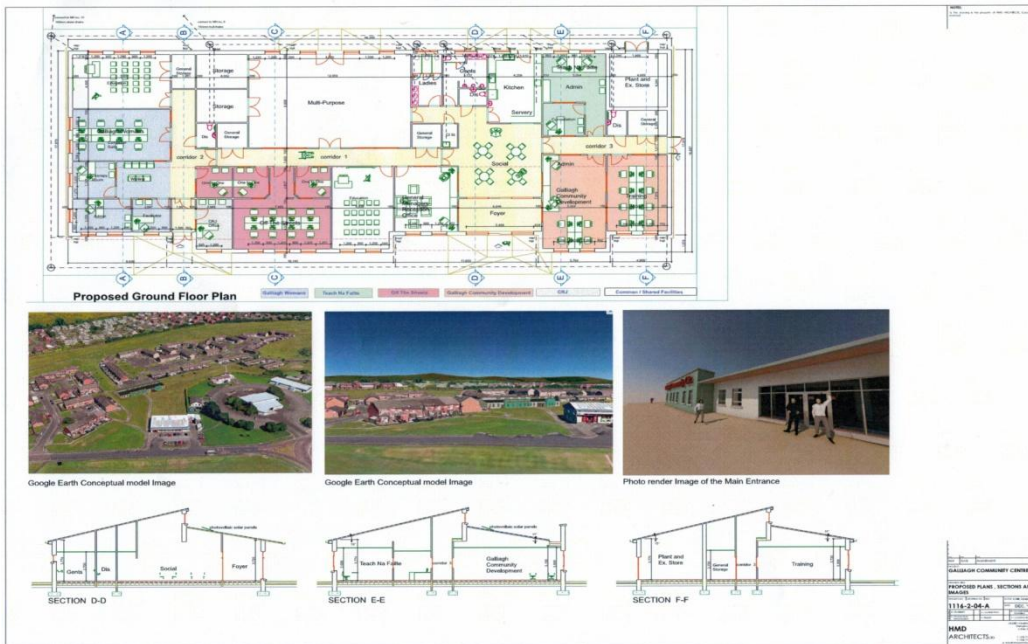
Throughout the year Good Morning Northwest has provided a befriending and support service to 284 older and vulnerable people within the community. During the period of 2016 they have made 47,506 calls to service users and received just over 7567 incoming calls from clients on various issues.

The service is run very efficiently with the help of volunteers many of whom are retired and feel they would like to give something back to the community.



Good Morning is funded by the Department for Communities.

During 2016 Good Morning Northwest liaised with Outer North in regard to a new community centre which is being built in Galliagh we have been offered floor space within this new building. We are looking forward to moving to the new premises as this will enable us to increase and enhance the services we provide. We will also be able to add to our volunteer base as the new building will be much bigger than our existing premises. We are trying to access funding for new laptops which will be incorporated into the new building.





LOTTERY FUNDED

The Big Lottery gave us a grant of £5000.00 on our Celebrate application, we held a Christmas party for clients we had a tremendous turnout with 240 people in attendance. All of our clients thoroughly enjoyed it. The event was so popular we are hoping to access funding for a similar event next Christmas.

CHRISTMAS parties



Guests of Good Morning North West pictured at their Christmas Dinner held in The Delacroix. The event was funded by The Big Lottery. (Photo - Deirdre Heaney, nwpresspics)



Sara, Rosemary and Dolores.





COMMUNITY MAINTENANCE/SAFETY INITIATIVE

The Community Maintenance/Community Safety Services were provided to 284 households throughout the year this equates to a figure of 1136 individual visits. We have also provided services to other people within the community who are not currently listed on the service. We have submitted a further Grant Application to Halifax for the running costs of this programme the application is currently being evaluated. Halifax has kindly donated running costs of £4000.00 over the last number of years for the Community Maintenance/Safety Initiative.





Northern Ireland Fire & Rescue Service

During 2016 an agreement was signed with the NIFRS who agreed to provide free home fire safety checks for all the clients of Good Morning Northwest. This has been a very successful programme as it gives our clients peace of mind in the knowledge their homes have been checked for fire risk by the appropriate authorities. Two of our clients appeared in the brochure promoting fire safety.



Good Morning received funding from the DSD for new IT equipment, Noel (Computer Warehouse) successfully installed new computers and software during the period of 2016.

Good Morning Northwest has also agreed to do a survey with clients in conjunction with Queens University on the impact the services make on their everyday lives this will commence in March 2017.

