

Social Inclusion and Community Activation Programme 2018-2022 (SICAP)

LDC Annual Progress Report 2020;
Waterford City & County (24-1)



Rialtas na hÉireann
Government of Ireland



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Waterford Area Partnership CLG



Annual Progress Report 2020

1. Please describe how COVID-19-19 has impacted the needs of SICAP beneficiaries.

SICAP LCGs identified key challenges in maintaining engagement with members remotely; changing programmes and supports in line with guidelines; volunteers cocooning; digital divide through literacy and broadband access and impact of social and rural isolation reinforced by Covid-19-19.

Mental wellbeing due to social isolation was the main impact for those deemed vulnerable especially people with disabilities and older people. Families from Roma, Traveller and Migrant communities experienced additional difficulties due to accommodation and financial issues, maintaining infection control and literacy i.e., Covid-19-19 information access.

Of the 65 LCGs supported by SICAP

- ✚ 75% are totally voluntary based and rely on SICAP staff and resources for support with administration, governance, grant applications etc.
- ✚ All are led by voluntary boards of Trustees with 25% of groups having legal responsibilities for staff, finance, governance etc.
- ✚ Trustees found 2020 challenging in managing the impact of Covid-19-19 on their members, volunteers and staff and in meeting their governance requirements. The impact of assessing risk, HR issues, adapting facilities to guidelines, managing programmes and community expectations required additional time.

Funding for communities provided much needed supports however some groups did not meet grant criteria. An example of this was the DRCD Covid-19-19 fund for groups who lost 25% of income due to lack of fundraising and rent of facilities. Many community facilities, especially in rural settings, did not meet the criteria to submit an application and struggled to fund ongoing costs such as insurance, utility bills etc.

Social Enterprise. WSEN meetings organised to support social enterprises during first Covid-19 lockdown indicated that the majority with a physical space were closed due to restrictions but providing remote support to participants or engaged in Community Call activities. As Enterprises they were not eligible for the trading online voucher through LEO. Mentoring support to LCG based social enterprises and social entrepreneurs has been delivered by SICAP remotely or face to face during the lifting of some restrictions during the Summer months. The importance of digital marketing and engagement is emphasised and was supported by online training to WSEN members and SICAP registered S/Es on website development, branding and social media.

SICAP Community Education/Social Enterprise Development Hat & Head-dress Making Workshop for Migrant Women. Following on from a collaborative programme in 2019 with Waterford Integration Services, which aims to develop target group skills towards the development of a social enterprise focused on meeting the needs of migrant women through craft, a hat / head-dress making workshop had to be cancelled due to the problems with training delivery which would not be possible across video call. It is intended that this programme will now commence in 2021.

SICAP Employment interventions for IBs. Although referrals of individuals were significantly down on previous years, contact with SICAP was made regarding upskilling possibilities during this time. Those newly jobless because of Covid-19 were keen to get back into the workforce as soon as possible and were looking for grants to access training during lockdown. Because of restrictions, accessing courses was only available online and this in turn highlighted numerous issues relating to ICT infrastructure, hardware and software access and capabilities.

SICAP Enterprise interventions for IBs. The number of referrals from DEASP understandably dropped due to COVID-19-19 and lockdown restrictions and there was genuine apprehension about recommending people for the BTWEA. Clients were encouraged to make the best use of their time by signing up for online training courses.

Clients, particularly those in start-up, were extremely concerned about the loss of earnings from their businesses and some sought advice on how to deal with their financial commitments. Many had to cease trading during each lockdown i.e., those working from home or with mobile businesses could not enter their client's home or clients could not enter their home for services such as massage, beauty treatments, personal training etc.

The impact of Covid-19-19 was very severe in some rural areas due to a dependence on tourism. Service businesses (hair and beauty and food) were affected badly in both urban and rural areas. Some businesses continued to trade though at a reduced level, others completely stopped trading and the loss of momentum will be a challenge to restarting. It is felt that some business sectors will be slow to recover. Some clients contacted were very optimistic and are looking at technology to help them generate online sales and some have training needs as a result.

