



# Darndale Belcamp Village Centre CLG



**Annual Report 2022**





**Front cover artwork by:**

Jayden Gavin - Our Lady Immaculate National School, Darndale



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# 1. STATEMENT FROM THE CHAIR



Darndale Belcamp Village Centre CLG (DBVC) is a social enterprise company whose core function is the provision of a Facilities Management Service in respect of the large Village Centre complex in Darndale. We also provide other community services: Senior Centre, Home Repairs & Maintenance and Estate Management.

We are strongly committed to good governance, transparency, accountability, effectiveness and value for money. The Board of Directors is fully compliant with the Charities Governance Code and the Charities SORP (Standard of Reporting Practice under FRS102) for financial reporting. We have an accredited standard, ISO 9001 and we subscribe to Transparency International's Integrity at Work programme.

The COVID-19 pandemic continued to have a big impact on overall service provision in 2022. Due to the dedication and commitment of Management and the workforce, we continued to provide the Facilities Management Service to a high standard. However, the other services we provide were restricted. We are extremely grateful to the Department of Rural and Community Development and Pobal for the significant additional operational funding under their Stability Fund because of the reduction in our traded income.

The organisation continued to provide valuable placement and training opportunities for our Community Employment (CE) and Job Initiative (JI) workers. A significant number of the CE and JI workers are on placement with a number of community organisations in the surrounding area. These two sponsored labour programmes are an essential resource to the community. As well as traded income, we are very grateful for the ongoing funding and support from the Department of Social Protection, the Department of Rural & Community Development, Pobal, Dublin City Council and the Health Service Executive. Notwithstanding all the funding received, DBVC suffered a small deficit for the year.

Significant work was carried out during the year including the following: production of our Strategic Plan for the next 5 years; initiating a major review of our CE Programme; conducting a feasibility study on further development of the Village Centre; upgrading the Centre's heating and security CCTV systems; implementing energy conservation measures and planning of upgrading of the Village Square. We wish to acknowledge the valuable services provided to the community by the many Service Providers in the Village Centre.

All the Directors give their valuable time on a voluntary basis and are very committed to ensuring a viable, thriving and well maintained Village Centre. Arthur O'Donnell stepped down during the year as Director. Arthur was a strong advocate for the community and he made a substantial contribution to the work of the Board for many years. All this commitment is complemented by the Chief Executive, Management Team, staff and volunteers.

The Board learned with regret that our Chief Executive, Linda Hayden, will be leaving early in 2024, after almost 19 years service. Linda will be a huge loss, not alone to the organisation but to the community. She played a substantial role in developing the Golden Years and Handy Helper Services, in improving facilities in the Village Centre and in maintaining it to such a high standard. We thank Linda for her great service and wish her well in the next phase of her life.



**Adrian Charles**  
Chairperson of the Board



## 2. FAREWELL FROM THE CEO

As I write this farewell I am filled with a sense of sadness and excitement as to what lies ahead for me as I begin my approach to retirement on the 29th March 2024. This will be my very last Annual Report, created by a very talented young man who I hope will excel in his career and life journey.

As I sit down to write this final farewell, my heart is filled with a mixture of emotions that words can scarcely capture. After 19 years of dedicated service to Darndale Belcamp Village Centre the time has come for me to bid adieu to my privileged role as CEO and the team that have been an integral part of my life and the voluntary Board of Directors that have supported, mentored and guided me for so many years.

It is with bittersweet sentiment that I announce my retirement from this amazing organisation and while the prospect of new beginnings and leisurely pursuits beckon, leaving behind the camaraderie and the daily challenges of our shared works is no small feat. Over the years, I have not only had the privilege of working for a remarkable organisation but also alongside some of the most wonderful, caring and inspiring people I have ever met.

Reflecting on my journey here, I am overwhelmed with gratitude. The memories we have created together, the milestones we've achieved, and the obstacles we've overcome have shaped not just my professional life, but also my personal growth. The bonds forged in sometimes very difficult situations and environments are, without a doubt, some of the most cherished aspects of my career.

I would like to express my deepest appreciation to each and every one of you for your unwavering support, encouragement, and camaraderie which have been the pillars of my success and the driving force behind our collective achievements, which are many indeed. I have said on so many occasions it is the people that have made this organisation and community such a wonderful place to have worked, and I am genuinely fortunate and privileged to have had such incredible colleagues, mentors and friends throughout my journey.

As I step into this new chapter of life, I carry with me the invaluable lessons learned, the experiences shared, and the friendships forged. While the day-to-day rhythm of work life will no longer be a part of my routine, the memories and the bonds established will remain etched in my heart forever.

I am in no doubt that I leave Darndale Belcamp Village Centre in the excellent hands of the Board of Directors and staff and I sincerely hope that the new incoming CEO will have the same deep sense of pride and fulfillment that I experienced during my 19 years in the community of Darndale Belcamp.

Thank you all so much, it has been my absolute pleasure working for this organisation and the community and I take with me on the next stage of my personal journey such beautiful lasting memories.



**Linda Hayden**  
Chief Executive Officer



*Meeting Taoiseach Bertie Ahern at Darndale Belcamp Village Centre (2006)*



*Christmas at Darndale Belcamp Village Centre (2007)*



*Launch of Darndale Belcamp Care & Repair (2008)*



*Meeting President Michael D. Higgins at Darndale Belcamp Village Centre (2012)*



*Official opening of Golden Years Senior Centre (2014)*





An aerial photograph of a village square with a paved area and some people. A large dark blue banner is overlaid on the right side of the image, containing the section title.

## 3. OUR VISION AND MISSION

### OUR VISION

We have a vision of our community where the physical environment is safe, secure and clean, where the local economy is strong and provides jobs and opportunities for local people, where people have confidence and a sense of pride in their community and where our services operate effectively for the good of all.

### OUR MISSION

Darndale Belcamp Village Centre CLG aims to provide the highest possible levels of services and facilities to local residents living in those communities closest to the Village Centre and in adjoining areas. This aim will be achieved through excellent facilities management and maintenance of properties and spaces within the Village Centre and through the provision and deployment of key services for local residents and groups.





## 4. OUR VALUES

**Working towards our vision in a way that tackles causes as well as alleviates symptoms.**

**Seeking to break negative cycles through early intervention.**

**Working in partnership with others to identify needs and deliver solutions either ourselves or with/through our partners.**

**Providing leadership for positive change and supporting leadership in others.**

**Being innovative and creative in our search for solutions to local problems.**

**Being rooted in, listening, challenged and responding to the local community.**



# 5. DIRECTORS AND OTHER INFORMATION

DBVC CLG BOARD OF DIRECTORS 2022	Sub-Group MEMBERSHIP		
	Audit, Finance & Human Resources	Corporate Governance & Strategic Planning	Communities & Communications
Adrian Charles - Chair		✓	✓
Linda Creamer - Vice Chair		✓	
Emma-Jane O'Reilly - Treasurer	✓		
Pamela Meates - Board Secretary	✓		
Aoife Breen			✓
Fionnuala Carter			✓
Julie-Ann Gahan	✓		
Rob Gillanders		✓	
Dympna McCann		✓	
Michael O'Connor			✓
Arthur O'Donnell (Resigned 30th June 2022)			✓
Julie Powell-Norris			✓

**Registered Office:** Darndale Belcamp Village Centre, The Link Road, Darndale, D17E027

**Charity Number:**  
CHY17682

**Charity Registration Number:**  
20066314

**Company Number:**  
350776

**Auditors:** Whelan Dowling & Associates, Unit 1 + 4 Block 1, Northwood Court Santry, Dublin 9

**Bankers:** Allied Irish Bank  
62 Saint Brigid's Road  
Artane  
D05 CP23

Bank of Ireland  
Malahide Road  
Coolock  
D03 HY82

Permanent TSB  
Unit 1/2 Omni Shopping Centre  
Santry  
D09 HP90

**Solicitors:** Carvill Rickard & Co.  
Watermill House  
1 Main St, Raheny  
D05 N5F3

Aidan M. Deasy & Co.  
34 Fitzwilliam Street Upper  
Dublin 2  
D02 C2X9



## 6. STRUCTURE AND GOVERNANCE

### **Terminology:**

To facilitate a clear understanding of this report, the following designations are used: the entity referred to as "Darndale Belcamp Village Centre CLG" is denoted as "the organisation," and "Darndale Belcamp Village Centre" is denoted as "the Village Centre".

