



*Touching Hearts,
Building Lives*

A n n u a l R e p o r t 2 0 1 4



| CONTENTS | PAGE |
|----------|------|
|----------|------|

| | |
|--|----|
| About BCCS..... | 1 |
| The Board 2014 | 2 |
| Message by Chairman | 3 |
| Message by Programs & Services Director | 4 |
| Programs Highlights | |
| Child And Parent Learning Experience (CAPLE) | 5 |
| Tuition Program..... | 7 |
| KidsAGLOW | 8 |
| KidsZone/Satellite Centre @ MacPherson Primary School | 10 |
| Family Zone/Satellite Centre @ Braddell Heights Zone B | 14 |
| Volunteer Management..... | 16 |
| Financial Report | 19 |
| Moving into 2015 and beyond | 21 |

Bartley Community Care Services

| | |
|--------------------|--|
| UEN | : T01SS0004H |
| Registered Address | : 8 New Industrial Road #05-01 LHK3 Building Singapore 536200 |
| Banker | : DBS |
| Auditor | : Nexia TS Public Accounting Corporation |

Bartley Community Care Services (BCCS) was first established in 2000 by Bartley Christian Church, registered under the name Wei-Ni Community Services Association with the primary aim of helping the needy residents living in the Bartley Road vicinity. This service was later extended to include residents in the larger Serangoon area. It became known by its present name, Bartley Community Care Services in 2010.

BCCS' family-based services and programs are founded on the belief that with appropriate help, many children in the low income group caught in the vicious cycle of poverty will have a chance to break out of it to reach their potential.

Mission: TOUCHING HEARTS, BUILDING LIVES

Vision: To see individuals and families in need transformed, enabling them to reach their potential so that they can enjoy meaningful lives and contribute to society

Driven by this mission, BCCS' core social services are designed to assist needy children from low-income families lagging behind in their studies to progress academically, or equipping pre-schoolers with basic literacy skills needed to take on primary school education. BCCS' services include partnering schools in helping troubled students from disadvantaged or challenging backgrounds to achieve a breakthrough in difficult situations.

BCCS adopts a holistic approach in its programs, aiming not only to build the literacy skills of children in need but also to equip their parents with the right nurturing skills and to engage them in their child's learning journey, offering bursaries and family support services where needed.

Bartley Community Care Services has enjoyed Institution of a Public Character (IPC) status since December 2012.

The Board 2014

| | |
|----------------------|------------------------------|
| Chairman | : Mr Michael Chay Hong Kan |
| Vice Chairman | : Mr Kenneth Teo Meng Teck |
| Secretary | : Mr Phua Hong Aik |
| Treasurer | : Mr Yip Kim Seng |
| Assistant Treasurer | : Ms Lee Tai Luang |
| Volunteer Management | : Ms Low Lye See |
| Audit | : Mr Lawrence Phang Kin Seng |
| Publicity | : Ms Lye Puat Fong |



from left: Lye Puat Fong, Yip Kim Seng, Lawrence Phang, Kenneth Teo, Michael Chay, Low Lye See, Phua Hong Aik and Lee Tai Luang

Message by Chairman

This year has been an exciting and most rewarding one for BCCS. Emi Supati joined BCCS as a full-time staff (Program Executive) and Hock Chuan is engaged as a part-time Program Consultant.

We started CAPLE, KidsZone and also commenced a survey on the needs of the low-income residents in Braddell Heights to facilitate planning of our next Satellite Centre. A weekly Chinese tuition class for needy students in Braddell Heights was started.

In August, during our BCCS awareness drive, we had the privilege of Member of Parliament and Deputy Speaker of the House, Mr Seah Kian Peng joining us and publicly endorsing the good works BCCS has been doing in the community. We received not only acknowledgement by the new principal of MacPherson Primary School endorsing BCCS' KidsZone but were also allocated bigger premises to run the programs.

We are indeed pleased that BCCS has increased programs in 2014 to help the needy and for this we are grateful and thankful to the hundreds of volunteers who availed themselves sacrificially each week to help our beneficiaries, sowing love and care, each in their own capability. The very existence of BCCS is dependent entirely on our numerous devoted volunteers.