**WE ARE
MACMILLAN.
CANCER SUPPORT**



**Western Health
and Social Care Trust**

MACMILLAN WELFARE ADVICE SERVICE, WHSCT

ANNUAL REPORT

(1ST APRIL 2016 – 31ST MARCH 2017)

Macmillan Welfare Advice Service

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Altnagelvin Hosp

Glenshane Rd

Derry

BT47 6SB

Tel: 028 71296214

Email: Catherine.Curran2@westerntrust.hscni.net

MACMILLAN WELFARE ADVICE SERVICE, WHSCT

ANNUAL REPORT (TO 31ST March 2017)



Western Health
and Social Care Trust

This report covers the period from 1st April 2016 to 31st March 2017 and is divided into two main sections: 'Advice Data and Statistics' and 'Service Outcome Statistics'.

The service is staffed by 1 full time Welfare Adviser, 2 Part time Welfare Advisers and 1 part time Administrator. All staff are based in the Oncology unit in Altnagelvin Hospital.

Since 1st April 2016 the service has supported 1005 cancer patients and their relatives and carers', dealt with 2162 issues and generated confirmed income of **£3,267,157.36**. A more detailed breakdown of the operation and outcomes of the service can be found in the remainder of this report.

Advice Data and Statistics

Number, nature and source of referrals

There have been 1005 **referrals** to the service during the period covered by this report (Table 1). There is a slight drop in monthly referrals in the second quarter (231), the last quarter has seen the highest number of referrals in the period (282).

Table 1: Referrals

	Apr – Jun	Jul – Sep	Oct – Dec	Jan – Mar	Total
New referrals	251	229	220	274	974
Repeat referrals	0	2	18	11	31
Total	251	231	238	285	1005

It is notable that the gender imbalance highlighted in the Annual Report for 2015/2016 continues in the client data for this (Table 2). The client base comprised 54% females and 46% males.

Table 2: Gender breakdown

	Apr – Jun	Jul – Sep	Oct – Dec	Jan – Mar	Total
Male	113	104	118	127	462
Female	138	127	120	158	543

Source of referrals

Almost two thirds of all referrals to the service have come, as previously, from Clinical Nurse Specialists (CNS), with the highest numbers amongst these coming from the Breast (198) and Uro-oncology (135) CNS.

The most significant increase this report has been in the number of referrals made by the CNS Lung (From 78 last year to 101). Referrals from Breast CNS and Uro-Oncology CNS have continued steadily. The number of referrals from social work has slightly decreased although referrals from the Information and Support have significantly increased (from 1 to last year to 12 this annum). (Table 3).

Table 3: Source of Referrals

	Apr – Jun	Jul – Sep	Oct – Dec	Jan – Mar	Total
ONCOLOGY CLINIC	41	40	41	56	178
CNS BREAST	48	40	45	44	193
CNS HAEMATOLOGY	25	29	24	23	101
CNS LUNG	29	26	23	18	96
CNS COLORECTAL/ UPPER GI	5	4	12	15	22
CNS URO-ONCOLOGY	36	18	28	44	135
CNS HEAD & NECK	6	8	4	7	25
CNS GYNECOLOGY	13	10	12	11	46
SELF	24	25	12	39	100
SOCIAL WORKER	3	3	3	1	10
PALLIATIVE CARE TEAM	7	6	7	3	23
SPERRIN ROOM	1	1	5	5	12
WARD	2	5	1	0	8
MACMILLAN NURSE	5	5	7	6	23
HOSPICE	2	5	10	2	19
CONSULTANT	0	0	0	0	0
ESA	0	0	0	0	0
DISTRICT NURSE	0	0	0	0	0
INFORMATION & SUPPORT	2	3	3	4	12
GP	0	0	0	0	0
COMMUNITY	2	2	1	7	12
DIETICIAN	0	1	0	0	1
Total	251	231	238	285	1005

The advisers have provided support for patients with **48** different types of cancer, with patients diagnosed with Breast, Lung, and Prostate cancer frequently referred.

