



Annual Report 2010-2011



What do people say about EGSA?

98% of clients were satisfied or very satisfied with the service they received from us

“ EGSA removed the road blocks I was constantly facing. ”
(EGSA client)

“ The guidance I received was just what I needed. ”
(EGSA client)

“ I am motivated, more confident and now enjoy learning. ”
(EGSA client)

Foreword and Overview

This year marked the end of a long period of government grant aid for EGSA. Changes in the Department for Employment and Learning's (DEL) requirements led to the award by DEL of a total of £1.8m for a 3 year period, to deliver Outreach Adult Careers Guidance Services only to people living in Neighbourhood Renewal areas and employees facing redundancy.

Previously, EGSA had been contracted by DEL to deliver "*Information, Advice and Guidance services to connect adults with learning*", with an average annual grant of c£1.2m, to people across N Ireland. A major restructuring programme was implemented in 2010 which inevitably led to redundancies among some of our highly skilled and experienced advisers.

Committed to the view that engagement in learning and skills is dependent on a range of abilities (including literacy and numeracy, financial capability, digital awareness and health literacy); EGSA has, for many years, been actively working in strategic partnerships, making our unique skills available to enable people to identify and realise their full potential.

This year, operating on a social enterprise model, we have had opportunities to:

- support people with additional barriers such as disability or lack of information on financial implications

- assist employers to improve performance and profitability
- enhance the lives of older people through digital inclusion

We were delighted to be invited to be the NI partner in the UK Money for Life programme. This has led to a unique and rewarding collaboration with Lloyds Banking Group/Halifax to find community-based solutions to the very real issue of financial education.

More information on all of our activities can be found throughout the report.

We do not underestimate the challenges in the coming years but are cautiously optimistic about the future. A new Chief Executive will lead EGSA from January 2012 as Eileen Kelly retires after a long and fulfilling career. The new Chief Executive will have many advantages – a committed, adaptable staff team; a skilled, imaginative management team and an incomparable Board of Directors. Thanks to all of them and to all our partners for their continuing interest in and support for EGSA.



Martin Howell
Chair



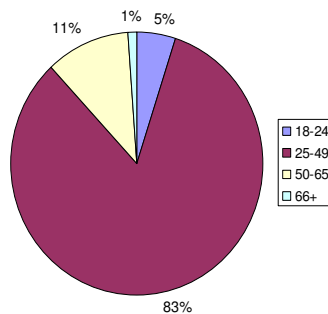
Eileen Kelly
Director

How many people did we reach?

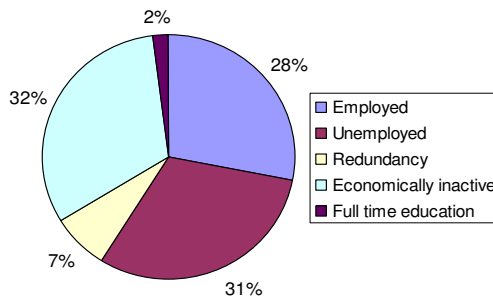
EGSA's services were delivered to almost 5,000 people through a wide range of services including:

- Individual guidance sessions
- Guidance workshops
- Redundancy clinics
- Realising and Developing Your Potential programmes
- Keep it Clear – communication training workshops
- Financial Capability programmes for practitioners and learners
- Essential Skills Signposting training for managers

Age



Employment Status



Have we made a difference?

Client surveys are conducted by EGSA to track progress and measure quality of service. The surveys showed that:

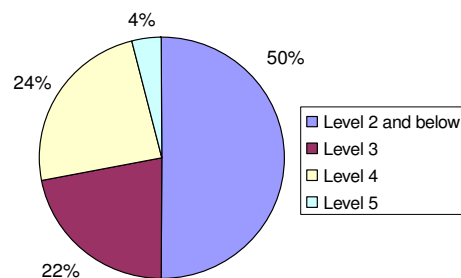
- 28% had started a job
- 43% had started a course
- 98% were satisfied or very satisfied with the service
- 93% felt more positive about learning generally and were more likely to engage in learning
- 90% were clearer about their work goal and how to achieve it

Have we made an impact?

A survey of Neighbourhood Renewal (NR) organisations revealed that:

- 94% were satisfied or very satisfied with the service they received from EGSA
- 88% indicated that EGSA's service was beneficial or highly beneficial to their organisation
- 94% agreed that EGSA's support complements their own service and learning activities.

Highest Qualification



Providing opportunities for people to realise their potential

Throughout this report, we have featured examples of EGSA's service users and demonstrated evidence of EGSA's impact.

“ Since meeting with the EGSA adviser I have enrolled on a few courses. I have applied to do an OU course and have also enrolled in my local college and will be doing a Cisco course, building computers, so thank you. ”
(EGSA redundancy client)



(Pictured: Rosemary McKenna, EGSA Adviser)

Lee, from Coleraine, was diagnosed with dyslexia as a child but received little learning support afterwards. He has a young daughter and had recently been made redundant from a cleaning job. He had tried hard to find other work but, lacking qualifications, met with little success.