At one of our recent year-end events, a beneficiary's father unable to hide his heartfelt gratitude, spoke emotionally about his daughter topping the Malay cohort in the school and attributed much of her improvement to BCCS. I am sure each of our volunteers has a story to tell about the blessings and joy they experienced as they witnessed the difference they had made in the lives of those they have helped. **Well done BCCS volunteers and program coordinators!**

Despite the challenge of recruiting volunteers, BCCS has not shied away from exploring avenues to intensify our engagement with our beneficiaries and expanding our reach. Besides gearing up for the launch of Braddell Heights Satellite Centre in 2015, we are looking at duplicating existing programs in more centres and also reaching out to the single parents of our beneficiaries. So there will be no resting on our laurels in the recruitment of volunteers.

We are also thankful that our Institution of a Public Character (IPC) status had been approved for another two years. I would like to thank all the Board members for their commitment and diligence in overseeing the various functions of BCCS, ensuring we meet all the governance standards expected of an IPC-approved charity.



Michael Chay
Chairman

“I want to salute everyone who has participated to build BCCS into what it is today be it your time, your services, your expertise, your donations or your prayers. You are the unsung heroes, touching hearts and building lives, one at a time, week after week, year after year. We know that the lives we nurture today will be better ones tomorrow. My heartfelt thanks to each of you and look forward to your continued support.”

Message by Programs & Services Director

2014 had been an exciting year for BCCS. The number of challenges we faced served to reveal our strengths.

In February, our very first satellite operations commenced within the premises of MacPherson Primary School, a place where many needs were identified. BCCS has been working closely with many disadvantaged families in that vicinity for the past 7 years, and when the opportunity came to offer our community services in the school, we seized it.

Every day since we started, we have been able to engage the students and their families in meaningful ways.

In July, another door was opened for us to cooperate ever more closely with the Braddell Heights Zone B Residents' Committee who shared information about the needs of some families struggling to make ends meet. This was the very same area where we first started our community outreach 16 years ago.

Despite many befriending events, we did not see us meeting our mission of touching hearts and building lives. A platform for regular contact with individuals and families who were in need was clearly needed.

A proposal in 2014 to the community leaders to allow BCCS to partner them in helping the low income segment of the community by operating from their RC Centre was accepted and most welcomed by them. We have since been in close touch with needy families.

In July as well, we took the opportunity to revamp the 'Learning Family' program and CAPLE (Child and Parent Learning Experience) was evolved, reaching out to kindergarten children from disadvantaged families. This program was run without external funding. The program benefitted 15 children and their parents who were highly appreciative for what they felt was truly valuable in their children's learning journey.



Kenneth Teo
Programs & Services Director
Vice-Chairman

“I am most grateful for every single volunteer and staff that had each played a critical role in ensuring all our programs ran smoothly. I am confident to say that no matter what challenges come our way, we have the right people to continue to touch many hearts and passion to build lives through BCCS.”

Program Highlights

Child And Parent Learning Experience (CAPLE)

This is a new program that evolved from the former Learning Family Program. South East Community Development Council (SECDC) which funded the Learning Family Program (LFP) had proposed fundamental changes to the original curriculum of building literacy/numeracy skills through phonics/word recognition to one that focus more on outdoor activities and conversational English.



BCCS still preferred the original preparatory program for slow learners in K1 & K2, with emphasis on phonics and numeracy concepts, and renamed the program Child And Parent Learning Experience (CAPLE). We continue to keep in touch with SECDC to align our differing objectives. We are optimistic that good progress will be made to maintain the original thrust of LFP under CAPLE.

Meetings were set up during the year with principals of various PAP Community Foundation kindergartens to publicise CAPLE. Invitations were extended to their weaker students from low income families to join this program. CAPLE was then launched on 12 July 2014 with four K2 children and their parents. By the end of the 20th week, there were seven K1 children and eight K2 children.



During the program, 10–13 volunteers helped the children master the pronunciation of the alphabets taught through stories, music and writing. Mathematical concepts were introduced through simple tools like cups, clips, small sticks, balls and other small household items. Parents attended the program together with their respective child, learning the same things imparted to the children and were given additional tips on how to motivate them.



Conducted over 20 weeks, besides classroom learning, the curriculum involved outdoor learning as well. Excursions to Labrador Park and the Insect Kingdom in Sentosa offered wonderful opportunities for the children to apply what they had learnt in class.

At Labrador Park, participants were introduced to blot printing followed by parent-child groupings attempting the print themselves. The outcome was an amazing spectrum of colours of different shapes and sizes. Children were asked to name their respective artworks and describe what they saw in their masterpiece in sentences.