Patient Issues 2016/2017

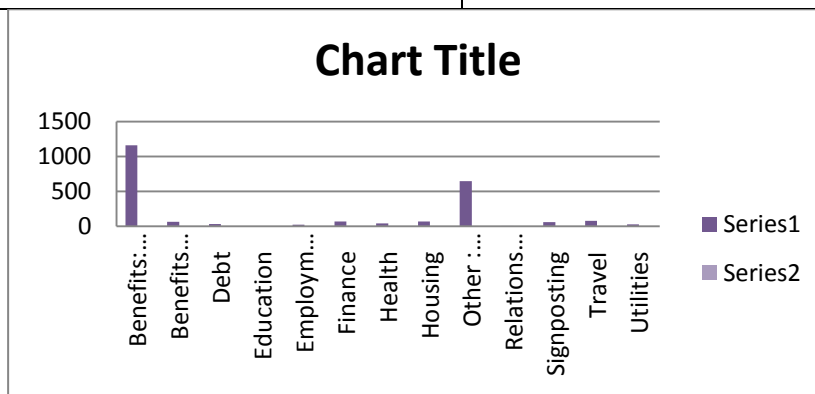
The advisers dealt with a total of **2162 issues**, all clients received a full benefit check, and advice and support has been given on a wide range of issues relating to statutory benefit entitlement and Macmillan Grants. As in the previous year, Disability Living Allowance, Attendance Allowance, Employment Support Allowance accounted for 53 % of the total issues including the newly introduced Personal Independent Payment. Macmillan Grants made up a further 30%. Other commonly raised issues included Discretionary Payments and travel (particularly Blue Badge applications).

The advisers have continued to work closely with relevant health and social care professionals in the completion of Macmillan Grant applications and the provision of

Additional medical evidence (for example, Form DS1500) where appropriate.

Issues 2016 – 2017

Issue	Annual Total
Benefits: health	1159
Benefits :Housing	64
Debt	31
Education	0
Employment	24
Finance	67
Health	40
Housing	69
Other : Charitable Support, Macmillan Grant etc.	646
Relationships	3
Signposting	57
Travel	79
Utilities	25



Time allocation, level and nature of intervention

The total number of **client contacts** was 1005, the majority of these taking place either in the Altnagelvin Hospital, Treatment room, ('In Bureau') or by the patient's bedside on the ward. (Chart one, table 6).As would be expected, given the nature of the Service, the highest proportion of interventions were at Level 3 (100%) and related to the provision of advice to clients. The increase in the number of recorded interventions at Level 1 was probably due to the fact that the Administrator records all new referrals as they come in and making appointments where necessary; (Table 7). As in previous years, in bureau/ 'face to face' continues to be most popular form of contact within the Altnagelvin Service, closely followed by telephone contact. Continuous client contact throughout the service year resulted in Telephone contacts being the highest for follow ups and contacting other departments etc., (chart 8).

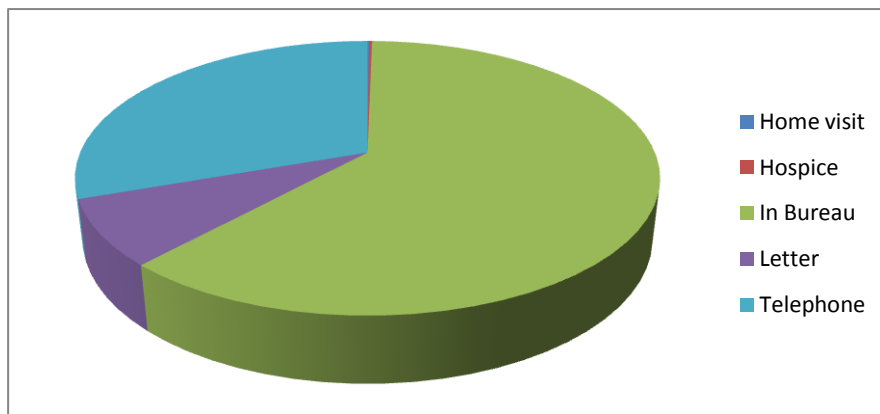


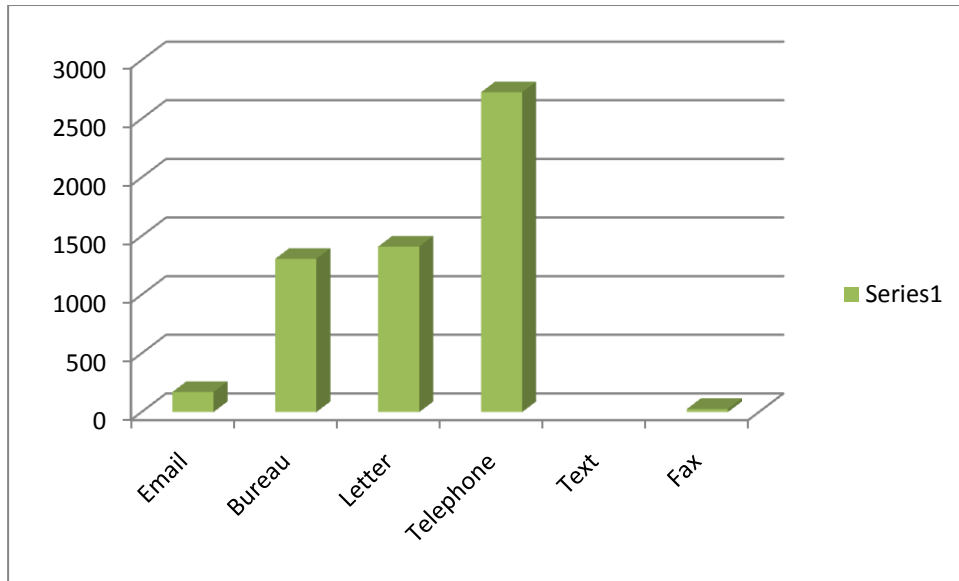
Table 6: Nature of intervention intervention