Following encouragement from staff at his daughter's crèche, he met with an EGSA adviser to consider his options for childcare training. Lee then spent a year on a placement in a crèche and gained IT qualifications. After a further meeting with the EGSA adviser to discuss his next steps, he enrolled on an NVQ in Childcare.

This strengthened Lee's determination to become a positive role model for young children who lack male authority figures. Towards the end of his training he successfully gained a paid temporary post supporting 2 year olds.

Lee is determined to build a career in childcare and is about to enrol on an Essential Skills Literacy class so that he can develop his reading and writing skills.

“ The EGSA adviser helped me to form a picture of how my career could develop, not just today but 4 or 5 years into the future... EGSA deal with you as a unique person, they help you to think about your individual personality and skills when you are planning studies or a career. ” (Lee)

“ What is memorable about the groups we work with is their level of commitment to creating a more positive future for themselves. ” (EGSA Adviser)

Depaul Ireland is a dynamic cross border charity helping homeless and disadvantaged people move forward to a more positive future. EGSA advisers have helped facilitate their “Drive Ahead” project. It aims to provide pre-employment and life skills training to help disadvantaged young people living in North and West Belfast.

EGSA supports the project by delivering a range of training modules, such as Opportunity Knocks and Interview Techniques.

“ young people...were helped to reach their potential and we saw increases in their self belief. Work was carried out in a professional manner that helped in meeting overall project targets and objectives. ”

(Brian Weldon, Project Manager, Depaul Ireland)

Klara is from Poland and worked as a volunteer at her local Surestart Centre. She was keen to apply for the job of support worker at the centre.

With EGSA's assistance Klara enrolled on an employability course at her local women's centre. Klara also benefited from attending EGSA's Creating Opportunities Toolkit modules; covering job search, CVs and interview skills and a 1 to 1 session with her adviser.

Klara's self confidence rocketed: she was successful at interview and took up full time employment at the Surestart Centre earlier this year. Klara was very appreciative of the support she received, in particular the strong partnership approach shown by EGSA and the network organisations it works closely with.

“ Working with EGSA boosted my confidence as I didn't have much experience of attending interviews in Northern Ireland and wasn't sure what to expect. The feedback on my mock interview was brilliant; it really helped me to secure this part time paid role at Surestart. ” (Klara)

Conor, from Belfast, is a stay at home dad but wanted to return to learn. He met with an EGSA adviser and they discussed his current interests, skills and experience. During their session, it was clear that Conor had an aptitude for science and they explored various course and qualification options.

“ When I met the adviser, I was very nervous because I didn't know what to do...I wish I had met her when I was 16 and in school, I would be someone else with a career right now...She put me at ease in the interview and made everything easy to understand. I am so focused now on what I want to do with my life. ” (Conor)

Annie returned to Coleraine after several years living abroad, found work in a local café but wanted to improve her career prospects. She enrolled on an Access course at her local college with the intention of progressing to higher education but had no definite career direction.

She heard about EGSA in the community centre where she volunteered as a youth worker and arranged a 1 to 1 guidance session with her local adviser.

She found the guidance session useful in helping her identify an interest in Social Work and she subsequently applied for the Social Work degree. She received further support from the adviser to compose her Personal Statement, to understand the complexities of student funding support and to prepare for interview. Annie was delighted to hear that she had been offered a place on the Social Work degree programme.

“ The adviser gave me lots of ideas to think about regarding my future, and she also helped me look at other jobs that may interest me and what training I may need for them. ” (EGSA redundancy client)

EGSA's Essential Skills Champion



The Essential Skills Awards Ceremony in Hillsborough Castle last year was a great event

which recognised and celebrated outstanding achievement in literacy, numeracy and ICT learning.

EGSA was delighted and very proud when Ann Osborne (pictured) was designated Essential Skills Champion in recognition of “the outstanding contribution by an individual to the Essential Skills agenda.”

Ann has been with EGSA for over twelve years. She is passionate about adult learning and improving access to learning for adults who missed out on formal education. Widely respected by her peers and work colleagues, Ann is committed to ensuring the learner's needs and interests are at the centre of everything she does and that commitment constantly informs her work.

Improving performance in the workplace

“ As a Trust we know anecdotally that development for staff increases personal confidence and self esteem, which impacts positively on competence in the workplace. This improves patient and client experience. Through Realising Your Potential (RYP) we now have evidence from the nursing support workforce that increased confidence results in workplace competence and progression. This has led us to incorporate RYP as part of the Band 3 Healthcare Support Worker induction and development programme. ”

(Linda McElroy, Vocational Learning Team, Belfast Health & Social Care Trust)

In February 2011 EGSA delivered Realising Your Potential workshops as part of a development programme for Health Care Support Workers, in association with Belfast Health & Social Care Trust (BH&SCT) and Belfast Metropolitan College.