At Labrador Park



At the Insects Kingdom in Sentosa, the participants were led on a guided tour where they could get close to butterflies, watching them crawl out of their cocoons and attempting their first flight with wings still wet. Moments like these brought out the curiosity in the participants who then had the opportunity to ask many questions, making use of adjectives they had learnt and practicing their communication skills in order to be better understood.

Outing ended with McDonald's treats, much to the appreciation of participants as evidenced by the countless 'Thank Yous' expressed.



At Insect Kingdom, Sentosa



We were encouraged that these parents often looked forward to the sessions as they now realized that teaching their child can be in the form of fun activities too. Learning positive communication patterns had also helped them in their parent-child bonding.

Upon completion of the 20-week CAPLE program, children and their parents were invited for an enrichment program held at Bartley Christian Church where BCCS' tuition centre operates. 7 parents immediately enrolled their children for the tuition program, affirming their confidence in BCCS' programs.

Tuition Program

The tuition program commenced on 11 Jan 2014, marking the start of our sixth year of free tuition service for children of low income families. Conducted every Saturday, from 10am-12pm except during school holidays, students enrolled come mainly from the former 'Learning Family' Program for pre-primary kids. Tuition is offered to help them keep up with the pace in class, so as not to be left behind because of their disadvantaged backgrounds.



This tuition service is offered to siblings of children in this program. There are also some referred to us by our community partners. The acceptance of students into our program is based firstly on an income criterion (Maximum Household Income < \$3,000 or Per Capita Income < \$800) and secondly on the availability of suitable tutors for the child's academic level.

About 35 volunteer tutors are involved each Saturday in coaching and guiding these students, occupying almost all the rooms available on the 2nd storey of Bartley Christian Church.



Our records showed that a total of 65 students had at least 50% attendance whilst 6 fell below the 50% mark.

The effectiveness of the tuition program can be seen in the 2014 year-end results:

- all **4** P6s passed their PSLE exams with **1** going into Express Stream
- **15** children received the Edusave Award for the year
- **1** Scholarship award for attaining top 10 at the secondary level
- **6** Merit awards for attaining top 10 at their primary level
- **8** Good Progress Academic awards for showing marked improvement



BCCS' efforts went beyond tuition. Our Chinese students and their families were invited to Bartley Christian Church's monthly Teochew porridge event. As many as 7 families have attended this social gathering where we got to know their families better.

We closed the year with an outing to the Singapore Zoo. Close to a hundred people comprising our beneficiaries, their families and teachers joined in this end of the year chill-out to get to know each other better in a relaxed and stress-free atmosphere.

KidsAGLOW

Participants

| | |
|---------------------------------------|---------------|
| Number who registered for the program | : 21 families |
|---------------------------------------|---------------|

| | |
|---|------|
| Number (children and parent pair) who graduated | : 17 |
|---|------|

| | |
|--------------------------|--------------|
| Number which dropped out | : 4 families |
|--------------------------|--------------|

The attendance of these 17 who graduated ranged from 60% to 80%. They were rewarded with gifts like NTUC vouchers, book purchases and year-end graduation bags filled with goodies to serve as motivation and affirmation of their good attendance and attitude towards learning for enrichment.

Following are the achievements of participants in this program:

- Two of the P1 best readers, Natasha Bte Lukman received an award in school for topping her Primary 1 cohort and Mohd Abdul Wafi received an award for being the most improved pupil.
- A participant from previous year's enrolment(2013), Athirah Putri Bte Mohd Rizal received an award for topping her Primary 2 cohort in 2014. Since graduating from KidsAGLOW 2013, Athirah has been faithfully going to KidsZone weekly reading club session.
- Another 2013 participant Norizzati Pua Bte Mohd Nazmi did well in 2014 and was given a bursary.

Children's creative crafts at KidsAGLOW



Programs

The program segments in KidsAGLOW have specific goals for synergy in achieving overall goal:

1. **Story Time**
To nurture curiosity and encourage active participation through large group storytelling
2. **Read with Me**
To build confidence in reading through small group reading with very low 'children to reading coach' ratio
3. **Creative Expressions**
To create opportunities for imagination and creativity through art and craft, show-and-tell, and writing tasks

An evaluation conducted at the end of the program revealed some very encouraging results:

- On 'Story Time', about 80% said they enjoyed the stories told with comments like sessions made them happy or that they learnt something
- On 'Read with Me' session, 9 could state confidently, they can do it with 7 saying they enjoy reading to the teacher
- On 'Creative Expressions', over 90% said they enjoyed doing craft a lot!