Evidence that clients needed to develop a website, and uncertainty about how to proceed relating to BTWEA/STEAs are among the main problems but worryingly complete loss of self-employment income is the significant issue for most. There was a concern with some clients that the clock was counting down on their BTWEA even though they could not trade and some were not clear on what level of PUP payment they could access. Some clients also found that it was taking longer than expected to go through the BTWEA process due to pressure on resources during lockdown within

DEASP. Trades people who were becoming self-employed in the construction industry were most affected.

2. How did SICAP respond to these needs, what approaches were used? When providing your answer, please reflect on how the programme's Horizontal Principles underpinned the response.

Local Community Groups. LCG volunteers and staff played a key role in reaching out to those isolating due to Covid-19 and raising awareness of the challenges being experienced within their communities.

SICAP supported LCGs to address local needs by:

- ✚ Linking with Waterford Food Bank to provide and distribute weekly food parcels to disadvantaged children and families, arts materials for children, information to support families to avail of local services and online supports.
- ✚ Engaging with Waterford Community Call to respond to daily needs, disseminating leaflets and information to raise awareness of local supports and national online campaigns. In early December Waterford Community Response Forum members collated lists of all community groups, and contact was made through phone calls, emails and social media to encourage groups to maintain their support to those who were socially isolating. LCGs were contacted by SICAP staff to gain insight into local needs and identify gaps in supports. It was evident that most communities were providing neighbourhood supports to ensure people had essential items, and through calls to support those experiencing social isolation. At a recent Waterford Community Response Forum meeting it was acknowledged that calls to the helpline had dropped (only 7 in week before Christmas) due to ongoing community supports within local areas.
- ✚ Accessing funding for local community responses e.g., meals on wheels, adapting community facilities, care packs for those experiencing social isolation. LCGs were supported by SICAP staff to submit grant applications to Waterford City & County Council based on DRCD Emergency Fund, Community Enhancement Programme etc.
- ✚ SICAP LCG Grants were distributed to 39 groups. Of these 18 provided care packs within their communities; 10 were supported with PPE and signage to adapt community facilities in line with Covid-19-19 guidelines and 5 applied for IT equipment supporting SICAP target groups to access online information, health and wellbeing programmes etc.

SICAP led actions included.

SICAP Community Arts Project – 6 LCGs engaged with a community artist who facilitated the arts project during September and October with a theme of Hope.



SICAP target groups who participated included people with disabilities, disadvantaged children and families, older people, new communities and disadvantaged young people from both urban and rural communities. Each group worked collectively on a figurine which was cut into pieces to enable each participant to create their reflection of Hope. Through small group work, adhering to relevant guidelines, participants had conversations on Covid-19 and its impact, especially with regard to social isolation and wellbeing. Figurines were linked together to create a display in a local shopping centre, and it is hoped to bring participants together in early 2021 to present their figurines within their community facilities.

SICAP Risk Assessment Support. 26 LCGs, in urban and rural settings, availed of a Health & Safety Consultant engaged by SICAP. LCGs identified supports needed to adapt premises and to undertake risk assessments. Visits to community facilities, the provision of templates and guidance from the Consultant provided invaluable guidance to the groups in adapting facilities and programmes, updating policies and procedures, and meeting insurance requirements.

At risk groups – SICAP staff delivered weekly food parcels from Waterford Food Bank to 12 migrant families on a weekly basis from April to December. Staff also supported a local secondary school to deliver food parcels in June to 18 families in disadvantaged communities. Traveller families were supported with the delivery of care and food parcels in June in both Waterford City and Dungarvan. SICAP supported food and care parcels to 20 Roma families for a 12-week period from March to June.

Advice & Mentoring – SICAP staff played a key role in providing one-to-one support to community leaders. Ongoing working relationships with LCGs were strengthened by maintaining contact and provided 'a port to call' for community leaders when struggling with personal and community issues. Many voluntary community leaders were supporting members through extremely challenging times, particularly with regard to social isolation and mental wellbeing. Volunteers found this difficult, especially in making decisions to cancel activities and programmes which play a vital role in supporting people. SICAP staff provided a 'listening ear' for volunteers to allay concerns and look at alternative solutions.

