

AN EXTRACT OF
**2018
ANNUAL
REPORT**

Bartley
Community Care Services

Touching hearts, building lives.



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Message

from Chairman



This year has been exceptionally challenging as we navigate changes externally. In particular, for the drop-in centre in schools, the programming has moved from an informal to a structured one and from serving exclusively the low income to including those considered disadvantaged. Governance for IPC charity has also moved to a new level of disclosure requirements placing more demand on staff and volunteers. The continual changes in the social landscape are designed to provide for better targeted engagement and higher efficiency. This has brought about an urgency for BCCS to rethink our strategies, our programmes and vision not just to reach the low income but also the disadvantaged.

From merely serving the children from low income families, we are now reaching a wider group of elderly in Lorong Lew Lian. We are thankful for the opportunities to have deeper engagement with over a hundred elderly folks paving the way for BCCS to better cater to their respective needs rather than just providing entertainment activities. For this area of our work, we are grateful to a large group of mandarin-speaking volunteers who have made this service possible. Moving

ahead, we have been asking ourselves what else we can be doing to meet the anticipated needs of this community.

As a nation, we are thankful that much effort has been expended to narrow the gap of social inequality as well as meeting needs of an aging population. These are also the areas of concern that BCCS is focusing resources on as indeed it is most fulfilling to be a channel to bring light of hope and joy to lives of the marginalised and of lonely elderly folks.

This is the seventh year of BCCS as an IPC and our volunteers have grown from strength to strength. Many have stayed with us touching hearts and building lives and we are most grateful to all of them. I would like to thank all Board members as well as our many community partners and supporters for serving selflessly and giving sacrificially. Together, let's continue to uplift those we have been given the privilege to help.

Michael Chay



Message

from Director of
Programmes & Services

I am constantly humbled by the fact that our programmes and services generally support and complement the bulk of outreach services provided to those in need by many existing organisations. Take for instance, the preschool and primary education we have in Singapore which is often considered top quality. Immense resources have been poured into them, yet we saw a small role we could play in this vast helping process of pulling out and attending to a number of casualties left behind for varied reasons by the already-effective system. The after school care industry through student care centres in every school is another developed system catering to the needs of working parents, yet we saw some, identified by their schools as latchkey and at-risk as they loiter outside. And for the elderly, with many Senior Care Centres and Senior Activity Centres already set up at void decks of rental flats and various places around Singapore taking care of and conducting interactive activities for them, there is still a place for us to carry out our monthly active aging events, weekly visitation and bi-monthly food distribution.

Our activities are not overly big in scale. The largest turnout seen was at our monthly elderly programme with a regular average attendance of seventy seniors while the smallest was at our phonics programme attended by 8 preschool children and their parents. Such numbers do not dictate the type of programmes we carry out, but rather, it is the awareness of unmet needs of disadvantaged families that does, as long as we have the resources to support them.

The uniqueness of BCCS is seen in the fact that we are small but driven by a large volunteer base of about a hundred and sixty. When a programme is ready to be rolled out and volunteers come on board to join us, we know they do so because of a certain conviction and belief for that cause. Working together, we hope to see both the volunteers and beneficiaries' lives transformed.

Kenneth Teo



Bartley Community Care Services first started off as Bartley Christian Church's outreach programme to bless the community around the neighbourhood. This it did first by way of community events and subsequently by providing help to the disadvantaged quietly trapped in the vicious circle of poverty, deprivation and loneliness.

This ministry was registered as Wei Ni Community Services Association in year 2000 and underwent a name change after expanding its scope of services in 2010 to its current name, Bartley Community Care Services (BCCS for short) to better reflect its role in the community.

BCCS was awarded IPC (Institution of A Public Character) status in December of 2012 in recognition of its meaningful on-going contribution to the community.

Our *Mission* *Touching hearts, building lives.*

It has always been the aim of this charity to do good in our community especially for the disadvantaged amongst us. BCCS' mission is to provide programmes and services and through personal care and attention to those in need, touch their hearts and spur them on in their journey to build their lives with dignity.

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.*

BCCS wants to see those that we have helped, across a wide section of our community from pre-schoolers to children of school-going age, to struggling young families, to lonely elderly transformed positively. Transformation that sees them ready and confident to tackle life's challenges, transformation that helps them reach their full potential to become contributors to their family and to the community and with that, enjoy meaningful and fulfilling lives.