Reading coaches' feedback showed only one child was hesitant about selecting a book or reading on his own. Most children were willing or able to read at least part of the story with prompting and guidance.

For craft, two were observed to be hesitant and reserved but all others were generally ready to do and/or share about the craft work when given encouragement.

In future, the parents' sessions will also be evaluated as the program aims to equip parents with useful parenting tips to build their confidence in effective parenting and in fostering family bonding.

Program Volunteers

KidsAGlow is anchored by 24 core volunteers, the number present at the Graduation Showcase. There is also a small group of regulars providing community care support.

In the year 2014, the lesson planners, reading coaches and parent support group had stepped up into their roles with greater confidence.

Challenges and Going forward

Although the number of participants has grown, the increment is not significant. In 2013, 14 pairs of child and parent completed the program. In 2014, 17 children and their parents finished well.

The engagement of a professional curriculum writer and trainer in the beginning of 2014 was a positive step forward. With a staff trainer, there was stability and that improved the training processes of new volunteers.

A new school administration at MacPherson Primary School is set to take place in 2015 with a new principal and also a second vice-principal.

BCCS looks forward to forging good relationship and better rapport with the new leadership.



Volunteers in line to cheer award winners at the KidsAGLOW graduation ceremony on 1 Nov 14

KidsZone/Satellite Centre @ MacPherson Primary School

Beneficiaries

- Latchkey students
- Students from low income or dysfunctional families
- Families of students from above categories

Objectives

- To provide a safe environment for students to pass their time in meaningful ways after school between 2pm to 5pm, by engaging them through various wholesome and appealing activities.
- To provide support to parents and families as referred by the school.

Programs

After School Engagement Games

Weekly activities offered by KidsZone:

- Board and card games – Scrabble, Monopoly, Jenga, Happy Family, Snap, Bingo, Sudoku
- Sports – Chatek, Futsal, Frisbees, Badminton, Captain's Ball



In addition, sport tournaments were held to engage the children at competitive level with the intention of promoting teamwork and good sportsmanship.



A total of 2,748 visits by the students to the KidsZone was recorded for period Feb to Nov 2014, based on the daily attendance register.

Student Leadership Development Program (SLDP)

This program was open to all the Primary 6 students to develop basic leadership skills and to encourage volunteerism. Soft skill development and IT awareness were also in the offerings.



Students were groomed to be the pioneer batch of volunteers who were invited to assist the junior students after they have graduated from the school.

About 15 students took part in the SLDP. As part of leadership development, selected students were given the opportunity to participate in the following activities:

- 27 Jun – KidsAGLOW day camp where they assisted the camp committee members
- 24 Aug – BCCS awareness drive where they helped in the exhibition at Bartley Christian Church
- 14 Oct – SLDP Appreciation / Learning Journey program

The final activity for the SLDP team was crafted items that were presented to the outgoing principal, Madam Rostinah on 13 Nov 2014.



The Reading Club

This program began with four. The club runs its reading program for two hours every Thursday at the school library to develop the children's reading habit and thinking skills through listening and interacting. The older ones formed a News Club egged on by mentor, Uncle Matt (Matthew Teo) where they did regular reporting.



Dads for Life

In Mar 2014, Lee Wai Hoong initiated and volunteered to manage this program. It has a series of activities involving movies/outings/games with the purpose of driving home the message on the importance of the father's involvement in their children's physical and academic developments. It was also a time for fathers to take a break from their busy schedule to spend quality time with their children.



Family Support and Referral

The Family Referral Service seeks to provide MacPherson Primary School with additional social assistance for kids with a history of discipline issues or families in financial needs or dire straits. BCCS holds a watching brief over these students. One case is a kid, with his single mother and 3 other siblings, who is unable to pay higher school fees due to his "stateless" status. Two others cases referred are being managed by a partner organisation operating within the school.

Conclusion

Although the KidsZone program has been in operation for less than a year, the feedback from the Principal, Vice-Principal, school personnel and the children themselves has been very positive.

Going forward

KidsZone will be working at developing better rapport and communication with the school teachers. The Youth Volunteer program (for ex-MPS SLDP students) and Peer Support Program (ex-SLDP) will be developed and introduced.