Collaborative Approaches

SICAP staff actively engaged with partners to respond to Covid-19-19 at a local and county-wide level.

Waterford Community Response Forum: with approx. 32-member organisations/agencies, weekly meetings were held to highlight local needs and promote national campaigns. Working Sub-Groups focused on, social isolation, the Community Call Helpline & voluntary groups, communication campaigns, digital and educational responses. SICAP engagement on the Forum and Sub-Groups advocated on issues affecting local communities and target groups such as accommodation for Traveller and Roma families, provision of food parcels for those experiencing economic disadvantage, the impact of social isolation and digital inequality on the capacity of groups and individuals to access online supports. SICAP promoted all information from the CRF especially with regard to funding available and the Community Call.

Healthy Waterford: SICAP engagement supported local initiatives with successful outcomes including a 12-week local radio campaign to promote local supports such as parenting support for families, sport activities and mental wellbeing programmes; 50 care packs distributed to Traveller, Roma and Migrant families; 86 care packs delivered to vulnerable people identified by Public Health Nurses; workshop held in February on Sustainable Development Goals.

#InThisTogether; This report was a specific initiative, initiated by Healthy Waterford and SICAP on behalf of Waterford Community Response Forum. The report highlighted positive stories of programmes and supports provided during March to September in response to Covid-19-19. SICAP LCGs engaged with the report, including Roma and Traveller organisations, where key issues of accommodation and social distancing were identified. The report was discussed at a specific CRF meeting with agencies acknowledging supports needed and the report was distributed to relevant agencies.

The Wheel Community Champion: A SICAP staff member engaged with the national network and attended meetings, highlighting local issues, disseminating information and providing weekly reports. A letter of recognition for local community actions was received from President Michael Higgins

Social Enterprises & Social Entrepreneurs; Support was put in place for S/Es to adopt digital marketing approaches. Training was instigated in website development, branding and social media for social enterprise to support their engagement with consumers and to build brand awareness. A key concern was the lack of access of social enterprises to avail of the online trading voucher for business through LEO.

WAP/SICAP provided ongoing information regarding supports available to groups and individuals during Covid-19 and organised online network meetings for those S/Es in operation to share information.

Engagements with regard to S/E developments in some communities (e.g. Traveller Community) were put on hold due to the immediate needs of the target group regarding housing, health and welfare.

Engagements with other S/Es moved to online mentoring and plan development.

SEs that have a parent LCG were engaged in local response planning through the Community Call.

Personal Development

Waterford Women's Creative Cocoon; SICAP collaborated with WWETB to form Waterford Women's Creative Cocoon, a social network for women across the county. The aim of this partnership was to share resources and maximize participation whilst combating social and rural isolation throughout 2020. To date there are 208 members of a Facebook private group and over 100 individual beneficiaries received a variety of interventions including mask making, art kits, on-line mindfulness, interactive quizzes. A documentary "Divided but United" was also completed which reflected on the women's' experiences of lockdown. *Access to the video available on request.*

Creative Communities: Creative Communities was set up by SICAP in quarter 4 in collaboration with WWETB, Healthy Waterford, Social Prescribing Waterford and Garter Lane Arts Centre. The purpose of this collaboration was to provide and deliver Painting by Numbers kits to SICAP target groups who were cocooning or cut off from regular service provision due to COVID-19-19. 30 individual beneficiaries under SICAP received kits, and overall, 180 kits have been distributed across Waterford to nursing homes, Active Retirement groups and young males. It is anticipated that a virtual art exhibition will take place in quarter 1 of 2021.

Education Supports.

The Education & Lifelong Learning action worked with two colleges (one city & one county) offering PLC Courses to deliver Pre-College Workshops to students returning to education. These students had been early school leavers, experienced unemployment and some had lost employment due to Covid-19-19. The workshop helped to alleviate the fears of returning to education and provided a forum for discussion of concerns and college expectations.

