



2017 Annual Report

Touching hearts, building lives.



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ABOUT BCCS

BARTLEY COMMUNITY CARE SERVICES (BCCS) is a charity offering a range of services to disadvantaged families in the Lorong Lew Lian/ Upper Serangoon/ MacPherson area. The main objective of all of our programmes is always to give a hand to those who find themselves trapped in situations which they have problems getting out of. By doing so, BCCS hopes to bring back hope and dignity to these disadvantaged groups and set them back on track in society.

Although our name and its organisational status have changed and its programmes expanded over the years, our mission and vision have not.

OUR MISSION

Touching hearts, building lives.

BCCS works on the premise that we who are blessed are to share the blessings with those less fortunate in our society through practical help for them.

OUR 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.

The strategic thrust of BCCS' work towards this vision is identifying the needs of the young, the vulnerable and the elderly, then meeting them as best as we can involving services of volunteers with relevant expertise wherever feasible/ available but not hesitating to engage services of professionals where needed.

OUR SERVICES

BCCS' range of services and programmes cater to pre-schoolers, school going children and youths, parents, seniors/ elderly.

BCCS believes in a holistic approach in her support for disadvantaged families, hence many of our programmes cater to several if not all of the family members. For a number of them, services offered include support in the education journey all the way from pre-primary to primary school to secondary school, where both classroom and outdoor activities are designed for greater stimulation and practical application of what they have learnt to their daily living. Parents too are trained to be more effective in their parenting

skills and also to be more confident in guiding their children in their learning journey. Older children at risk, economically challenged families and needy elderly are also being catered to in BCCS' various programmes.

Currently, six programmes are being run, with two for Kindergarten and Primary One levels to equip pre-primary children with basic literacy and numeracy skills to take on Primary school education, and enrichment classes for Primary One children to start them young by instilling in them a love for reading, leading to confidence in learning. A weekly tuition programme provides on-going support for those in Primary One to Secondary Four levels plus an

after-school programme where students (from MacPherson Primary School) can come to hang out every school day to do homework, play games or simply to chill.

For the adults in disadvantaged families, BCCS offers counselling, life skills and vocational skills training (short courses) and also befriending of youths in these families considered at risk.

For the elderly with little or no family support, BCCS has a befriending programme which includes help to manage medical and dental needs/ appointments and injecting of some social interaction into their lives.

OUR VOLUNTEERS

Volunteers have always been the backbone of BCCS over the years without whom BCCS will not be able to offer the services it does.

In terms of numbers, BCCS is happy to report that there has been a steady growth over the years to support BCCS' on-going expansion in services. 2017 saw a significant jump of 26% over prior

year and 65% over a 5-year period for programme volunteers. Besides volunteers in regular BCCS programmes, there has also been a similar steady increase in volunteers working in various committees for BCCS activities for awareness and fund-raising. Bartley Christian Church where this community outreach was first initiated remains the main source of volunteers for BCCS' programmes.

5-YEAR TREND OF VOLUNTEERS (Vs) IN BCCS

Registered Vs	Active Vs	% Increase	Board/Comm	Total Vs	% Increase
Dec 2013	79		25	104	
Dec 2014	91	15%	27	118	13%
Dec 2015	100	10%	30	130	10%
Dec 2016	103	3%	23	126	-3%
Dec 2017	130	26%	27	157	25%

OUR STAFF

With the expansion of BCCS' services, there has been a steady increase in staff strength over the years with one additional headcount (temporary) in 2017 over 2016. The jump in 2016 over 2015 was because of the need to manage the growth of BCCS' activities and to strengthen corporate governance in a growing organisation. BCCS was also seeing a need for programme executives to run programmes which cannot be confined to weekends when most volunteers are available to offer their services plus the need for a higher level of fund raising activities with expanded services.

Staff count	Full time	Part-time
Dec 2013	1	0
Dec 2014	2	1
Dec 2015	2	1
Dec 2016	4	3
Dec 2017	4	4

OUR PARTNERS



Braddell Heights Zone B
Residents' Committee
Balam Residents' Committee



Agency for
Integrated Care (AIC)



South East Community
Development Council



PAP Community
Foundation (PCF)



MacPherson Community Club



MacPherson Primary School

With support from our partners, BCCS is able to concentrate on giving the best it can offer to the disadvantaged in our community.

OUR ORIGIN

The reaching out to the community in the vicinity of Bartley Christian Church to be a blessing to them by doing good in practical ways was a ministry Bartley Christian Church started way back in the 90s. Leaders and its members saw this as a response to what the Christian faith is teaching, remembering the words Lord Jesus Himself who said, "It is more blessed to give than to receive" (Acts 20:35).

The ministry was subsequently registered as a charity under the name of Wei Ni Community Services Association in year 2000 before it was renamed Bartley Community Care Services

(BCCS) in 2010.

Operations under the name of Bartley Community Care Service now in its 7th year have seen its services expand in depth and breadth over the years made possible by generous donations mainly from members of Bartley Christian Church as well as from funding under the Government's Care And Share Programme. The funds raised have made it possible for all services to continue to be offered free to all beneficiaries. The motivating force behind all of our efforts continues to be the belief that everyone deserves a chance, or two, to lead fulfilling lives and BCCS' role is to provide the

disadvantaged that chance to succeed.

The acquisition of IPC status in 2012 had also given a boost to fund raising and signalled an opportunity to do even more for the community.