### **Organisational Structure:**

Established in 2001, Darndale Belcamp Village Centre CLG (hereafter referred to as "the organisation") is a company incorporated under the Companies Act and operates as a limited guarantee entity. The organisation's governance adheres to its Constitution.

The organisation is under the stewardship of a dedicated Board consisting of individuals with diverse expertise and backgrounds. The Board's primary responsibility includes providing leadership, developing strategic direction, crafting effective policies, overseeing their execution, ensuring sound governance, and maintaining financial oversight. Regular financial and operational updates are provided to the Board by Management.

Day-to-day operations of the organisation are overseen by the Chief Executive, appointed by the Board. Department heads, comprising the senior management team, report directly to the Chief Executive.

### **Governance:**

The Board's unwavering commitment to governance is evident in its focus on transparency, accountability, efficiency, and value for money in all its endeavours. The organisation fully adheres to the Charities Governance Code, with a regular review of its compliance status.

Within the Board, one of the three Sub-Groups, namely the Corporate Governance and Strategic Planning Sub-Group, serves to bolster the Board of Directors in:

- (a) fulfilling its corporate governance responsibilities, and
- (b) defining and sustaining the organisation's strategic course.

The Sub-Group formulates all its deliberations and decisions as recommendations for Board

consideration and potential adoption.

Comprehensive annual budgets are prepared by Management, aligned with the Strategic Plan (2018 - 2022), and scrutinised by the Board's Audit, Finance & HR Sub-Group. These budgets subsequently undergo further review and approval by the entire Board. Regular assessments of actual results and achievements against the budget are conducted by this Sub-Group and the Board, ensuring alignment with the Strategic Plan and upholding rigorous fiscal management to achieve value for money. The Board has established a formal schedule of matters necessitating its explicit approval, such as lease allocations and new staff appointments.

Throughout the financial year, the Board convened ten times via Zoom. Each meeting's agenda includes a requirement for every Director and Senior Manager to formally disclose any conflicts of interest related to agenda items. Typical agenda items for regular Board meetings consist of: the review of the latest detailed management accounts, bi-monthly Management Reports on activities, reports and proposals from the Board's Sub-Groups, a comprehensive annual review of the DBVC Risk Register, discussions on Health & Safety concerns, correspondence addressed to the Board including legal matters, and rotating presentations by senior managers on key areas such as service provision.

Three Sub-Groups contributed to the Board's work during that year, with the third being the Communities and Communications Sub-Group. Further details of the Sub-Groups are set out in the following page. In 2022, COVID-19 continued to be a recurring subject on the Board meetings agendas.

### **Composition of the Board and the Board Appointment Process:**

The Board comprised 12 members representing a wide spectrum of backgrounds. No individual Director/Member may serve more than two terms, each spanning three years. Upon completion of this timeframe, they must submit their resignation to the company. The company, in a general meeting, may appoint a new Director to fill the vacancy. In exceptional circumstances, a Director/Member may be requested to serve an additional two terms, each lasting three years.



Decisions to extend the term of a Director/Member can be reached through a resolution passed by the Board.

**Board Membership Application and Election:**

The Board's Corporate Governance and Strategic Planning Sub-Group assesses applications for Board membership and presents its recommendations to the Board for approval. Approved candidates are nominated for election by the Members during the Annual General Meeting.

**Induction and Training for New Board Members:**

Upon their appointment, newly appointed Board members undergo an introductory meeting with the Chairperson, followed by an induction training session with the Chief Executive. During this session, they receive a comprehensive overview of the organisation, its various activities, and services. They are also briefed on their legal obligations under charity and company law and are provided with a copy of the organisation's Constitution. Additionally, the roles and responsibilities of a Director are thoroughly explained. Board members are encouraged to participate in relevant external training events that can enhance their ability to fulfil their roles. Almost annually, a comprehensive Board Review is conducted with the assistance of an independent facilitator to review the Board's structure and operations.

**Sub-Groups of the Board and their Mandate:**

The Board comprises three standing Sub-Groups, each of which has terms of reference approved by the Board. The membership and Chair of these Sub-Groups are appointed by the Board to assist in the internal workings of the organisation:

**Corporate Governance and Strategic Planning Sub-Group:**

Comprising a Chairperson and at least two other Board members, this Sub-Group convenes at least five times annually, with the Chairperson of the Board serving as its Chair. The Sub-Group reports its actions since the previous report to the Board at regular meetings. It ensures the organisation's structures and procedures maintain a clear separation between the Board's role in approving and monitoring organisational plans and budgets and Management's role in proposing and executing approved plans and budgets. Succession planning at Board level is also within its purview. Periodic reviews of some of the Board's policies and segments of the Risk Register result in recommendations for necessary changes, for Board approval. During the COVID-19 pandemic, this Sub-Group played an active role in managing regulatory

compliance and monitored the implementation of the current Strategic Plan while initiating work on the organisation's new 2023 - 2027 Strategic Plan. The Sub-Group has authority and responsibilities delegated by the Board as needed and determines the CEO's remuneration.

**Audit, Finance, and Human Resources Sub-Group:**

This Sub-Group reviews all matters pertaining to the organisation's finances and HR issues. This includes annual budgeting, capital expenditure, management accounts, reserves policy, draft annual audited financial statements, special projects, and reviews of new roles and salary scales. The Sub-Group engages with the Board's external auditors on audit planning, audit and internal control matters, and audit finalisation. It also oversees the audit tendering process and recommends actions to the Board. Monitoring the effectiveness of internal control systems is among its responsibilities. Additionally, in co-ordination with other Sub-Groups, it compiles and regularly updates the Board's Risk Register. It also supervises the organisation's funding activities and assesses funding performance against pre-defined criteria.

**Communities and Communications Sub-Group:**

Established as an advisory committee to the Board, this Sub-Group held its inaugural meeting in February 2021. Its role encompasses communicating the organisation's goals and mission, cultivating a positive community image, identifying suitable tools and media for community communication, maintaining open lines of communication with the community, and overseeing the realisation of key strategic objectives outlined in the organisation's Strategic Plan 2018 - 2022.

**Management Structure:**

The Chief Executive, to whom the day-to-day management of the organisation is delegated, leads a management team of 10 with 101 employees supported by the Community Employment, Job Initiative and Community Services Programmes which in turn are funded by the Department of Social Protection and Pobal. The Village Centre is the base for the overall administrative and support services of DBVC CLG. Service development and operations currently sit within the remit of the Chief Executive who manages the operation of the organisation with delegated responsibility to Heads of Function as follows: Services, Finance, Property, IT, Human Resources and Communications.