Children and Families

SICAP has continued to work with WIT to engage DEIS schools in the South East Science week. However, this year as a result of COVID-19-19 SICAP reached out to families in Direct Provision to ascertain their needs. SICAP responded by working alongside WIT to extend their provision of virtual workshops along with fun, interactive science kits for all the family to enjoy.

Employment Supports.

For the most part construction sites remained open in 2020. Under Covid-19 guidelines some training could be delivered; Health & Safety and Manual Handling & Safe Pass programmes were held across the city and county. It is worth noting that because of changing Government directives, programmes had to be cancelled and rescheduled on a number of occasions. Access to the availability of venues was a big issue as some had to close at very short notice whilst many could not accommodate social distancing guidelines.

In December, a Virtual Career Planning workshop was delivered to people looking for the tools in which to identify, apply for and interview during lockdown.

Self-Employment Supports

Financial supports (including extended BTWEA and ESG) will be required to rejuvenate and stabilise the self-employment sector. It is felt that the lack of spending will affect cash-flow for self-employed businesses and micro enterprises. Many clients are worried that they will not be in a position to restart once things get back to 'normal' and fear that their customers will not return because a lot more people are now shopping online and there are also individuals offering services illegally in the marketplace at lower prices. Those who may not return to self-employment will, most likely, require employment and upskilling supports.

2.1. Please briefly describe the cross-programme, integrated approach that SICAP utilised during the COVID-19 response (half a page)

SICAP responses pre-Covid-19 were, in general, collaboration based and integrated, this continued during 2020. Particular examples can be found above. In addition:

The Waterford Women's Creative Cocoon is an example of a cross goal integrated and collaborative action that used innovative responses to addressing social isolation and individual wellbeing.

Waterford Food Bank; working with WFB SICAP staff

- Delivered weekly food parcels to 15 migrant families on a weekly basis from April to December.
- Distributed 496 school kits to SICAP LCGs and their families who had primary and secondary school pupils. The school kits were provided by Waterford Food Bank who received the kits as part of a national programme under the Fund for European Aid to the most Deprived (FEAD) Programme. SICAP target groups who benefitted included Disadvantaged Children and Families, Disadvantaged Young People, Migrants, New Communities and Roma families.



Delivery of School Kits Sept. 2020

- ✚ SICAP supported Waterford Traveller CDP families with delivery of care and food parcels in June in both Waterford city and Dungarvan. Through Atelier Roma Project food parcels were provided to 20 Roma families for a 12-week period from March to June.
- ✚ SICAP actively collaborated and participated with local and national Covid-19-19 structures in advocating on key issues for SICAP target groups and in implementing actions across the city and county. Working relationships developed over past years with key stakeholders came to the fore during this time and had a very positive impact in creating responses within a short timeframe.

Education Supports; Being unable to travel around the county when the 5km restrictions were in operation meant that SICAP cross goal work was extremely important in enabling identification of local needs and this worked well in the delivery of lifelong learning programmes in local communities. Wicker workshops were delivered to people with disabilities, in their bubbles, as they were not able to access online courses or courses in their communities. Horticulture Tool Safety was delivered to a resident's group who had acquired an allotment in their community and were eager to begin preparing the site for use.

Employment Supports; The participants of Ceim Eile (Problem Substance Use) live in one household and because of this we were able to offer group training supports e.g. Manual Handling, Safe Pass, HACCP with slightly fewer Covid-19 restrictions.

2.2. What type of work did LCGs and SEs (supported by SICAP) undertake in the community in response to COVID-19-19? Please provide 1 or 2 examples.

