



Annual Report
April 2020-March 2021

"Let each of us look not only to his own interests, but also to the interests of others"

Registered Charity NIC10114 : Company No NI43785

Introduction:

Vision

“Creating a better future for people effected by the Troubles”

Mission Statement

To provide outcome focused support services for civilians, security force & HM Forces personnel and their families, who experienced bereavement and injury as a result of the “Troubles” Through the provision of evidenced based treatment, prevention and support services aimed at empowering victims and survivors through the promotion of their physical and mental well being, encourage and accessing welfare and benefit support and addressing social, familial and community difficulties which have arisen as a result of the Troubles.

Background

The Ely Centre was formed by individuals and family members of the bereaved and injured of the 1987 Enniskillen Remembrance Day Bomb which claimed the lives of 12 innocent people and injured over 70 men, women and children.

The Poppy Day Massacre took place on 8 November 1987. An (IRA) bomb exploded near the town's war memorial (cenotaph) during the annual Remembrance Sunday ceremony, which was being held to commemorate the dead of both World Wars, all killed were civilians.



Image 1: The Ely Centre Chairperson Mr Jim Dixon being rescued from the Enniskillen Bomb

Values

Safety: Promote the well-being of victims and survivors by providing an open, accepting environment to explore their concerns in a professional, ethical & confidential way.

Respect: Foster a culture of inclusiveness that honours diversity amongst individuals. **Compassion:** Provide genuine care and concern for the unique struggles faced by victims. **Learning:** Encouraging the development of awareness, knowledge, and skills as a lifelong process.

Empowerment: Offer information, context, and support to enable them to navigate their lifecircumstances.

Excellence: Uphold the highest professional and ethical standards and provide leadership in the field of victim support.

Community: Promote inter and intra community connection and collaboration, and continually striving to engage honestly and authentically in beneficial relationships

Our Aims

- To support our members, through the provision of evidenced based, outcome focused therapeutic and psychological support services and programmes.
- To raise awareness, locally and nationally on the overall effects of terrorism on victims and their families.
- To raise awareness on the negative impact of the troubles on individuals mental health.
- To help injured service members and civilians aid and assist each other.
- To provide social, educational and welfare services to meet the needs of injured service members and civilians and their families.
- To create a Permanent Memorial to the Victims of the 1987 Enniskillen Poppy Day Bomb.
- To provide Individuals with tailored approaches to treatment by considering each person's needs and goals.
- To provide Individuals with information relating to services, processes and practitioners to ensure they feel informed, confident and comfortable with utilising our services.
- To develop strategic partnerships with community/voluntary/statutory sector based organisations for the purpose of ensuring quality and sustainable services are provided for our member.
- To develop and delivery community volunteering initiatives, thus empowering our local community and recognising its integral role in our service delivery model.

Company Motto

"Let each of us look not only to his own interests, but also to the interests of others"

Our Goal

To accomplish our goal, we will be implementing services targeting 6 thematic "Areas of Need" as identified within the Comprehensive Needs Assessment (CVSNI, 2012) & Victims and Survivors Strategy (2009-2019) Health and Wellbeing Services, remain the main priority area of need for victims and survivors. (CVSNI)

Organisational Governance

Board of Directors

- Mr W.J .Dixon Chairperson
- Mr W. Wallace Vice Chairperson
- Mrs E Lappin Company Secretary
- Mrs R Barton Director
- Mr O Wilson Director
- Mr J Mullan Director
- Mr A Coulter Director
- Mr Roy Crawford Director
- Mrs Mabel Black Director

A total of 10 Board of Directors Meetings occurred during the 2020-2021 Period, with 9/10 occurring on Zoom as a result of the ongoing pandemic. Ely Centre Directors receive no fee for attendance of Board of Directors Meetings.

Our Staff

- Mr Lee McDowell Director of Services
- Dr Art O'Malley Head of Clinical Services
- Mrs Anne Moore Clinical Co-ordinator
- Mrs Gladys O'Callaghan Clinical Administrator
- Mrs Sharon Breen Health and Well Being Case Officer
- Mrs Glenda Milligan Health and Well Being Case Officer
- Mrs Wendy Patton Finance and Procurement Manager
- Mr Ben Higgins Head of Welfare Services
- Mr Ivan Bingham Welfare Support Officer
- Mr Danny Kennedy Welfare Support Officer South Armagh
- Mr David Taylor Welfare Support Officer South Armagh
- Ms Shirley-Ann Thomson Family Support Officer
- Mrs Yvonne Breen Fundraising and Development Officer
- Mr Christine Spence Veterans Programme Officer
- Mrs Karen Clyde Health and Well Being Receptionist

Sessional Talking Therapists: The Ely Centre have a pool of sessional therapists recruited on sessional contracts to provide Step 2 and Step 3 sessional Mental Health Practitioners at multiple sites across our identified target areas.

Complementary Therapists: The Ely Centre outsource the provision of Complementary therapies. The Ely Centre have recruited a pool of complementary therapy providers who provide this essential service across multiple sites to clients.

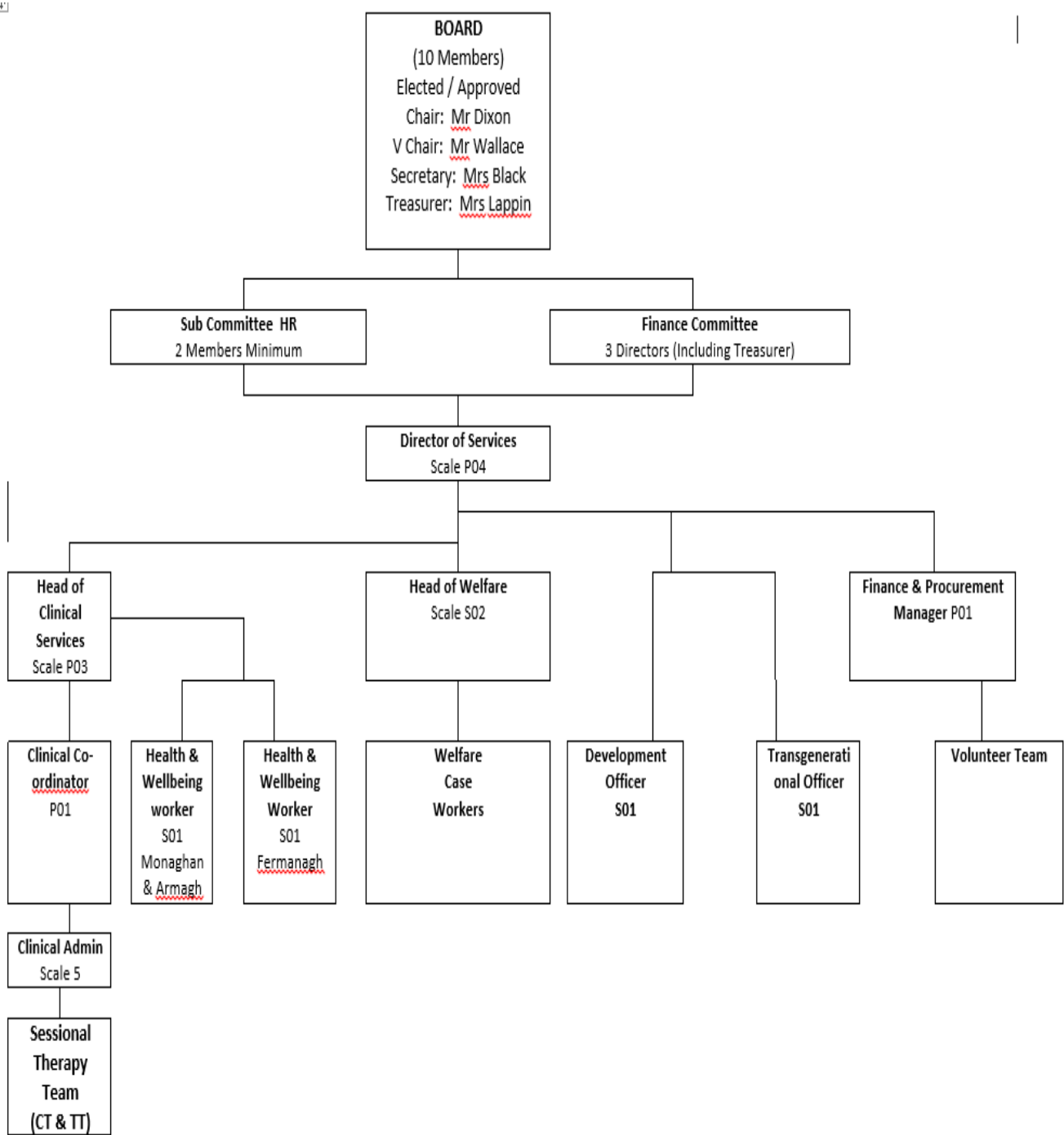
Company Auditors / Accountancy

Rainey & Associates Chartered Accountants are the Ely Centre Registered Auditors

Insurance

TL Dallas are the Ely Centre Insurance Provider

2020-2021 Organisational Chart



Chairman's Remarks

It has been a privilege to serve as the Chairperson of the Board of Directors of the Ely Centre for the last number of years. I never thought that the centre would progress to the level that it is now at in providing specialist health and welfare support to victims from across Northern Ireland. As we move forward I am excited about the potential for the Ely Centre to develop in new areas and sectors to support. I believe that we have the leadership on the board and the experience in the staffing team to ensure that our strategic goals will be achieved.

