

ANNUAL REPORT 2016



Adult Lifelong Learning

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Charity Number: 357738

Company Number: 14856

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Foreword

by

Margaret M. Healy
Chairperson BOD



“Tell me and I forget. Teach me and I remember. Involve me and I learn.” Benjamin Franklin

Twenty years ago Warrenmount CED Centre formulated its Vision and its Mission Statement. Over the years these have been revisited and reviewed. The most recent revision occurred during the development of the Strategic Plan 2017-2020. The original founding vision is alive and tangible today as is evidenced from the various written testimonies in this report. While much has changed over the years it is heartening to know that the underlying spirit and atmosphere of the Centre remains a constant and permeates what the Centre offers.

In February 2012 Warrenmount CED Centre Ltd adopted **The Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland** (The Governance Code). The Governance Code makes numerous references to the duty of the Board to agree a strategic plan that contains key performance indicators and commits the Board to a monitoring and evaluation system and a mechanism which ensures regular reporting on performance. As a Board we are committed to the key attributes of good governance:

- Transparency
- Responsibility
- Accountability
- Participation
- Responsiveness to the needs of people

During Autumn 2016 the Board developed its **Strategic Plan 2017-2020** which is built on the previous strategic plan. Warrenmount CED Centre CLG revisited its Vision and Mission Statement. Its vision, purpose and values were checked for relevance. The key objectives were reviewed and retained. Strategic actions aligned to each of the four objectives were reviewed and updated for the current plan. Key Success Factors were identified. An implementation plan is being finalised. As a Board, we feel that the process of coming up with the four objectives was thorough and we hope that they will provide a useful framework on which to move the Centre forward through the next three years and beyond.

As a registered charity, Warrenmount CED CLG is subject to the requirements and filings as set out in the Charities Act. We are obliged to state in our public literature that we are a registered charity and to state our unique charity registration number. In addition, we are required to submit an annual report on our charitable activities together with a copy of our audited accounts to the **CRA (Charities Regulatory Authority)**. These documents are available in the public domain online at www.cra.ie During 2016 the Memorandum and Articles of Association of Warrenmount CED Centre CLG were reviewed to ensure compliance with current legislation.

I thank the Board of Directors who generously and freely give of their time and expertise to exercise their governance functions on behalf of the Centre.

I thank the Presentation Sisters whose ongoing support continues to be a very significant factor in the development of the Centre.

On behalf of the Board of Directors, I congratulate all who teach and learn at Warrenmount CED Centre CLG. The Board expresses its gratitude to Pauline, to Lia and to all the staff for their ongoing support of the Centre's Vision and Mission Statement and for their enthusiastic welcome for all learners.

Introduction

by

Pauline McGaley
Centre Director



The past year has brought changes as all years do. This year the changes were particularly positive as we concluded our celebration of 20 years as a Centre. Thanks to the funding from Presentation Sisters, new chrome books led to working with Google Classroom, providing an innovative approach to teaching and learning. This in turn supports the environment as we work towards a paperless classroom. We have a very professional logo and a webpage that will carry us into the future, thanks to the expertise and tireless work of Chester Santos. Chester worked mainly as a volunteer and was extremely generous in sharing his knowledge and professional expertise with us. The continued development of social media is important to the Centre, as a greater number of prospective learners and service providers are using this medium for initial contact. Our Facebook page is frequently visited and 'liked'.

The community was the focus in 2016 as the Centre celebrated an historic year locally and nationally.

1916: Remembering the People of the Liberties area of Dublin 8 and their roles in the Easter Rising.

This hugely successful project organised and run by James Madigan in the Local History group was included in the AONTAS' Adult Learning Week. James and Cathy Scuffil presented the workshop. The project was supported by Dublin City Council. The theme was taken up in the Art Class by Helen O'Keeffe and the completed montage depicting *Women of 1916* is framed and proudly graces a classroom wall. Relatives of learners involved in 1916 were honoured in these programmes, linking the National celebration to our local community, as can be seen in the articles written by James and Helen.

The major ongoing challenge for the coming year is to complete the work required for QQI Re-engagement. We have moved successfully through two former accrediting bodies over the last twenty years - NCVA and FETAC and in the last number of years we have engaged with the transition from FETAC to QQI as the accrediting body. We are now preparing to re-engage with QQI. As a Centre we have always made every effort to comply fully with the awarding bodies and this work forms the basis for the present requirements of QQI. We appreciate the work of our QA Officer, Anne Hannon, in ensuring that this work involves all stakeholders both in the Centre and beyond. Anne provides a comprehensive report on the work to date.