The opening of Hope Centre in mid-2016 was another pivotal point in BCCS' journey as we became more visible to the community we serve and are able to offer some of our services right smack in their midst. The public access by public transport especially for those not within walking distance and needing to bring very young children may still be wanting.

2000

Wei-Ni Community
Services Association

2010

Bartley
Community Care Services
(BCCS)

2012

BCCS aquires IPC status

2016

BCCS opens
HOPE centre

OUR CHALLENGES, HOPE & ASPIRATIONS

With changing landscape in terms of residents' profile, education system and work skills, BCCS aspires to keep up with the changing needs and be nimble in our programme planning. BCCS will re-organise, re-train, modify or start anew for our programmes where necessary.

BCCS hopes to see our vision becoming real for many families being transformed and to have many of the younger beneficiaries in turn coming back to volunteer their services.

Our challenge is to get more young people to volunteer and to take up key roles in the organisation so that the good work can be kept on-going.

ORGANISATIONAL INFORMATION

UEN T01SS0004H

REGISTERED ADDRESS 8 New Industrial Road #05-01 LHK3 Building, Singapore 536200

BANKER DBS

AUDITOR Nexia TS Public Accounting Corporation

web <http://www.bccs.org.sg/> • **facebook** www.facebook.com/Bartleycare •
• **email** info@bccs.org.sg •



MESSAGE FROM *Chairman* OF THE BOARD

We closed another year with thankful and grateful hearts. Thankful that we have had the privilege to bring cheer and joy to many especially the elderly.

In 2017, we began a new project to touch the hearts of some eighty or so elderly in Lorong Lew Lian through a Community Outreach Programme to the Elderly, named COPE which organises age appropriate events and home visits to these elderly.

Another programme, the Holistic Outreach Programme to Empower called HOPE also took flight in 2017. Through skills equipping such as hairdressing, computer literacy courses, we believe we have enhanced the livelihood of our beneficiaries and we hope that in some small ways, we have also enriched the lives of our beneficiaries and their family members.

Our hearts are grateful to our hundred plus volunteers who stood alongside us all these years serving selflessly despite the intense demands of our programmes in terms of time and effort. Needs exist all around us and without new volunteers, we simply would not be able to take on more projects and programmes. And indeed many responded when they saw the needs.

On behalf of the Board and staff of BCCS, we want to thank our volunteers and our partners who have supported us because they too identified with our mission: Touching hearts, Building lives.

Recently, we had news of the passing on of Billy Graham, one of the greatest preachers of our time and I quote one of his sayings, "Your life is your story. Write well, edit often"

In all good stories, there is a beginning and an ending. The ending is often more important than the beginning. If we can visualise the ending, we can then build the story to achieve the ending we so desire. BCCS' story is still unfolding, as we journey on with our beneficiaries, thankful we are well placed to help them shape the story of their lives. Theirs would be a good story because it has been and will continue to be edited with the warmth of the love and care of dedicated BCCS' volunteers and partners.

Thank you for supporting BCCS' mission: Touching Hearts, Building Lives, one at a time.

Michael Chay

MESSAGE FROM Director OF PROGRAMMES & SERVICES

One of the first community engagement events we organised was back in 1999 at Braddell Heights, Lorong Lew Lian. It was a Christmas party for the residents. As we had never done that before, we thought, "Why not throw a party there to announce our presence?" We met with the Residents' Committee to share our plans. After that meeting, we had a sense that a door had been opened for us. With a team of capable volunteers, we organised the Children's Millennium Christmas Party which saw about 150 members of Bartley Church joining in the celebration with more than 300 residents.

What was more satisfying were the happy faces seen and appreciative comments from the residents. Through fun, food and games, strangers within the community soon became friends. Over the years, our carnivals and other festive celebrations became regular events they had come to expect from the Bartley community.

Fast forward to 2017, our vision to reach the disadvantaged has led us to roll out a total of six programs with a seventh on the way. Collaboration with the Braddell Heights Residents' Committee, Agency for Integrated Care (AIC), PAP Community Foundation (PCF) centres, South East Community Development Council (SECDC), MacPherson Community Club, Balam Residents' Committee and MacPherson Primary School has allowed us to reach relevant individuals and families who are in need. Close to two hundred children and adults are beneficiaries of our programmes. More than a hundred volunteers stood by our side to ensure that help reached the right people, not forgetting generous donors that had made it possible for our work to grow.

Touching hearts and building lives is not just another fanciful marketing phrase we have adopted. For us, it translates into an intentional plan that draws us nearer to the disadvantaged and highlights the inter-twining efforts put in by staff and volunteers to fulfil BCCS' mission. I thank all of you who have played a pivotal role in journeying with us.

Kenneth Teo



THE Board Members



MICHAEL CHAY
Chairman



KENNETH TEO
Vice-Chairman/Programmes
and Services



LEE TAI LUANG
Treasurer



YIP KIM SENG
Secretary



ONG BENG THIAM
Assistant Treasurer/
Human Resource



LYE PUAT FONG
Publicity



LOW LYE SEE
Volunteer Management/
Operations



ALICK LOKE MUN KEAD
Fund Strategy



THE Staff Team

With the expansion of BCCS' services, there has been a steady increase in staff strength over the years with one additional headcount (temporary arrangement) in 2017 over 2016.