(Pictured: Trust staff with their certificates)

Thirty three Trust staff successfully completed RYP as they worked towards achieving their Level 2 Certificate in Working in the Health Sector and an Essential Skills Communication programme. The success of the programme has led to more Trust staff signing up for RYP workshops.

“ I didn't realise how many skills and abilities I had until I did this. ”
(RYP participant, Belfast Health & Social Care Trust)



Launching BH&SCT's Supporting Belfast – A Strategy for Inclusiveness in Learning and Development for Support Workers

(Pictured: Key partners in the Support Worker Learning Agenda: (l-r) Marina McCarney, BH&SCT; Marie-Therese McGivern, Belfast Metropolitan College; Pat McCartan, BH&SCT; Colm Donaghy, BH&SCT; Paul Donaghy, Beeches Management Centre and Eileen Kelly, EGSA)

Growing personal financial confidence, literacy and capability



(Pictured: Martin Howell, EGSA Chair; Jim McCooe, Halifax NI at the Money for Life Launch)

Money for Life is a financial capability and personal money skills programme, targeted at the Further Education, Adult and Community Learning sectors. The programme provides tutors, practitioners and support workers with the skills they need to talk confidently about money management and to support their learners to stay out of debt and save for the future.

Through its Lloyds TSB, Halifax and Bank of Scotland brands, Lloyds Banking Group has invested £4 million over two years and the programme is delivered through a partnership model in the four nations of the UK. EGSA is working with the National Skills Academy for Financial Services and Toynbee Hall in England; Scotland's Colleges; CollegesWales and the National Training Federation for Wales.

“My job involves helping women involved in the criminal justice system get back into training, education or employment. I have been in post two years, over which time I have made numerous contacts with EGSA with regards to gaining up to date information on accessing the education system for adults.

(Adult education) is a minefield when it comes to funding, grants and benefits. Most of my clients are on health related benefits, are single mothers and have been out of the system for a long time. However, I have always got the answers and information I needed from EGSA,

particularly Paulette Lennon, who has a wealth of information and is extremely helpful. Without this service it would take me three times as long to find what I need.”

(Eileen Havern, Employment Support Officer, NIACRO)

Improving workplace communication



(Pictured: Keep It Clear training with VOYPIC staff)

Keep It Clear, EGSA's plain English training programme, aims to help organisations produce clear, easy to read information and get the right message across to clients and the general public.

Recent sessions delivered to VOYPIC (Voice of Young People in Care) were designed to meet the specific needs of their staff and client group. Participants enjoyed the interactive, hands on approach.

“Very useful and will benefit VOYPIC as an organisation.”
(Development Worker, VOYPIC)

“Clear and thought provoking training.”
(Development Worker, VOYPIC)

Encouraging engagement of deaf adults in learning and increasing the number of deaf tutors and interpreters

Support for adults who are deaf or hard of hearing continues through the Big Lottery funded Healthier Lives programme.

As lead partner of the Deaf Communications Infrastructure (DCID) Project, a new cross border programme funded by Interreg IVA, we have been working with Signature and Further Education providers to encourage engagement of deaf adults in learning and to increase the number of deaf tutors and interpreters.



Colleen (pictured) is a mother of five who had a long break from education. She met with Roisin McGonagle, EGSA's Healthier Lives Adviser, to discuss what

to do next, as she was really keen to get back into learning and develop a career.

Colleen had always been interested in counselling but was not sure what steps to take. She is passionate about becoming a counsellor, particularly as she feels there is a great need for deaf counsellors to counsel other sign language users. Roisin advised Colleen on her course options and suggested she get some voluntary experience.

Colleen has since completed a Level 2 Award in Introduction to Counselling Skills. She has applied to study for a Certificate in Counselling in September. She also regularly volunteers for Action on Hearing Loss.

“ Roisin has been a fantastic help! I don't know what I would have done without her. She took me through what to do next, step by step. I really enjoyed the counselling course and am excited about doing further courses. ” (Colleen)



Launch of the Deaf Communications Infrastructure Project (DCID)

(Pictured: Attendees at the launch of the DCID project – funded under the European Union's INTERREG IVA Programme)

Finance

Statement of financial activities (incorporating the income and expenditure account)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
Incoming resources				
Incoming resources from generating funds:				
Voluntary income	225,217	798,844	1,024,061	1,152,854
Investment income	73	-	73	226
Other incoming resources	63,250	-	63,250	9,117
Total incoming resources	288,540	798,844	1,087,384	1,162,197
Resources expended				
Charitable activities	(217,568)	(719,444)	(937,012)	(1,154,032)
Governance costs	(1,033)	(12,094)	(13,127)	(42,798)
Total resources expended	(218,601)	(731,538)	(950,139)	(1,196,830)
Net incoming/(outgoing) resources for the year	69,939	67,306	137,245	34,633
Reconciliation of funds				
Total funds brought forward	311	150,996	151,307	185,940
Total funds carried forward	70,250	218,302	288,552	151,307

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Andrea Brown (Head of Finance, through a Shared Services arrangement with Disability Action)

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