I would like to express our gratitude to our funding authorities for their dedication and continued commitment to the Ely Centre. Their support, advice and guidance is always appreciated and we look forward to working with you all in this incoming year.

I would like to thank all our Directors who dedicate their time freely to enhance and ensure the continued development of the Ely Centre. I welcome our recent additions to the Board and I look forward to the working with them on the challenges that lie ahead and on a personal and a collective level I would like to thank all the staffing team and the sessional practitioners who are the people on the ground making an impact to the lives of victims and survivors. We thank you for the commitment, compassion and care that you bring to the centre on a daily basis and may we rededicate and encourage ourselves to our founding biblical principle of

“Let each look out not only for our own interest but also the interest of others”

Jim Dixon

Director of Services Report

It is with great pleasure that I have this opportunity to present on the services delivered by the Ely Centre during the 2020-2021 financial period. The successes and achievements of the services which have been delivered for the betterment of victims and survivors and their families and the new strategic and funding developments which continue to be accessed will ensure the longevity and progressive evolution of the Ely Centre in a leading Victims Charity with the potential to improve the lives of an even greater number of victims and survivors with the latest advancements in the fields in which we operate.

To demonstrate the human aspect of the work which the Ely Centre provide, a large number of case studies have been included within each individual service overviews overleaf. Case Studies and client feedback demonstrate the quality and efficiency of the level of dedication and expertise which the staff team deliver to our clients. I trust that in reading these you will gain some insight into the essential nature of support that the centre provide and how it improves the lives of those we seek to support.

The Membership and client increase illustrated in the reporting figures below represent an overall increase of approximately 15% on the previous year service uptake. This increase is testament to the hard work and dedication of everyone at the Ely Centre. Our company motto "let each look out not only for his own interests but also the interests of others" has been visibly displayed by all the Board of Directors and the staff of the Ely Centre within the last year and serves well for the future development of this organisation into a centre of excellence within the field of victims support and trauma management.

New Developments

Regional Trauma Network Partner:

Within this year the Ely Centre Victims Programme have worked collaboratively with the Victims and Survivors Service, our 4 Sister Groups and the Department of Health to ensure the operational commencement of the Regional Trauma Network. The RTN has the potential to greatly improve the mental well-being of victims of trauma and we are delighted that the 3 RTN roles within the centre which will work with the Regional Trauma Network have ensured the smooth transition of victims and survivors from community to statutory services were and when required. We were delighted this service is being led by Dr A. Omalley, with over 30 years experience in the field of mental health working in a range of NHS settings we can be confident that this service will continue to develop the most effective clinical approaches to supporting victims and survivors.

New Outreach Centre Created:

As an organisation we were delighted to receive additional VSP funding for the creation of a new centre in Co Armagh which will complement the work of local groups and partners we have worked with for many years in the area. This new office based in Markethill will provide much health and well-being and welfare and benefit advice and has enabled the employment of three staff. This target area ravaged during the Troubles had previously been identified through our successful peace 4 application for health and well-being support and the need to provide additional services has been recognised and funding awarded to ensure its continued development.

Troubles Permanent Disablement Pension Scheme:

The Ely Centre welfare advice team, under the leadership of Mr Ben Higgins has played a pivotal role in working with The Executive Office and the Commissioner for Victims and Survivors in the developmental and implementation stages of the Troubles Permanent Disablement Pension Scheme. Through a series of public consultations hosted by the Ely Centre we ascertained a general consensus from victims and survivors and this feedback was instrumental in our submission to the consultation process. This feedback has guided our participation within the subsequent departmental working groups and we will ensure and closely monitor the roll out of this scheme to ensure that victims and survivors are supported and are encouraged to access this scheme.

COVID 19 Response

In March 2020 the COVID 19 pandemic impacted Northern Ireland. As an organisation we were not immune to its effect with the offices closing to the public and all social distancing measures implemented during Mid March 2020. The founding scripture text of the Ely Centre I am proud to say was evidenced in abundance in our response to this ongoing pandemic. In the space of 2 weeks up to the end of our financial year, the Ely Centre set in plan an emergency food distribution programme to support victims and survivors who had been impacted as a result of the pandemic. In this period we distributed over 230 emergency food parcels to victims and survivors from across Fermanagh, Tyrone and Armagh. As an organisation we have been humbled by the feedback which we have received from recipients and we aim to continue this level of support or increase it moving into the new financial year.

An organisation we have adapted quickly to these unusual times with all services with the exception of our social support services continuing as normal. All staff and sessional counsellors were provided with the necessary equipment to ensure that our membership could avail of our services albeit using a different approach. Initial feedback from the staff during this period has been positive with clients appreciate that support services remain accessible and the support during this time is available for them.

As Director of Services, I wish to pay tribute and acknowledge the dedication of the staff and the sessional therapist team during this ongoing crisis. I have been very encouraged with the true commitment, compassion and care which has been demonstrated by the staff to victims and survivors during this time and I am sure that this pandemic will result in an even greater level of care empathy and compassion in our daily support when the pandemic ceases. Of note I must pay tribute to the Health and Well Being Case Officers and welfare staff who have worked tirelessly throughout this time in ensuring that the unique and diverse needs of victims and survivors have been supported through this time.

Diversification of Funding Streams.

Throughout this period, we have continued to identify and submit further business cases to an eclectic range of trusts and charitable funders. Of note we are currently submitting a capital grant to ensure all our buildings are disabled access and reflect the current requirements of our members, furthermore we are in the development stages of submitting a number of military focused grants seeking to support officers currently undergoing the transition from military to civilian life. During this period we have also commenced exploratory work in expanding our services to the Republic of Ireland on a greater scale. We have been greatly encouraged by the responses which we have received to our business cases for the provision of health and well being support services.

Remembrance & Acknowledgment Projects:

The resolution and obtaining of planning permission for the new Enniskillen Memorial has invested a great amount of resources for the centre, we have currently delivered two large fundraising events which Alongside private and public donations have helped raise the required amount for the completion of the project.

During this year a number of notable troubles incidents anniversaries occurred and we were approached by a number of relatives of these events to support them in their efforts to commemorate and remember their loved ones and colleagues. The Ely Centre is currently working with these parties to ensure that these events are commemorated and their loved ones acknowledged.

Service Uptake and Overview Across all thematic service areas The Ely Centre achieved the annual targets indicated within our delivery plan. The impact of these services are outlined further down.

The progression of our Health and Wellbeing service includes:

- Talking Therapy: 102 clients with over 800 sessions delivered in the period.
- Complementary Therapy: 158 clients with over 460 sessions delivered in the period.
- Health and Well Being Support: Over 240 Clients supported across Fermanagh and South Armagh.

These services have continued to advance in service output, service quality and service geographical areas. In relation to Talking therapies for one example exceeded our original estimate by over 100%.

Within this financial year we have expanded our psychological and counselling team to a team of step 2 and step 3 mental health practitioners who are now providing clinical support to clients who reside in Co Fermanagh, Tyrone and Armagh. The experience, qualification and empathy of this team of sessional therapists created and led under the guidance of the Head of Clinical Services is beginning to shape how policy and standards for how victims suffering from trauma should and can be dealt with utilising world recognised, evidence based and outcomes focused standards.

As of the end of March 2021, the Ely centre recorded over 3500 entries onto the VSS Database, this exceeds the estimates set within our delivery plan for the period, the COVID 19 Pandemic has led to a change in our service delivery model, with many of our PPD courses, and Health and Well Being Services delivered online via various platform. The engagement from clients and willingness of clients to adapt to this technology has been extremely rewarding.

This visible impact on the lives of many victims and survivors is rewarding and is reflective of the dedication and commitment of the Team here and the rich relationships which we have established with VSS and our referral partners. The Ely Centre has progressed excellently towards all objectives as outlined within the delivery plan

Secondly Welfare and Financial Advice service has continued to expand with The Ely Centre now supporting circa 700 clients per annum and providing welfare and advice service covering Co Fermanagh, Tyrone and Armagh this service will hopefully be recognised as a leading service delivery provider over the forthcoming years. The impact of this work will be demonstrated in the case studies overleaf.

In closing I mention that within this year Ely centre services have supported over 3500 beneficiaries.. This is testimony to the hard work and dedication of all the staff and I would like to take this opportunity to thank you all for your steadfast commitment to the Ely Centre and the work which we deliver.

Lee McDowell

Director of Services.