## 7. WHAT WE DO (PRINCIPAL ACTIVITIES)



**Facilities Management**



**Golden Years Senior Centre**



**Handy Helpers Service**



**Employment Programmes**



**Bell Art Gallery**

The organisation's principal activities consist of Facilities Management for the Village Centre complex. It maintains and endeavours to enhance all the facilities and amenities within the Village Centre. These are quite extensive and include buildings, car park, and open/communal spaces within the Village Centre. These facilities are maintained to an extremely high standard by the organisation's Maintenance Team.

The organisation is responsible for the management of a 90-place Community Employment programme and a 16-place Job Initiative programme on behalf of the Department of Social Protection.

The organisation also directly employs staff through its two social enterprise wings: Golden Years Senior Centre and Handy Helpers Seniors' Home Maintenance. It is responsible for the ongoing management and development of these social enterprises.

The organisation oversees the Bell Art Gallery, providing local artists with a space to exhibit their works. Presently, over 300 pieces are on display.

This 2022 Annual Report furnishes detailed information and results for this period in comparison to the targets and objectives outlined in the organisation's Strategic Plan.



# 7.1 FACILITIES MANAGEMENT

The organisation is regarded as one of the most successful and effective social enterprises in Ireland concerning the range of services and support it offers. It maintains and strives to enhance all the facilities and amenities within the Village Centre. These encompass buildings spanning 4,485 square metres, car park covering 2,806 square metres, and open/communal spaces within the Village Square totaling 1,488 square metres. These facilities are upheld to an exceptionally high standard by the organisation's Facilities Manager and Maintenance Team.

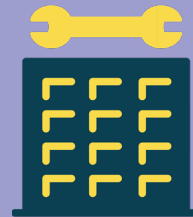
The series of integrated buildings, which are under the organisation's Facilities Management, encompass services and projects directly operated by the organisation itself and other service providers that contribute service charges. The organisation is accountable for the management of all facilities within the complex, including boilers, lifts, CCTV systems, intruder alarms, fire safety equipment, and waste management. It also has responsibility for maintaining and managing all internal and external communal areas and the perimeter of the Village Centre complex. As part of the management agreement with Dublin City Council, the organisation is also tasked with collecting service charges from the Service Providers operating within the complex.

Through its Facilities Management, the organisation offers venue rental services to local businesses, community groups, organisations, and individuals. This aspect of the organisation's operations generates revenue for the organisation, while also attracting visitors from the surrounding areas and providing affordable meeting and event spaces for hire.

In 2022, the organisation explored concepts for a large landscaping project aimed at enhancing the Village Centre and creating a space for the enjoyment of all members of the local community, service users, and service providers. Work on this project commenced in late 2022.

Additionally, during 2022, work continued on a feasibility study for Phase 2 of the Village Centre. The study involved consultations with all relevant stakeholders and was conducted with the assistance of an external consultant. The feasibility study was finalised in December 2022.

## HIGHLIGHTS



**11,693**

Maintenance Hours completed in 2022

**244**

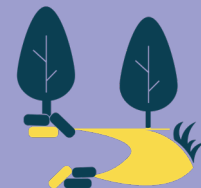
Conference Bookings in 2022



**6,245**

Environmental Maintenance Hours completed in 2022

Began enhancements to the Village Square



Continued to implement energy conservation measures throughout the Village Centre Complex

All planned minor works completed in 2022





## 7.2 GOLDEN YEARS SENIOR CENTRE

The organisation has responsibility for the management and development of the Golden Years Senior Centre, a social enterprise that offers an array of daycare, community, and home-based services to elderly residents in the regions of Dublin 5, 13, and 17. The Golden Years management collaborates closely with statutory agencies, including the HSE, to ensure that the services provided within the centre maintain the highest possible standards for all its members.

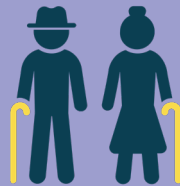
Golden Years extends to its members socialising opportunities, exercise programmes, meals, alternative therapies, events, day trips, drop-in services, a weekly art group, Men's and Women's clubs, home and hospital visits, and outreach support. Due to the impact of the COVID-19 pandemic, the capacity for daycare services at the Golden Years Senior Centre was reduced to 100 places per week, a 50% reduction. Since its inception in 2014, the service has experienced continuous growth in membership, providing essential respite for caregivers and families.

The COVID-19 pandemic had a notable impact on Golden Years, resulting in the reduction of daycare services in 2022. Although the centre re-opened in the Spring in compliance with public health restrictions and guidance from the HSE, some services were adapted and diversified to support members in alternative ways. The number of Care Calls to members increased, and home visits were re-introduced under strict conditions. Golden Years also continued to offer digital services to address social isolation issues experienced by some members.

The total membership of Golden Years Senior Centre at the conclusion of 2022 stood at 1,049. Regrettably, some members passed away during the year, and the service was no longer suitable for others who required more specialised residential care.

The organisation achieved success in its application for funding from Pobal through the Department of Rural and Community Development's Stability Fund. This funding provided significant assistance to the organisation and sustained its social enterprises during this challenging period.

## HIGHLIGHTS

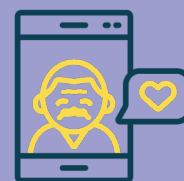


**1,049**

Members registered with Golden Years in 2022

**2,542**

Total attendees to Day care

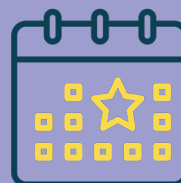


**3,921**

Care Calls made to Members

**1,135**

Outreach visits to Members' homes



**77**

Events organised in 2022



## 7.3 HANDY HELPERS SERVICE

The organisation is entrusted with the management and development of Handy Helpers Seniors' Home Maintenance Service, a social enterprise established in 2017.

This service originated from an analysis, rooted in conversations with members of the Golden Years Senior Centre, which determined that many older individuals would appreciate home improvements but haven't pursued them for various reasons. These reasons encompass concerns about contractors or "handymen", uncertainty about the process, and, at times, budget constraints.

Handy Helpers offers professional home maintenance services to older residents residing in the areas of Dublin 5, 13, and 17. It's evident that trust and reliability are paramount considerations for older individuals, and the organisation believes that these individuals place trust in their teams and are content with them undertaking home improvement work.

In addition to insights and recommendations from older individuals themselves regarding the need for home improvements, the organisation has also received input from individuals in relevant statutory agencies and community-based organisations advocating for such a service. Since its inception, the service has grown steadily, leading to a need for additional staff within the organisation. This expansion has positioned Handy Helpers to offer local residents permanent employment opportunities.

Handy Helpers' services encountered a decline in traded income due to COVID-19 restrictions. However, in 2022, the service managed to rebound and continued to operate without financial difficulties.

It's crucial to acknowledge the support provided by Pobal through the Department of Rural and Community Development's Stability Fund, which also assisted and sustained Handy Helpers Services during this period.

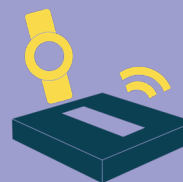
### HIGHLIGHTS



**313**

Home Maintenance  
Jobs completed

Maintained contract with  
**TASK Community Care and  
Pobal Seniors Alert Scheme**



**255**

Social Alarms installed

**1 Additional Team**  
and vehicle added to deliver  
the service in 2022





# 7.4 EMPLOYMENT PROGRAMMES

The organisation stands as one of the largest employers in the Darndale and Belcamp locality. It operates as a sponsoring organisation for Community Employment (CE) and Job Initiative (JI) programmes. These programmes support numerous local services with seconded staff, providing valuable work experience to CE and JI participants. Since 2020, the organisation has expanded the coverage of its Community Employment programme to Donaghmede, Dublin 13. Currently, there are 90 available positions in the programme.

The current level of community activities and services being delivered would be unsustainable without the CE and JI programmes. The organisation administers these programmes, contributing significantly to the development of various local organisations. Funding for the CE and JI programmes is provided by the Department of Social Protection.