	Total
Home visit	1
Hospice	2
In Bureau	619
Letter	78
Telephone	305
Total;	1005

Table7: Level of advice

		Total
Level 1	Signposting	121
Level 2	Listening	1005
Level 3	Advice	1005
Level 4	Negotiation	0

Table 8: Client Contacts/ client issues annual



	Annual Totals
Email	171
Bureau	1307
Letter	1411
Telephone	2727
Text	
Fax	26
Totals	5642



Macmillan Service Income statistics

The total income generated during the period of this report was **£3,267,157.36**. This related almost entirely to the award of Statutory Benefits and Macmillan Grants. Non-financial service outcomes included referral to other services and the receipt by clients of Blue Badges for disabled parking rights.

Benefits awarded

The income from benefits awarded was **£2,745,692.25**, representing 84% of the total income generated. Personal Independent Payment (PIP), Disability Living Allowance, Attendance Allowance and Employment Support Allowance together accounted for around 80% of the benefit awards.

	<i>April to June 2016</i>	<i>July to Sept 2016</i>	<i>Oct to Dec 2016</i>	<i>Jan to Feb 2017</i>	<i>April 2016 to March 2017</i>
Total No Of New Cases	251	231	238	285	1005
Total No of Non Casework Contacts	44	52	61	51	208
Total Benefit Gained	£639,149.25	£708,098.20	£690,300.00	£708,144.80	£2,745,692.25
Total Gained Through one off Payments	£60,309	£124,424	£221,263	£115,469.11	£521,465.11
Total Gained	£699,458.25	£832,522.20	£911,563.00	£823,613.91	3,267,157.36

Table 9: Benefit awards - Macmillan Income Generated April 2016 – March 2017

	April - June	July - Sept	Oct - Dec	Jan - Mar	Total
Income Support	£7,604.40	£15,208.80	£15,745.60	£24,891.36	£63,450.16
Pension Credit	£14,993.75	£17,962.75	£16,844.55	£25,852.46	£75,653.51
Social Fund Grants	£13,329.00	£19,472.70	£12,774.36	£2,483.72	£48,059.78
Housing Benefit	£9,287.20	£17,046.19	£27,861.60	£16,171.20	£70,366.19
Tax Credits	£7,370.00	£4,587.96	£24,135.00	£19,836.00	£55,928.96
State Retirement Pension	£8,093.80	£9,747.40	£17,764.40	£12,402.00	£48,007.60
Disability Living Allowance	£410,115.90	£224,928.60	£87,520.20	£105,734.20	£828,298.90
Attendance Allowance	£106,990.00	£161,210.40	£139,577.67	£172,692.80	£580,470.87
Carer's Allowance	£6,458.40	£35,552.20	£25,833.60	£35,701.64	£103,545.84
Personal Independence Payment	£0	£74,536.80	£210,559.80	£189,233.20	£474,329.80
Employment Support Allowance	£45,614.40	£117,837.20	£91,228.80	£81,774.60	£336,455.00
Statutory Sick Pay	£9,292.40	£10,007.20	£15,010.80	£9,906.40	£44,216.80
Other Benefits	£0	£0	£5,443.62	£11,465.22	£16,908.84
Housing	£0	£0	£0	£572.83	£572.83
Warm Homes	£0	£7,236.00	£6,244.00	£0	£13,480.00
Charitable Support	£0	£548.00	£1,270.00	£945.00	£2,763.00
Macmillan Grants	£44,645.95	£61,009.00	£62,625.00	£64,565.00	£232,844.95
One off Payments/Pay Outs	£15,663.05	£55,631.00	£151,124.00	£49,386.28	£271,804.33
Total:	£699,458.25	£832,522.20	£911,563.00	£823,613.91	£3,267,157.36