Operational Review

Between April 2020 to March 2021 The Ely Centre was funded through a range of funding agencies but the core work of the centre is funded by the Victim and Survivor Service who administered financial support for work amongst victims and survivors of conflict on behalf of the Executive office and the Peace 4 Programme. The project was to deliver a specified range of specified services to victims and survivors of conflict categorised by the Victim and Survivor Order (2006), in the Fermanagh and South Tyrone service catchment area of the Ely Centre.

In the reporting period of April 2020 to March 2021, a total of 3,560 direct beneficiaries and 14,240 indirect beneficiaries received support from VSP /Peace 4/ Armed Forces Covenant Trust services delivered by the Ely Centre, of these:

Operational Income

A copy of the 2020-21 Audit Report is attached.

A detailed list of all donors to the Enniskillen Memorial is available for perusal with the Finance Officer.

Service Review

Evaluation within this period of the Various Programmes funded and the monitoring of the effectiveness of project activities is a central requirement of the programme. Primarily in purpose it allows the Ely Centre to clearly demonstrate independently how the project has operated, the extent to which it has met we have achieved our objectives, targets and impacted our target group with reference to our letter of offer.

This review has taken a quantitative and qualitative approach in assessment of work plan delivery. Efforts have been made not only to see extent of success in meeting targets but also the quality of service and the social and community impacts, which deliver key transformative

outcomes. The process also provides an opportunity to identify difficult issues that may have arisen during the delivery of the project. Areas of learning or concern once identified can then be addressed within future project design and monitoring mechanisms.

Overall within this review uptake demonstrates evidence of a professionally and efficiently delivered Health and Well Being and Social Support services which have met or exceeded targets in a number of areas, especially in terms of beneficiary numbers and we anticipate further increase

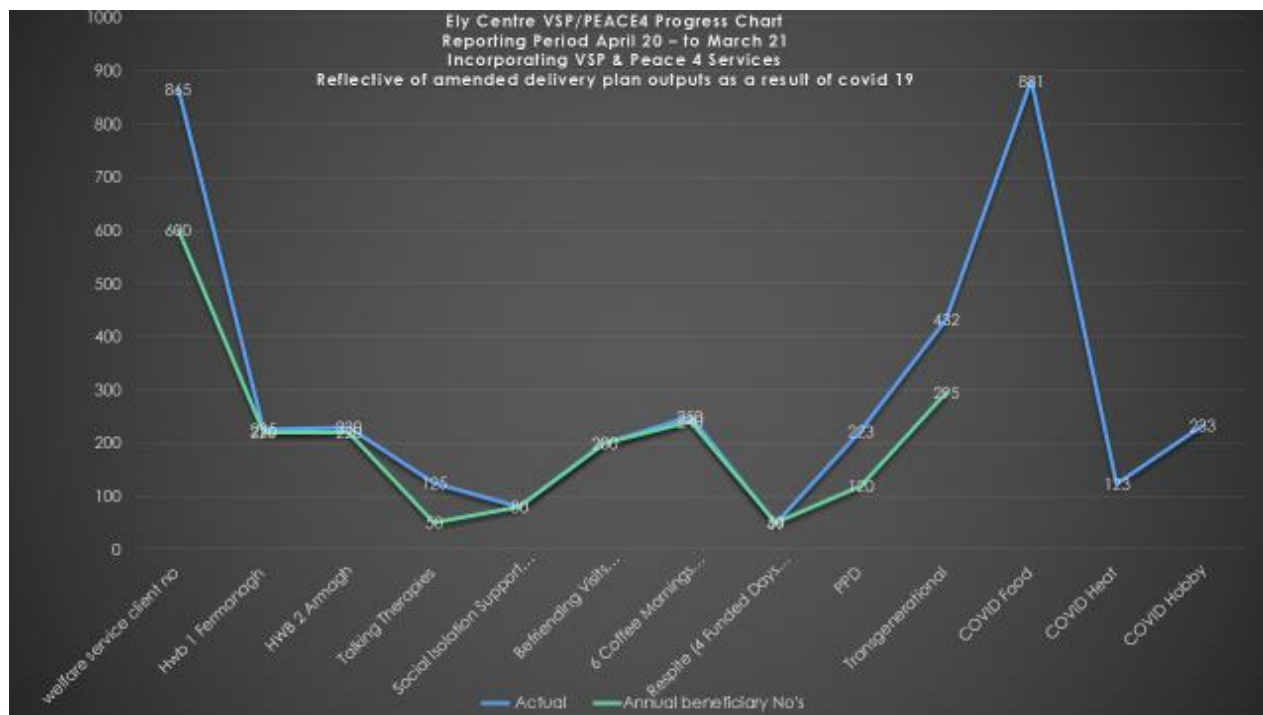
Overall social support activities were delivered in a well organised and efficient manner with general sufficiency in service, and instances such as respite activities in which demand was not met by supply. In terms of service outlay communication of available social support activities and fairness in registration issues are areas which should be considered and addressed by the organisation to address this threat to confidence in outlay of service.

Major improvements in this current year has been the national recognition for our Veterans Work. The Ely Centre were accepted unto ADSICS and the newly created Veterans Gateway which will ensure national and regional coverage to the veterans community, equally we are honoured to have maintained our associate membership to COBSEO, the Confederation of Service Charities, and the Northern Ireland Veterans SUPPORT Committee this membership ensures that the work which are delivering to veterans and their families has been recognised at the highest level.

Recommended actions in summary refer to further development of services and modification of systems for future evaluation

Outputs Review:

The Chart below recording the outputs of the Ely Centre during this reporting period evidences the increasing need for Health and well being/ welfare and social support services.



Summarising the chart above the following outputs have been achieved.

- Ely Centre Registered Membership ISARC (Digital Registration and Monitoring System. 2105
- VSS Beneficiary Numbers (N.b Excludes HWB & Peace 4 team) 3423 Beneficiaries Entered From April 2020 – to March 21)
- Breakdown 2184 Female / 1239 Male
- 125 Talking Therapy Clients (Referred to Service, total of 76 Completed Treatment with remaining In progress) from April 2020
- Over 482 Sessions of TFCBT or EMDR (Step 3) Provided online via zoom/teams/ or telephone/ essential F2F appointments.
- 1 Ecotherapy Group Counselling Programme supporting 8 clients delivered over an 8 week period.
- Social Isolation Support Worker (Jan – Mar 21) provided over 100 hours of social isolation interventions
- 225 Health and Well Being Interventions Co Fermanagh (Peace 4)
- 230 Health and Well Being Interventions South Armagh and Monaghan
- 17 Online Personal Development Courses to 223 Beneficiaries Including
- 40 Male Targeted PPD Hours (20 weeks x 2 hours per week to 15 Males PW (Models for Heroes)
- 103 Hours of Art/ Craft/ Physical Well Being Activities, Minimum of 2 Hours Per Activity, Minimum of 18 Activities to additional 200 individuals
- 20 Befriendees being supported by team of 6 trained befrienders (Well being telephone calls/ outside house visits)
- Emergency Food Parcels to 881 Beneficiaries as a result of COVID 19
- Emergency Heating Oil (£50) to 123 Vulnerable Victims/Survivors as result of Covid 19
- Hobby/ Small Item/ Gardening Packs to 233 Vulnerable Victims/Survivors as a result of Covid 19
- Welfare Support and Advice provided to 865 Beneficiaries / 5190 Welfare Hours provided
- Social Media Followers : 1650 followers

Victims Support Programme Objectives

The VSP/ Peace 4 Funded core services of Ely Centre has been designed to provide tailored care and support to the numerous victims and survivors of terrorism throughout the Fermanagh ,Ty rone & Armagh areas.

Ely Centre victim care packages entail the provision of financial, educational, economic, social and psychological assistance with the aim of helping innocent victims/survivors, carers and their families cope with the effects that decades of violence have had and to ensure future generations do not repeat it.

Through this programme The Ely Centre has sought to bring relief to persons residing in our target areas who are suffering hardship, sickness or distress as a result of conflict related incidents.

Outcomes Summary achieved through service delivery.

- Improvement in health and overall wellbeing of victims.
- Improvement in levels of reconciliation and tolerance among victims.
- Improvement in future clinical practice and procedures relating to victims.
- Improvement in skills held by victims.
- Improvement in closure relating to legacy issues.
- Reduction in transgenerational transmission of trauma related pathology.
- Improved family relationships and understanding.
- Increase in capacity of carers.
- Increased economic and social potential of victims

Outcome Measurement Tools

The Ely Centre employ a range of qualitative and quantitative monitoring tools across all service areas. The data is recorded and submitted to the funding authority on a monthly basis and presented to the Board of Directors at our monthly meetings.

Health and Well Being Services:

In respect of Health of Well Being we utilise a range of internationally validated psychometrics within our talking therapy programmes. These tools ensure that a thorough bio psychosocial assessment is conducted for all clients to ensure the allocation of services to the correct tier is carried out according to scores in an efficient and resourceful manner.