Furthermore, the organisation maintains a contract with Pobal for the employment of a Manager and eight full-time equivalent staff under the Community Services Programme, which is funded by the Department of Rural and Community Development.

All the community groups collaborating with the organisation play a pivotal role in community development. The organisation actively encourages all staff to partake in training and upskilling. This is particularly vital for CE staff during their tenure in the programme to enhance their prospects of advancing into meaningful employment or further education.

Employees report benefiting from the work experience, forging professional contacts, cultivating friendships with colleagues, receiving training, and receiving support in planning their futures and pursuing employment and other opportunities.

In 2022, the organisation completed a comprehensive review of the CE Programme. This review, involved consultations with all stakeholders.

## HIGHLIGHTS



**129 Staff**  
Employed in 2022

**22 CE Participants**  
completed the CE  
Programme in 2022



**54.5%**  
(12 of 22) Progression  
to Employment

**2,465**  
Hours of Training  
completed by all  
Staff in 2022



**Retained ISO 9001:2015**  
accreditation for  
**HR Management and**  
**Facilities Mangement**



## 7.4.1 MEET OUR JI & CE SUB SPONSORS



### **New Life Centre**

Supports the community through the provision of a broad range of vital community support services, e.g. After-school for 5-12 year olds, Educational Grinds, Junior Youth Club and Senior Youth Club, Special Needs Group, Sports Club, Adult Activities, Therapies and Courses, Active Age Groups and Ladies Club, Drop-in and Counselling Services.

### **Northside Partnership**

A local company working with local people, representatives from communities, the state, employers, trade unions and elected representatives. They offer a range of programmes and services to support individuals, local organisations, groups and communities in the areas of Dublin 3, 5, 13 & 17.

### **Darndale Belcamp Integrated Childcare Service (Jigsaw Centre)**

Provides quality childcare for the children and families from the local Darndale, Belcamp and Moatview communities. It is one of the largest childcare centres in Ireland with 260 children from 0 to 12 years of age attending daily.

### **Darndale Belcamp Recreational Centre (Sports Hall)**

A community facility owned and managed by Dublin City Council, Darndale/Belcamp Recreational Centre provides a safe space for the local community to meet and interact. The centre has a community gym and boxing club.

### **Discovery CTC**

Located in the Village Centre, offers young learners the opportunity to complete major awards at QQI Level 3 and 4. They cater for learners aged between 16 and 21 in and around the Dublin 17 area.

### **Sphere 17**

Sphere 17 Regional Youth Service provides a high-quality youth service to young people between the ages of 10 – 24, in the region of Dublin 17 and Kilbarrack. They provide many different services to young people, based on their needs, issues and interests.

### **Elsa Community Services**

Provides Security Services in the Village Centre and the greater Dublin area.

### **TARGET**

Provides Adult Education, Counselling Services, Childcare Services and Hobby Classes since its inception in 1993.

### **TravAct**

An organisation of Travellers and settled people working together in North Dublin. TravAct's work currently falls into six main areas, which include Community Employment, drugs outreach, education support, housing & accommodation, primary health care support and youth services.

### **LIR Childcare**

A community based crèche in Kilbarrack which caters for children from the ages of 0-5 years.

### **Trinity Gaels GAA**

Based in Donaghmede, it was founded in 1975 and caters for teams of boys and girls of all ages from nursery to adult in Hurling, Gaelic Football, Ladies Gaelic Football and Camogie.

### **St Benedict's Resource Centre**

A Resource Centre based in the community of Kilbarrack. The services provided are Childcare Facility, Sphere 17 Youth Club and St Michael's House. St Benedict's also run a range of activity groups for older people.

### **Community Law and Mediation**

Community Law & Mediation is an independent community law centre providing free legal advice, advocacy, mediation and education services.

### **Learn and Play Preschool**

Learn & Play Preschool & Afterschool offer a preschool service starting from the age of 2 years 8 months.



## 7.4.2 CE PARTICIPANT TESTIMONIALS



“

*I started on CE 1 year ago and since then I have benefited greatly. I work with wonderful people, and I really enjoy my work here in Darndale Belcamp Village Centre.*



**Brendan Mangan**  
Current CE Participant



**Christine Griffin**  
Current CE Participant

“

*I am working here 2 years and during this time I have really enjoyed working with great people and learning new skills. I would recommend CE to anyone looking to get back into the workforce.*





“ I started on CE with not high expectations, but was pleasantly surprised with the training offered and skills gained. Through the skills acquired while on CE, it gave me the confidence to apply for a position within Darndale Becamp Village Centre as an Assistant CE Supervisor which I was successful in gaining. My time on CE gave me the confidence and abilities needed to believe in myself.



**John Turner**  
DBVC Asst. CE Supervisor



**Nicole Kelly**  
Current CE Participant

“ During my time on CE I have gained amazing administration skills to add to my previous experience. It is a brilliant opportunity to gain work experience and upskill on various training courses.



## 7.4.3 TRAINING & DEVELOPMENT

The organisation encourages all employees to take advantage of training opportunities to support their professional and personal growth. Continuous training and development of participants are vital components of the Community Employment programme. This preparation equips them to advance into employment or further education, aligning with their individual learning plans and career objectives.

Throughout 2022, many employees continued to engage in online training and classes. This approach was necessitated by the lingering COVID-19 restrictions, which presented challenges for accessing classroom-based learning.

In 2022, the total number of training hours completed by the organisation's employees amounted to 2,465.

### TRAINING COMPLETED IN 2022:

Accreditation	Training Type
<b>Industry Standard Certificate</b>	<ul style="list-style-type: none"> <li>Manual Handling</li> <li>Barista Licence to Work</li> <li>People Movement</li> <li>Fitness Instructor</li> <li>First Aid Responder</li> <li>Delivery Driver B Licence</li> <li>D1 Driver Theory Test</li> <li>SafePass</li> <li>B Driver Theory Test</li> <li>Sage 50 Accounts</li> <li>Accounts Technician (ATI)</li> </ul>
<b>QQI Level 2</b>	<ul style="list-style-type: none"> <li>Horticulture</li> </ul>
<b>QQI Level 3</b>	<ul style="list-style-type: none"> <li>Horticulture</li> <li>Painting and Decorating</li> </ul>
<b>QQI Level 4</b>	<ul style="list-style-type: none"> <li>Painting and Decorating</li> <li>Security Skills</li> </ul>
<b>QQI Level 5</b>	<ul style="list-style-type: none"> <li>Palliative Care</li> <li>Care Support</li> <li>Childcare</li> <li>Care Skills</li> <li>Food Safety/HACCP</li> <li>Care of the Older Person</li> <li>Youth Worker</li> <li>Reception Skills</li> <li>Work Experience</li> </ul>
<b>QQI Level 6</b>	<ul style="list-style-type: none"> <li>Childcare</li> <li>Business Management</li> <li>Health Service Management</li> </ul>
<b>Non-Accredited</b>	<ul style="list-style-type: none"> <li>Barista Essentials</li> <li>Flower Arranging</li> <li>Fire Extinguisher Training</li> <li>Computer Basics</li> <li>Software &amp; Digital Media</li> <li>HR Workshop</li> <li>Seniors Alert Scheme</li> <li>Thesaurus Payroll</li> <li>Integrity at Work Whistleblowing</li> <li>Bread Making</li> <li>Sage Accounts Software</li> <li>Minding Your Wellbeing</li> <li>BrightHR Training</li> </ul>



