

21 YEARS OF TOUCHING HEARTS & BUILDING LIVES

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MESSAGE BY CHAIRMAN

With the COVID-19 pandemic dragging itself into a second year, desperation felt by many of our clients was as though the end of all things was at hand. For those financially challenged as is the case with many we are serving, despair was even more heightened. For the elderly folks living alone, restriction of home visits by staff and volunteers led to further isolation and hardship.

The Apostle Peter wisely exhorts us to counter the terrible emotions of desperation with stepped-up effort in our manifestation of care, to keep fervent in our love for one another. Though disruption led many of our clients to despair, it also presented tremendous opportunities for BCCS to strengthen the way we care.

The onset of COVID-19 had initially hindered us from providing our usual care services. Thanks be to God, we managed to rebound with innovative and creative care ideas, one of which was Digital Ageing Activities which facilitated connecting with the elderly safely. Digital fundraising events helped generate funds needed to provide aid to those most affected by the pandemic.

One positive outcome of the pandemic was that BCCS was spurred on to quickly, yet critically evaluate the readiness of the organisation to meet the changing needs of our clients in the new normal, i.e. living with COVID-19. Thus, we devoted much time to review our resources, capabilities, programming, invested in staffing and reskilling our volunteers.

This is my tenth year and my last leading BCCS, and I count it all joy participating in both the challenges and the growth. It has left its imprint on me that despite living in such a prosperous nation, there are many individuals and families that still need a helping hand to be lifted out of poverty and misery and to rebuild their lives.

We welcome Mr Roch Koh, the 2021 Chairman for Fund Raising to the Chairmanship of BCCS with effect from 1st January 2022. It leaves me to thank my fellow Board members, management and staff team, volunteers, sponsors and all who have journeyed with me these ten years. May the richest blessings of God mightily empower us to touch hearts and build lives for a better tomorrow.

Michael Chay,
Chairman of BCCS



***"The end of all things is at hand ... Above all,
keep fervent in your love for one another."
- Apostle Peter***

MESSAGE BY DIRECTOR OF PROGRAMMES & SERVICES

Learning to move out of our comfort zone by doing things differently pretty much describes our experience this past year as we were forced to navigate through pandemic restrictions. While we were all hopeful that 'things' will go back to normal, it didn't. To 'survive', everyone had to keep reworking their contingency plans.

Business continuity became a buzzword in many of our meetings. We had to know how to remain relevant and not in an insignificant way. As a small player, a medium-sized social service agency, we could have taken a back seat and waited for the storm to pass. Instead, our staff and some volunteers plucked up the courage to do the extraordinary so that our vulnerable and disadvantaged clients would not feel abandoned as they see us journeying with them.

During this period, we had to learn how to bring help to our clients through ways not practised previously in order to continue with our mission. Teachers and students alike from our tuition and phonics classes had to adapt to hybrid online and onsite sessions. Even though no public activities could be conducted with our seniors, regular phone calls were made and lovingly prepared care packs were delivered with a simple message to assure them that BCCS is still there for them.

When a school we have been collaborating with called for support for their more challenging students, we quickly implemented an interesting reading programme, keeping it short to stimulate their desire to learn.

Through the HOPE programme, our staff made every effort to reach out to the destitute, offering them help and more importantly, our friendship. Through the good networking relationship with other neighbouring volunteers, we managed to play a part in minimising food waste by collecting excess supplies and redistributing to those in need. And even during this period of need for heightened precaution, an MNC familiar with our mission chose to conduct three weekends of CSR activities benefitting our clients.

The key challenge for us is to continue to focus on deepening relationships with those we serve and be faithful to our mission whatever predicament we are in. Read on the following pages and be encouraged.

Kenneth Teo,
Director of Programmes & Services





ABOUT BCCS

OUR MISSION

Touching hearts, building lives.

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.

Bartley Community Care Services (BCCS), previously known as Wei Ni Community Services Association, registered under the Charities Act (Chapter 37), was first established in 2000 by Bartley Christian Church. From organising children's enrichment programmes to activities in celebration of local festivals with the aim of engaging the lower-income community living in HDB flats in the Serangoon area, the church decided to expand its involvement beyond these, by extending more targeted aid to the disadvantaged in this neighbourhood. This it did by encouraging members of the congregation to volunteer their services as a labour of love on a regular basis to support its ongoing work. Ten years on, blessed with many volunteers, a more holistic range of services was offered, hence the change in name to Bartley Community Care Services in 2010 to better reflect its expanded role in community care. For its active and meaningful contributions towards the caring of the disadvantaged in our community, it was awarded an IPC (Institution of a Public Character) status in December of 2012 which it has continued to enjoy since.

In celebrating our 21st year of service, we would like to thank our volunteers, supporters and partners for being part of this milestone journey.