These tools are employed within the NHS and HSE for psychological services and ensures that with the development of the Regional Trauma Network the transition that the Ely Centre will have will be greatly diminished as the standards that the team our working too are what is expected of all professionals' employment within these service sphere.

The positive impact of these services is validated through research documented below with over 90% for example of clients recording positive relief of symptoms in relation to our CT programme. As we move forward the Ely Centre will be identifying more ways to actively record the impact of our services as the benefit of our work must be demonstrated beyond scrutiny in an increasingly competitive funding arena.

Health and Well Being Measurement Tools

- CORENET
- MYMOP
- IESR/ PCL 5
- GAD 7
- PHQ 9
- WSAS
- Client Case Studies

Welfare & Benefit Advice Services:

- Monthly / Annual Benefit Calculators
- Received Benefit Record
- Case Studies

Social Support Services

The Ely Centre employ a range of monitoring tools to assess the impact of the social support services. These can be conducted in multiple formats from paper forms to general client feed feedback and client observation. Off note the work and social adjustment scale is an internationally validated tool to assess social adjustment and this is recorded across a range of services within this overarching service area.

Overarching Project Objectives

Addressing Trauma

The effects of trauma on victims and survivors have been addressed in the project by a range of actions as summarised. This has been intended to impact on the victim/survivor allowing improvement in their recovery from trauma, and facilitating promotion of integration, social rehabilitation and peace and reconciliation objectives.

Recognition

The recognition aspects inherent in the VSP funded programme with particular reference to the truth, justice and acknowledgment work plans was intended to produce a number of positive outcomes and benefits for society. These are centred on increasing tolerance, social and community cohesion and overall good relations. As those that have suffered the most as a result of the troubles, victims and survivors of the troubles symbolise the inequality and the legacy of conflict to wider communities.

For community and society at large such a demonstration of recognition acts to encourage reconciliation and cross community activity by overcoming negative attitudes and objections that provide a hindrance to such movement and by providing an example of the positive contribution made by the VSP programme and wide-scale promotion of peace and reconciliation to the direct improvement of the lives of those that have been directly and indirectly affected by conflict related violence.

Reconciliation

The Ely Centre VSP funded programme was designed to promote higher levels of reconciliation and reintegration among first and second generation victims and survivors, who have been negatively affected by trauma as a consequence of their experiences.

It has been intended to develop changed and improved attitudes towards peace and reconciliation, social interdependence, cross community and cross border activity, and social recognition for trauma experience and suffering.

Beneficiaries

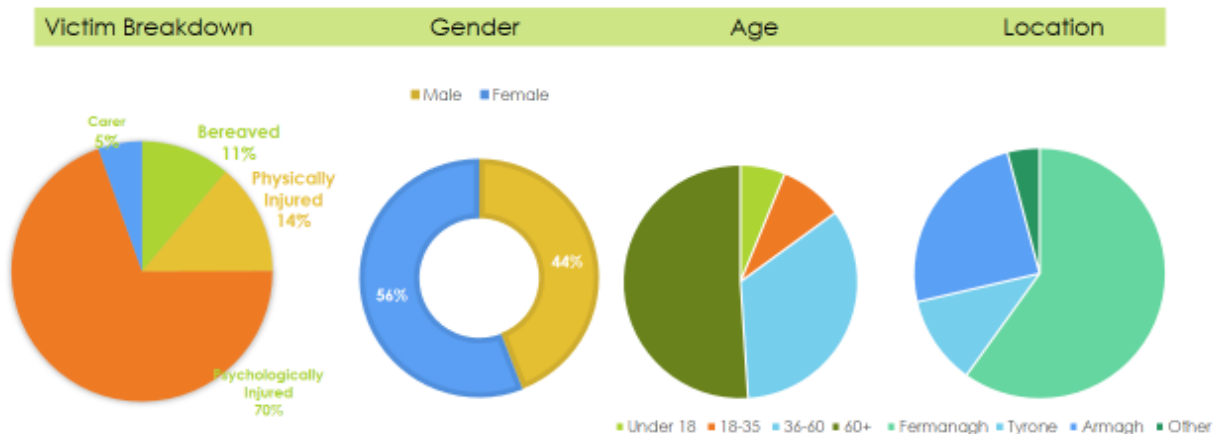
Beneficiaries of the VSP and Peace 4 projects are required to be victims of terrorism as defined by the victim/survivor Act 2006 which gives the following definition:

- (a) Someone who is or has been physically or psychologically injured as a result of or in consequence of a conflict-related incident;
- (b) Someone who provides a substantial amount of care on a regular basis for an individual mentioned in paragraph (a); or
- (c) Someone who has been bereaved as a result of or in consequence of a conflict- related incident.

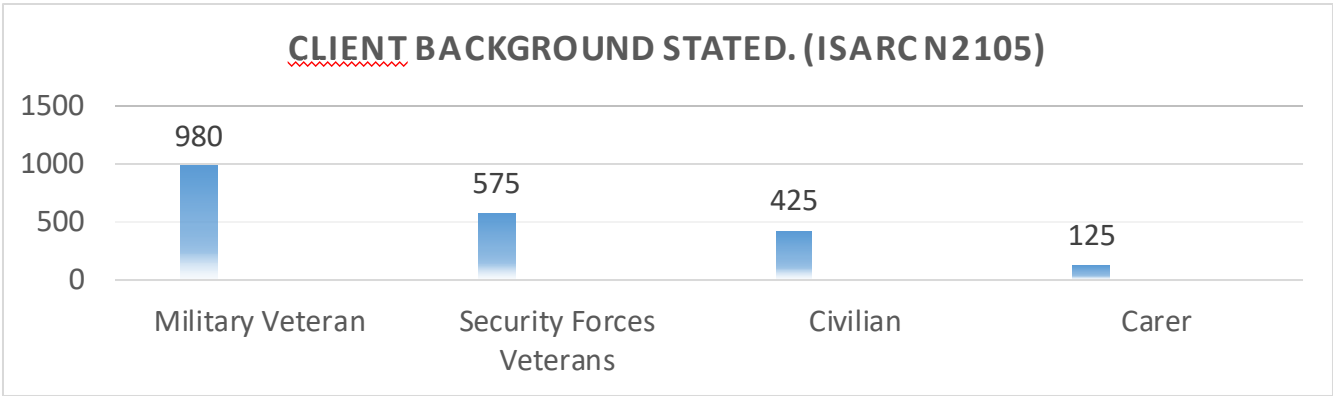
The Following breakdown of 20/21 beneficiaries illustrates the majority of clients supported in this financial year were

- females
- psychologically injured and
- over the age of 36 years of age.
- From the Co Fermanagh Area

However we are delighted with the reported increases in males accessing Ely centre services during this year and the increasing amount of clients being reached as a result of the opening of our second office.



A further breakdown of our ISARC Membership databases illustrates that Serving/Retired Members of the Military or the Security Forces remain the core group which the Ely Centre support



Health and Well Being Service

Lead: Dr Art O'Malley

Service Aim: To improve the health and wellbeing of victims and survivors and target hard to reach and marginalised individuals and communities that have suffered as a result of the Troubles/Conflict.

Since the programme commenced, The Ely Centre in partnership with the VSS has developed a network of health and well-being caseworkers within Fermanagh and South Tyrone and South Armagh and Monaghan and voluntary partners across the region, who support victims in their local communities and deliver services and support where it is needed

Furthermore the Ely Centre is Lead partner in the delivery of CREST 2003, NICE 2005 and World Health Organisation 2013 gold standard outcomes focused Psychological therapies delivered to Step 1, 2 and Step 3 clients from Fermanagh, Co Tyrone and Co Armagh.

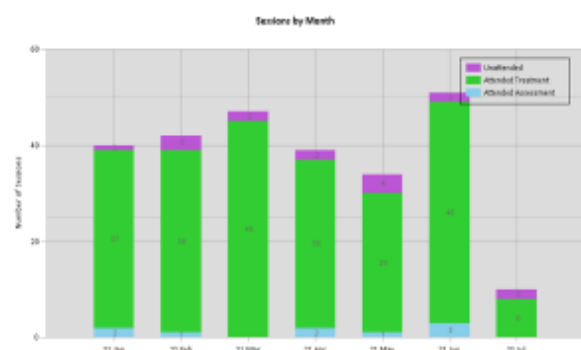
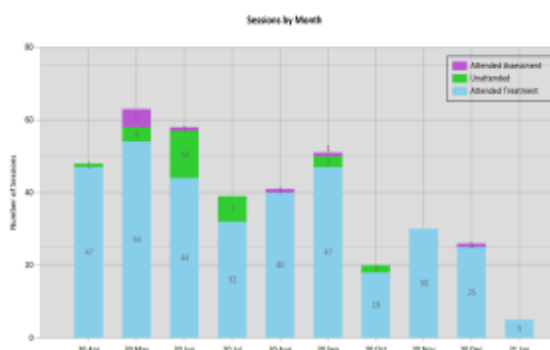
This review will focus upon the impact of Talking & Complementary Therapies (In focus) as Health and Well Being Reviews are submitted and presented on a monthly basis.