KidsZone Calendar of Events Feb-Nov 2014

| Mth | Day | Program | Description |
|------|-------|---------|--|
| Feb | 26 | ASE | Kampong 7-Aside Table Soccer Tournament |
| Mar | 28 | ASE | Captain's Ball Tournament |
| Apr | 16 | ASE | Power Bingo |
| | 26 | DFL | What's Your Story? |
| May | 28 | ASE | Sudoku Challenge #1 |
| | 30 | ASE | Exam Challenge – Elvan Tan (Pri 6) |
| | 24 | DFL | My Father My Hero |
| Jun | 14 | DFL | Pony Riding |
| | 27-28 | SLDP | Participation in KidsAGLOW June Outing |
| July | 14 | VIP | Ministerial Visit by Ms Sim Ann & Mr Hawazi Daipi |
| | 16 | ASE | Sudoku Challenge #2 |
| | 23 | ASE | Ramadan Lucky Draw |
| Aug | 24 | SLDP | Participation in BCCS Month |
| Sep | 17 | ASE | Badminton Challenge |
| Oct | 8 | ASE | Exam Challenge - Noor Artika Abd Rahman (Pri 5) |
| | 4 | DFL | Reflections at Bukit Chandu, Pasir Panjang |
| | 14 | SLDP | Learning Journey & SLDP Appreciation |
| Nov | 13 | SLDP | Presentation of hand crafted gifts to Madam Rostinah |
| | 25 | DFL | Laser Tag |

ASE – After School Engagement (Competition & Challenge)

SLDP – Student Leadership Development Program

DFL – Dads For Life

Family Zone

Satellite Centre @ Braddell Heights Zone B

July – December 2014

Much time was spent surveying the needs of residents living within the Braddell Heights Zone. We conducted informal interviews of Residents' Committee members and some residents there. With the pertinent information, we started the following programs.

Creative Chinese Composition Class

Volunteer Patrick Yong introduced creative ways for Chinese composition writing to Primary 4 to 6 children. A demonstration and briefing session was held in August with 5 parents and children registered to attend but when class commenced on 20 Sep, only 2 students turned up for the Saturday class and 3 students for the Monday class.

By end of September however, the Saturday class had 6 students and Monday class 4 students. Braddell Heights Zone B RC (BHZBRC) was pleased with our program and pledged their support by offering the use of their RC Centre facilities at no charge.

Building on existing ties with Community Partners

By actively showing our support to BHZBRC for their community functions, they have in turn introduced BCCS to the community, highlighting the work we do.

These functions also provided the opportunity to make acquaintance with families living in the estate. Activities that BCCS participated in:

- Inter Racial & Religious Confidence Circle (IRCC) quarterly events
- Lunar New Year Dinner
- National Day Celebration
- Deepavali Celebration Dinner
- Annual Senior Citizens Dinner

Weekly Grocery Distribution

Started in mid July 2014 for 45 families who are receiving financial assistance within the Lorong Lew Lian estate supported by 3 core team members. The grocery distribution had to be put on hold after about 8 weeks due to lack of manpower to pack and distribute.

Weekly Lunch Pack Distribution

Started in mid August 2014 for 11 needy families within Lorong Lew Lian estate with 3 core team members actively helping. This work is ongoing.

Both distribution services were conducted in collaboration with Zone B RC under their Community Care Project with other volunteers from their RC and students from Nanyang Junior College. Through these regular distributions, the needy families have gradually opened up to us, allowing us the opportunity to befriend them and to show concerns for the various challenges they face.





Events Co-organized with Braddell Heights Zone B RC in 2014

Mid Autumn Festival on 13 Sep

BCCS sponsored the tickets for BCCS' beneficiaries to attend the event.

Family Bonding cum Community Togetherness Carnival on 15 Nov

At this event, we mobilized befrienders to ensure participants had a good time. Each family had the opportunity to have their photo taken and framed as souvenir. For many of these low income families, this was a rare opportunity for them to step out of their homes to be connected with the community. It also provided some 20 of our volunteers the opportunity to connect with them and the Braddell Heights residents.

A graduation ceremony for participants of our CAPLE program was also held in conjunction with this event.

All I Want For Christmas Project

Started in December 2014 and targeted to complete by June 2015. The objective was for each family of the lunch distribution program to make a wish during the Christmas season and BCCS, together with our partners, would work towards making their wishes come true.

Six families came forward to share their needs and wishes.