Our *Programmes and Services*

BCCS strives to be nimble in rolling out new programmes/services and adjusting existing ones to cater to the changing needs of the community we serve. As a result, we have suspended one programme, KidsAglow due to lack of support from the feeding organisations but introduced a new one, KidsZone@ZhongHua in April 2018 at the request of the principal of ZhongHua Primary School.

BCCS' approach in its programme is holistic, often involving parents, child and siblings, looking into general well-being, physical, emotional and other needs, skills learning and application in classroom and in outdoor learning environment.

BCCS
CAPLE //

BCCS
Tuition @Bartley

BCCS
KidsZone ●

BCCS
KidsZone @Zhonghua

BCCS
FamilyZone ●

BCCS
Hope Program



Our *Board Composition*

Composition of The Board

Name/ Office Position	Date first appointed	Previous position(s) held/date first appointed	Attendance at Board Meetings	Appointments/ Organisation
Michael Chay Hong Kan Chairman	3/6/2012	Nil	5/5	General Manager - Singapore Science Centre Global
Kenneth Teo Meng Teck Vice-chairman	3/6/2012	Nil	5/5	Director of Programmes & Services - Bartley Community Care Services
Yip Kim Seng Secretary	26/3/2016	Treasurer 3/6/2012	5/5	Senior Consultant (Architectural) - CPG Consultants Pte Ltd
Lee Tai Luang Treasurer	26/3/2016	Nil	4/5	Director, Treasury
Low Lye See Member	10/5/2013	Nil	5/5	
Lye Puat Fong Member	26/4/2014	Nil	2/5	
Ong Beng Thiam Member	21/3/2015	Nil	4/5	
Alick Loke Mun Kead Member	21/3/2015	Nil	2/5	
Robert Choo Boon Keng Member	30/3/2018	Nil	4/4	

Related entity: Bartley Christian Church Ltd (BCCL)

Name	Designation in BCCS	Designation in BCCL
Alick Loke Mun Kead	Board Member	Treasurer
Robert Choo Boon Keng	Board Member	Board Member
Yip Kim Seng	Secretary	Board Member

Our Board Members



Michael Chay Hong Kan
Chairman

Low Lye See
Member



Kenneth Teo Meng Teck
Vice-chairman

Lye Puat Fong
Member



Yip Kim Seng
Secretary

Ong Beng Thiam
Member



Lee Tai Luang
Treasurer

Alick Loke Mun Kead
Member



Robert Choo Boon Keng
Member



Corporate Governance

The organisation is governed by its constitution and bye laws and the board is being supported by several committees in crafting and recommending proposals according to the strategic directions set by the Board in line with its vision and mission and in compliance with legislations governing Charities and IPCs.

The committees supporting the board in the organisation's operations include the following:

1. Audit
2. Programme and Services
3. Funding Strategy
4. Appointment and Nomination
5. Human Resource
6. Finance
7. Publicity
8. Volunteer Management

Role and Responsibilities of each committee are spelt out in its bye laws.

Conflict of Interest Policy

BCCS requires its board members and associates, staff and volunteers to act in the best interests of the organisation at all times. As such, there shall be no undisclosed direct or indirect interest in any relationship with any outside organisation or person including beneficiaries which may affect his/her objectivity, judgement or conduct in carrying out the duties and responsibilities pertaining to BCCS.

Whistleblowing Policy

BCCS is fully committed to promoting lawful and ethical behaviour in all its activities. All board members, staff, volunteers and partners are required to conduct themselves in a manner in compliance with all applicable laws and internal policies/procedures with the interest of the organisation and its beneficiaries at the forefront.

The Whistleblowing Policy provides an avenue for members and associates who have major concerns on any misconduct or improper activities within BCCS to come forward and express these concerns without fear of punishment or unfair treatment.

The above policies and procedures can be found in the organisation's HR policy on Code of Conduct.

Reserves Policy

BCCS targets to maintain its reserves of at least 2 years of its operating expenditure. The reserve ratio as at 31 December 2018 was 2.5. The Management Committee will review annually the amount of reserves that are required to ensure that they are adequate to support its current and future activities.

Annual Remuneration Disclosure

There was no staff with an annual remuneration exceeding \$100,000 in FY2018.

No board member is being remunerated for board duties.

BCCS is in compliance with the code of governance for charities and IPCs. Its Governance Evaluation Checklist can be viewed at the Charity portal.