Client / Session Numbers A total of 125 clients received approx. 500 sessions of talking therapy at the Ely Centre. Clients are accessing our services primarily during COVID via ONLINE/TELEPHONE platforms, Zoom rooms are available for clients /counsellors to access in our Enniskillen and Armagh Offices. Approximately 20% of all talking therapy clients have been inward referrals from our partner organisations.

As in previous years, there has been a reported increase of Male Clients accessing this service displaying a range of step 2 and step 3 psychological symptoms. On average each client received 8 sessions however this varies dependant upon the severity of the client in question.

From reviewing the Sessional Attendance Chart recorded below, The Ely Centre clearly achieved our original funded estimate for the 20-21 period.

Service Aim: Delivery of 400 sessions to approximately 50 clients



Case Study 1:

I met client B in early 2020 after his discharge from hospital, he thought he was going to die such was the seriousness of his illness but he kept these worries to himself as he didn't want to worry his family. I helped Client B to process the trauma of this surgery and we then started to deal with his trauma from the troubles.

He'd been a member of the full time police reserve when he was caught up in a bomb explosion. He was then re located to be a member of the mobile support unit and would be transferred at short notice to wherever the greatest need was. There were several incidents where he had to move out of housing accommodation at short notice and look for a place to live.

One of the worst events that he was involved in a significant event in Derry when a victim was tied to his vehicle and told to drive it to a checkpoint where five other soldiers were killed. Client B was part of the group of policeman who had to pick up the body parts.

At his later appointments, we continued to process his traumatic memories in relation to the Troubles. We also processed his involvement at another significant incident in which he was involved in helping the forensic team clear up. In particular CLIENT B was distressed by the smell of the scene.

When I performed the impact events scale initially before commencing treatment the score was 70 out of 88 indicating complex PTSD. When I completed the impact of event scale the score had reduced to 22 out of 88 indicating that CLIENT was no longer demonstrating any symptoms of complex PTSD. The final session enabled CLIENT to have the episode positive cognition that he was proud to have served and he could imagine his inspector thanking him and his colleagues for a job well done.

This gave a feeling of pride that rippled through his body. that and eg CLIENT felt that he could cope with anything that's fired at him following the treatment loss he was able to undergo and these through sessions of sensory motor focused EMDR. It is my experience that Sensorimotor EMDR provides the in-depth support that allows clients to deal with the dissociative symptoms that commonly presents with victims and survivors of traumatic events during the Troubles.

From the evidence above it is clearly evident that unlike other services such as social support operating within the Ely Centre almost 60% of clients users are males. Organisationally, this is a big advancement in seeking to target traditionally hard to reach groups. Many veterans and ex security force members form the majority of the male client group. Furthermore with over 80% session attendance rate this usually hard to reach target group are evidencing the beneficial impact of this service.

As the number of referral partners increase and statutory and CVS awareness of the service is increased we conclude that moving forward this service will continue to expand.

The Ely Centre Psychological and Talking Therapies model utilises psychological therapies that are evidence based and outcomes focused (namely CBT and EMDR) which will create the opportunity for the Ely Centre to be recognised as a Centre of Excellence in the treatment of trauma to ensure this moving forward the requirement of additional funding to achieve this objective is required to

- (1) Effectively address the complex presenting issues which many clients are presenting with
- (2) Ensure that clients aligned within the step care model have the required amount of sessions required to begin to address and manage their mental well-being
- (3) Expand and refresh the sessional and temporary bank of Mental Health Practitioners, ensuring we are accessing the highest quality of therapists to deliver CBT/EMDR and ensure their professional development is provided for to ensure efficacy of client treatment and
- (4) Through academic partnerships established with mainland universities partners raise awareness through research and publication of the impact of our treatment approach on supporting victims of terrorism.
- (5) Have sufficient resources in places to support the increasing number of clients being referred from our partner organisations and with the onset of legacy issues ensure that access to psychological support is available for clients undergoing this process.

We anticipate that the Health and Well Being service in particular psychological interventions will become an industry standard for service delivery and a model to aspire to for those seeking to support victims and survivors recovering from psychological injury.

Financial and Welfare Advice Service Review

Service Aim: To address the financial and welfare needs of victims and survivors

Service Overview: Lead Partner in delivery of Benefit Advice/ Specialist War Pension & Military Benefits to ease uncertainty surrounding welfare reform, increase access and improve the financial/ welfare needs to a minimum of 600 victims and survivors per annum from Co Fermanagh, Tyrone and Armagh

3 Welfare Support Officers currently employed addressing welfare reform issues.

- Welfare 1 Mr Ivan Bingham
- Welfare 2 Mr Ben Higgins
- Welfare 3 Job Share Mr Danny Kennedy/ Mr David Taylor
- Financial Income from April – Now Approximately 500-550 K
- Project has supported a total of 633 beneficiaries throughout the year
- 514 in house welfare assessments
- 119 outreach welfare assessments
- 8 outreach welfare clinics delivered across the target areas.
- SERVE Roadshows In SCARVA (March) cancelled due to COVID 19

Mr David Taylor has recorded an online video for COVID welfare support, now on our website.

Mr Ben Higgins has been the Ely Representative on the Implementation Group re the Victims Payment and has provided excellent advice to the team and group throughout. Ben has played a pivotal role in ensuring GB Veterans are included within this scheme.

Project has supported a total of 865 beneficiaries/ over 5000 Sessions from April 2020

514 In house Welfare Assessments and 119 Outreach Welfare Assessments. This exemplary work has exceeded the outputs expected and would have been greater if the recruitment delay in relation to welfare 1 had not occurred, delaying service provision for 1 month in Enniskillen. The pivotal role the welfare team has played in assisting the VSS and TEO in the development of the new victims pension payment scheme is also recognition of the high regard the welfare team are held in and the dedication/experience and knowledge that they bring to their roles.

During this reporting period the welfare team have continued to raise the profile of the Ely Centre by working closely with the TEO (RE Victims Pension) NI Veteran Support Committee, Ulster University and Northumbria University who are conducting research into veteran's issues within NI funded by the Forces in Mind Trust. This is in addition to attending VSS meetings or training days and attending the annual AGM of SSAFA in Dublin and his work with the Not Forgotten Association in Northern Ireland all of which benefits the veteran community and raises the overall profile of the Ely Centre.

The client numbers coming to all of the groups that we support in addition to the Ely Centre has been increasing and the total number of clients across all of the organisations asking for advice regarding benefits, war pensions etc has now reached over 600 clients registered as receiving welfare support from Apr 20 to March 21. We have noted an increase in Clients from Tyrone, Armagh Markethill and Portadown as news of our service is starting to get out within the local communities in these areas.



WELFARE REFORM CHANGES
CONFIDENTIAL & PROFESSIONAL ADVICE & SUPPORT IS AVAILABLE
Contact the Ely Centre
CO FERMANAGH & TYRONE
T:02866320977
CO ARMAGH
T:02837552447

Are you worried about welfare changes?
The Ely Centre Welfare & Advice Service offers free, independent advice and support on welfare changes including:

- Disability Living Allowance,
- Personal Independence Payment,
- Employment & Support Allowance,
- Housing Benefit and Universal Credit
- Appeal Representation

Or if you would prefer, please email one of our Welfare Support advisers

Co Fermanagh & Tyrone
Mabel@elycentre.co.uk or Ben@elycentre.co.uk

Co Armagh
Danny@elycentre.co.uk or DavidTaylor@elycentre.co.uk

General Enquiries
Info@elycentre.co.uk

Head Office:
52& 60 Forthill Street,
Enniskillen,
Co Fermanagh
BT74 6AJ

Co Armagh Office:
7 Fairgreen Road
Markethill,
Co Armagh
BT60 1PW

Charity No: NIC101144 / Company No: NI43785

The financial outcomes for our clients who have come forward for advice and financial support has led to over being obtained by clients as a result of claims for war pensions and related benefits, PIP, ESA, DLA, Drummond Trust, Leopoldstown Park Hospital Grants and lastly claims for hearing aids. The ONGOING Impact of the COVID 19 Pandemic and the Troubles Permanent Disablement Payment scheme the high rate of client support is not going to lessen, if anything will greatly increase and the pressures and the demands upon the welfare team to keep abreast of the latest learning will be of more importance now than in previous years.

A range of diverse case Studies showcasing the many benefits of the welfare services are documented below

Welfare Case Study 1

Background

Client is an ex member of the UDR who was ambushed on a mobile patrol in Co Fermanagh and received gunshot wounds to the stomach and arms, one of his colleagues was also killed in the ambush. The client has severe implications relating to his injuries including his mental health, he feels responsible for the loss of his colleague and this has plagued him since the date of the incident but did not come to the fore until recently.