The content of this Annual Report endeavours, as always, to provide a snapshot of the life of the Centre and there is no doubt we have dedicated staff, tutors and volunteers. The 900 hours contributed by our volunteers in 2016 gives an indication of outstanding goodwill and generosity. I would like to thank each one for their interest and commitment and willingness to embrace new challenges as they emerge. A very special thanks to Lia whose dedication as Manager ensures the Centre continues to serve the learners of Dublin 8 through an innovative, participative and empowering vision of adult and community education.

Centre Manager's Report

by

Lia Clarkson



Each day at Warrenmount Centre brings something new, so it can be difficult to summarise the entire year. We are delighted to have a new website, branding, logo, leaflet templates and social media “look”. We have created a bespoke database, really a management information system, using Salesforce (thanks to Marianne Checkley, CEO, and Stephen Leonard, Learning Technologist, at iScoil for giving us the idea).

We had a great Adult Learner Festival Week, the group from Western Washington State University organised workshops for the ESOL groups. We held a very well attended 1916 Commemoration Talk.

Later in the year, the Art class commemorated 1916 with some fabulous art work. We held a variety of short summer courses, all of which were well attended.

We have worked to ensure our Quality Assurance (QA) is up to date and ready for the Quality and Qualifications Ireland (QQI) re-engagement process that will happen in 2017. We continue to promote the whole Centre approach to quality assurance. The Programme Coordinator role has complemented the work done by the Quality Assurance Officer.

We are continuing to promote the use of Google Apps for Education, in particular Google Classroom, and have received positive feedback from learner evaluations.

We have implemented the CDETB / SOLAS “National Course Calendar” (PLSS), uploading all the proposed courses for the first two terms of 2017 by early December 2016. This means that all our courses are “live” on the fetchcourses.ie public website as well as available for internal referrals from the Intreo case officers. These developments in the latter half of 2016 have shown an increase in the number of long term unemployed people being referred, both by Intreo as well as by SEETEC, an employment services company (<http://www.seetec.ie/jobpath>).

I would like to acknowledge the work of Patricia Gellon, tutor and IT Development Worker, who left us in the summer of 2016, and thank tutors Amy Healy, Anna Marron and Tony Field who have moved on to teach elsewhere. We welcomed three new tutors in 2016, Mary-Claire Hally, Evelyn Broderick and Dietmar Weiss, along with Chester Santos, in visual communications, and Barney Joyce, in database development. Finally, I would like to thank the Board of Directors, Centre Director, Staff, Tutors, Volunteers and Learners for all their support during 2016.

Achievements 2016 – Challenges 2017

Achievements for 2016

- Ongoing work towards re-engagement with Quality and Qualifications Ireland (QQI)
- We continued to provide relevant programmes and courses, noting an increase in learner participation in our programmes (class places)
- Employed a part-time manager of the Garden Project to pilot a small market garden project
- New website, logo, promotional materials
- New database / management information system using Salesforce
- Upgraded Wifi in Centre
- Tutor training and ongoing support to encourage tutor and learner interaction with Google Apps Classroom application to work towards increased digital access to class content
- Developed Strategic Plan for 2017 to 2020
- Following our successful application, AONTAS' Community Education Network has confirmed our participation in AONTAS' Erasmus+ Project (trips planned for 2017)
- Worked with CD ETB / SOLAS to ensure PLSS National Calendar roll-out was successful

Challenges for 2017

- Ongoing work towards re-engagement with QQI
- Review and evaluation of programmes under QQI validation
- Continue to develop the Garden Project, linking with the Centre Café to develop a small community enterprise
- Continue to liaise with NUIM and other established Colleges and Universities to facilitate students on teaching placement and ensure minimum disruption for our learners
- Maintain / strengthen links with external stakeholders to ensure we are reaching potential learners
- Continuing compliance with the Governance Code
- Ensure we are complying with ETB / SOLAS reporting requirements via the National Course Calendar and FARR
- Enhance the Salesforce system so that is an up to date and effective tool for staff
- Provide continuous professional development opportunities for tutors and staff