The Atelier Roma Project delivered weekly food and care parcels to Roma families from March to December were provided by SICAP from April to June. Initial work with 15 families led to an increase to 23 families by May as new contacts were made. The project distributed information on infection control and supports available and advocated with services on emerging needs. The HSE Social Inclusion Unit acknowledged SICAP support and immediate response to the project as being a critical factor in Roma families adhering to the guidelines. The community had its first Covid-19-19 case in September with minimum cases since, which the HSE stated was not in line with other statistics for the Roma community. Based on the SICAP approach other funding e.g., HSE and DRCD Emergency Fund was accessed by the project to maintain weekly deliveries to the end of the year

Melleray Community Group started a meal on wheels programme in April which supported 40-50 people in rural areas. By availing of a local community facility, meals were prepared and delivered by volunteers and Gardai on a 7-day basis from April to September. This resumed in November due to a new lock down. The programme was totally voluntary, with funding from SICAP and Waterford City

Council plus donations to maintain the service. One local volunteer who was coordinating the programme reported that he had met people down laneways who he did not know lived there and he had been in the community for 50+ years. They also supported people with deliveries of groceries, medication, pensions, fuel etc.

Social Enterprises: Cill Barra Sports and Leisure Centre moved to online workout sessions to provide health and wellbeing support. Ballybeg Greens provided online contact for veg box delivery to maintain and build their customer segments.

3. How did your ways of working change, following the outbreak of COVID-19?

Goal 1. Our day-to-day work changed significantly as we could not meet directly with LCGs and community leaders to provide supports. Online supports were challenging as many LCGs did not have the required ICT to hold meetings, and for many digital literacy and broadband access were additional difficulties. Actions were adapted to provide LCGs with information on local responses and national campaigns. However, by November many LCGs stated that they were fatigued with emails, zoom calls and phone supports when they were focusing time and resources on supporting members and those within their communities affected by Covid-19-19.

Social Enterprise training supports delivered online, WSEN meetings delivered online and social enterprise mentoring delivered online.

Personal Development and Wellbeing, a social network was formed on Facebook, so supports could continue to be delivered through online workshops, videos, tutorials and interactive quizzes and competitions. There was great uptake throughout the year with over 208 members joining the private group. Registrations with new IBS were done over the phone and information on activities was circulated by email and WhatsApp to community leaders. A newsletter was specifically devised to reach those women who were not on Social Media and 400 copies were distributed across women's groups in Waterford.

Education and Lifelong Learning programme numbers were reduced in most cases by 50% due to Covid-19 Restrictions, and this was a challenge with costs remaining the same for the delivery. We liaised with individuals by telephone for education and lifelong learning supports.

Employment Support; For the most part in 2020 discussions and registrations took place over the phone. Whilst under usual circumstances a Training Schedule would be developed for the year, trying to slot in training programmes in between an ever-changing list of restrictions was very challenging. Both tutors and venue managers were very flexible with the ongoing changes, but it was not always easy to get hold of training participants to keep updated as necessary.

This worker worked with the Foodbank once a week to deliver food hampers over the summer.

Business Supports were provided online via video calls or over the phone for those who could not or did not want to use video calls. Online platforms such as Zoom and Webex made it possible for enterprise staff to work from home and it was also great for providing enterprise training and connecting with self-isolating individuals, particularly those in rural areas.

When enterprise staff returned to the office during times that restrictions were lifted video calling was still used, particularly with clients who were concerned about meeting in person.

4. Please outline the challenges faced this year, as a result of COVID-19-19. Were you able to overcome any of these challenges? If so, please describe.

Goal 1; most of our planned actions were cancelled e.g., meetings with LCGs, network events, community engagement events. The Community Arts Project during September and October supported community engagement however this was affected by the next lockdown, so the launch was deferred.

Collaborative structures also experienced challenges. Key examples are

- ✚ Waterford Migrant Integration Strategy 2020-2023. The final strategy was presented in February for amendment and presentation to Waterford LCDC for approval. Due to Covid-19-19 this was delayed. In November, the Working Group resumed discussions, and actions will be prioritised for 2021.
- ✚ Waterford Traveller Interagency Group Needs Analysis commenced in late 2019 with a completion date for May 2020. Due to Covid-19-19 focus groups with the community were deferred and this impacted on the submission of the final draft. The needs analysis was supported through collaborative funding, including SICAP funding, with a key aim to develop a strategic plan based on needs identified.

Personal Development & Wellbeing; a woodwork programme was cancelled and did not re-start as the participants were attending day services for adults with disabilities and restrictions meant that outside tuition was prohibited.