Support provided

- *Arranged for client and his wife to receive counselling from our in house counselling team.*
- *Applied for mobility aids via an ex service charity.*
- *Signposted client to Brookehouse project for further assessment and support. (Unable to address his needs)*
- *Got a financial monthly payment from ROI based charity for him and his wife which will be in payment until he passes away.*

Impact / Outcome

- *Commenced counselling within 5 working days.*
- *The client as a result of cancer has difficulty in speaking and his wife explains all of his needs and requirements, he therefore finds this frustrating and difficult to convey how he feels. However, during discussions with him, he was extremely grateful and at one stage was crying when I informed him of the support that we were arranging for him and his wife.*
- *His wife could not have been more thankful and was full of praise for what we have achieved for them in terms of support and the grant of £150 per month. In her words it will make a big difference to them.*
- *The multi-agency approach that we took in this case proved to be beneficial to the client and increased his overall finances and mental health.*

Welfare Case Study 2

Background

The senior male in the house served at least four tours of duty as a soldier in Northern Ireland with the Royal Hussars and eventually returned to set up life here with his wife, a local girl. He was injured in a bomb explosion during one of these tours.

Due to tragic circumstances within the family circle, he and his wife have had to foster/adopt their own grandchildren with all the social and family circumstances that involves. The couple are of grandparent age and so coping with the needs - emotional, educational and otherwise of young children has been a real challenge. Added to that is the added financial responsibilities brought. Clearly, they were finding it tough and approached our office for help and advice.

Support provided

We have been able to access and identify and help them claim for additional personal benefits to at least ease their financial worries and their situation has improved, albeit slowly, due to the time it takes for funding agencies to deliver outcomes. Our clients have also benefitted and availed of the advice provided by our Health & Well officer in Markethill and help is being provided in this way too.

We will continue to support and provide advice to this family moving forward.

Outcome

Our clients have been very appreciative of the help and support provided. They had been offered little or no support up until making contact with our office.

They have encountered difficult circumstances over the last number of years and had to deal with many issues arising from taking on the care support of their grandchildren including from a financial and psychological point of view.

Our support has provided them with a more stable financial environment and has offered them a more positive outlook on life knowing that they have an organisation who have been willing to and continue to offer them support and guidance

Welfare Case Study 3

Background

This is a lady in her sixties. She suffers from multiple medical conditions, primarily from stroke, PTSD, arthritis including osteoarthritis, and lichen sclerosis. She had previously applied for PIP but was turned down at all stages including after a lengthy appeal. She had mainly represented herself with un-coordinated support from a variety of support organisations and friends. She is a lady of considerable intellect and I would consider she represented herself well but probably did not understand the system as well as a support organisation as ours. She came to Ely seeking support. Fortunately she was able to forward to me all documents she had submitted in her earlier attempts. What prompted her to come to Ely was a feeling of re-traumatisation arising out of a recent television showing of the abduction and torture of local businessman Kevin Lunney. While she did not know Kevin she was familiar with the area in which the incident happened and also with the company Kevin worked for. The showing brought back vivid memories of a similar troubles related incident involving her former husband in 1988.

Support Offered

It was decided that we would apply for PIP once again and also for the Welfare Supplementary Payment (Conflict Related). To meet the requirements of the Welfare Supplementary Payment my client had to produce evidence of the incident of 1988. She contacted the local PSNI to enquire about this and found that this was not an easy thing to achieve. Firstly there was doubt as to whether the incident had been formally recorded by the security services and then under GDPR she was not the subject of the incident and it might not be possible to release the information to her. Also at any rate there would be a lengthy delay. We went about sourcing whatever information we could and the best obtainable was newspaper cuttings from the local press detailing the incident, albeit not naming those involved. An application was submitted based on the newspaper evidence and within about three weeks she received word that her application had been successful.

Outcome

With regard to the PIP a substantial application was submitted. I met with my client three times, probably 8 hours in total. The first meeting was to establish the medical conditions and how they impacted her life and how to write up the application, the second time was to get her to proof and finalise the application and the third was to brief her on how to present herself for the physical assessment. I felt she did not need me to be present for that assessment but that she should be accompanied by a friend. At the conclusion to

the assessment she contacted me to report, as requested, that the assessment went “fine” but having been through one before she was sceptical about what the outcome might be. Within a very short space of time she received a reply to say that her PIP application had in part been successful – she was awarded the enhanced rate in “daily living”, back-dated until the end of Oct 2019 and up until Jan 2024.

Family Support Services Review

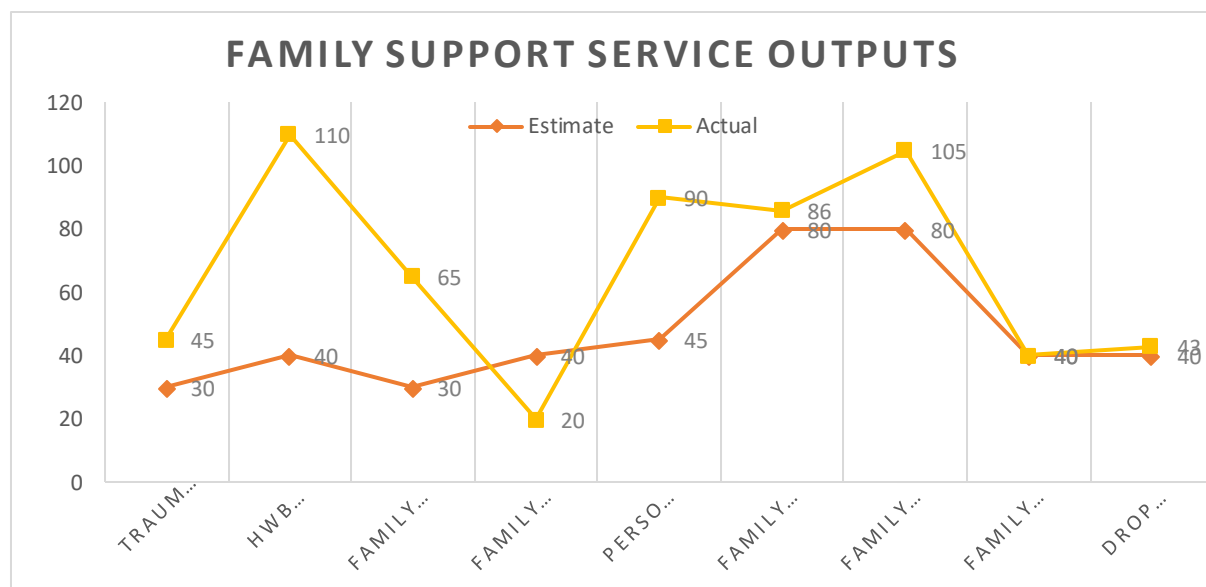
Service Aim: To address the issues arising from trans generational trauma programme of outcome focused, outreach, activities underpinned by Take 5 Principles

Service Objectives

To deliver a targeted programme of outcome focused, outreach, intergenerational activities underpinned by Take 5 Principles, addressing the research validated issues arising from Trans & inter-generational trauma and conflict related injuries by providing opportunities to develop and strengthen the relationships and familial bonds between

To recognise, acknowledge and address training and capacity needs of second generation victims and survivors thus building confidence to engage and participate within the wider community and furthering the opportunities for sustainable reconciliation.

From the Chart illustrating beneficiary numbers below it is evident that family support services significantly exceeded original estimates with an actual total of 537 beneficiaries throughout the year. Of mention has been the demonstrable impact of outreach initiatives and the health and well being fairs which were very well supported by family groups. A number of events scheulded for mid and end march had to be postponed due to the COVID 19 Pandemic and outputs would have been even greater.



The Trans generational/ Family service aims to fill in the missing pieces so that it is ensured that the family unit gets all round support not just the member that is immediately affected. As a family officer it is important to work with all generations within the family to provide the best possible service.

An example of this is often when it is usually the female (mother of the family unit that darkens the door of the Ely centre first. In one particular instance but like many others a mother of the house hold wished to seek support through counselling this was achieved through hard work and encouragement of the team whom she got to know along with our individual roles here at the Ely centre. From that she is a regular attender to the Ely centre, one of her main worries continued to

be her husband it was only with time and with the trust she had built up with the centre she also encouraged her husband to take part in counselling.

Once the healing process began they dipped their toes into others services and both husband ,wife and son have really come out of their shell since first joining as they now attend a lot of the classes. The walking club, coffee mornings. Since encouraging the couple to include their son in the Ely centre they have taken him along to sporting events such as the Belfast giants and Ireland rugby matches which thoroughly gives him a boost and makes him feel part of something.

Both father and son are due to take part in the fathers and sons getaway which not only excites them but also makes the mum happy as she has hoped for so long that her husband would seek help for traumas he had suffered during his years in the RUC. So in this instance the work as come full circle and will continue to grow and impact on the quality of life and over all wellbeing of this family.

Befriending Service Case Study

The Family Support officer also co-ordinates and administers the Ely Centre befriending service, in this financial year over 400 befriending visits were made to 37 clients. As an example of this work a case study has been documented below.