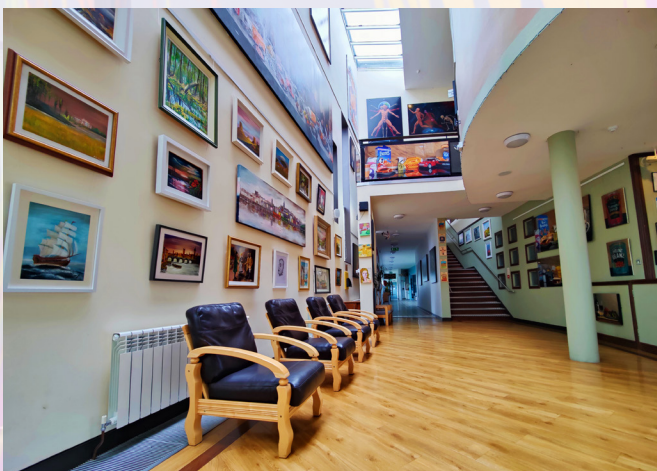
## 7.5 THE BELL ART GALLERY

In 2016, the Lord Mayor of Dublin, officially opened the Bell Art Gallery. This gallery has been recognised as one of the only suburban art galleries on the northside of Dublin and currently showcases over 300 artworks. Its inception stemmed from discussions with local artists who identified the need for a space to exhibit their creations, and the organisation sought to utilise the available wall space to enhance the building's aesthetics. Every piece on display in the gallery has been crafted by artists residing in the community and its environs. The gallery has made a significant contribution to enhancing the centre and has drawn numerous visitors.

The Golden Years Senior Centre boasts an active weekly art group that has made valuable contributions to the gallery. Additionally, space within the gallery has been allocated to the local primary school, fostering an environment where pupils are encouraged to produce artwork displayed in the gallery.

The gallery frequently hosts coffee morning events throughout the year.

In 2022, the organisation sponsored an art competition for junior and senior national schools. The winning pieces were exhibited in the Bell Art Gallery, and the ultimate winner's creation was selected to feature on the 2022 Annual Report (depicted below). This art competition continues to be an annual event, making the artwork a much-welcomed addition to the Bell Art Gallery.





## 7.6 IMPACT OF COVID-19 DURING 2022

Throughout 2022, the organisation persistently adjusted its business, services, and protocols to address the challenges posed by the COVID-19 pandemic. Stringent adherence to public health guidelines and restrictions was maintained to safeguard the well-being of staff, service users, and service providers within the Village Centre. The lingering effects of the pandemic were particularly evident in the disruption of services which had previously led to the temporary closure of the social enterprise wings, Handy Helpers Service and Golden Years Senior Centre, resulting in substantial losses in traded income.

Despite the upheavals, the Village Centre complex remained operational throughout the pandemic, deeming several services essential. The organisation ensured the provision of comprehensive Facilities Management services and implemented security measures to support the enforcement of government restrictions, public health guidelines, and robust risk management protocols.

Adapting to public health advice and government directives, the organisation's Maintenance Teams revamped public spaces and common areas in the Village Centre. This involved installing hand sanitisation stations, directional signage, safety screens, and reconfiguring public seating to adhere to social distancing measures. A meticulous sanitisation routine was established by the housekeeping team, ensuring all public areas, bathrooms, and offices were consistently sanitised and safe for use.

Golden Years Senior Centre maintained regular contact with its members and cautiously re-opened in 2022 with restrictions, allowing only 50% capacity in the day centre.

Handy Helpers Services were fully operational during 2022, taking protective measures to ensure the safety of both staff and service users while in the homes of older people.

Throughout the year, the organisation continued its unwavering support for clients, customers, service providers, and employees. Detailed reports, covering Finance, HR, Operations, and Risk Management, were regularly presented to the Board, maintaining transparency and accountability.

### MEASURES TAKEN DURING 2022



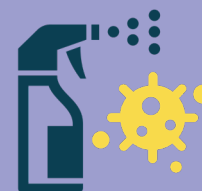
**Safely Re-opened**  
Golden Years Senior Centre in line with public health guidelines

**Maintained a COVID-19 Operational Plan**  
to ensure a safe working environment for all staff



**Held 10 Board Meetings and all Sub-Group Meetings Remotely**

**Maintained a robust risk management system and sanitisation routine in all spaces managed by DBVC CLG**



**Began the process of introducing an Employee Assistance Programme for all Staff**





## 8. STRATEGIC PLANNING

The Board adopted its most recent Strategic Plan (2018 - 2022) in April 2018. The Board aims to strengthen the organisation's position to influence in a meaningful way its impact through improving the lives of the people in the local community.

The organisation's strategy prioritises six key areas for the community's wellbeing and welfare. In addition, the strategy has set down timelines over each of the years for targeted milestones of achievement.

The CEO and Management Team develop an annual workplan which is reviewed and approved by the Board. The workplan outlines how the organisation will deliver on the Strategic Plan for the year ahead. The Board also carries out regular reviews of the year's workplan to track progress and ensure all goals and targets are achieved during the period.

A full copy of the current Strategic Plan can be downloaded from the organisation's website: [www.darndalebelcampvc.ie](http://www.darndalebelcampvc.ie)

### Priorities & Plans for the Future

In 2023, the organisation will begin working on the delivery of the strategic priorities as set out in a new Strategic Plan 2023 - 2027. The Board is committed to the delivery of these strategic priorities and to continue building an organisation which is integrated, effective, outcome-driven and accountable. The new plan follows a sequence from the general or fundamental objectives of the organisation to the specific (the programmes and activities to be implemented over the next five years), covering the organisation's mission statement, vision, overall and specific aims and objectives along the way.

The key priorities are as follows:

- To continue to provide quality services to all our Service Providers: Jigsaw Centre, Discovery Centre, Health Service Executive, Dublin City Council, Dilucia Takeaway, Bob's Newsagents, Stack's Pharmacy, Angels Love, City of Dublin Education and Training Board, Preparing for Life, The Dales, Golden Years and Handy Helpers and to ensure that they have full access to services and supports when needed;
- To support the development of projects and services in areas where they do not currently exist;
- To build and strengthen DBVC's organisational capacity to ensure delivery of our new strategic plan;
- To continue to strengthen the governance and regulation of DBVC ensuring compliance with relevant regulatory bodies.

In 2023, the organisation will focus on key areas as follows:

- Roll out the strategic objectives as set out in the Strategic Plan 2023-2027;
- In consultation with service users and staff, re-determine the values for the organisation;
- Review and develop the suite of services provided by staff and volunteers;
- Increase the promotion of the work of the organisation through representations, communication, PR and extended use of digital media;
- Intensify efforts to obtain increased support from state and other funding; and
- Continue with high standards of transparency and governance as well as maintain a financially stable organisation which is critical to delivering the Strategic Plan.



## 9. ACHIEVEMENTS & PERFORMANCE

The organisation's primary function is the facilities management of the Darndale Belcamp Village Centre complex and all that is outlined in the Management Contract with Dublin City Council.

The impact of the COVID-19 pandemic continued to affect the organisation into 2022. The organisation endured significant losses of traded income during 2022, mainly due to the HSE rule of 50% within our Day Care Facility, but with the support of the Pobal Stability Fund and the HSE this offset some of the losses incurred.

Achievements and performance of the organisation included the following;

- Continued excellence in Facilities Management placing the complex as one of the top community buildings in Ireland;
- Delivery of comprehensive services to older people in the community and surrounding areas, including full day-care and outreach services;
- Provision of maintenance support services to older and vulnerable adults in their home via the Handy Helpers Social Enterprise;
- Provision of information and support through the website and other social media platforms;
- Attraction of additional non-core funding to support the enhancement of our services;
- Continued exploration of the development of Phase 2 of The Village Centre complex;
- Provision of in-house training for staff on our Employment Support Programmes, in particular the 'Taking Control Leadership for Life Programme' which was piloted in September 2022 and was successfully reviewed;
- Facilitated and provided assistance to the Failte Isteach programme for Ukrainian refugees in partnership with other local organisations.