OUR BOARD



Michael Chay



Kenneth Teo



Yip Kim Seng



Marcus Chen



Low Lye See



Lye Puat Fong



Ong Beng Thiam



Lee Tai Luang



Benjamin Pong



Roch Koh

Name	Date Appointed	Previous Position(s) Held/Period	Attendance at Board Meetings	Appointments/ Organisation
Michael Chay Hong Kan Chairman	03/06/2012	Nil	6/6	Director of Global & Singapore SIM East Asia Ltd
Kenneth Teo Meng Teck Vice-Chairman	03/06/2012	Nil	6/6	Director of Programmes & Services, Bartley Community Care Services
Yip Kim Seng Secretary	26/03/2016	Treasurer 3/06/2012 – 25/03/2016	6/6	Director of Campus Planning & Development, Singapore University of Social Sciences
Marcus Chen Joo San Treasurer	30/05/2020	Nil	6/6	Self-Employed
Low Lye See Member	10/05/2013	Nil	6/6	
Lye Puat Fong Member	26/04/2014	Nil	6/6	
Ong Beng Thiam Member	21/03/2015	Nil	6/6	
Lee Tai Luang Member	10/05/2013	Treasurer 26/3/2016 – 30/05/2020	6/6	
Roch Koh Soon Yao Member	30/05/2020	Nil	6/6	
Benjamin Pong Chee Kin Member	30/05/2020	Nil	6/6	

OUR STAFF

Full - Time



Kenneth Teo
Director
Programmes & Services



Anson Quek
Director
Business Operations



Aaron Pereira
Assistant Manager
Programmes & Services



Anne Yee
Senior Executive
Accounts & Administration



Peter Tan
Programme Executive,
FamilyZone



Janice Leola Ong
Executive
Fund Strategy & Corporate Communications



Tiffany Yong
Programme Executive,
FamilyZone



Ariella Tan
Executive
Corporate Communications



Low Lye See
Director
Operations
(stepped down: 7th May 2021)



Chew Chee Kuan
Programme Coordinator,
HOPE



Patrick Wee
Programme Coordinator
KidsAglow



Joe Lee
Programme Coordinator
KidsAglow

Part - Time

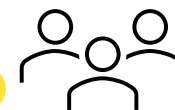
IN-NUMBERS

8



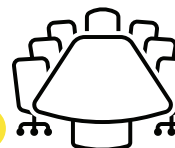
FULL TIME STAFF

4



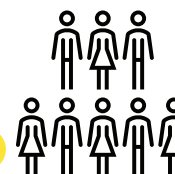
PART TIME STAFF

10



BOARD MEMBERS

82



VOLUNTEERS

3568



VOLUNTEER HOURS

COMMUNITY PARTNERS



Agency for Integrated Care (AIC)



Braddel Heights Zone B Residents' Committee
Balam Residents' Committee



MacPherson Community Club



Bartley Christian Church



Cedar Primary School



Sparkletots PAP Community Foundation (PCF)



ZhongHua Primary School

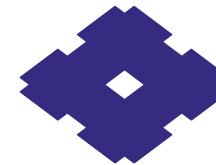
MAJOR DONORS



Noel Gifts International Ltd



NTUC Fairprice Foundation Ltd



Sumitomo Electric Group of Companies (Singapore)

BCCS would also like to thank all our other corporate and individual donors for your support

CORPORATE GOVERNANCE

CONFLICT OF INTEREST POLICY

BCCS has a Conflict of Interest policy requiring an annual declaration of conflict of interest by board members, members and associates, staff and volunteers. All parties involved with BCCS are expected to act in the best interests of the organisation at all times. There shall be no undisclosed direct or indirect interest in or any relationship with any outside organisation or person, including clients 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 must conduct themselves in full compliance with all applicable laws and internal policies/procedures with the interests of the organisation and its clients at the forefront. BCCS' Whistleblowing Policy provides an avenue for members and associates who have major concerns on any misconduct or improper activities within the BCCS to come forward and express these concerns without fear of punishment or unfair treatment. These policies and procedures can be found in the organisation's HR policy on Code of Conduct.

RESERVES POLICY

BCCS' target of keeping reserves at two years or more of its operating expenditure remained in 2021. The reserve ratio as of 31st December 2021 was 2.49. The Board reviews on an annual basis the amount of reserves it requires for its operations going forward.

ANNUAL REMUNERATION DISCLOSURE

There is no paid staff who is a close member belonging to the family of its Executive Head or governing board member. There is no staff with an annual remuneration exceeding \$100,000 in FY2021. No board member was/is being remunerated for board duties or services related to the organisation.

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

2021 HIGHLIGHTS

2021 was a year of re-adaptation. BCCS had to bring many fundraising activities and programmes online and find ways to meet the needs of its clients and volunteers alike. We had to learn to 'future-proof' our agency and to help others adjust themselves to what we now know as the new norm.

CNY Cookies Sales Fundraiser

In January and February, BCCS held the annual 'Lunar New Year Cookie Sales 2021' event to raise funds. For over five Sundays leading up to Chinese New Year, our team not only sold festive cookies but also engaged our HOPE programme clients in the making of mask pouches for sale. Our amazing team of staff and volunteers raised around \$20,000 through online and on-site sales.



Corporate Social Responsibility Event: BCCS X SEG

We are honoured that Sumitomo Electric Group of Companies, Singapore (SEG) chose to partner BCCS for their Corporate Social Responsibility event. SEG accomplished the feat of bringing together employees of the group of companies as one entity to bless the disadvantaged communities despite strict pandemic safe management measures being in place then. The management and staff volunteered over three well-planned CSR sessions.