Volunteer count (Registered)

	Active Vs	% Increase	Board/Committees	Active 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%
Dec 2018	133	2%	27	160	2%

Staff Strength

	Full Time	Part Time
Dec 2013	1	0
Dec 2014	2	0
Dec 2015	2	0
Dec 2016	4	3
Dec 2017	4	3
Dec 2018	4	4

BCCS ended the year 2018 with a lean staff count of 4 full time and 4 part-time personnel, and 160 volunteers serving in the various programmes and committees/sub-committees. BCCS is grateful to all our volunteers for stepping forward to do their part to bless others with blessings they have themselves received.

Going forward, recruitment of the right-fit staff and volunteers across the various programmes and committees is an ongoing and sometimes challenging exercise. Nonetheless, it is BCCS' policy to welcome all who share our commitment to fulfilling our vision.

Our *Staff Team* (as at Dec 2018)

Full Time



Kenneth Teo (seconded)
Executive Director/Director of Programmes & Services

Anne Yee
Executive, Accounts & Administration

Quina Abbas
Executive, Fund Strategy & Corporate Communication

Goh Wei Chuan
Programme Executive, FamilyZone

Emi Supati (left Jan 2019)
Programme Executive, KidsZone@MPS

Low Lye See
Director of Operations

Chew Hock Chuan
Social Service Practitioner, FamilyZone

Rachel Lee (left Dec 2018)
Programme Executive, HOPE Programme

Susan Chew
Programme Coordinator, KidsZone@ZhongHua

Part Time



Our *Community Partners*



Braddell Heights Zone B
Residents' Committee
Balam Residents' Committee



Agency for
Integrated Care (AIC)



South East Community
Development Council



Bartley
Christian Church



PAP Community
Foundation (PCF)



MacPherson Community Club



MacPherson Primary School



Zhong Hua 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.



Programme Core Team

DEBORAH PAY (COORDINATOR)
 & CHEW WEE PIN



Timing
 2PM-4.30PM



Period
 30 JUN - 17 NOV 2018



Venue
 BLK 31 SPARKLE TOTS PRESCHOOL
 & BLK 33 BALAM RC ROOM



No. of sessions 20
 No. of Volunteers 15



Number enrolled
 6 FAMILIES

This programme aims to promote the development of phonological awareness, language acquisition and basic numeracy skills for Kindergarten 1 and 2 children. The weekly sessions see children engaging in the many early literacy development activities such as reading, story, singing and having fun with new or rhyming words and singing the letters sound. Numeracy activities are always fun time as the children manipulate the colourful resources, play games, and reciting number rhymes with finger actions. Parents are required to participate in these activities as well as to learn to prepare teaching resources, plan simple activities that include Art & Crafts and practise simple teaching techniques under the guidance of experienced volunteers.

Highlights

Beyond the classroom, a trip to Labrador Park in August gave children a great fun time at the playground while the parents had an enjoyable time interacting with one another.

However, the most exciting moments were captured in a trip to a children's "kelong" in October. The children shrieked with delight as they tried their hands at "longkang" (drain) fishing gingerly with a net to scoop the colourful fishes into a pail. Of course the parents were all hands on as they too tried to round up the fish for their little one's net. The trip ended with each child taking home their catch and enjoying a cup of ice cream. Outdoor activities such as these present us some informal time with the parents and children. The interaction in such a setting gives us a clearer understanding of their home situations and mindsets, which in turn helps us know how much we need to give to help each of them make progress.



Attendance

The programme started with six families but 2 families dropped out mid way. We were unable to verify the reasons for their absence as they were not contactable.

Evaluation

Children's progress were monitored through pre-programme and post-programme tests on phonic awareness, reading and basic numeracy concepts conducted at the beginning and at the end of the whole programme. Scores attained indicated an improvement for the K2 children at the end of 18 classroom sessions:-

Scores at the beginning of programme

K2	64% - 89%
K1 - not done as child joined late	

Scores at the end of programme

K2	68% - 94%
K1	61% - 64%

Challenges and Going forward

There has been a decline in the number of children joining the programme. The changing landscape of preschool setting may be a contributing factor as more children are enrolled in childcare centres where subsidies are given when the mothers work compared to kindergartens. Children stay there for longer hours and parents may perceive that their children are learning more without realising that their basic foundations remain weak. However due to the already long hours they spent in the child care, these parents may simply forego any additional help their child may need.