Vision, Mission Statement and Values

Vision

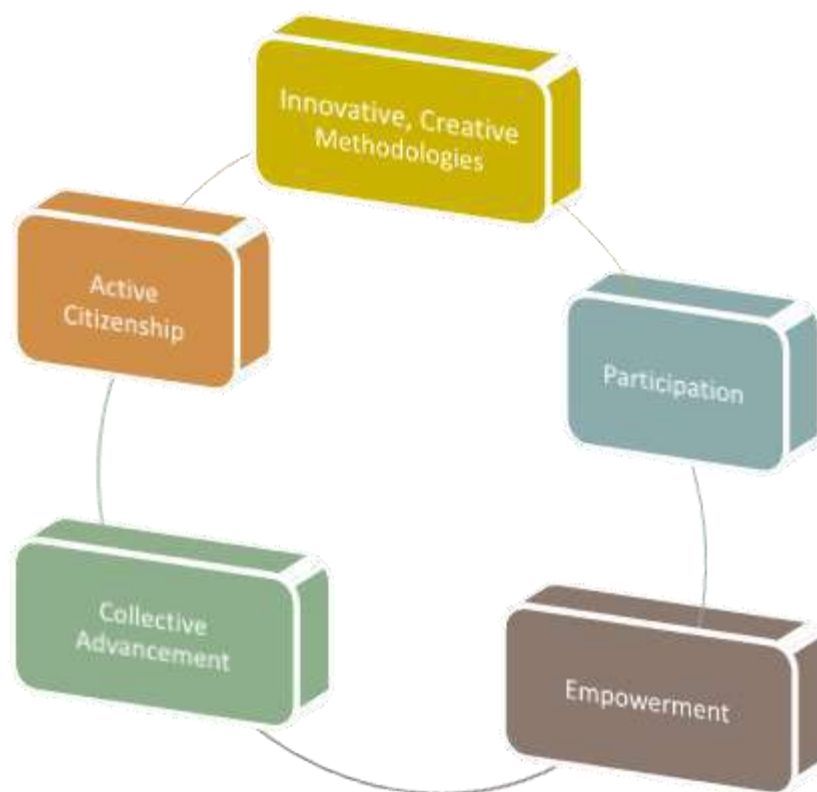
Our vision is that Warrenmount CED Centre will be perceived as a Centre of Excellence in the provision of community education.

Mission Statement

At Warrenmount Centre, we aim to meet the needs of the local community by creating opportunities, building confidence and developing skills. We do this through a learning style that is **person-centred**, **participative** and **informal**. Through this, we hope to give people a voice enabling them to create a better society.

Guided by the charism of the Presentation Congregation the Centre is committed to providing an open, friendly, welcoming atmosphere where people are respected and valued.

Values



Organisational Chart 2016

Board of Directors

Margaret Healy (Chairperson); Pauline McGaley (Company Secretary); Gerard Long (Treasurer); Georgina Wright; Liam Kilbride (Secretary); Eamonn Hunt; David Corrigan; Alicia Byrne; Donal Egan

Centre Director

Centre Manager

(& Health and Safety Officer)



Garden
Resource

Centre
Café
Manager

TUS
Programme
Participants
(2 to 3)

TUTORS
10 + Part-
time Tutors

Centre
Secretary
(& Health and
Safety
Support)

Centre
Administrator

Volunteers:

- Board of Directors
- Failte Isteach
- Computer Buddies
- One to one literacy tutors

Quality
Assurance
Officer

Programme
Co-
ordinator

Resource
Workers
IT,
Promotions,
Development

Quality Assurance Team:
QA Officer
Director
Manager
Administrator
Secretary

QQI Results Approval Panel
Director
Manager
Administrator
Secretary

Certificates Presentation



Niamh O'Reilly, CEO,
AONTAS, presented the
Learner QQI Certificates at
a Ceremony in December
2016.



Tutor and Staff Lists 2016

Tutor Name	Classes / Subject Areas
Aileen Lebrocquy	ESOL
Amy Healy	Team Building
Anna Marron	ESOL / Communications
Anne Hannan	ESOL / Positive Life Skills / Mindfulness / Work Experience
David Hogarty	Mathematics / Spreadsheets
Dietmar Weiss	Cooking
Evelyn Broderick	ESOL / Art / Craft
Helen O'Keeffe	Communications
James Madigan	Local History
Louisa Crowley	Childcare
Mary Darcy	Gardening / Maths / Communications
Mary-Claire Hally	ESOL
Mary Moloney	Art / Craft
Niamh McCall	Communications / Word Processing
Orla Ni hAonigh	Book Club
Pamela Jordan	ICT 3 and 4
Patricia Gellon	ICT 3 / Spanish
Stephen Flitton	ICT 3 and 4
Tony Field	Mathematics / Spreadsheets

Staff Name	Role
Pauline McGaley	Director
Lia Clarkson	Manager
Anne Flynn	Administrator
Cathy Dwyer	Secretary / IT Admin
Chester Santos	Visual Communications Resource
Barney Joyce	Salesforce Developer / IT Support
Anne Hannan	Quality Assurance Officer
Niamh McCall	Programme Co-ordinator

As always, we thank our staff and tutors who do such a great job!