We would like to thank SEG for their generous provision of care packages and manpower for distribution to our clients. SEG prepared 256 care packs consisting of essential items, groceries, and a \$30 NTUC FairPrice grocery voucher.

Buka Puasa Fundraiser

With \$7,215 of donation collected for Buka Puasa meals distribution, 826 hot meals were served to our disadvantaged families thus bringing much warmth and relief to our Muslim clients in the month of Ramadan.



National Day eFlag Day Campaign

In August, BCCS had a joint fundraising campaign with another organisation in partnership with Giving.sg, raising about \$12.6k to support our vulnerable and low-income families.



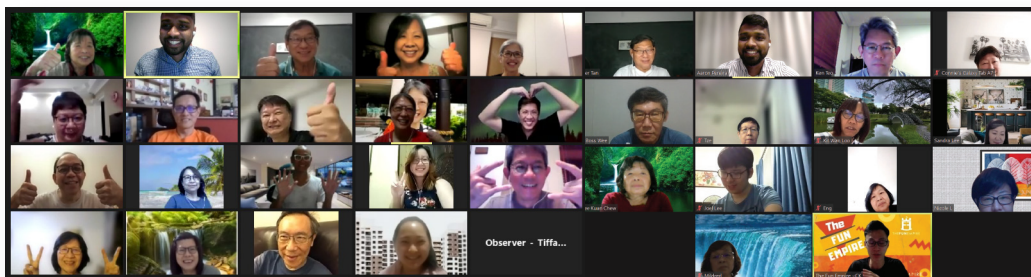
Mooncake Blessings Project

In September 2021, a 3-day fundraiser event successfully raised funds to purchase 120 boxes of mooncakes for distribution to elderly clients living in Lorong Lew Lian. We are thankful to the donors. Our senior clients were both surprised and delighted by the gesture when they received the festive treats hand-delivered by our staff and volunteers.



BCCS Volunteer Game Night

In appreciation for all of the volunteers' contributions, BCCS organised our very own 'Volunteer Game Night' on 31st July and 30th October. Besides having volunteers come together to have some fun, win some prizes, objective was also to have volunteers revisit the values of their volunteering and to thank them for their efforts.



BCCS Challenge 2021: #Care4Wok

To commemorate the milestone of BCCS' 21 years of community service, the team conceptualised 'BCCS Challenge 2021' event to create greater awareness of and support for the ongoing work of BCCS especially during these uncertain times. BCCS Challenge 2021 was also our major fundraiser for the year. Participants took on the challenge of clocking 21,000km within 21 days collectively by walking, running or cycling. This decentralised event relied heavily on communications digitally.



Mr Seah Kian Peng, MP for Marine Parade GRC, added his support for the event by officially flagging off BCCS Challenge 2021 captured on social media.

We are thankful for all participants and supporters who have helped raised over \$128,000 and clocked over 28,000km collectively for the event.



PROGRAMMES & SERVICES

Learning to cope with the frequent changes in pandemic control restrictions in 2021 was challenging. Many activities had come to a halt, staff and volunteers alike had to pick up new skills so that the programmes could resume in the changed landscape. With constant new challenges, the team became more resilient as a result.



Programme Coordinator Joe Lee	Programme Coreteam Joe Lee June Foo Loh Tze Khoong Karen Poh	Volunteers 3	No. of Clients 12	Programme Details Fridays 1.45pm-3.45pm	Location Cedar Primary School
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BCCS was called by Cedar Primary School to assist in the running of a programme to help their troubled kids get out of their predicament, the predicament of being trapped in a cycle of low esteem leading to the lack of confidence and motivation, poor performance and then a sense of hopelessness.

DREAMS was conceptualised as an acronym encapsulating the attitude of 'Daring to Reach for one's goals, to be willing to Edit (make changes to better one's life"), to Accept oneself and Make one's life a positive Story for others.'

DREAMS Club was launched in March 2021 in collaboration with Cedar Primary School. This programme aims to reach out to at-risk students with poor self-management and relationship skills, to find their self-worth, boost their self-esteem and help them achieve social-emotional competencies and social skills.

Fun outdoor activities were conducted for these students, who were taught how to manage their anger, how to deal with difficult relationships, how to accept the limited resources they have in life, how to cooperate with others (teamwork) and to be aware of others' emotions.

HIGHLIGHTS

For each session, DREAMS Club teachers and volunteers would conduct an activity where students would have a time of reflection followed by a discussion facilitated by teachers and volunteers. Students were then encouraged to verbalise their thoughts and reasons for their decisions during the activity. Through their reflection, we could see both positive responses and negative outbursts, and so we were able to help them turn each negativity into something positive. Facilitators rewarded students with little tokens if they won a game or did something well. Teachers and volunteers highlighted and praised the students when they displayed exemplary actions. We believe such affirmations and encouragement would motivate them to do better and be responsible and caring.