Another possible reason could be the overwhelming pressures they are faced with. In our visits to the PCF kindergartens to meet and share with disadvantaged parents whose children have been identified to be weak in their literacy ability, many of them have shared their struggles and challenges in trying to raise a family with little resources. They have no work skills and education, and the little income they bring home have to meet the many needs of a large family. For these parents, they have neither the time nor the energy to attend any programmes though they may be useful. BCCS will continue to work closely with these kindergartens in order to patiently engage these parents. We realise it is important for us to understand how else we can support other critical aspects of their family life so as to bring a certain level of stability.



BCCS Tuition @Bartley

Tuition at Bartley offers tuition on Saturdays to children from disadvantaged families during the school terms. This free service caters to the levels, Primary One to Secondary Four, focussing on two subjects, Mathematics and English Language. It is the aim of this programme to support and guide these children through the main stream education ensuring that none should fall through the cracks. So when the going gets too tough for an individual faced with circumstances beyond his control, BCCS will also step in to extend a helping hand, be it counselling, befriending or guidance towards organisations that can render help for their specific needs. In this journey with the students and their families, BCCS aims to inspire every one of them to do their best in their studies.

Due to time constraint on Saturdays, tuition for the subject Science for Primary Six students was conducted at our Hope Centre at 81, MacPherson Lane on Fridays by a professional tutor.



Programme Core Team

DEBORAH PAY (COORDINATOR)
ANGIE TAN & JEREMIAH CHEONG



BARTLEY TUITION CENTRE;
4 HOW SUN DRIVE
ROOM 204 – 206; 213 – 215



Number enrolled

77



Timing
10AM TO 12PM



Period
13 JAN TO 10 NOV



No. of sessions

WEEKLY EXCEPT
SCHOOL HOLIDAYS



No. of
Volunteer tutors
32



Highlights

As part of the holistic approach we adopt, the students and their families were invited to participate in events outside of weekly classroom sessions. The students and their families were invited to take part in events such as a five-kilometre walkathon called 'The Amazing Walk', a family sports day and picnics. Two exciting events in the year took centre stage, The Amazing Walk and the year-end Overnight Camp.

51 children and adults from the tuition programme took part in The Amazing Walk on 6 November. The students and parents sportingly participated in all the activities during this half day event. All participants went home with plenty of sponsored prizes with a number of beneficiaries leaving with top lucky draw prizes. It was an exciting experience for them.

The Overnight Camp held at Bartley from 29 November to 1 December had 30 beneficiaries signing up for a time of great fun, bonding and working in teams to win prizes in the games and activities organised. Canvas painting and painting on wooden containers unveiled the artistic talent of some students. The programme included outings which brought campers to Henderson View Hawker Centre and Lau Pa Sat, popular with tourists but less familiar to them for a taste of hawker fare there.

A walk across Henderson Wave, a ride on the Singapore Flyer, a stroll along Singapore River and a cup of Hokkaido ice cream at the end of each outing made them happy campers. However, their best time was at a visit to a fishing pond on a bright Saturday morning. It was a first attempt at fishing for many and so there was excitement and shouts each time a fish was pulled out of the water. The smell of fish hung in the air at our campsite as the catch of the day awaited the children while they prepared to check out of camp. The good time ended with students requesting for another fishing trip!



Evaluation

PSLE

**Primary School
Leaving Examination**

19

students
sat for the
examination

18

passed with
aggregates ranging
from 132 to 225

01

is repeating
the examination
in Year 2019

GCE “N”

level Examination

02

students sat for the
examination

01

went on to
Higher NITEC

01

went on
to ITE

EDUSAVE AWARDS

**from Ministry of
Education**

04

received the
Edusave
Scholarship

05

received the
Edusave
Merit Bursary

04

received the
Edusave
Good Progress

02

received the
Certificate of
Achievement

Challenges and Going forward

As the Tuition programme operates throughout the year following the school's academic calendar, all tutors who volunteer with us are strongly encouraged to commit to at least half a year if not a full year. However, unforeseen circumstances sometimes prevent our tutors from fulfilling this commitment. When we encounter tutor absenteeism, other tutors present will step in to assist. Their helpfulness and positive attitude brought relief and stability to these Saturday morning challenges.