Top row, from left to right:

TIFFANY YONG, Programme Executive, HOPE Programme | **WIEKY JOE**, Assistant Programme Executive, KidsZone | **KEITH CHEW**, Programme Executive, FamilyZone | **EMI SUPATI**, Programme Executive, KidsZone

Bottom row, from left to right:

QUINA ABBAS, Executive, Fund Strategy & Corporate Communications | **NG HONG ENG**, Assistant Programme Executive, FamilyZone | **ANNE YEE**, Executive, Accounts & Administration | **LOW LYE SEE**, Director of Operations | **KENNETH TEO**, Director of Programmes & Services



BCCS CAPLE II

CAPLE's primary objective is involving parents to boost the development of children's literacy and numeracy skills. More often than not, pre-schoolers from disadvantaged families are ill equipped for Primary School putting them at a disadvantage right from the start. CAPLE's main focus on teaching of Phonics and Numeracy to K1 & K2 children is to help level the playing field for the haves and have-nots at the beginning of formal education.

Programme is holistic in nature. Parents are taught parenting skills and methodology for coaching pre-schoolers thereby boosting their competency and confidence to be actively involved in preparing their children for Primary One.

PROGRAMME
HEAD



Deborah Pay

Venue

HOPE
centre

BLOCK 81
MACPHERSON LANE

NUMBER OF
BENEFICIARIES



11
FAMILIES

NO. OF
SESSIONS

20



DURATION OF
2017 PROGRAMME



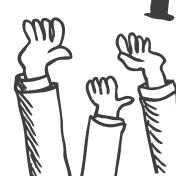
20 May-4 Nov

NO. OF
VOLUNTEERS

18

TIMING

2:00-4:30pm



HIGHLIGHTS

Besides the classroom activities 3 outings were organised in 2017 for the CAPLE group. As always, group outings were something that parents and children look forward to.

A planned trip to Pasir Ris Park in July had to be aborted due to a heavy downpour. The group decided to spend the day in Bartley Church instead

where they had tea and played games in dry and comfortable surroundings.

In August, an excursion to Gardens by the Bay was a real treat for parents and children alike as never have they seen so many species of pumpkins and in so many sizes. Judging from the 'oohs' and 'wows' coming from them and the incessant clicking of their mobile phone cameras, the group was amazed and bewildered by what they saw, an

eye-opener in every sense.

Programme ended in November with a 3-day holiday enrichment programme at Bartley Church. Included was a field trip to the farms in Kranji together with beneficiaries from the Tuition@ Bartley group. The numerous farms with their green produce visited in our highly urbanised city of Singapore surprised many. Group found trip educational yet enjoyable.



EVALUATION OF PROGRAMME

Attendance

Although 2 families dropped out before the end of the programme, attendance rate was quite impressive, with 5 families hitting 94% and higher and 4 at 85%.



Assessment of children's progress

Pre and Post programme tests on phonic awareness, reading and basic numeracy concepts were conducted. The children's scores showed marked improvement in their understanding of numeracy concepts, recognition of the letters in the alphabet and their phonetical sounds, and reading ability after 18 sessions in the CAPLE programme.

Scores at start of programme	Scores after 18 sessions
K2: 67% to 91%	K2: 80% to 100%
K1: 20% to 68%	K1: 66% & 95%

Feedback from participants was mostly positive. A mother expressed her gratitude to BCCS for giving her the chance to learn how to engage her child through hands-on activities in this programme and not by the conventional rote learning.

CHALLENGES FACED

Though the children looked forward to each session, it was a challenge for some parents to make time every Saturday over 20 weeks to come with their children for the programme. The fact that venue for the Saturday sessions is located not so near a bus stop did not help and could have been one of the reasons for the two families dropping out. But still BCCS is thankful for having this place to conduct the programme.

With the ever changing landscape of early childhood education, volunteers need to go beyond worksheet-based approach in guiding the pre-schoolers. Volunteers are therefore required to attend a briefing prior to the start of each session to ensure they are aligned with these changes.

GOING FORWARD

Challenge continues to be retention and recruitment of committed volunteers. As for the curriculum, the challenge is to develop new and interesting ways for parents to coach their children in numeracy to cater to those who have previously attended the programme with an older child. BCCS envisages that the programme will continue to be relevant for pre-schoolers as parents regardless of their economic status are mindful of the importance of being ready for primary school education.

BCCS
Tuition 
 @Bartley

Tuition @Bartley's main objective is to offer tuition on a regular basis to academically weak children from disadvantaged families. This programme for students from Primary One to Secondary Four covers English Language and Mathematics. Through the Tuition ministry, BCCS hopes to help these children stay in the education system even when the going is tough by encouraging them and giving them hope through the regular support.



HIGHLIGHTS

Tuition@Bartley is not all work and no play. Besides the weekly tuition session, some other activities were also organised to motivate them and to reward them for their hard work.

On September 9, a 'Games Day' was held at the open space and community Hall near BCCS' HOPE centre. The thrilling team game of Laser Tag and the energizing game of Captain's Ball plus numerous game stations were organized for their entertainment. The primary objective was to instil the 'Work hard and play hard' mentality before preparation for the year end examinations.

As the students and their parents

have grown very fond of the Bartley Church venue, it was unanimously their venue of choice for the year-end stay over camp from November 29 to December 1. This camp drew 27 children and 5 parents.

On the evening of November 29, the campers were brought to Gardens By The Bay first for a hearty meal at Texas Chicken followed by a visit to the Flower Dome to catch the wintry scene and then to Cloud Dome to be 'lost' in the mist.

On the evening of Nov 30, it was a trip to The Esplanade to watch the beautiful sunset, to soak in the night lights of the city and to enjoy the sight of the

iconic Merlion spouting water continuously from its mouth. After a leisurely stroll by the river and going through the Fullerton underpass, it was ice-cream time at a Hokkaido ice-cream outlet.