EVALUATION

Unfortunately, this programme ran for only 4 weeks before another round of lockdown for schools was declared in April. Although schools reopened in June, there were restrictions on school activities involving external vendors/volunteers. As a result, there was no follow up throughout the rest of the year.



MOVING FORWARD

BCCS recognises that this is a much-needed programme for vulnerable and at-risk students from very challenging family backgrounds. They often display a lack of motivation, poor attendance in school, emotional issues, and poor social skills, resulting in conflicts with others or choosing to be left alone. These students often cite their lack of self-control, understanding of consequences of their actions for their misbehaviour. It was observed that these students have low resilience which probably stems from their lack of self-belief in their abilities. More should be done for them through fun activities and intentional mentoring before leaving school. We plan to do more to support them as soon as safe management measures permit.

Programme Coordinator Deborah Pay	Programme Coreteam Deborah Pay	Volunteers 10	No. of Clients 18	Programme Details Saturdays 2.00pm-4.30pm	Location Block 33 Balam RC Rooms
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BCCS Child And Parent Learning Experience

The programme aims to equip pre-schoolers from disadvantaged backgrounds for primary school with a curriculum covering phonics and basic numeracy concepts. Parents of children enrolled in the programme are also expected to participate in activities that will equip them with the tools to guide their respective children in their learning journey.

HIGHLIGHTS

Weekly activities include reading practices, answering questions, engaging children and parents in relevant topics, learning new words to expand their vocabulary and writing practices with proper spacing for words within a sentence. Activities for parents in the programme include making of teaching aids using easily available materials from the home, learning different approaches/methodology for the teaching of pre-schoolers to help cultivate in them a love for reading.

Four weeks into the programme, the usual interactive and fun sessions came to an abrupt end with the sudden surge in COVID-19 cases. We then decided to continue the programme online.

It was a great challenge to get the children's attention during the forty-five-minute session via Zoom. To keep things simple, we decided to just focus on phonics and linguistic skills, putting aside the lesson plans for Numeracy. Training sessions were also conducted for parents unfamiliar with using Zoom. Our first online CAPLE session went live on 9th October and was a great success! Parents and children participated enthusiastically in the reading and singing activities specially prepared for them. It was an engaging time as they eagerly awaited their turns to give comments during the topical discussion.



EVALUATION

Pre-test and Post-test standardised scores were used to monitor the children's progress in phonics awareness, reading common words, identifying numerals and number words. 6 out of 8 K2 students took the Pre-test and Post-test. The remaining 2 were absent at the Post-test. The sole K1 student was absent for the Post-test.

The following are the average scores of the 6 students who took both tests:-

K1

The sole K1 student fared badly for the Pre-test. He scored less than 10/26 in all areas and was unable to read any of the 50 common words.

He was absent for the Post-test as his mother had scheduled him for another event.

K2

1. Identify upper & lower case letters
Pre-test: 25/26
Post-test: 26/26
2. Sounds (phonemes) of letters
Pre-test: 22/26
Post-test: 24/26
3. Reading 100 common words
Pre-test: 57/100
Post-test: 75/100

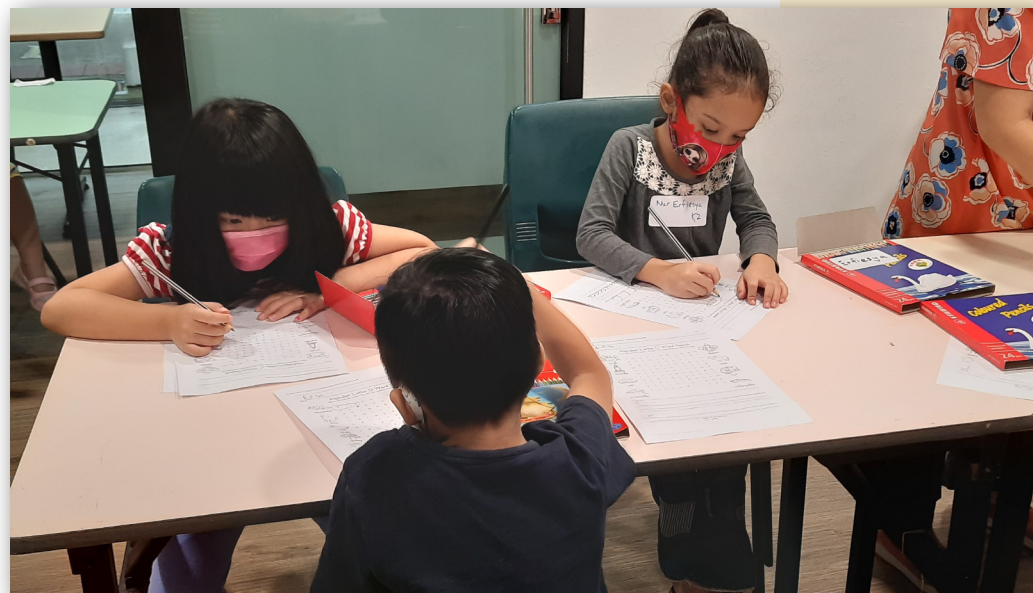
4 students out of the 6 in the 2021 intake had attended the CAPLE Programme in 2020 while they were in K1. One who had started with a zero score for the Pre-test in 2020 improved significantly, scoring 16/26 for 2021's Post-test. The overall result suggests that the phonics lessons were effective.