Education & Lifelong Learning; Activities planned for March/April had to be deferred and, in some cases, cancelled altogether. A workshop for people with disabilities and a computer course for Asylum Seekers were deferred to December. A course for people recovering from problem substance use and an introductory horticulture course were cancelled due to Covid-19-19.

Employment Supports; Trying to slot in training programmes in between an ever-changing list of restrictions was very challenging. Both tutors and venue managers were very flexible with the ongoing changes, but it was not always easy to get hold of training participants to keep updated as necessary.

We were unable to offer supports in response to the need for IT equipment.

Self-Employment Supports; Although Zoom is fairly user friendly some people found it hard to use. There were challenges with connectivity as some client's laptops or phones were old/slow and there were connection problems due to internet access. Children being home was very often a distraction, particularly for lone parents as they had nobody to watch the children while attending an online mentoring appointment or enterprise training session.

Many clients who have gone on to set up their businesses are missing the ongoing support from networking opportunities via Waterford Micro Business Network's monthly events which have not occurred since February 2020.

5. Has your experience of implementing SICAP in the context of COVID-19-19 highlighted any gaps in programme design that need to be reflected on? If so, please briefly describe.

Goal 1; The community and voluntary sector is deemed essential within the government framework of response to Covid-19-19. Flexibility of funding to respond to local needs through LCGs, including grant criteria and allocations (i.e., 7.5% increased to 10%) would ensure SICAP and LDCs are actively supporting community development practices through identified local needs.

Education and Lifelong Learning & Employment Supports; There were many requests from students/parents/course participants for I.C.T (Laptops/Tablets) to support them with accessing their courses online. This led WAP to carry out a piece of research on ICT access locally and referral to other sources such as a social enterprise that focused on donation requests to local business for ICT equipment for recycling. *This in-house research is available on request.*

Self-Employment Supports; When starting out, every business needs early-stage financial aid, therefore it would be great to be able to give every enterprise client a grant (and not just those who are not eligible for the BTWEA).

Client's ICT issues highlighted the low levels of connectivity, particularly with those living in rural areas. Whether it is that the client has no laptop, poor broadband, poor phone signal, or not enough credit to use data, it is clear that some clients are digitally isolated. SICAP, with local authorities need to address digital equality, especially when considering the positive impact digital connectivity and digital literacy can have on micro enterprises and self-employed people.

Enterprise Online Learning Workshops delivered:

-  Fundamentals of Digital Marketing
-  Mastering Social Media
-  Trading Online
-  SYOB
-  Manual Bookkeeping
-  Ros returns

6. Please suggest potential programme supports that DRCD and/or Pobal could deliver to LDCs in 2021.

Programme FAQs. Collation of the amendments provided within the FAQs and distribute to LDCs to support programme delivery as Covid-19-19 restrictions continue. Adapt IRIS to reflect the changes e.g. LCG Grant amount does not allow for more than €1,500.

ICT and Digital Inequality practical supports for ICT group and individual access, particularly when services such as libraries are not open during restrictions and out of hours. *See above.*

Flexibility of grant criteria for individuals to enable more spending on individual grants to access specific, industry related training which enables immediate employment, when group training is not viable as a result of COVID-19-19 restrictions.

7. Please describe any non-COVID-19 related actions or projects that took place in 2020. How has this work contributed to improved social inclusion and equality in your Lot? (1-2 pages)

All actions were adapted to support LCGs and collaborative approaches in responding to Covid-19-19. Annual Support Plans changed based on community needs e.g. delivery of groceries, accessing funding for Covid-19-19 infection control materials etc.