Much as the campers love the outings, it was still the nights of free and easy fun and chatting in groups past midnight before going to bed at Bartley Church that hold dear to them.

The final activity for the Tuition beneficiaries was an excursion to Kranji farms in early December which opened their eyes to a different 'world' in urban Singapore.

EVALUATION OF PROGRAMME

Primary School Leaving Examination

All 4 passed with aggregate scores ranging from 143 to 217.



GCE 'O' Level examination

(4* sat for the exams)



Two have gained entry to local polytechnics.

One was still undecided as to go on to a junior college or polytechnic.

*One was uncontactable at time of this report.

One who deserves special mention is a student who scored 5 As and 2 Bs but what is more admirable than his results was that he returned to volunteer his services as a tutor for the primary level while waiting for his polytechnic term to start. It is

his way of paying back to BCCS for journeying with him through the past years. His excellent performance and exemplary attitude gives much joy and hope to all in BCCS. BCCS is extremely proud of him and rejoices with him in his success.

Awards received from the Ministry of Education

6 received the Edusave Scholarship

5 received the Edusave Merit Bursary

5 received the Edusave Good Progress

5 received the Edusave Certificate of Achievement

CHALLENGES FACED

The tuition programme is a year round commitment, with breaks only for a few weeks during the school holidays. It was therefore especially challenging to get sufficient tutors for the number of students needing help. The fact that tutors need to be familiar with current MOE curriculum and pedagogies added to the difficulty in recruitment of more suitable volunteer tutors.

GOING FORWARD

In 2018, tuition service will continue to be in strong demand as parents recognise the need

for their children to do well in their studies. It is the aspiration of all parents to have their children excel in examinations so as to secure a better and brighter future.

BCCS sees a need for tuition in other subjects like Science as several parents of our P6 students had expressed concern that their child is not faring well in that subject. However, due to limitations to include the Science into the Saturday schedule for tuition, this need could not be met then. In 2018 however, thanks to a volunteer who is a very experienced and professional tutor, BCCS will be offering tuition for Science on Fridays at Hope Centre.



BCCS

KidsAglow



KidsAglow aims to assist Primary One kids from disadvantaged families especially those identified as slow readers to develop a love for stories and the confidence to read through regular storytelling time, coaching and interactive activities.

At the same time, programme aims to foster healthy family bonding through sharing of activities both indoor and outdoor. Hence programme involves an accompanying parent at each session who will be involved in parenting workshops, games and crafts to enhance their overall parenting skills.



PROGRAMME
HEAD

Katherine Koh

NUMBER OF
BENEFICIARIES



7

FAMILIES



BLOCK 31/33,
BALAM ROAD

NO. OF
SESSIONS 21

14 READING SESSIONS
AT BALAM ROAD

2 INCENTIVE
BOOKSHOP OUTINGS
TO NEX POPULAR BOOKSTORE

1 GRADUATION
& SHOWCASE EVENT
AT BLOCK 27A, BALAM ROAD

1 ORIENTATION
SESSION AT
BARTLEY CHURCH

2 OUTINGS
TO THE NATIONAL MUSEUM
& TO THE SCIENCE CENTRE

2-DAY JUNE CAMP
AT BARTLEY CHURCH
& VISIT TO THE NIGHT SAFARI



DURATION OF
2017 PROGRAMME
Mar-Nov

NO. OF
VOLUNTEERS
(20 REGISTERED)

14

CONSISTING OF STORY READERS,
READING COACHES, PARENT WORKSHOP
LEADERS AND LOGISTICS HELPERS

TIMING 2-4.30pm



HIGHLIGHTS

The excursions organized by KidsAglow have surely got to be the year's highlights for the beneficiaries.

A visit to The National Museum in the first half of the year was most inspiring. The Story of the Forest featured at the Glass Rotunda where visitors were immersed into the environment through computer imaging sparked off much conversation amongst families and volunteers. It also did much to arouse their curiosity and generated great enthusiasm to read more.

A 2-day camp involving playing of games and T-shirt designing/ colouring provided the parent-child bonding opportunities crucial to a child's growth and development. Included in the camp's programme was a visit to the Night Safari, a first for many and thought to be particularly suitable because it allowed the Muslim families to break their fast before the night adventure at the Zoo.

Visit to the Science Centre was also a first for KidsAglow. The Tinkering Workshop where they had to build tracks for a marble to travel to an end point to ring a bell was an excellent avenue for promoting creativity, observation skills, problem solving and teamwork. It was altogether a remarkably enjoyable parent-child-volunteer team activity.

The Outings to Popular Bookshop besides being an incentive for the children were great opportunities for them to experience decision making when faced with multiple wants but limited resources, the reality of life. Children were guided in choosing helpful books and 'not judge a book by its cover'.

Parents too had their incentives for regular attendance in the form of **NTUC FairPrice gift vouchers**.

CHALLENGES FACED

2017's intake was relatively small due to reduced interest/ drive from MacPherson Primary School. Support

from the PCF Kindergarten, another traditional source of participants for the programme was also less forthcoming. Most of the 2017 participants came through referrals from and recommendations of beneficiaries of BCCS' CAPLE programme. The slow response for registration resulted in a delay in the commencement of programme.