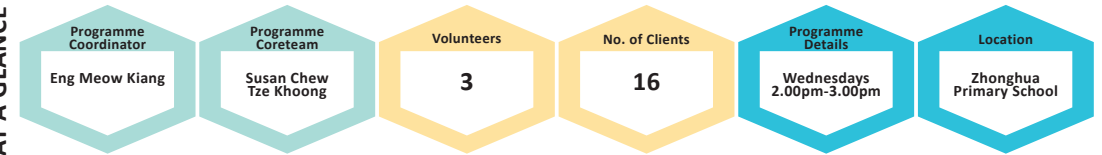
A comparison of the Reading Pre-test score of 57/100 and Post-test score of 75/100 shows that significant progress in their reading ability can be achieved by the end of the CAPLE programme. With some tweaks to the overall programme, we hope to achieve the ideal score of 100/100 in the future.

MOVING FORWARD

There is a need to engage the parents on a personal level to help them understand that the CAPLE programme is more than just a phonics class. They need to realise that the programme serves to develop linguistic skills encompassing listening, speaking, reading, and writing, all of which are very important in their learning journey. We will strive through these conversations to build their trust in BCCS and by word of mouth within the community to lead to an increase in the enrolment rate.

As for the target to better the post-programme reading scores, we will need to critically review the current curriculum and techniques and be ready to make changes where necessary to get there.





KidsAglow was conducted in ZhongHua Primary School and sought to instil in students identified to be lagging behind their peers in the school's activities, the love for the English language. Centred on stories told to them, these students are led to do a series of activities such as show and tell, arts and crafts and many other projects drawing out their creativity. By helping them to successfully complete these activities, the programme aims to build their self-confidence in the use of the English language.

HIGHLIGHTS

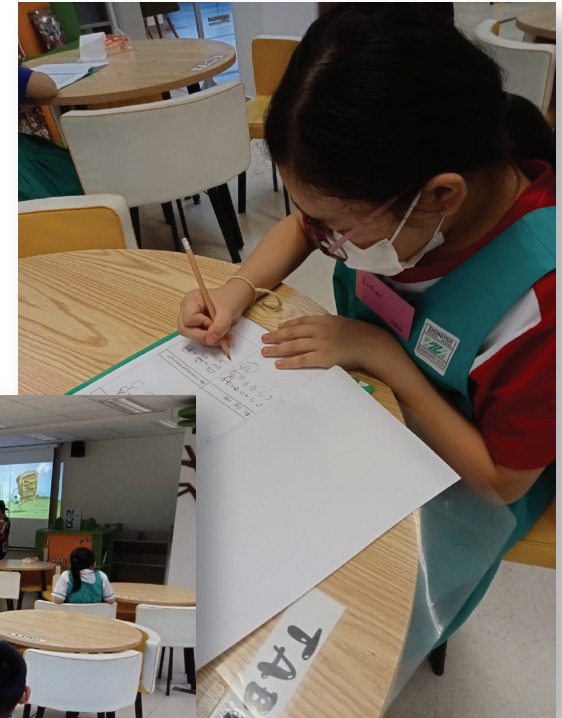
Lead facilitator, Meow Kiang, engaged these students throughout the programme with songs composed to tie in with the stories told and sung to familiar catchy tunes. Added to this are activities like origami, drawing and games like Pictionary, through which these students enthusiastically picked up new skills, so much so that they often completed the activities ahead of the teacher.

Due to the ongoing pandemic and the accompanying safe distancing measures, the children no longer huddle around the teacher to hear the storytelling and to look at the illustrations in the storybook. Instead, the session is conducted by the teacher using a visualiser projector, capturing all that is necessary for the children to view on a projection wall.

EVALUATION

By the end of the programme, the children were able to recount all the stories told and sing the related songs with little/no prompting. It was apparent too that the children gained confidence in their motor skills through hands-on activities like origami, drawing and others.

Feedback from the children and through the school was very positive, with many saying that the projected instructions were easy to follow and that the children liked the teachers and the stories told.



MOVING FORWARD

With so much uncertainties surrounding the long-drawn pandemic, there is always the risk of onsite sessions being cancelled. As a pre-emptive measure, presentation slides for each session have been prepared for online teaching should the need arise. In 2022, the plan is to split the class into 3 groups to reduce number per group as lesson can be transmitted to 3 different rooms simultaneously using the visualiser projector.

BCCS Enhanced Enrolment Program

AT A GLANCE

Programme Coordinator	Programme Coreteam	Volunteers	No. of Clients	Programme Details	Location
Joe Lee Patrick Wee	Joe Lee Patrick Wee	2	9	Mon, Wed, Fri 2.00pm-5.00pm	Zhonghua Primary School

Enhanced Enrolment Programme (EEP for short) was designed to target students in ZhongHua Primary School who are frequent and/or long-term absentees from school due to their dysfunctional family background. EEP teaches life skills, values, and social-emotional competencies with the aim of minimising risk of their dropping out of school prematurely. This programme constantly reminds them not to give up but instead give their best to tasks assigned to them. Rewards are given for good attendance and good conduct.