Tutor Reflection

by

Mary D'Arcy, Gardening Tutor



Having worked for many years in the area of catering and office administration, I decided in 2012 to return to college to pursue my love of gardening. Initially, I started a Fetac Level 5 course in the National Botanical Gardens in Glasnevin and eventually achieved my Level 8 Honours Degree in Horticulture from Blanchardstown IT in 2016.

My time in Warrenmount commenced when I worked for Sr. Pauline as a gardener in her horticultural unit at the centre. In December 2016 I was approached by Sr. Pauline and Lia to deliver the QQI Level 3 horticultural modules. The first module I delivered was Garden Design/Planning. My aim in delivering the module was to provide the practical skills and knowledge that the students could use every day in their own garden. From this first teaching experience I have delivered more QQI level 4 and Level 3 modules.

For me there are many reasons why working at Warrenmount has been one of the greatest experiences of my life professionally. There are too many to mention but here are just a few.

- The students who attend the centre bring enthusiasm, excitement, laughter and joy which is very infectious.
- The management and staff who ensure the centre operates smoothly.
- The modern facilities, excellent classrooms and support resources.
- The coffee shop that provides the best fare in town.
- The opportunities which have arisen to develop projects such as the sensory garden which will be designed using different elements of the Garden Design Class (sensory garden project).
- Our plant sale which helps fund some of the horticultural unit activities such as seed sowing, spring bulb planting and the propagation of summer bedding plants.

I hope that during my time in the Centre that I will match the enthusiasm, excitement and commitment shown by the students of Warrenmount.

Centre Garden



Learner Celebration 2016



Failte Isteach learner, Adriano Duarte Sapucaia, gave a recital on the French Horn (above) during our Celebration and Certificates Presentation in December 2016.



Quality Assurance Update 2016

by

Anne Hannan, QA Officer



The first step in the QQI re-engagement process (required for all legacy providers) requires the Centre to submit a documented Quality Assurance (QA) system to QQI for approval. Once QQI assess the Centre's capacity and approve their QA procedures, the Centre may then submit their application for Validation of Programmes leading to QQI awards.

2016 was spent compiling the Centre's existing policies and procedures and drafting additional policies and procedures in line with QQI requirements. The programmes were then aligned under their major awards and an overall programme self-evaluation checklist was conducted resulting in a programme evaluation report and programme improvement plan. In addition, new policies and procedures have been drafted and will be submitted to the BOD for approval and ratification in Term 1 2017.



The QQI QA Manual has been drafted in line with current QQI requirements. Checklists have been created at each stage to make sure that we are continually improving our systems and procedures in line with our commitment to QQI. The QA manual represents a live working document enabling continued improvement of what we do.

Looking towards 2017 this QQI manual will be reviewed and updated in line with Centre requirements and any new QQI updates and developments. We hope to submit our QA System for approval in 2017. In order to do this the BOD will need to approve and ratify the Centre's updated and new policies and procedures and the QA manual will need to be signed off by an external evaluator. The next step will be to commence the re-engagement/re-validation process for programmes where validation is up for renewal.

QQI Folder Submissions Update

by

Lia Clarkson, Centre Manager

The folder submissions for 2016 see a significant drop, particularly in Level 3. We have noted this decrease and that there has been a shift from the numbers of people who are interested in completing a full award at Level 3 over a short period (ten weeks). A gap seems to exist for people who have been out of education and are willing to undertake a course one morning per week, but feel that three mornings is too much. With this in mind, we have reduced the Level 3 ICT programme to two classes per week as a progression route from the unaccredited basic computer class. It will run over three terms in 2017. We are planning a Level 4 hospitality skills course for 2017 that we hope will give learners the basic skills around hospitality they might need to find employment or progress to further study.