The wishes were:

- A good Chinese New Year reunion dinner with family members
- A family dinner outing
- Getting proper medical aid
- A short holiday trip with family
- A trip to Universal Studio
- To join a singing contest

We are pleased to report that we had successfully raised the funds for the 6 wishes and will fulfill them between Feb to June 2015.

This project gave BCCS an opportunity to connect with the needy families and for them to experience our volunteers as caring friends.

It enabled 6 needy families to have their dreams come true and open the opportunity for our volunteers to bring smiles to the households, touching their hearts in small but meaningful ways.



Volunteer Management

Volunteers are our most valuable resource, without whom no well-meaning programs could ever take off. As at end of 2014, our volunteer pool numbers are as follows:

Total Numbers

| | |
|------------|-----|
| Registered | 136 |
| Active | 95 |

By Programs

| | |
|-------------------|----|
| CAPLE | 20 |
| KidsAGLOW | 27 |
| Tuition | 37 |
| Satellite Centres | 7 |
| Others (adhoc) | 4 |

It is encouraging to note that our pool of registered volunteers grew 15% to keep pace with the expanding BCCS programs and increasing number of beneficiaries. Demand for more volunteers was mainly for the Tuition program and the newly-introduced KidsZone Satellite Centre at MacPherson Primary School.

Recruitment

Efforts to recruit volunteers continued in various forms throughout the year.

In August 2014, a major recruitment drive was held in Bartley Christian Church (BCC).

Talks, audio-visual presentations and beneficiaries' live testimonies were shared over four Sundays. Our charter, mission and programs were further elaborated by teams of volunteers on site, using timeline posters, banners & brochures.

Some beneficiaries partnered us enthusiastically to showcase their work and handicrafts, an act in appreciation of the care and help received.

MP Mr Seah Kian Peng, together with the Braddell Heights' RC members, graced the occasion with their presence and affirmed the work and value of BCCS' programs to the community.

In October, a BCCS volunteer-recruitment stand was introduced. The program heads and volunteers were there to address any questions or misconceptions about programs and demands of a volunteer.

Other recruitment efforts included the provision of trial sessions during programs, online applications and 1 on 1 recruitment by existing volunteers.



Training and Supervision

Collectively, our volunteers possess a pool of diversified competence and experience with some being professionals and leaders in their respective fields of work whilst some are partially or fully retired.

The above notwithstanding, BCCS wants to ensure consistency in the quality of its services to its beneficiaries. Training in the teaching of mathematical concepts, story-telling, pronunciation, phonetics and phonics was arranged for our volunteers. These skills-specific trainings equipped them with the necessary skills to perform their tasks more confidently and effectively.

Training sessions were scheduled to align with the commencement dates of the various BCCS programs. They included the following:

- a. Tuition Teachers' Induction by Deborah Pay
- b. KidsAGLOW Training and Induction by Chew Ing Lim/Matthew Teo
- c. CAPLE Training and Induction by Deborah Pay/Chew Wee Pin

Supplementary training, specific to each program, was provided by the respective Program Heads who also provided guidance and assistance during the course of the programs.

Retention

To honour our volunteers for their selfless contribution, "Volunteer Night" was organized on two separate occasions, 4 Jan and 10 May 2014.

At these sessions, volunteers shared for mutual encouragement and feedback was sought for continuous improvement. Programs & Services Director **Kenneth Teo** took the opportunity to share BCCS' strategic plans while Chairman **Michael Chay** gave a motivational talk.

On 29 Nov 2014, as the year's programs wound down, a team-building session was organized to recharge the volunteers and to foster good teamwork amongst them.

We believed a sense of camaraderie was created amongst them which we hope would serve to motivate many to carry on serving together.

Finally, a thanksgiving lunch was held on 28 Dec 2014 to celebrate the achievements of the year – help rendered and hope instilled in the beneficiaries of BCCS through the commitment and investment of our volunteers.



Administration

We continued to strive for good governance by introducing/updating forms, policies and procedures in accordance with best practices.

Some examples of these are:

- BCCS Terms and Conditions amended to comply with the Personal Data Protection Regulations 2014 (Singapore) which governs the collection, use, disclosure and care of personal data.
- Volunteers' awareness of the PDPA Act and commitment to observe it in relation to BCCS beneficiaries or co-volunteers as well as their consent for BCCS to use their personal data in any BCCS publicity material.
- New Volunteer Orientation Process introduced to allow new volunteers to be given the proper preparation by program heads to ensure understanding and adherence to BCCS policies, Terms and Conditions and expectations.