HIGHLIGHTS

As pandemic-related regulations prohibited all outdoor activities, EEP conducted enrichment activities confined to classrooms. Students had to be constantly reminded of the need to have their masks on and observe the 1-metre safe distancing protocol. Before each session began, facilitators would go through the ground rules and what is expected of them, such as raising their hands and waiting for permission to speak, staying in their seat unless they had permission to do otherwise, keeping their hands, feet and objects to themselves and paying attention to and observing instructions.

Games involving creative thinking were introduced to allow individuals to play against each other or to have them play in pairs against other pairs to encourage teamwork. The objective is for them to learn how to strategise and how to stay focused.

EVALUATION

As running the programme also meant befriending the students, this has paid off as they became less on their guard and began to share more openly about their feelings, their family and other concerns that they had. Our engagement with the children and frequent encouragement to them to give their input helped build their confidence and showed them that their views and suggestions are valued. Regular discussions with them also helped them think through their ideas and challenges more thoroughly before making their decisions.

We have a student who has been struggling and shows signs of ADHD, Dyslexia, Dysgraphia and Visual Memory challenges. It has not been helpful that he was hardly present in school or at EEP. Those who diligently attended the Academic Support Class and EEP, however, showed improvement in their attitude and studies. They understood the importance of holding on to values in the enrichment activities conducted by BCCS staff.



MOVING FORWARD

Presently only a few parents are supportive of this programme. Much needs to be done in reaching out to their families to convince them of the benefits and positive change that can come about through their participation. BCCS is committed to work with the school to help realise this change.

FamilyZone programme aims to enhance the physical, social and emotional well-being of the lonely and vulnerable elderly residents through active ageing activities, regular visitation, and lunch pack distribution.

HIGHLIGHTS

As the COVID-19 pandemic continued in 2021, the usual active-ageing events had to be postponed. FamilyZone had to re-strategise and focus on conducting visitations and phone calls to keep in contact with the seniors. During the period when everyone had to take their booster shots, our staff and volunteers availed themselves to accompany them for the procedure.

In April, FamilyZone organised an outing for 6 of our seniors who use wheelchairs to Marina Barrage. The seniors shared with us that it was their first time in a while that they could be out and experience their surroundings due to the inconvenience of their transportation.

Digital Active Ageing was launched in late December to engage our seniors in the new normal by bringing active ageing activities into their homes. The volunteer would visit the seniors at their respective homes and used a tablet to engage them through exercises and games via Zoom. We aimed to improve the seniors' physical wellness, cognitive skills, and social interaction to make them feel less isolated in each session. Such small group activities allowed us to continue to engage the seniors in a meaningful way.

Our Distribution Schedule:

CNY Goodies Distribution – 04 and 05 Feb
Care Packages Distribution (Sumitomo's CSR) – 06 Mar
Care Packages Distribution – 19, 20 and 24 Aug
Mooncakes Distribution – 14 to 16 Sep
Care Packages Distribution – 18 and 22 Dec





EVALUATION

As our work continues to touch the hearts of others during this pandemic, we are heartened to see seniors treating us like their close friends or even family during our visitations. We frequently receive enquiries from the seniors and their families on the resumption of active-ageing programmes, revealing their eagerness to participate in the programmes and activities that could help them remain active.

We look forward to having more volunteers join us in this meaningful work of engaging these seniors so that they can continue to remain active, healthy and cheerful.

MOVING FORWARD

In our outreach to the vulnerable seniors in the community, especially those new to us, we realise that breaking the ice between them and us can be rather challenging. Due to the rising number of scams recently, seniors tend to be more cautious in our attempts to get to know them or when we ask for personal information. This can be quite demanding on our volunteers.

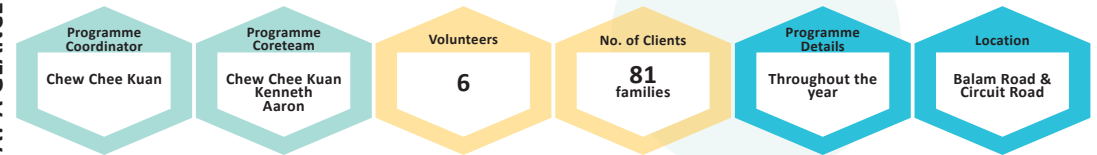
FamilyZone relies heavily on volunteers to provide our services to the seniors. With Digital Active Ageing launched, we will need a larger group of volunteers on an ongoing basis, especially on weekdays, to conduct the sessions with the seniors.

Thus with the above in mind, more manpower, planning and commitment are needed to reach out to this group of seniors. Volunteer recruitment and retention are essential and crucial for us to continue our work in FamilyZone.

BCCS Hope Program



AT A GLANCE



HOPE programme seeks to help families struggling with unemployment, parenting issues, financial difficulties, interpersonal relationships, and broken marriages. We provide life skills training, counselling & guidance, financial and crisis management workshops. We also offer child befriending/mentoring services & academic assistance to at-risk children.