FETAC / QQI Individual Folder Submissions 2006 to 2016				
Year	Level 3	Level 4	Level 5	Total
2006	74	15	8	101
2007	78	10	9	97
2008	53	10	16	79
2009	124	20	21	165
2010	138	51	37	226
2011	168	112	90	370
2012	276	91	139	506
2013	235	107	48	390
2014	231	109	54	394
2015	235	158	73	466
2016	153	147	64	364

The table above reflects individual folder submissions and includes 12 ICT Level 3 Major Awards, 14 ICT Level 4 Major Awards and 8 Childcare Level 5 Major Awards.

Information Communication Technology (ICT) Skills Level 3 2016

Leading to QQI Level 3 Major Award in ICT Skills



ICT 3 Learner Update:

My name is Gerry Butler. I had the pleasure of doing a Level 3 course in ICT at Warrenmount last year and I would like to tell you about my experience at Warrenmount,

I was doing 6 modules at the time and I enjoyed them all. All of the tutors were very good, they were very helpful and did not mind the students asking them questions.

You get to meet new people from different parts of the world and make new friends. The coffee shop is quite good and reasonable in prices. I would recommend Warrenmount to anybody who would like to improve their life skills.

Gerry Butler



Information Communication Technology (ICT) Skills Level 4 2016

Leading to QQI Level 4 Major Award in ICT Skills



Former ICT 4 Learner Update:

As an international student who has been out of education for some years, I was not sure how to cope with getting back to education. However, the adult education structure, resources and abundance of assistance offered by Warrenmount Centre tutors allayed my fears, equipped me and gave me the confidence to progress to the next phase.

I am currently studying QQI level 5 in Nursing Studies with the hope of doing a degree in Psychiatric Nursing at Trinity College Dublin by autumn 2016.

It doesn't matter what level of education, or English proficiency you have, Warrenmount Centre's support is excellent and everyone is always willing to help.

I will recommend Warrenmount Centre to anyone who is afraid about getting back to education for any reason, either progression to Higher Education, learn Basic English, or to get new technology skills needed to help improve work performance, the Centre has got you covered. It does not matter how long you have been out of a classroom setting, help is everywhere from the tutors to administration who will make you feel comfortable and confident as much as possible.

Aduragbemi Sam Oni-Ayobami



Salesforce Centre Database

by

Barney Joyce

Salesforce Developer



In 2016, Warrenmount chose to implement the Salesforce platform to supercede the legacy technology; an installed solution providing limited access for users under the incumbent license and limited reporting capability. Availing of Salesforce's Power of Us program, Warrenmount was successful in its application for a free 10 user license.

Salesforce is the world's leading CRM [customer relationship management] software and is used by many of the world's leading educational institutions for management, support and reporting. The platform provides the ability to manage applications, enrolments, attendances, scheduling and communication with staff and students. Cloud based, the Salesforce platform is configurable for each institution's specific requirements and is fully managed, secure and mobile compatible.

In collaboration with the Warrenmount administration team, the system was configured to meet specific management and reporting requirements. Bespoke platform development provides the ability to easily enrol and record the attendance of students. Room capacity and tutors are also recorded, which allows for resource planning.

The administration and management team use the system as a student database, for course and module creation and management, for monitoring attendances and for reporting.

Configuring Salesforce for Warrenmount Centre provided for comprehensive and granular management of student registrations and course and module enrolments and attendances, bespoke reporting for management and tutors, and the facility to build and grow. Reporting on the sources and nationalities of students, their ages and accreditation achieved will provide valuable insights, which can contribute to new efficiencies.

Salesforce's ability to integrate with the Google Apps suite ensures that the Centre is using the latest and most robust software available from two of the world's technology leaders. Future developments will include integration with Google Apps and other technologies to meet the needs of the Centre.