The organisation continued implementation of the Board's Strategic Plan for 2018 - 2022. It remained committed to Transparency International Ireland's 'Integrity at Work Programme'. It circulated, shared information, updates and public notices and engaged several thousand people

through various Social Media platforms and on-line content. It published its Annual Report and Financial Statements outlining all of activities, achievements and performance. It developed new policy documents and carried out additional risk assessments in line with government guidelines and restrictions.

During 2022, in the aftermath of the worst effects of the COVID-19 pandemic which caused great disruption to the services provided by the organisation and created many challenges, it began the work of re-building the Social Enterprises, re-training and supporting staff back to a good work life balance, worked on the introduction of a new Employee

Assistance Programme for launch in January 2023, and generally worked very hard at returning the organisation to 2019 levels.

During 2022, the organisation continued to work on upgrading and enhancing the Village Square to provide a space to be enjoyed by all members of the local community, service providers and retailers based in the Village Centre. Our CEO, on behalf of the Board, continued her participation on the Darndale Implementation Oversight Group. This group is responsible for implementing the recommendations outlined in the report commissioned by Dublin City Council, titled 'Darndale, A Long View of an Enduring Challenge'.



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 1

Maintain, develop and upgrade the buildings and open space at the Village Centre complex/campus at Darndale to the highest possible standards.

STRATEGY	PERFORMANCE
<p>1. To continue to maintain the buildings and open spaces within the Village Centre to a very high standard.</p>	<ul style="list-style-type: none"> <li>• Started upgrades to Village Square.</li> <li>• Ongoing replacement of all lighting in the complex to energy efficient fittings and bulbs.</li> <li>• Repainted internal and external areas in the Bell Building.</li> <li>• Installed new flooring in common areas and offices within the Bell Building.</li> </ul>
<p>2. To ensure that the buildings and spaces within the Village Centre are safe and secure both for staff employed by service providers and for service users and visitors.</p>	<ul style="list-style-type: none"> <li>• On-going focus on Health and Safety within the Village Centre Complex (implemented COVID-19 safety measures in line with public health guidelines)</li> <li>• Carried out 4 Fire Drills.</li> <li>• Carried out continuous monitoring and review of security contractor Key Performance Indicators.</li> <li>• Installed a new CCTV system to cover all external areas in the Village Centre complex.</li> </ul>
<p>3. To develop more flexible rooms within the Village Centre (for meetings, for education, for training, for community events etc.) by exploring ways in which the scale and scope of the Village Centre might be expanded and extended.</p>	<ul style="list-style-type: none"> <li>• Extended use of Conference Room for on-site training.</li> <li>• At the end of 2022, the Bell Building was full to capacity, with extended use of the Conference Facility.</li> <li>• During 2022, the Village Square was used for community events at Christmas, Halloween and during the Summer.</li> </ul>
<p>4. To extend the opening hours for certain buildings within the Village Centre and especially to maximise the usage of the Bell Building in the evenings and at weekends.</p>	<ul style="list-style-type: none"> <li>• The Bell Building is now being used for evening meetings for local groups and training events. A small amount of weekend events were held during 2022.</li> </ul>
<p>5. To develop an education and training facility in conjunction with the City of Dublin ETB and other education and training providers with a particular focus on adult learners.</p>	<ul style="list-style-type: none"> <li>• CDETB is a tenant in the Bell Building delivering Adult Education classes.</li> </ul>



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 2

Enhance and improve the open and built environment through an integrated and comprehensive programme of estate management and environmental improvements.

### STRATEGY

6. DBVC, together with Dublin City Council (DCC) and other relevant organisations, will maintain the open/green spaces in areas around the Village Centre to the highest possible standards.

7. DBVC will promote and develop a service which will seek to locate larger pieces of rubbish and dispose of these in an environmentally friendly manner.

8. Community clean up campaigns will be organised and supported, and local people will be provided with the encouragement and the tools to participate in community clean-up days

9. DBVC, in conjunction with schools, youth organisations and adult groups, will seek to create more awareness amongst local residents of the importance of looking after the area in which they live.

10. In collaboration with other bodies (especially Dublin City Council), DBVC CLG will assist in developing Darndale Park into a high class amenity and facility for local residents and groups.

### PERFORMANCE

- The organisation has a designated Environmental Team which carries out extensive work in Darndale Park, the Village Centre and Link Road.

- The organisation supports local groups and initiatives (Darndale Football Club, Darndale Park Run) with challenges such as illegal dumping and vandalism. Support is provided through Community Employment.

- The organisation did not have the capacity or resources to deliver a Community Clean Up day during 2022.

- The organisation links with local agencies and services (Dublin City Council, Darndale Together, Creative Places Darndale etc.) to positively promote the local community via social media and discourage illegal dumping.
- Increased awareness of living space by sponsoring an annual Art Competition in the local junior and senior national schools with an Environmental theme.

- Continuous support provided through the CE Programme.
- Training and on-going support was given to the Parks Team.
- Support events in Darndale Park (Park Run, Darndale FC events).



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 3

Develop the range of services and supports being provided to older people living in areas close to the Village Centre and further afield.

### STRATEGY

11. DBVC will continue to operate a high quality Day Centre for older people.

### PERFORMANCE

- Maintained Day Centre to a high standard (carpets/upholstery professionally cleaned, repainted where required and complied with infection prevention and control policy).
- Continuous professional development of staff.
- Designed annual activities plan for all members attending the centre.
- Carried out a survey of members to capture opinions and used this information to create meaningful changes.
- Operated a continuous intake to ensure the viability of the centre.

12. The DBVC Handy Helpers home maintenance and repairs service for older people who require maintenance/repair work carried on in their house/apartment will be extended to all communities in the north east of Dublin City.

- Recruited 2 Handy Helpers Supervisors in 2022
- Developed a training plan for Handy Helpers to ensure all staff engage in training relevant to their job roles (Dignity and Respect and Customer Service).

13. In relation to issues around well-being, safety and security DBVC/Golden Years will continue to engage in outreach visits, in care calls, in the installation of social alarms and in visits to hospitals and nursing homes.

- Re-established Home Visits to pre COVID-19 levels.
- Maintained fleet of vehicles in line with Health and Safety Policy.
- Maintained links with other relevant services.
- Maintained our fleet of vehicles in line with our Health and Safety Policy to ensure the safe transport of our members.
- Continued to fulfil contract from Task Community Care for installation of Social Alarms.

14. DBVC will seek to develop and construct a permanent Golden Years Centre (to replace the temporary portacabin structure).

- The published feasibility study for Phase 2 of the Village Centre addressed the need for the permanent replacement of the Golden Years Senior Centre.

15. DBVC will explore organisational options concerning the future of the Golden Years services.

- Following review, the Board of DBVC CLG decided not to pursue this further at this stage.

16. Social outings and events will be organised for older people living in Darndale, Belcamp and Moatview.

- Held a Wellness Week for Members in August 2022.
- Provided 2 Summer Outings in June and July 2022.
- Social events held for Members for Easter, Halloween and Christmas.



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 4

Facilitate and enable the establishment and development of important community and social services to be developed and delivered within the community.

### STRATEGY

17. DBVC will promote a positive and attractive profile of the community so as to encourage organisations, agencies and businesses to invest and locate in the area.