Background

Client A is the sole carer for her husband they have no family close by. The couple are both in their mid- late 70s. The family were previously held up by the IRA during the troubles. Due to the Troubles leading to less employment opportunities the children moved to England for work and never returned.

In recent years the lady have managed to cope, but with her husband's worsening health in relation to memory loss lead numerous medical appointments. They then reached out to the Ely centre for help. In the summer of 2019 a suitable befriender was matched with client. The befriender was picked as she also had as husband that had recently been diagnosed with Dementia. This match worked out successfully with both parties reporting how well they hit of since being paired.

Service Aim

Reduce Aloneness	As the befriender lives just 4 miles from the befriender she calls to see her once a week this has greatly impacted her life as they continue to build friendship and get to know each other
Reduce Social Isolation.	When taking husband for appointments she ensures that it is relaxed as possible for the couple. The befriender provides companionship and takes away the anxiety of driving to Belfast city appointments as does not feel confident due to not being familiar with the way plus only being used to Fermanagh's rural roads.

Impact to Date

The impact to date has been major as the Befreinder has since helped ensure that husband now has got a proper Dementia diagnosis this means he can now access the medication to help stabilize the progression of the illness along with other financial assistance .

Social Support Review

Service Aim: To support socially isolated / vulnerable victims and survivors with a programme aimed at promoting connectivity and positive mental well being and acknowledgement underpinned by Take 5 Principles

The Social Support Programme includes:

- Respite services comprising of single half day and full day Respite days/activities.
- Multiple Day Residentials
- Coffee Mornings with a range of guest speakers providing an opportunity for regular social engagement and learning of support services available in the community.
- Personal and Professional Development. A structured programme of one day and multiple day classes/workshops aimed at capacity building and improving mental & physical well being coupled with the potential for increased learning and social engagement
- Deliver a series of educational and self-help workshops to client base
- Deliver community outreach clinics and centre information sessions across target areas.
- Deliver a range of innovative In house & Outreach Arts & Crafts, IT & E Learning, Physical Activity Programmes across the target area client base

Programme Outputs



From April 2020 – March 2021 a total of 223 **Beneficiaries** availed of social support service. This is an excellent uptake on services offered during a very usual period of our lives with revised targets arising as result of COVID being vastly overachieved. The varied and diverse range of close to home and outdoor respites events has ensured that the Ely Centre has been able to implement programmes to lessen the impact of lockdowns upon our membership. Similarly the uptake on PPD Services is reflective of the excellent range of online workshops and classes which have been delivered this year. Of particular mention is the range of male orientated classes which have resulted in large attendances at these activities. Uptake on all online courses and trips has been good during the period and there is evidence to show that a number of new people have begun to avail of these opportunities rather than just the same people coming forward all the time.

Attendance at online coffee morning continues to increase and is reflective of the respect that the centre and the guest speakers in attendance at these event with an average attendance of between 40-60 clients at each event.

Feedback from participants has been very positive in relation to the variety of activities and events that have been offered during the period. Participants have really appreciated opportunities to get out of the house, meet new people and build new friendships.

Case Study : Social Support/ Personal Development Nutrition Class

The case study referenced concerns a general overview of the outputs and outcomes associated with a 3 week health and nutrition course which was delivered within the Ely centre by a local nutrition and health coach called Eileen McGovern in March 2020.

This course saw an average of 20 of our members attend each week and focused on using everyday cupboard ingredients to create healthy dishes such as vegetable curry, guacamole etc etc.

A lot of the attendees would be experienced cooks within the home but this course was extremely well received because it focused on demonstrating and preparing dishes that the attendees wouldn't normally cook. The course was delivered in a very engaging and informal way and the tutor had a very personable manner and was able to put the group at ease and really facilitate new learning for them. Another excellent feature was the fact that she got all attendees to wash their hands at the start of the class and thereafter invited different members of the group up to assist her with the various cooking activities involved.

Most people focus on food and nutrition in relation to the benefits to physical wellbeing but this particular course also focused on the particular benefits of certain foods to mental health. Again this was of particular interest to our target group given that many of them have suffered from various traumatic events in their lives and are at a point where they realise the importance of maintaining their mental and physical wellbeing.

Again this case study has been chosen as it stands out as one PPD funded activity during the past quarter where feedback has been highly positive and members have made a conscious effort to contact staff members to relay how much they have got out of this specific activity. Furthermore private follow up with the tutor seeking one to one help and advice, is another key outcome which highlights how beneficial this activity has been.

One lady commented after the class as follows, " When I first went to the class I thought it would just be like other cookery course I have been to over the years however I was very mistaken. Eileen introduced me to combining normal everyday ingredients I have in my cupboard with some new ones to create really delicious and healthy meals. She uses simple cooking techniques and I am confident that I can go home and start to introduce these to my own family. I was shocked by how much sugar and salt is in much of our food and how it is possible to reduce this and still maintain good taste in our food. Eileen was so knowledgeable while also being realistic about all the challenges we face every day when making food choices. I would love to do this course again in the future if Ely run it again as I think it would be good to have a refresher"

Outcomes Summary

- Improvement in health and overall wellbeing of victims.
- Improvement in levels of reconciliation and tolerance among victims.

- Improvement in skills held by victims.
- Improved family relationships and understanding.
- Increase in capacity of carers.

ARMED FORCES COVENANT TRUST

PROJECT 1 : COVID IMPACT GRANT :

Project Aim: To Support 70 Veterans impacted by COVID with Technology to address Social Isolation

Achieved: 90 Grandpads & ipads have been purchased along with 6 month Grandpad subscription fee to socially isolated, over 65 veterans impacted as a result of COVID 19

BREAKDOWN OF RECIPIENTS

- 21 SOUTH ARMAGH
- 11 PORTADOWN
- 56 FERMANAGH
- 2 Brooke House

All Identified by HWB & Welfare Case Officers in respective areas.

All Distributed and Final report to complete by end of December 2020.

Feedback from Recipients has been overwhelmingly positive.

All Recipient issued with a Service Contract and must complete pre and post project monitoring and attend a focus group monitoring impact when it is safe for large gatherings to congregate again.

Monitoring Tools Used

- Social Isolation Scale 1 (Pre & Project End)
- Mymop (Pre & Project End)
- 90 Veterans Supported (increase of 20)
- Project Completed: End of Project Report Submitted



Grand pad Recipients

(Client 1) Aged 82 This client was an ex UDR Veteran who had lost a family member during the troubles and was injured in an IRA Explosion. This client used the grandpad for radio/photos and also engaging with his family across the world. During this time his wife (pictured) was submitted to hospital and this device was their only means of contacting each other.

I would like to thank the Ely Centre for thinking of us and providing us with this device as it really has gotten us through some very hard times. Its easy to use and we would consider taking on the monthly fees ourselves when the contract expires (



Grand pad Recipients

(Client 2) Aged 85 This client was an ex USC and UDR Veteran who had suffered many incidents as a result of his long life of service. This client used the grandpad for contacting family members and also looking at the photographs of grandchildren from around the world. He would have used the device at least 3-4 hours per day.

" I really thank the Ely Centre for thinking of me and supporting me in my old age. I was quite apprehensive to use the device at the start but it was so easy to use and has become part of my daily life. It's a lifeline to my family and the world "

Project 2 Veterans are Not Forgotten

Project Aim : to support approx. 30 veterans with monthly Food / Heating/ Hobby Support for a period of 4 months To Provide Counselling (6 Session per client) to approx. 30 clients

Current: A Total of 74 food parcels were distributed to Veterans (£30) in September/ October & November / December

Due to lack of interest from clients for the hobby/gardening packs), increased clients supported. These clients will be supported for a four month period with a £30 per month food pack.

11 veterans received counselling support from our sessional counsellors.

Breakdown of Recipient

- Fermanagh 34
- South Armagh 30
- Portadown 10

Winter Heating Scheme: 50 veterans received a one off amount of 100 contribution towards oil costs.

This scheme has already exceeded its original estimate in support veterans with over 74 recipients already receiving support, as opposed to original estimate of 30 veterans.

Project will support 80 veterans as opposed to original 30 Project Now Completed: End of Project Report ongoing.

Notable Outcomes this year.