Seven families enrolled but most unfortunately, a mis-step in food catering for an outing led to one family leaving the programme mid-way. This is a pitfall catering to group comprising people of multi cultures and religions presented that KidsAglow was caught in, a lesson learnt the hard way.

On the brighter side, volunteers were gratified to see the remaining participants comprising 4 Malay, 1 Vietnamese and 1 Indo-Chinese families bonding extremely well over the rest of the programme and even beyond.



EVALUATION OF PROGRAMME

The children's programme ran accordingly per curriculum developed by Madam Aow Meow Kiang in 2016. Mrs Katherine Koh and her team of reading coaches and storytellers executed the programme smoothly.

Each child's reading progress was monitored and assessed by their respective reading coach using the Pupil Reading Assessment tool. This is not an analytical tool but an observation report of reading skills at the beginning and at various intervals to reflect the progress the child is making. At the end of the year, an official feedback on their achievement was provided for each parent and child team to encourage them. One particularly active child was assessed to have made significant improvement in his ability to focus and concentrate during reading and craft time. Most of the children

showed positive confidence at the end of programme.

The year-end showcase at the graduation event was proof of the parent-child's success in building a positive English language learning family culture. The closing event held on November 4 showed a strong camaraderie amongst the six families as they put up a joint display of their collection of memorabilia created during the year—craft, photos, tokens, etc. The creative displays of the group's work this year was exceptional, exuding much confidence and inspiration.

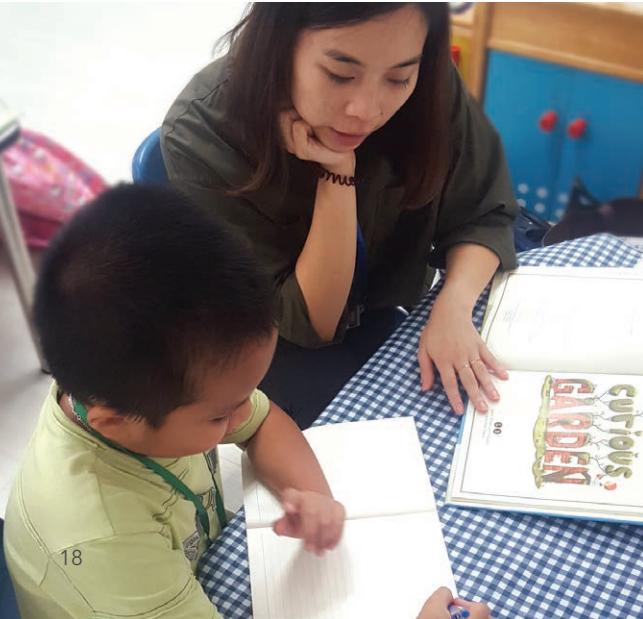
One parent and daughter pair even elected to share their heart felt appreciation for what BCCS has taught them during the graduation event, this in itself a testimony of the child's and parent's growth in confidence.

After a bumpy start, KidsAglow programme ran and finished well.

GOING FORWARD.

similar challenges in terms of enrolment numbers are to be expected. MacPherson Primary School which used to be an important source for feeding of needy students to the programme will be merged with Cedar Primary School and relocated to the latter's premises in 2019. Another factor for the anticipated lower enrolment number is the smaller size of this age cohort and the migration of people out of this estate.

The KidsAglow programme is expected to run in 2018 but a thorough review will be made after 2018's registration. An expansion of the programme to include Primary Two and Threes as well as extension of programmes for past year's participants to further enhance their reading skills will be under consideration. The implication of such a move would then be the need for a larger volunteer pool and additional capacities, both of which will be challenging for BCCS.

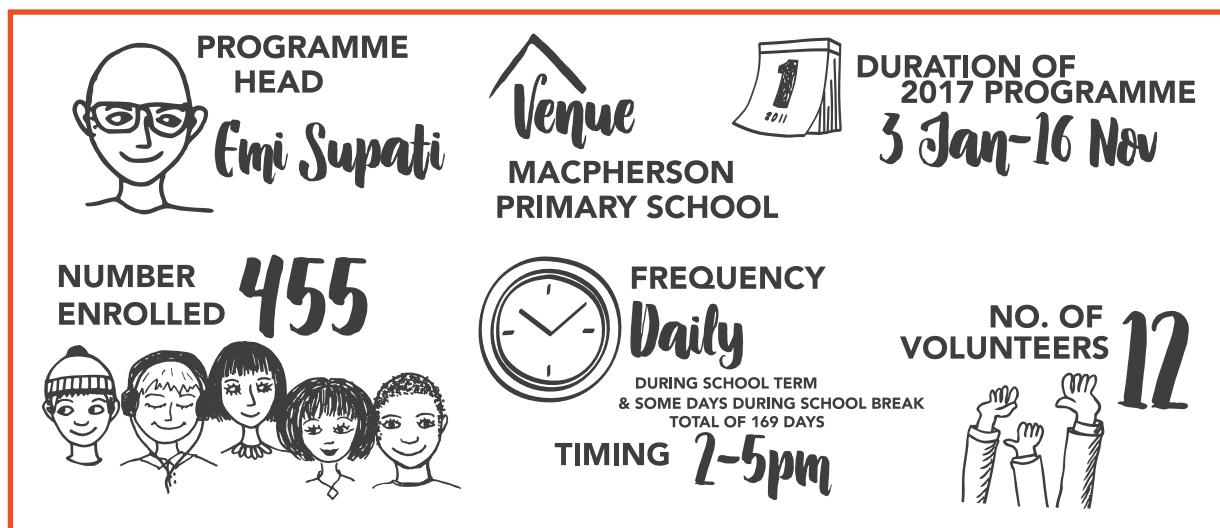


BCCS
KidsZone 

KidsZone's primary objective is to provide students with a safe and nurturing environment for collaborative learning under supervision. The desired outcome of giving students the space to be themselves and yet demanding of courtesy to and respect for one another is positive character development. It is hoped that students attending this KidsZone will learn conflict resolution, cultivate patience and understanding in the course of their interaction with one another in

day to day activities as well as in specially organized ones.