18. In relation to social housing, DBVC will liaise with Dublin City Council and relevant Approved Housing Bodies with a view to increasing housing stock in the area.

19. In relation to healthcare services for older people, DBVC will liaise with the HSE and relevant voluntary organisations with a view to improving services around dementia, minor injuries/falls, respite care etc.

### PERFORMANCE

- While working in extremely challenging circumstances with crime and anti-social behaviour, the organisation has continued to promote the Village Centre and its work.
- On-going promotion of the Village Centre complex, offering other organisations/businesses the opportunity to visit the centre or use the conference facility as a sample of the environment and workspace on offer.
- During 2022, DBVC CLG maintained full occupancy of the Village Centre with an emphasis on diversity of services within the complex.
- During 2022, DBVC CLG maintained membership of the Implementation Oversight Group.

- In 2022, DBVC CLG published the Phase 2 Feasibility Study which includes consideration of housing stock and an exploration of the best approach to deliver on this strategy.

- Invited expert speakers to deliver talks/information sessions during wellness week
- Liaised with HSE Occupational Therapists in relation to slips, trips and falls prevention sessions for staff and members.
- Maintained a link with Dementia support nurse in Beaumont Hospital.
- Continued to work closely with Cairdeas daycare in Raheny, to enable our members to progress to a service that meets their needs.



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 4 (Continued)

20. In relation to the development of services and supports for Travellers, DBVC will liaise with Traveller organisations and with relevant statutory agencies at the local and national levels so as to integrate Travellers more fully into services being delivered in the Village Centre and in other locations.

- Continued to promote and encourage the inclusion and integration of Travellers into its services and programmes.
- Continued secondment of 1 Job Initiative participant to a local Traveller organisation (TravAct).

21. DBVC will endeavour to collaborate with other significant service providers who are located around the Village Centre (e.g. Sphere 17, New Life Centre, Dublin City Council Sports and Recreation Centre) in order to jointly identify and develop projects and initiatives which will benefit local residents and groups.

- Representation on the Darndale Plan Implementation Oversight Group which is responsible for the implementation of the recommendations of the report (Darndale: A Long View of an Enduring Challenge).
- Continued to provide staffing to local services through its CE and JI Employment Programmes.
- Continued to liaise with local organisations to support community events and initiatives.
- Work on upgrading of the Village Square.
- Contributed to and worked in partnership with local organisations on the 2022 'Darndale Together After Dark' Halloween Festival.



Over 400 Children attended outdoor Christmas Celebrations in the Village Square on 7th December 2022



DBVC Staff Wellness Week - Football Tournament



St. Patrick's Day at the Village Centre



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 5

Aim to ensure that DBVC is a sustainable and viable organisation and that issues relating to income, costs and expenses are monitored and reviewed on a regular and on-going basis.

### STRATEGY

22. DBVC will continue to put effective and robust systems in place for monitoring and reviewing the finances of the organisation on a regular and on-going basis.

23. DBVC will seek to enter into more service level agreements and contracts with relevant statutory agencies for work which is essential to the welfare, well-being and quality of life for local residents.

24. DBVC will aim to generate additional traded income from expanding the physical spaces which it manages, from longer opening hours and from marketing the Village Centre to organisations and agencies which may be interested in renting out rooms within the Village Centre.

25. DBVC will continue to make funding applications to funding sources which may be interested in funding certain aspects of the work which takes place within the Village Centre (these will include philanthropic, charitable, statutory and private funders).

### PERFORMANCE

- Comprehensive annual budgets were prepared for the Board in October and ratified in December. Monthly checks were completed comparing the budget to actual spend in order to ensure good financial management.
- Continuous review of suppliers to ensure best value and service is being provided.
- Bi-monthly management reports which monitor all income and expenditure were examined by the Board.
- Monthly bank reconciliations were completed at the end of each month to ensure accuracy.
- During 2022, the organisation was audited by the NSAI for compliance with ISO 9001:2015 and by an External Certified Auditor. The organisation is also fully compliant with SORP and meets all requirements as set out by funders: HSE, DSP and Pobal.

- Maintained Section 39 Grant Aid Agreement from HSE.
- Maintained contract with Pobal Community Services Programme.
- Maintained contracts with Dept. of Social Protection for Community Employment and Job Initiative Programmes.
- Maintained contract with Pobal Seniors Alert Scheme.

- Achieved full utilisation of office space in the Bell Building.
- Continued to offer room hire for businesses and community groups.
- Explored options for weekends and evening occupancy of the Bell Building.

- Secured Pobal CSP high level funding in 2022 for an additional 5 years (2023 - 2027).



## ACHIEVEMENTS & PERFORMANCE - OBJECTIVE 6

Provide a positive and enriching working environment for the paid staff and for the volunteers who contribute to the work of DBVC and to organisations which are based in the Village Centre.

### STRATEGY

26. DBVC will continue to ensure that it has all of the best practice HR policies and procedures in place in relation to the welfare, well-being and safety of staff, volunteers and service users.

27. DBVC will place a strong focus on collegiality and team building within its staff and volunteers and will organise events, activities and projects which promote and support positive working relationships amongst colleagues within the organisation.

28. DBVC aims to ensure that each worker within the organisation receives adequate levels of support and supervision and mechanisms for performance reviews and annual appraisals are in place.

29. DBVC will conduct regular Staff Satisfaction Surveys in order to gauge staff satisfaction within the organisation and to indicate where improvements in work practices might need to be made.

30. DBVC will continually monitor information systems within DBVC so as to enable employees and volunteers to link into information about what is happening within the company (thereby making them feel more of a member of a collective team which is receiving on-going and regular information concerning DBVC).

### PERFORMANCE

- All HR policies and other policies were reviewed by the organisation.
- Continued the roll out and full implementation of BrightHR Time Management System for all staff.
- Development of Flexible and Remote Working Policy and a Respect, Dignity and Equality at Work Policy.

- Organised and delivered 'Taking Control Programme' to 12 Participants from the Community Employment programme.
- Organised 2 team building events for staff during 2022 (Wellness Week and Staff Barbecue).
- Encouraged and supported Sub-Sponsoring organisations to organise Team Building events for staff seconded to them.

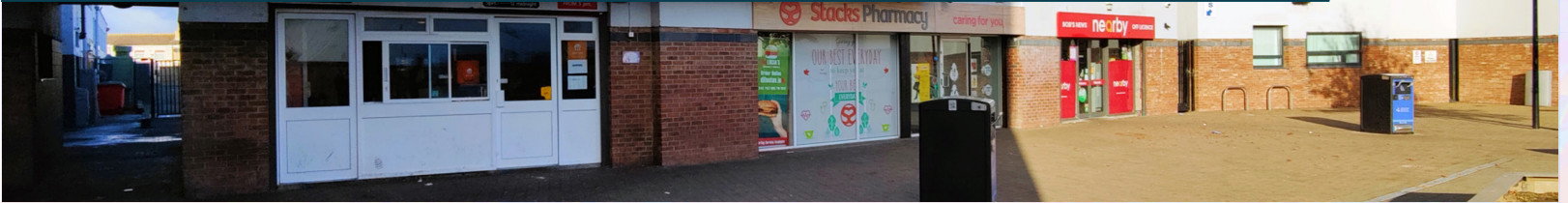
- On-going liaison with CE and JI Sub-Sponsors to ensure performance reviews and appraisals were completed for staff in 2022.
- Followed all Individual Learning Plan guidelines and CE Programme Plans for all CE participants.

- Continual professional development of all core staff - see training details under 7.4.3.
- Finalised a plan to undertake regular staff satisfaction surveys.
- Conducted all CE Participant Exit Interviews.