Presently, the upper primary and secondary level tutors are mainly young graduates who are still familiar with the current school curriculum. We hope to see more of such young adults with a passion for education and a compassion towards those often lagging behind, coming forward to form the next line of tutors in the coming years.

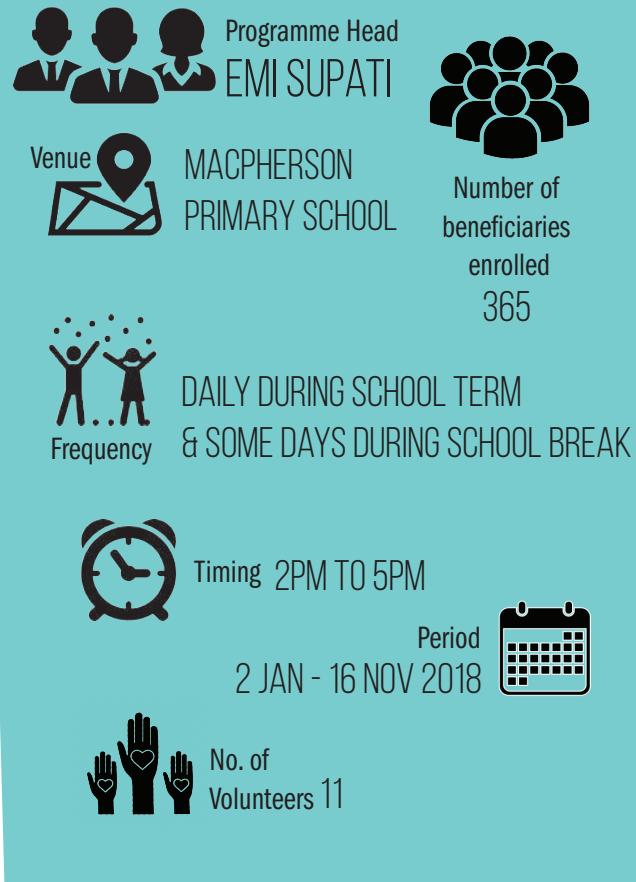
BCCS KidsZone

Programme was set up primarily to provide students with a safe and nurturing environment for collaborative learning under supervision. By giving students the space to be themselves and yet demanding of them courtesy and respect for one another, the desired outcome is positive character development. In this programme, students learn about conflict resolution, cultivating patience and understanding in the course of their interaction with one another in daily activities as well as in specially organized ones.

Additionally, programme collaborates with the school to provide support for troubled students and also their parents especially the fathers by getting them involved in their child's growth and development under the 'Dads for Life' programme.

Regular *Activities*

- ▶ 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 possibilities.
- ▶ ALTERNATE WEDNESDAYS
Mental Sums & Spelling Quiz
- ▶ DAILY Homework Support



Special events

- ▶ 22 MARCH 2018
Foosball Competition
- ▶ 27 AUGUST 2018
Art & Craft for Teachers' Day in Collaboration with MPS Art Club. Students hand-painted tote bags with creative designs for their teachers.
- ▶ 01 NOVEMBER 2018
KZ REx Junior Master Chef Challenge
- ▶ 14 & 22 NOVEMBER 2018
BCCS Exemplary Character Award Presentation

▶ **DADs forLife**

Dads For Life programme strives to inspire and mobilise fathers to be a good influence in on their children's lives and to be involved in their children's development. Activities of interest to both father & child were key to encourage bonding, the first step towards good parenting.





Additionally, KidsZone@MPS ran a student development programme aimed at building leadership qualities in students at two levels:

- ▶ **Peer Support Group** is made up of junior KidsZone (KZ) leaders selected based on their leadership potential and given responsibilities to help out with the daily administrative matters of KidsZone, grooming them to become potential KZ Youth Volunteers.
- ▶ **Youth Volunteers** are from the MacPherson Primary School Alumni invited to return to KidsZone to serve in the various KZ activities as part of giving back to society. Additionally, they are given opportunities to volunteer their services in other BCCS' activities where they receive training through their involvement.

There are twenty of them.

Evaluation

KidsZone continued to be the place to be for the students after school. 365 students out of a student population of approximately 480 registered with KidsZone@MPS. The fact that the students kept returning suggests that KZ's activities have had a positive impact on them. An average of 70 students dropped in everyday at KidsZone here.