Additionally, BCCS works closely with the school to provide support for troubled students and also to get parents' involvement, dads' in particular, in their child's growth and development under the 'Dads for Life' programme.



REGULAR ACTIVITIES

Regular after school engagement activities include following:

DAILY Indoor Games & Interactions

EVERY THURSDAY Read Explorer (REx) Club volunteers read to interested students and involve them in the stories they tell either through games or role play. The guided activities encourage students to step out of their comfort zone, do something new and explore other possibilities.

ALTERNATE WEDNESDAYS

Mental Sums & Spelling Quiz

DAILY Homework Support

SPECIAL EVENTS

9 MARCH Foosball Tournament.

28 AUGUST Art & Craft for Teachers' Day in Collaboration with MPS Art Club. They created pouches with hand-painted designs for their teachers.

5 NOVEMBER KZ's Got Talent & Fun Day

17 & 24 NOVEMBER BCCS Exemplary Character Award Presentation





Dads For Life programme managed by our KidsZone team serves to inspire and mobilise fathers to be good influence on their children and to be involved in their children's development. To encourage father & child bonding which is the first step towards engaging fathers, several activities were organised in 2017.

18 FEBRUARY Telematch @ MacPherson Primary School

13 MAY A visit to the Malay Heritage Centre

26 AUGUST A visit to the Chinatown Heritage Centre

4 NOVEMBER Bowling @ Tampines HUB



In the area of student development, students are exposed to shouldering of responsibilities and leadership at two levels:

Peer Support Group is made up of junior KidsZone leaders selected based on their leadership potential and are given the responsibility to help out with the daily administrative matters as part of their grooming to become KidsZone Youth Volunteers.

Youth volunteers are MacPherson Primary School Alumni invited to return to KidsZone to give back to the school community by serving in the various KidsZone activities as well as to volunteer their services in other BCCS' activities. They receive training during these involvement.



CHALLENGES FACED

With remedial classes and CCA activities scheduled on Mondays to Thursdays, between 2pm to 5pm, time available to visit KidsZone has been greatly reduced in 2017.

Outdoor sporting activities which used to be a highlight for the students, had to be removed from KidsZone's programme due to the school management's mounting concern about safety. This heightened concern and caution can be attributed to reports of fatal incidents involving primary school students (in other schools).

With MOE's (Ministry of Education's) announcement of the merging of MacPherson Primary School and Cedar Primary School in 2019, MacPherson Primary School will shut its doors on 23 Dec 2018. KidsZone @ MPS will operate for one more year before calling it a day here after having served at this location for the past four years.

ACHIEVEMENTS

In terms of numbers, 455 students registered in 2017 vs 520 in prior year representing a 12.5 % drop but this is against a backdrop of reduced student population which saw a 14% drop. The number registered made up 68% of the total

student population, suggesting that KidsZone is still a popular place for students to go to while waiting for remedial/CCA classes to start, to be picked up by parents or siblings, to get help with their homework, or simply a place to chill before heading home.

KidsZone's success in engaging the students has not gone unnoticed by the MacPherson Primary School's management team.

GOING FORWARD

Both Cedar Primary School's and MacPherson Primary School's management have indicated their interest and endorsement for KidsZone to operate in Cedar Primary School but this can only be confirmed with final approval from the new principal which will likely be after May 2018.

The school's incumbent management team believes KidsZone can play an active role in helping students from MacPherson Primary School settle into their new school environment.

Another challenge anticipated is getting youth volunteers (MacPherson Primary School Alumni) who have been serving faithfully since 2015 to continue to do so with the same passion in BCCS' activities when and if KidsZone is relocated to Cedar Primary School in 2019 and beyond.

EVALUATION OF PROGRAMME

Attendance rate, frequency of visits and length of stay of each visit / No of students registered: 445