HIGHLIGHTS

The ongoing pandemic had caused an increase in the number of people struggling to make ends meet, yet many of our operations and programmes had to be halted to curb the COVID-19 pandemic. This resulted in more gaps that BCCS HOPE programme needed to fill. By the grace of God, we were led to some of the most amazing people who were open to a collaboration with BCCS to help fulfil the needs of the community in the vicinity.

In collaboration with 'Kampung Circuit - Care and Share', a group that promotes neighbourliness in MacPherson, BCCS' clients benefitted from the distribution of free food and some pre-loved items for their use acquired through local food rescuers and donations from businesses. Through this initiative, we were able to build a stronger bond with our clients as it created opportunities for interaction.

2021 was the first year that BCCS did a full-scale 'Buka Puasa' meal distribution during the month of Ramadan to all our BCCS Muslim clients in MacPherson. We received many feedback of appreciation from our Muslim clients and even requests for this initiative to be repeated in the years to come.

As COVID-19 cases spiked, some of our clients and their family members fell victim to the infection. BCCS again extended support to our clients and their families by sending groceries and hot meals to those in quarantine.



EVALUATION

The activities in 2021 provided mostly practical support to families viz. giving of pre-loved furniture and household appliances, apparel, baby products, groceries, rescued foodstuff, food delivery to quarantined families, and financial help to those in dire need. Besides home deliveries by our staff, families could drop by the temporary collection point for items outside our programme coordinator's home. Through these different initiatives, BCCS has been seen not just as a programme provider but also as a friend in times of need. This has allowed us to understand better their psycho-social and developmental needs to help us to identify/develop programmes that can better assist them. These initiatives certainly brought about trust and closeness between the clients and us.

MOVING FORWARD

With the rapport built with the clients, BCCS will be doing more holistic family assessments to identify programmes that would help them more effectively. We look forward to conducting much of this work in the new Hope Centre targeted for completion in the second half of 2022. We also plan to have more community-based activities in the new centre to promote community social interaction and neighbourliness. Besides being a venue for skills development, training and talks, there are plans for the centre to include community fridges, a community garden, common interest group activities and community grocery.

Programme Coordinator Deborah Pay	Programme Coreteam Angela Tan Jeremiah Cheong	Volunteers 25	No. of Clients 60	Programme Details Saturdays 10.00am-12.00pm	Location Bartley Christian Church
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Tuition@Bartley programme aims to guide and support academically weaker students from disadvantaged families from Primary 1 to Secondary 5. Our tutors journey with these students to develop their confidence by tapping every learning opportunity to help them progress and by using additional resources appropriate for their learning journey, ensuring none would fall through the cracks of our education system.

HIGHLIGHTS

In 2021, Tuition@Bartley continued its tuition sessions despite the emergence of the Delta variant and tightened safety measures. However the sessions proceeded with stringent measures in place. Temperature taking upon arrival at centre, mandatory wearing of mask within the premises, as well as the one-metre social distancing were implemented to curb the spread of the COVID-19 virus.

In compliance with COVID-19 Phase Two (Heightened Alert) Measures, BCCS suspended all on-site tuition in mid-May 2021 and shifted all classes online via Zoom instead. Tuition@Bartley managed to adapt quickly with the issue of tablets to students and tutors to facilitate online tuition, resulting in minimal disruptions.

Under COVID-19 Phase Three (Heightened Alert), Tuition@Bartley was able to resume its operation. On 26th June 2021, on site classes resumed but the class arrangements were adjusted with the group split into Team A and B. This is to comply with the Authority's Covid-19 regulations of not having more than 50 persons in a zone at any one time within the premises. Tuition@Bartley continued to operate under mandatory safe management measures throughout Terms 3 and 4.

With the implementation of split class arrangements, tutors who did not have class on that day would take charge of temperature taking as well as take on the role of Social Distancing Ambassadors (SDA).

All major celebration events such as Chinese New Year, Hari Raya, and Christmas had to be cancelled but was replaced with the distribution of bento sets (to be consumed at home). This helped somewhat to bring some cheer to the children deprived of the normally vibrant celebrations on such occasions.



EVALUATION

7 students sat for the PSLE under a new scoring system. All 7 students passed and were eligible for either Express, Normal (Academic) or Normal (Technical) streams.

3 students sat for the GCE 'N' Level examination. One has managed to advance to ITE, Nitec doing Accounting. Another continued on to Secondary 5 to sit for the GCE 'O' level examination in 2022. The 3rd student has appealed for a switch to a preferred course of her choice. Her appeal is pending. 1 student sat for the GCE 'O' Level and is now enrolled in the Diploma of Common Sports and Health course in Republic Polytechnic.

MOVING FORWARD

Tutors play a vital role in this programme especially in the current fluid situation of having to switch quickly between onsite on online sessions. With the additional demands, comes the rising need for more tutors. One of the fundamental requisites of a tutor is the willingness to commit to at least 1 entire school semester (~ 20 weeks).