- Very Successful year for the Ely Centre, Most if not all outputs achieved and exceeded, continued membership growth and expansion and continued development of service provision across multiple target areas.
- Evidenced Improvement in wellbeing of victims.
- 88% + Talking Therapy Attendance Rate
- Increase of Males utilising Health and Well Being Support Services.
- Adaptable Service Delivery Model to address the PANDEMIC with many services seamlessly transitioning to an online delivery model
- Increased welfare income for eligible clients
- Proactive partner is the development of Regional Trauma Network and the Victims Pension Scheme.
- Reductions in psychological symptoms presented by victims and survivors
- Improvements in future clinical practice and procedures relating to mental health treatment of trauma victims through RTN posts.
- Improvement in educational/ vocational and social skills held by victims.
- Improved family relationships and understanding of the Troubles
- Increase in support/ recognition and capacity of carers.
- Possible Resolution to the Peace 3 Archive Project in partnership with UHRW

Future RISK Analysis (Risks, Uncertainty and Constraints)

COVID 19

Home working and the impact upon the staffing team and membership The reality is that whilst all may endeavor to ensure that life continues as normal this impact off this crisis upon individuals and the families of staff will always have to be monitored and realistic expectations set during it. A number of communication channels have been created (zoom/wats app) which are vital in upholding effective working relationships between the staffing team at this time./

Ensuring good relationships between all staff and members. Through telephone calls/ facebook messages/ texts etc is the most necessary and required area of support that we can provide at this time. Through this we will ensure that our members remain our focus, our compassionate and caring nature which is necessary at this time is demonstrated in abundance.

COVID 19 – The unknown impact of the Health Pandemic is at the minute not quantifiable, the loss of life, loss of employment and the physical and mental health impact of the pandemic will ensure that the services of the Ely Centre in relation to Health and Well Being/ Welfare and Social Support will be more necessary in the coming months than in the previous year.

Service budgets reprofiled during quarter 1 of 20/21 to address areas of concern and need.. Impact of service provision being moved to online and telephone based. Whilst these services have been available for a number of years they have never been delivered EXCLUSIVELY by these means. How service delivery methods impact overall OUTCOME scores and welfare outputs will be assessed and scrutinised at the cessation of the pandemic. At present the impact of the covid 19 is not evidenced, this will come over the weeks and months ahead and how these modes of service delivery will be useful for future service delivery planning.

Troubles Permanent Disablement Scheme

Our thoughts in relation to this scheme are available for download on the website. However in short as an organisation we are extremely concerned as to how expectations will be managed in the rollout of the scheme amongst the victim's community.

Required Operational Staffing Increases. Securing fulltime hours for the Ely Centre Finance Officer, as budgets increase, the necessity for a full time finance officer is of paramount importance.

Political

Brexit: has the potential to lead to increasing welfare and financial issues amongst victims leading thus to further mental and physical wellbeing effects. Through our HWB and welfare services we will be able to offer support to those experiencing potential difficulties.

It is Difficult to ultimately gauge the impact of HIU on victims. From consultation with our Design Team, Political Representatives and partner groups dealing exclusively with legacy issues they perceive this has the potential to unlock Pandora's box. Cautionary estimates have been obtained from partner groups for the provision of the HWB services. All indicate that HIU enquires could unearth implicit traumatic psychological shadows and abreactions which means that are projected estimates and financial projections could be underestimated due to this unknown quantity. We have attempted to address this by including the minimum requirement of services we anticipate and partnering with such groups to ensure that victims are supported where necessary.

The Regional Trauma Network whilst in the early stages of roll out many questions remain unanswered as to how this new network will operate on a daily basis and its impact upon Dr Omalley and the RTN team, , there will be an increasing no of step 4 clients seeking help A priority of need of clients would be established ensuring that those deemed most at risk will be seen within the shortest possible time

Welfare Reform Legislation will continue to have an impact on the lifespan of this project, with many victims facing much uncertainty and anxiety through our partnership approach with realistic estimates we will provide support to victims experiencing the impact of these reforms and provide solutions for them

Financial:

Lack of banking and in particular overdraft facilities may impact upon payments being paid on time to service providers. This may have a negative impact upon providers to deliver courses should such a situation develop.

Through proper adherence to financial procedures (procurement, tendering) and suitable presentation of verification material for ease of vouching and the provision of a drawdown facility which had been afforded to aid past projects, working closely with our funding authority the potential for these financial risks will be greatly reduced

Organisational Risk

Increase Funding: With the prospect of additional funding and increasing staff, the issue of housing all projects and staff within multiple sites is a pressing concern. Should successful grants be received additional IT and Telecommunications will have to be secured to ensure the effective delivery of projects such as Online Diaries, Video Conferencing facilities are required for working across multiple sites.

Ageing Clientele: Due to increasing ages of many first generation victims there is an additional time/ care/ and administrative burden upon staff, going on respite days more support and consideration is required, increasing age also increases greater demand upon pain management services.

Increasing Monitoring requirements required to assess the effectiveness of projects ultimately will lead to further timing and resources upon staff and a time to bed in amongst victims and survivors.. Therefore support positions for this have been identified and requested within this proposal.

Failure to recruit no's

The failure to recruit is a risk that could impact the overall project's targeted numbers. We do not anticipate accomplishing our targets as these have been based upon minimum estimates.

Re- Traumatization A risk that is implicit in any project involving victims/survivors is that of re-traumatization. To minimise the risk, action would be taken to ensure that victims/survivors participants are fully aware of the requirements of their involvement and support services available to them

Loss of key personnel & Partners

The event of a loss of Partners/ staff responsible for the managing and delivery of the proposal elements present a potential risk . Such an unforeseeable circumstance is hard to account for, however measures will be put in place to ensure proper partnership / staff management / supervision/support to address any possible staff grievance or dissatisfaction before it lead to resignations. Measures will also be put in place to guarantee that staff members understand others

responsibilities to allow cover and project continuation in the event of personnel loss until replacement is found and installed. Due to inclusive collaborative nature of the project the Ely Centre will be attempting to forge further partnerships during the lifespan of this project to ensure that should unforeseeable events occur, potential partners will have been identified if required.

Review of All Partnerships

The Ely Centre have Delivery/ Referral Partner Arrangements with a range of Victims and Veterans Support organisations across Northern Ireland. It is our recommendation that a full review of the inward referral of these organisation be conducted during QTR1 21 to establish if the Ely Centre should remain with those partners or seek to develop new avenues for referral / onward support.

Slippage/ Failure to complete on deadline To ensure financial and timescale compliance, clear management structures and arrangements have been established Work charts and Gantt charts indicating outputs have been created and these organisations will meet regularly or as required to review project progress and take any action as needed to address project conduct or budgetary issues.

Social Malpractice/ Professional Misconduct a potential service risk if staff /sessional contractors were not suitably qualified/experienced/insured. The Ely Centre has a robust recruitment process ensuring all outsourced providers must adhere to BACP/FHT/GRCCT/VSS / CVSNI standards for service delivery to victims and survivors. Furthermore our

Safeguarding policies, and overall policies and procedures, ensures that the Ely Centre has provided all possible means to ensure effective and careful delivery of services to the highest standards. The Ely Centre furthermore has a comprehensive insurance policy which will cover all proposal elements.

Confidentiality: Due to GDPR and the sensitive nature and data and to prevent any loss of information. The Ely Centre as a principle ensures that all IT equipment utilises encryption software to protect all online information. Hard copies are secured within Locked, coded storage units. Moving forward staff security and requirements for privacy will have to be closely reviewed.

Geographic: The partnerships established within this proposal raise a potential risk. Due to the large geographic area this proposal seeks to cover the ultimate potential for clients may have been underestimated by partner group and thus resources not there to support this. We believe that through our development meeting realistic estimates have been obtained for the delivery of the project Furthermore due to the diversity of partnership arrangements, lack of communication is a potential risk, this has been addressed through the management arrangements of the partner groups agreeing to meet a minimum set amount of times per year, and sharing the accommodation of these meeting to reduced monopolisation.

Therefore travel costs etc have been increased to reflect the additional mileage/substance costs required to deliver effective partnership projects.

Closing Remarks

In conclusion, through detailed review of the outputs and impacts of all service areas, it is clearly evidenced that the Ely Centre is fulfilling our funding and strategic organisational aims and objectives. These objectives are being delivered in full adherence to the values which remain intrinsic to this organisation and our founding text I believe has been implemented more fully this year as in comparison to previous years.

There are many new opportunities available to the Ely Centre as we venture into this New Year. In particular our Regional Trauma Network, Health and Well Being and Financial Advice services have great potential to be one of the leaders in the NI Victims Sector. However as with all new opportunities the potential for risk arises.

The expansion of the Ely Centre to new operational areas provides great opportunity to support more victims and survivors but with that also raises new management questions and the need to expand the Board of Directors to reflect the areas in which we operate to ensure local accountability and governance for the services and support we provide. This will be a focus of our strategic development during this current year, whilst also building up our new centre to ensure that all victims within our target area are provided with the same level of access and quality of support.

I believe that the financial and operational experience that the management and board of directors have acquired over the past years has equipped us with the experience and skills required to minimise and manage risk and ensure we put all our energies into these new opportunities whilst remaining steadfast to the principles which underpin all our work.

I must mention that the creation of the Enniskillen Memorial and future memorials are major achievements for all involved with the centre. I can state unequivocally that without the strong determination and desire of all at the centre these memorials to the innocent victims would not be created.

As we move forward together may we all rededicate our efforts to ensuring that those which we have the opportunity to help and support receive the best of our efforts and may we further identify new opportunities to address the ever increasing and evolving needs of those who have impacted as a result of Terrorism in Northern Ireland.