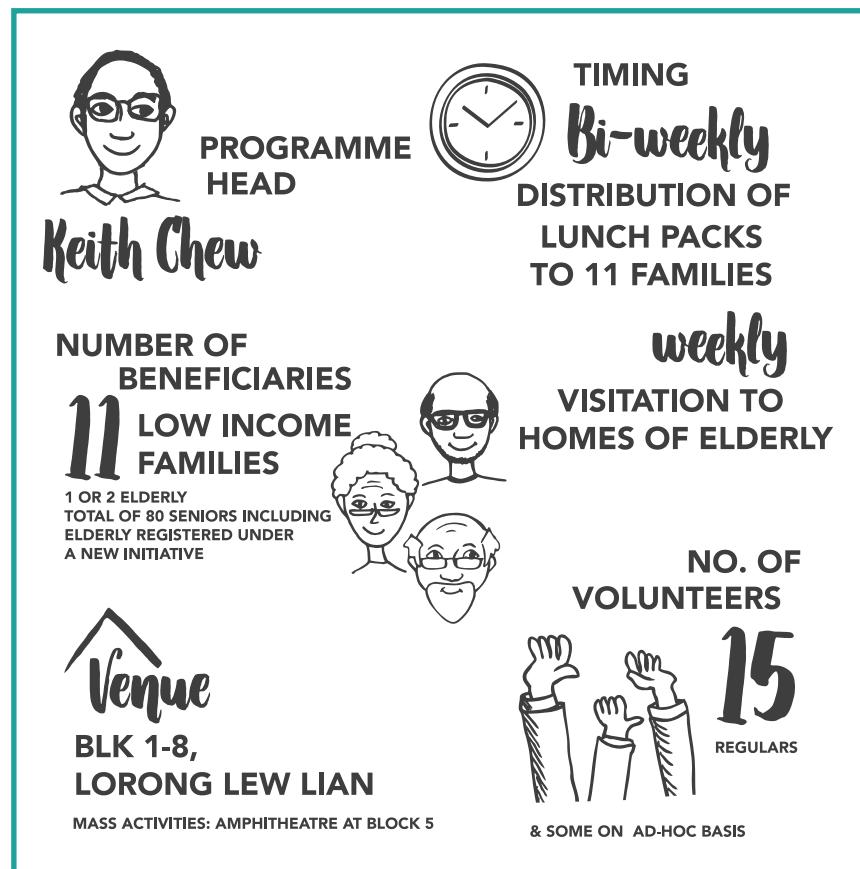
Month	No. of students visiting	Total no. of Visits	Days KZ operated	Avg. no. of Visits / Day	Avg. duration / Visit (hr:min)
Jan	189	580	17	34	1:41
Feb	280	1015	20	51	1:34
Mar	293	1251	18	70	1:35
Apr	313	1596	19	84	1:38
May	206	1023	17	60	2:02
Jun	75	134	4	34	2:04
Jul	296	1479	20	74	1:31
Aug	294	1236	16	77	1:35
Sep	242	934	13	72	1:32
Oct	212	729	15	49	1:47
Nov	137	478	10	48	1:59
Full year		10455	169	61.9	1:40



BCCS
FamilyZone 

FamilyZone was set up primarily to bring hope and cheer to low income families with elderly identified by Braddell Heights Zone B Residents' Committee (BHZBRC) as needy. In 2017, FamilyZone programme's role expanded when it was requested by South East Community Development Council (SECDC) to run a **Community Outreach Programme for the Elderly** which aims to promote active aging amongst seniors (60 years and above), hence the launch of COPE under Family Zone.

BCCS' objective for **COPE** is to help needy seniors including elderly live more comfortably, more healthily, more meaningfully and more heartily through active aging in their twilight years.



HIGHLIGHTS

Besides the regular bimonthly distribution of lunch packs, there were the regular visits to help family sort out medical needs and appointments, dental needs and financial matters. A young volunteer even gathered a group of about 10 friends to clear out the clutter, clean up and repaint the home of an elderly couple after the elderly man was brought to a nursing home when his dementia condition was no longer manageable at home.

COPE programme was officially launched with the help of Braddell Heights Zone B Residents' Committee (BHZBRC) in May 2017 with the 'Let's Move Together' event.

MAY 27— 'Let's Move Together' event drew a total of 92 elderly who came and were given a mobility test at no charge. The

event also provided trained volunteer surveyors their first opportunity to introduce themselves and to gather biodata of elderly for a register which should help to serve them better in future. Of those who came, 80 were from Block 1-8 of Lorong Lew Lian, BCCS' target group while 7 were from other blocks in Lorong Lew Lian & another 5 were from beyond Lorong Lew Lian.

JULY 17— An event to conduct health check for Diabetes & blood pressure by the National Health Group in collaboration with SECDC and the Active Aging Committee of the BHZBRC saw 35 seniors/elderly turning up. This was another opportunity for volunteers to gather bio data of elderly for the COPE register.

OCTOBER 7— Mid-Autumn Festival celebration which had a mini buffet, a Bingo game and even a magic show thrown in, drew a sizeable crowd of some 86 elderly. Out of these, 65 were from COPE's register of elderly who had responded to BCCS' invitation, some of whom came with their family members. Others were from the Senior Citizen Club of BHZBRC or were unregistered walk-ins.

DECEMBER 13— 'Celebrating Christmas' included a buffet dinner, some memory games before heading to Orchard Road in specially hired buses for the 43 elderly and about 10 COPE volunteers to soak in the Christmas light-up.



EVALUATION OF PROGRAMME

Attendance at all of COPE's kick off events more than met BCCS' expectations, especially for the first event and with more than 50% of registered elderly attending subsequent events. In fact, close to 80% attendance of registered elderly for 2 of these events was achieved. This came about not by chance though but through the sheer hard work, commitment & dedication of volunteers who worked tirelessly going from door to door giving out flyers and personally inviting elderly to these events by explaining the benefits to them.

Biodata of 80 elderly now exists in COPE's register facilitating follow up visits to befriend them and for more fact finding to facilitate planning of appropriate activities for them in the coming months.

CHALLENGES FACED

Inclement weather where elderly is concerned is particularly challenging as in the case of the Mid-Autumn Festival event. However, despite some logistical problems, the good turn-out of 86 elderly made up for the headaches encountered.



As work for COPE programme requires collaboration with the various grassroots agencies which see new members quite frequently, it is a constant challenge to have to forge new friendships and develop rapport to work seamlessly together.

Incorrect data given by COPE's registered elderly necessitated many re-visits, which sometimes added more strain to FamilyZone's resources.