BCCS volunteers do not receive any remuneration but are given a small allowance to defray expenses incurred for transport and meals in the course of serving.

Going forward

In 2015, the need for more volunteers will remain high, to support both the existing and new programs in the pipeline.

There will be more focus on training to support new and exciting programs being designed to address more of the challenges faced by the lower income in the community we serve.

It is the goal of the Volunteer Management Committee to work creatively to recruit volunteers to meet these needs.

Financial Report

INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 DECEMBER 2014

| Description | 2014 | | 2013 | Change |
|---|------------|----------------|----------------|-------------|
| | % of Total | S\$ | S\$ | % |
| INCOME | | | | |
| Donation | 87% | 601,699 | 204,686 | 194% |
| Grant from South East CDC | 4% | 27,413 | 30,107 | -9% |
| Grant from Care & Share | 8% | 53,703 | - | - |
| Other Income | 1% | 5,033 | 252 | 1897% |
| Total Income | | 687,848 | 235,045 | 193% |
| EXPENDITURE | | | | |
| <u>Program Expenses</u> | 66% | 184,681 | 101,307 | 82% |
| KidsAglow Program | | 36,009 | 27,774 | 30% |
| CAPLE formerly Learning Family Program | | 18,674 | 17,462 | 7% |
| Tuition Program | | 23,979 | 17,490 | 37% |
| Satellite Centre at MacPherson Pri School | | 57,659 | - | - |
| Satellite Centre at Braddell Heights Zone B | | 10,450 | - | - |
| Events to assist the Low-income | | 37,910 | 38,581 | -2% |
| <u>Other Operating Expenses</u> | 34% | 94,180 | 54,320 | 73% |
| Fund raising and publicity expenses | | 3,834 | 11,164 | -66% |
| Office rental | | 17,712 | 8,856 | 100% |
| Staff costs | | 49,789 | 23,778 | 109% |
| Volunteer Management | | 12,229 | 3,342 | 266% |
| Office and other expenses | | 10,616 | 7,180 | 48% |
| Total Expenditure | | 278,861 | 155,627 | 79% |
| SURPLUS | | 408,987 | 79,418 | 415% |

As at 31 December 2014, there is no employee of the Society with annual remuneration above S\$100,000.

Financial Report

BALANCE SHEET

As at 31 December 2014

| | 2014 S\$ | 2013 S\$ |
|-----------------------------------|-------------|-------------|
| ASSETS | | |
| <i>Current assets</i> | | |
| Cash at bank | 487,706 | 63,652 |
| Receivables and prepayments | 16,472 | 19,221 |
| <i>Non-current assets</i> | | |
| Computer equipment | 1,712 | 1,862 |
| TOTAL ASSETS | 505,890 | 84,735 |
| LIABILITIES AND FUND | | |
| <i>Current liabilities</i> | | |
| Other payables | 17,485 | 5,317 |
| <i>Fund</i> | | |
| General fund | 488,405 | 79,418 |
| TOTAL LIABILITIES AND FUND | 505,890 | 84,735 |

Reserves Policy

BCCS will raise funds to support its current and future activities to reach out to individuals and families in need. It intends to maintain its reserves at a level which is sufficient to meet its annual operating expenses.

Moving into 2015 and beyond

Thanks to generous donations from supporters and partners like the South East CDC and NCSS who had provided grants to some programs, BCCS' income in 2014 was almost three times that in 2013.

Through *Care & Share*, donations received are matched by the Singapore government, making it possible for BCCS to widen its scope of services and to reach out to more needy families and individuals.



Ms Caen Lee, Senior Manager (Organization Excellence) of South East CDC addressing the BCCS' beneficiaries at the KidsAGLOW graduation ceremony on 1 Nov 14

The goal in 2015 is to roll out new programs and initiatives, plans in the pipeline are:

- to organize programs to help single parents with low income;
- to offer basic dental care for financially strapped elderly; and
- to duplicate KidsZone at another school.

BCCS continues to be very mindful of the great dependence on volunteers for the success of its programs. In 2015, BCCS will continue to encourage and welcome new volunteers into its programs by increasing awareness of the very positive impact its programs have had on its beneficiaries.

BCCS ANNUAL REPORT 2014

© 2015, Bartley Community Care Services