The school's management has recognised KidsZone's significant role in providing pastoral care to difficult students. The fact that KidsZone was the only external organisation invited to continue its operation in the new school (merger of MacPherson Primary and Cedar Primary) in 2019 is a testament to KidsZone@MPS success in running a wholesome afterschool programme.

Challenges and Going forward

As KidsZone@MPS lowered its final curtain along with MacPherson Primary School on Dec 16, 2018, KidsZone is expected to play an active role in helping students from MacPherson Primary School to settle into the new school environment at Cedar Primary School although our role there will be adjusted according to the needs that may arise with the merger.

We will endeavour to engage the Youth Volunteers (from the MacPherson Primary School Alumni) who have been serving faithfully since 2015, mobilizing and encouraging them to continue to do so with the same passion in BCCS' activities in 2019 and beyond.



Programme Core Team
SUSAN CHEW (COORDINATOR),
AOW MEOW KIANG & GRACE SOH



ZHONGHUA PRIMARY SCHOOL



AVERAGE OF 25 PER SESSION
(FROM PRIMARY 1-3)

Period



APR – NOV 2018



Timing 2PM TO 4PM



No. of
Volunteers 21

Highlights

Week by week, volunteers engaged the children in story-reading, singing of songs where lyrics were written specially for each story and sung to familiar nursery rhyme tunes. Show & Tell, arts & crafts based on the stories were also part of the curriculum for the reading programme.

Evaluation

This unique approach of combining music and fun activities with reading seems to be an effective way of making learning stick leading to a better appreciation of the language.

After twenty-nine sessions of the Reading programme, many of the children after initial reluctance and with encouragement and positive affirmation from the reading coaches, have come to enjoy the stories and songs very much -- an encouraging sign that they have discovered the joy and fun of reading! Indeed, it's heartening to see their growing interest in stories and enthusiastic participation in these language-building activities!



This programme was started in April 2018, after discussions with the principal of Zhonghua, who is also an ex-principal of MacPherson Primary School, familiar with the benefits of our KidsZone programme in MacPherson Primary. However the primary objective of KidsZone in Zhonghua is to help slow learners to improve their reading skills and over time, to nurture a love for reading and build confidence in the use of the English language. Through listening, speaking, singing, writing and games, children are drilled in the use of the language without feeling bored or pressured.

Challenges and Going forward

Reading coaches had to put up with a fair bit of behavioural issues - hyper-active kids who would not sit still but instead going around disturbing others, not taking instructions or overly quiet or non-participative kids. As many of the kids who come are very weak in their command of the language, more coaches are needed to accord personal attention. The recruitment of more coaches was and will continue to be a challenge going forward.

Zhonghua has also requested for us to start an engagement program with the primary five and six students as many are latchkey children. We are presently in discussion with them to roll this out in the second term of 2019.



BCCS

FamilyZone

FamilyZone was started with the objective of bringing hope and cheer to disadvantaged families and individuals living in Lorong Lew Lian through practical and tangible help. By engaging families identified to be needy, staff and volunteers first go about trying to understand them, gain their confidence and then provide appropriate support to help them tackle their respective challenges.

Since 2017, FamilyZone has also been running the Community Outreach Programme to the Elderly (COPE) to promote active aging amongst seniors residing in Lorong Lew Lian. BCCS aims to contribute towards healthier and happier aging of our silver generation in this community through this programme.

Besides the semi-monthly lunch pack distribution to 9 families where our staff and volunteers make regular visits and interact with them, the programme also includes community events celebrating major festivals and outings to new iconic locations which these elderly may never get to see otherwise.



Programme Core Team

GOH WEI CHUAN
(COORDINATOR)
& KEITH CHEW



BLOCK 1-8, LORONG LEW LIAN



Period
JAN - DEC 2018



Number registered
108

(97 AS AT END DEC)



No. of
Volunteers
20



Frequency

MONTHLY ACTIVE-AGING EVENTS,
TWICE A MONTH LUNCH DISTRIBUTION
CUM BEFRIENDING (2ND & 4TH SAT)
& WEEKLY VISITATION



Highlights

BCCS saw the passing on of 3 elderly beneficiaries in 2018 itself but our staff continued to provide assistance to families of the late Granny Lau, Mr Lai and Mr Oh.

A Christmas celebration was specially organized for the seniors by volunteers from Bartley Christian Church. Several activity stations were set up. Attendees were encouraged to participate in activities such as having their portrait photo taken, writing their Christmas hopes and enjoying the nostalgic 'Kacang Puteh', a favourite snack from the past. They were also entertained through music and songs by carollers.