Social Enterprise

- ✚ EU ESER and WSEN pilot workshop on Social Business Model Canvas
- ✚ EU ESER, WSEN, Waterford Council Library Service Seminar “Building a Social Enterprise Ecosystem in Waterford.
- ✚ Ongoing mentoring of LCG based social enterprises and social entrepreneurs.
- ✚ Dissemination of EU information through REVES membership

Pre-College Workshops were developed for students entering PLC Programmes in 2020 who had been out of the education system. The following workshops were developed and delivered in the city & county:

- ✚ Self-management in college vs ‘being managed in school
- ✚ Barriers to participation & overcoming barriers
- ✚ Identifying transferable skills
- ✚ Study Skills
- ✚ Time management (included recognising family commitments)

English Language Research This short piece of work sought to establish the availability of ESOL provision in Waterford City & County and identify any gaps that may exist. It was completed by means of telephone calls to providers of ESOL locally and to organisations with potential learners. The short

report highlighted the need for Basic English Language Classes particularly in relation to DP Centres particularly as the demand fluctuates because new residents arrive throughout the year.

The delivery of Entry-Level English classes carries many complex considerations:

- ✚ Cultural differences, particularly in terms of women's access.
- ✚ Degrees of beginners varies from pre-entry to Level 2 and different approaches are needed.
- ✚ Beginners English often needs to include a literacy element.
- ✚ One class a week is not sufficient where it is the only time Learners speak English.
- ✚ Continuity is needed so a commitment of at least one academic year is necessary.
- ✚ A Tutor experienced in delivery to migrant communities is needed to build the necessary trust to foster the learning environment.

ICT Research. *Supports for SICAP Clients to Access ICT for Personal, Education & Employment Development (2020).* Target groups include children and families in disadvantaged areas, lone parents, new communities, people living in disadvantaged areas, people with disabilities, Travellers, Roma, young unemployed living in disadvantaged areas, NEETs.

This small research project concurs with the key findings of the Accenture (2020) report in relation to two distinct obstacles for people to tackle the digital divide, namely:

1. Motivation to improve their digital literacy
2. Access to services that will improve their digital literacy.

During the short timescale of this research project developments and initiatives have evolved. For example, as part of the National Keep Well Campaign, Waterford's Community Response Forum is working on ways to improve access to internet services. Their working sub-group on Digital Connectivity and Access to Learning issued a large-scale survey in December 2020. The aim is to try to get an overall picture of people's needs around digital connectivity across the county. They have facilitated responses from people who do not currently use the internet by including other means of responding, such as a 'free post' option.

Bodran making workshop with migrant men in collaboration with Waterford Integration Service which is phase one of a community education / social enterprise development programme which is planned for further development in 2021. Link to a short video here <https://www.facebook.com/Waterford-Integration-Services-102457248310524>

Education Support Grant allocation for PLC access to 101 individuals

Employment Support Grant allocation to 33 individuals for industry training programmes.

Employment Training delivery; Health & Safety, Security, Safe Pass, Manual Handling

Self-Employment and Social Enterprise/Entrepreneur mentoring and business planning has taken place all year as per pre-COVID-19-19. All groups and individuals are target group/community eligible so contribute to programme outcomes within the lot area.

G2 ongoing call backs and related interventions, responding to queries, referral to other agencies and the provision of IB support as requested.

Collaboration and planning for future initiatives have taken place with a range of groups and organisations as per pre-Covid-19. Delivery in 2021 will be dependent on the Company situation and Covid-19 regulations.

Annex 1 – Updates to the IRIS database

Please confirm that you have completed the following end-of-year requirements:

✓	A narrative for each of the 2020 Actions has been input in the Update on Progress field under the End of Year report section of the action record. The <i>Action Progress Report</i> can be generated to view the updates for each action.
✓	2020 financial and beneficiary data input is complete.
✓	2020 data quality issues identified on system dashboards and views have been rectified.
✓	Potential duplicate records have been reviewed and deactivated if appropriate.
✓	2020 data follow-up has been carried out, as appropriate (e.g. LLL activity outcomes, still in employment/self-employment).
✓	ESF exit data has been recorded for Individuals who exited SICAP in 2020.
✓	ESF 6 month follow-up has been recorded for Individuals who exited SICAP up to end May 2020.
✓	LDC contact information and staff member listing are up-to-date.
✓	2020 End of Year Financial and Monitoring report (including the signed costs charged report, Lot Summary Report and goal outcome reports) has been uploaded to IRIS.