GOING FORWARD

COPE programme under FamilyZone will go into full swing with regular activities to promote active aging, starting first with the befriending programme for those newly registered under COPE. One of Family Zone's main goals is to recruit, train and prepare 30 to 40 committed volunteers to serve in this programme.

In 2017, the pool of volunteers for this programme came mainly from Bartley Church's Chinese ministry. The high manpower needs of this programme may require BCCS to tap other sources to support it.

Another challenge will be keeping COPE's register of elderly up to date and relevant with additional information on health issues and family members. This information will help volunteers to better support elderly's needs during their house calls as well as provide good feedback to SECDC, BHZBRC and other grassroots agencies to support the activities that BCCS will be planning for the beneficiaries.

In 2018, BCCS will also be looking into the inclusion of existing services for the original 11 families in COPE's overall activities.

BCCS

Hope Program

To reach out to families struggling with multiple challenges such as financial, relational, occupational, academic performance problems so as to help them break out of such situational traps by providing them appropriate skills training, mentoring and counselling support services.



PROGRAMME
HEAD

Tiffany Yong

NUMBER OF
BENEFICIARIES



14 FAMILIES

DURATION OF 2017
PROGRAMME



Venue 
BLOCK 81
MACPHERSON LANE



**FREQUENCY
& TIMING**
Varies
**VARIABLES ACCORDING
TO ACTIVITIES**

**NO. OF
VOLUNTEERS**



7

HIGHLIGHTS

HOPE programme is still in its infancy stage. In 2017, it began to offer four services identified as tools to help low-income families break out of the poverty circle:

1. LIFE SKILLS TRAINING

Short courses to help adult beneficiaries acquire useful skills were organised to give them a start to becoming more financially prudent, disciplined and economically productive.

In April, the first Creative Handicrafts class saw four participants. Items they learnt to make included hair accessories like hairclips, hair bands, flower toilet roll holder in fabrics and crochet bookmarks. The beneficiaries were given the opportunity to showcase and sell their handicrafts during BCCS awareness month in May. The enthusiastic response from visitors to their display and their maiden sales event

plus subsequent orders for hair clips and bookmarks received through BCCS served as a great encouragement, thanks to BCCS supporters.

On 21 April, a family household economics talk held for three helped them understand the importance of having a household budget. Talk was made more interactive by incorporating a simple and interesting game to aid them in understanding the concept of budget planning.

From June to September, a basic hairdressing course was conducted. There were three sign-ups who faithfully

attended the classes, thrice a week. This was a skill requiring perseverance as lots of practice on mannequins and actual 'clients' was needed. Besides basic haircuts, they were taught other hairdressing skills such as hair colouring, highlighting, perming and rebonding. They graduated after three months of hard work. This course has clearly benefited the participants as money spent on hair cut at hair salons by family members can now be saved. In addition, they are giving back to society by providing free haircut for the low income elderly.

Basic Hairdressing course

'graduates' volunteered hair cutting services to children in CAPLE and KidsAglow programmes and also for the elderly in HOPE programme without remuneration.

In October a basic computer course was conducted for four. This course was designed for participants who have no knowledge of computers or have a need to refresh their skills. Two sessions of two hour duration each conducted covered an introduction to the basics of using a computer and then a hands-on session on the use of Microsoft Word and Excel on computers.

From October to December, a basic beauty course covering facial, manicure and pedicure was offered. Besides the theory and practical sessions, participants actually got to practise on different clients. This exposure and experience gained during the hands-on training makes them sufficiently competent to offer their services to paying clients. They now have the option to work in a beauty salon or from home which is permissible under the HDB's home-based small scale business scheme.

2. COUNSELLING

Counselling services are seen as necessary to help dysfunctional families resolve financial and relational issues. BCCS provides free counselling service to these families on a need basis.

Two families received counselling on family issues provided by BCCS' volunteer counsellor.



3. CHILD BEFRIENDING

Child befriending is targeted at children at risk. By befriending them, this programme aims to reduce the risk of their going astray by providing them role models. In July 2017, the Child Befriending programme kicked off with 2 pairs of volunteers signing up as child befrienders. Each pair of volunteers was assigned to two children. They meet up with the children once a month to spend time with them doing various fun but wholesome activities such as going to the movies, cycling, rock climbing, art activities, water parks and more. Parents of these children have provided very favourable feedback on these outings with the befrienders. Their children clearly enjoy themselves tremendously at these outings and are always looking forward to the next. The precious time given

to these children brings much joy and hope to the children and their families.

4. TUITION

For those struggling academically, help was around the corner since they were unable to attend BCCS' Tuition@ Bartley programme on Saturdays. Two volunteers offered tuition to five disadvantaged students (primary and secondary school level) at HOPE centre.

EVALUATION OF PROGRAMME

HOPE programme has started on a small scale in terms of number of people served but BCCS is learning along the way to prioritise training programmes according to the more pressing needs of these disadvantaged groups.

GOING FORWARD

BCCS intends to extend its programme in 2018 to more of these disadvantaged families. Under HOPE, BCCS will continue to identify practical courses to be offered. The biggest challenge anticipated is still the getting of beneficiaries to commit to regular attendance for the training due to family and work commitments.

Running the programme can be quite costly as courses offered are customised for the group and run by professionals in the respective industries.

Another challenge is the recruitment of more volunteers as child befrienders, a role which can be quite demanding.

BCCS however, will not be deterred by these obstacles.





Extract from BCCS Annual Report 2017
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BCCS
CAPLE 

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Program



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