To commemorate Mid-Autumn Festival, and with the help of a creative volunteer, an event with mid-Autumn Festival themed games was put together. The seniors then took part enthusiastically in a guided

walk carrying lanterns – something many of them had not done since childhood. In fact, much enthusiasm for the lantern walk was also seen amongst several wheelchair-bound seniors who insisted on joining in the walk carrying the lanterns in their wheelchair. No Mid-Autumn Festival celebration would be complete without the eating of mooncakes and the sipping of Chinese tea, much to the delight of everyone.

Aside from programmes held within the Lorong Lew Lian precinct, COPE also organized outings which brought seniors out of their local community setting to other parts of our fast changing city. Changi International Airport, the pride of modern Singapore was where our seniors were brought on an excursion. Seniors were brought around to visit the new and improved facilities that the airport has to offer and to compare it to what they had remembered of it in the old days. In total, about 40 seniors were taken there over two separate days.



Evaluation

As Family Zone/COPE continues to run regular age-appropriate community activities and pay home visits, the programme has achieved greater recognition among the seniors. Many of them attend the programmes

regularly, with attendance of about 70 seniors per event. The events held at the community amphitheatre, did also attract some other seniors not registered with COPE.

Challenges and Going forward

Intentional befriending and regular visitation to the elderly requires much planning and commitment. It is therefore not a surprise that not many volunteers are able to join in these activities. However, time invested in the lives of these needy families has yielded very good relationship where they have become very responsive to and appreciative of our help.

In COPE, one of the key challenges is managing a spectrum of needs that the elderly present. Some seniors are healthy and active, able to live independently and cope with their daily needs while some seniors require significantly more care due to poor physical or cognitive health. Thus, programme planning remains challenging having to take into account these varying physical and cognitive abilities of these individuals. Programmes and activities need to be sufficiently challenging to keep the more able-bodied participants engaged but at the same time not to be so difficult as to discourage participation from those with poorer physical or cognitive abilities.

Volunteer recruitment and retention will remain a challenge, partly due to the frequency of COPE programmes and activities. Thankfully, there has been a core group of about twenty who have been faithfully contributing their time and effort to support this programme.

The nature of COPE, as a community outreach programme, means that we engage not only the seniors themselves, but inevitably also the other partners and members of the community as well as their family members. At times, there may be family challenges making their needs much more complex. It is likely therefore that as COPE continues to reach out to the seniors in the community, more resources possibly including the collaboration with other social help groups will be needed.

As for programme planning, COPE plans to be more strategic, targeting smaller groups according to their specific needs rather than achieving numbers for each event, with a view to benefit all regardless of their physical and cognitive abilities. This may mean more ambulant activities for the fitter seniors and more sedentary yet stimulating activities for the more frail ones.



BCCS Hope Program

HOPE which stands for Holistic Outreach Programme to Empower offers help to both the parents and children from disadvantaged families who are finding it a challenge to make ends meet, by bringing hope to their families' situations.

This programme was set up to reach out to parents who find it a challenge to provide sufficiently for their family because of their lack of education, life skills, communication ability and self-confidence. Typical issues they faced include one or more of these –unemployment, financial difficulties, unresolved conflicts within the family, broken marriages, poor self-esteem and depression. Through this program, BCCS creates platforms to engage them in life skills training, child mentoring, counselling and guidance, tuition and other befriending activities. It is BCCS HOPE programme's objective to empower and enable this group to take small steps towards being confident, skilled, knowledgeable and resilient.



Programme Head

TIFFANY YONG (LEFT IN JULY)/
RACHEL TAN (PART TIME OCT TO DEC)



HOPE CENTRE,
BLOCK 81, MACPHERSON LANE



Timing



Period
ONGOING

3- HOUR BLOCKS/COURSE



No. of
sessions

VARIED ACCORDINGLY



No. of
beneficiaries

BAKING 4
HANDICRAFT 2
CHILD BEFRIENDING
& MENTORING 5
SCIENCE & MATH TUITION 13
COUNSELLING 2

Highlights

Four beneficiaries registered for our basic baking course with Baker's Heart which took 8 weeks to complete from June to August. The sessions in this course to learn the baking of cakes, cupcakes and cookies were intense and demanding, but they were determined to pick up the baking skill.