- Vision, Mission, Objectives and Values of the organisation are clearly displayed in all work areas and common areas within the Bell Building.
- A staff What's App group for sharing information and notices continued to be successfully utilised.



# 10. MEET THE SERVICE PROVIDERS



The Village Centre was opened in 2001. Since then, the centre has developed into a combination of community, statutory and commercial services which has proven to be a very successful model which can be considered as a blueprint for other communities.

'The Village Centre' as it is known locally, has many service providers housed within the various buildings and units. Each service provider plays a role in delivering much needed community services and supports in an integrated manner. The organisation is responsible for assisting this integrated, collective approach for the benefit of the local community.

The Village Centre has proven to be a very sought after location for many businesses, agencies and services. The centre has been full to capacity for 5+ years, with many services expressing an interest in taking up space should it become available, along with requests from current service providers for additional space.

During 2022, the following Service Providers operated from the Village Centre:

## COMMERCIAL AND RETAIL BUSINESSES

### **Bob's Newsagents & Off Licence**

A local newsagent and off-licence, Bob's provide a range of retail services for the local community, including groceries, bill paying and ATM.

### **Stack's Pharmacy**

Provides medications, prescriptions, gifts and advice to the local community

### **DiLucia's Café and Take-Away**

Offers fresh food, coffee, sandwiches and salads. Di Lucia's also offers a take-away and delivery service, offering hot food with outside catering also available.

### **Angels Love Holistic Centre**

Angels Love services include: Mediumship, Angel Therapy Healing and a range of classes for those interested in spiritual healing. Angels Love also offers specialist products for anyone interested in alternative therapies.



# COMMUNITY BASED SERVICES

## **Discovery Community Training Centre**

The Discovery Centre provides second chance education and training opportunities. It promotes and encourages students to work at their own pace, with a special emphasis on early school leavers aged 16-21 years. Discovery CTC promotes a culture of lifelong learning and provides training in the following areas: Childcare, Woodwork, IT and Customer Service, Catering and Hair and Beauty

## **Jigsaw Childcare Centre**

The Jigsaw Centre provides quality childcare for children and families from the local Darndale, Belcamp and Moatview communities. It is one of the largest childcare centres in Ireland, with 240 children aged 3 months to 12 years of age attending daily.

The aim of the Jigsaw Centre is to meet the increasing needs in the community for high quality, safe, affordable and inclusive childcare aimed at promoting the physical, emotional, social and educational well being of the children.

## **Health Service Executive Primary Care Unit (Health Centre)**

The Primary Care Unit provides the following services: community physiotherapy, adult mental health, Public Health Nursing, speech and language therapy, dental, GP, baby clinic, dressing clinic and Social Worker.

## **Dublin City Council**

Dublin City Council's local housing office is based in the Village Centre. This office provides the following services: housing advice, housing allocation and transfers, maintenance enquiries, estate management, housing and Traveller welfare clinics.

## **Northside Partnership - Preparing For Life Programme**

Preparing for Life is a prevention and early intervention project. The project works to improve children's lives by supporting parents, early years practitioners and teachers to use proven approaches to help children achieve their full potential. Preparing for Life works with families, health services, pre-schools and schools from pregnancy through to childhood.

## **City of Dublin Education and Training Board - Adult Literacy Service**

Coolock Darndale Adult Literacy Service is part of City of Dublin Education and Training Board (CDET). The service strives to support students in developing their reading, writing, maths and computers skills. The service operates within the community, and supports learners with one-to-one classes and small groups, both accredited and non-accredited. The aim of the service is to listen to and respond to the needs of students and the community.

## **Northside Partnership - Empowering Communities Programme**

The Empowering Communities Programme (ECP) aims to empower local communities to craft their own response to social exclusion and the resulting consequences. Northside Partnership Empowering Communities Team works with the Darndale Community.

## **Dublin North East Drugs and Alcohol Task Force**

Dublin North East Drugs & Alcohol Task Force is one of twenty four Drugs Task Forces nationwide. The task forces were developed to combat the threat from problem drug use throughout the country. They are made up of statutory, voluntary, community and public representatives who work in partnership to provide and maintain a system of supports and services for individuals, families and communities through which existing and future problem drug use is prevented, reduced and managed.



# 11. FINANCIAL REVIEW & RISK

## Financial Review

The results for 2022 are set out in the organisation's 2022 Financial Statements on the following page showing income and expenditure. At the end of 2022, the company had assets of €1,183,137 (2021 - €1,160,073) and liabilities of €417,769 (2021 - €371,562). The net assets of the company have decreased by €(23,143). The organisation's Financial Statements can be viewed in greater detail on the Charities Regulator and Companies Registration Office websites.

## Principal Risks and Uncertainties

Achievement of our aims and objectives entails taking risks. The Board is responsible for ensuring that the major risks facing DBVC are appropriately managed. This is a continuous process reflecting the changing priorities and circumstances facing the organisation. During 2022, the major risks facing the organisation, as determined by the Board and Management, were reviewed and their potential impact assessed. In particular, Facilities Management service charges and pricing policies continued to be reviewed on foot of the work that began in 2018. Strategies and controls aimed at managing risks appropriately have been agreed, most of which are already in place and effective.

In many cases the control processes are subject to continuous improvement. Given the objectives of the organisation and the nature of the activities by which it furthers them, some of the risks have to be accepted - it is not possible for the organisation to eliminate all of them. Appropriate steps have been taken to mitigate them where possible. The most significant risks to the organisation can be encapsulated in: income generation, cash flow management, loss of funding, high inflation, and substantial energy increases.

## Funders in 2022



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development



An Roinn Coimirce Sóisialaí  
Department of Social Protection



An Roinn Sláinte  
Department of Health



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council



Seirbhís Sláinte  
Níos Fearr  
á Forbairt | Building a  
Better Health  
Service



SPÓRT ÉIREANN  
SPORT IRELAND





# 12. FINANCIAL INFORMATION

## Income and Expenditure Account

	2022	2021
<b>Income</b>	€ 2,719,349	€ 2,612,983
<b>Expenditure</b>	-€ 2,742,492	-€ 2,586,068
<b>Surplus / Deficit</b>	-€ 23,143	€ 26,915

## Balance Sheet

	2022	2021
<b>Fixed Assets</b>		
Tangible assets	<u>€ 273,280</u>	<u>€ 267,677</u>
<b>Current Assets</b>		
Debtors	€ 273,462	€ 243,711
Cash at bank and in hand	€ 636,395	€ 648,685
	<u>€ 909,857</u>	<u>€ 892,396</u>
<b>Credits: Amounts falling due within one year</b>	<u>-€ 417,769</u>	<u>-€ 371,562</u>
<b>Net Current Assets</b>	<u>€ 492,088</u>	<u>€ 520,834</u>
<b>Total Assets less Current Liabilities</b>	<u>€ 765,368</u>	<u>€ 788,511</u>
<b>Funds</b>		
Restricted Funds	€368,542	€ 286,284
<b>General Fund (unrestricted) Total Funds</b>	<u>€ 396,844</u>	<u>€ 502,227</u>
<b>Total Funds</b>	<u>€ 765,368</u>	<u>€ 788,511</u>









**Darndale Belcamp Village Centre CLG**

**The Link Road, Darndale**

**D17 E027**

**Tel: (01) 877 1600**

**Email: [info@villagecentre.ie](mailto:info@villagecentre.ie)**

**Web: [www.darndalebelcampvc.ie](http://www.darndalebelcampvc.ie)**

**Company Registration Number: 350776**

**Registered Charity Number: 20066314**

**CHY Number: 17682**

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