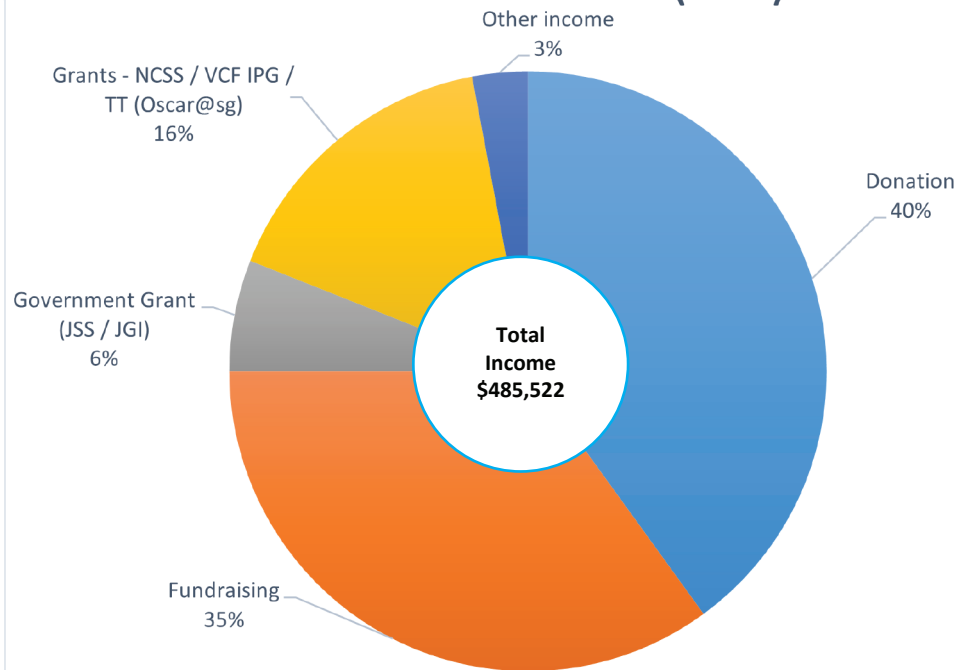
Many, however, are unable or reluctant to make this commitment. The recruitment of tutors to serve on a medium or long term basis remains a constant challenge. This tough challenge notwithstanding, we will strive to help as many students as possible to reach their potential in their academic pursuits in 2022 with whatever resources we have. Kudos to our team of dedicated tutors!

4320 **tuition hours**



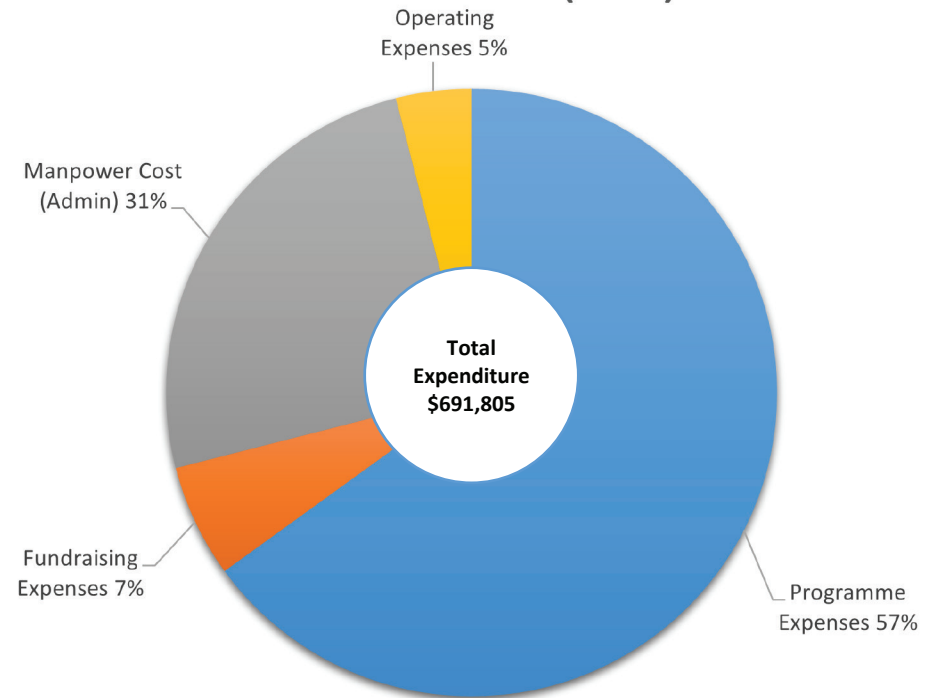
SOURCES & USES OF FUNDS

SOURCES OF FUNDS (2021)



**Other grants include NCSS Transformation Support Scheme, VCF IPG - Adoption of Video-Conferencing Technology Grant and Temasek Trust's Oscar@sg Fund*

USES OF FUNDS (2021)





UEN
T01SS0004H

IPC STATUS
SINCE DECEMBER 10, 2012

CONSTITUTION
SOCIETY

REGISTERED ADDRESS
8 NEW INDUSTRIAL ROAD #05-01,
LHK3 BUILDING, SINGAPORE 536200

BANKER
DBS BANK LTD

AUDITOR
NEXIA TS PUBLIC
ACCOUNTING CORPORATION

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