In September, those who graduated from the baking course were given an opportunity to practise and showcase their skills. We were invited by Nexia TS Public Accounting Corporation, our auditor, to participate in an outdoor event to celebrate International Accountants Day at Marina Bay. Given two booths at the event, besides exhibiting our organisation's core activities, we put on sale, cookies and handicraft products specially made by our beneficiaries. Two ovens were purchased and a production schedule worked out to facilitate efficient production at HOPE centre in preparation for the event. Two of them baked cookies while two concentrated on making arts and crafts items. Two hundred pieces of cookies and many handicraft items that were made were sold out within a short time on the day of the event. The beneficiaries received very good feedback on their cookies. In fact, in October, an order of 150 pieces of cookies was placed by many who had tried the cookies. And again in November, these newly minted bakers were tasked with baking 2000 pieces of cookies to be given away as door gifts to all participants in BCCS' fund-raising Walkathon. It took them four days to bake the cookies and pack them up nicely. The knowledge they gained from the baking course from the planning stage to the buying of the ingredients to the

actual production and packaging was put to good use. These opportunities given provided invaluable learning experience for them. Three of these beneficiaries are now actively baking, fulfilling orders coming through the internet.

Child Befriending and mentoring is still being provided to five primary school children from three separate families. Two groups of young adult volunteers take time out of their busy schedule every month to be with these children. Four of these children come from two single parent families and one from a family whose parents do not hold stable jobs. The two single parents registered their children for HOPE'S child befriending services since 2017, while the other family registered their child in 2018, all in the hope of letting their kids experience some love, care and encouragement from a big brother and big sister that they never had.

A typical day of outing on a Saturday with the kids will involve lunching together, visiting places of interest, watching age-appropriate movies and playing some indoor games or sports. The day-out will usually end



with some reflection, sharing and debrief with the kids before sending them home. Child befrienders will then submit a report on what was done during that outing including their observations of the child's behaviour. This information is shared with their mums if and when appropriate or needed.

There were also several requests to provide help to children in the study of the Science subject. As BCCS' Tuition@Bartley on Saturday mornings does not provide help for this subject, a Science tuition class under the HOPE programme at the HOPE centre was started. Nine Primary Six students enrolled for Science whilst two Secondary Two students enrolled for Math. Another class was also started for two primary Two students who needed help in Math and English.





Evaluation

The skills training we provide is intended to serve as a kickstart for beneficiaries towards an area of passion they may not had an opportunity to pursue but it hasn't been easy to identify where they will have best chances of success in the working arena. The fact that troubled mums drop by our centre just to share about their needs suggests that BCCS' HOPE programme has gained their confidence. Indeed, these troubled mums are often not keen to come for counselling but by inviting them to come for a chit chat over coffee and snacks, they are quite happy to do so. During these coffee sessions however, counselling actually takes place without them being conscious of it. HOPE Centre sees two single parents coming in often to share and seek guidance whenever they are anxious over their situations.

The baking course did stir up much enthusiasm in three of the participants who went on to bake more from home, even posting their creations online to get affirmation and orders from friends. Though two of them are holding part time jobs, they have been able to re-prioritise their schedule to fulfil orders. And even though the third had started full time work (immediately after the baking course), she has managed to zealously set aside her weekends to bake cookies for sale to make extra income. Such commitment and passion is what we had aspired to achieve in HOPE programme

For the child befriending service, we do not expect to see immediate positive results in the children's lives as the energy, love, care and encouragement sown in their lives will need time to bring about transformation. We are glad to report however that the two single mums do see the importance of having such positive influence of the young adults on their children and have constantly expressed appreciation for this help.



Challenges and Going forward

Besides the challenge of identifying what strengths of these single parents to build on mentioned above, we also faced the challenge of convincing other needy families to come forth to get practical help.

HOPE will be reaching out to a few Social Service Offices in the area to share the benefits of this programme, so they can refer needy families to us. And when families who qualify for this programme are referred, the challenge is to convince them that participating in our HOPE programme can help them to remove various hurdles preventing them from making progress.

As the success of this programme hinges much on the right candidate helming it, a suitable replacement for the vacancy due to a resignation will be sought.



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IPC STATUS

SINCE DECEMBER 10, 2012

CONSTITUTION

SOCIETY

REGISTERED ADDRESS

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BANKER

DBS BANK LTD

AUDITOR

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