Computer Improvers Classes

Learners in the Computer Improvers Class using Chromebooks to complete the QQI Level 3 Internet Skills Component with their tutor Pamela Jordan



Class Photos



Raj Lakshmi, receiving a Childcare QQI Level 5 Certificate from Niamh O'Reilly, CEO, AONTAS. December 2016



Childcare Class Term 1 2016



Information and Communications Technology (ICT) Level 3 Class, 2016



Michael Buckley receiving his QQI Level 3 Major Award in ICT, from Niamh O'Reilly, CEO, AONTAS. December 2016

ESOL Learner Testimonial

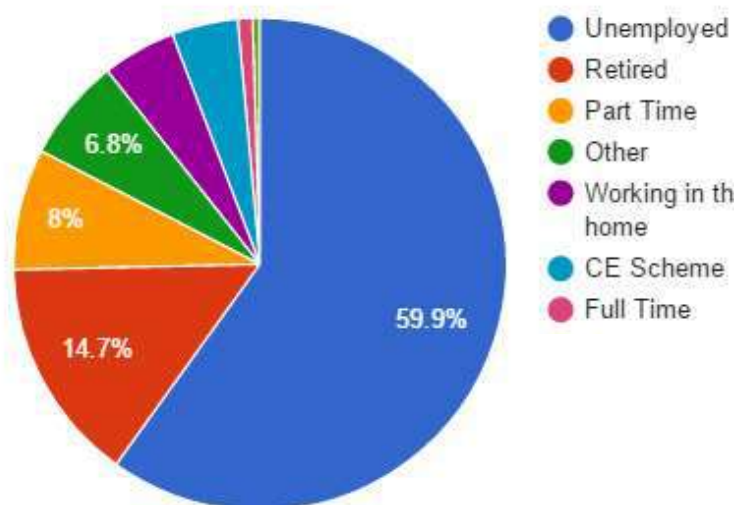


Nasouh Hossari receiving his QQI ESOL Level 4 Certificate from Niamh O'Reilly, CEO, AONTAS. December 2016

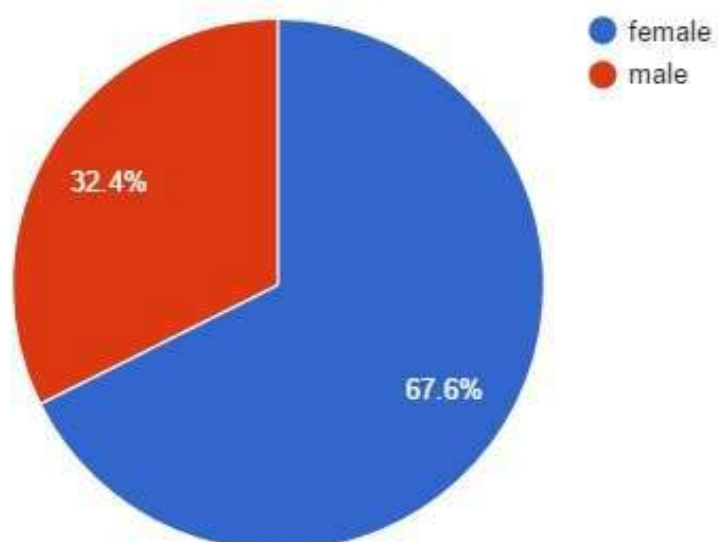
My name is Nasouh Hossari. I am from Syria. I heard about the Centre from my friend. I started English class here in April 2016. Since then I have done classes in Computers and Local History, as well as many classes of conversation (Fáilte Isteach). I had a good experience because all the staff and volunteers are helpful and nice people. They teach me about integration in Ireland. I hope to do English (ESOL) level 5, and then do the International English Language Testing System (IELTS) test.

Statistics 2016

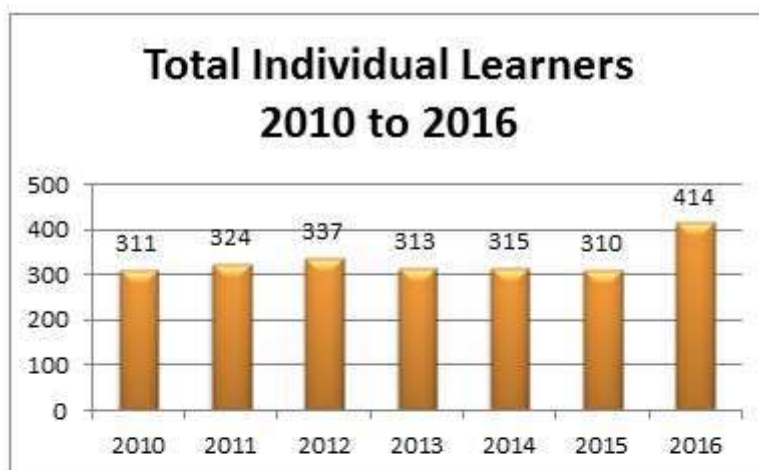
Learner Profile 2016



Learner Gender 2016



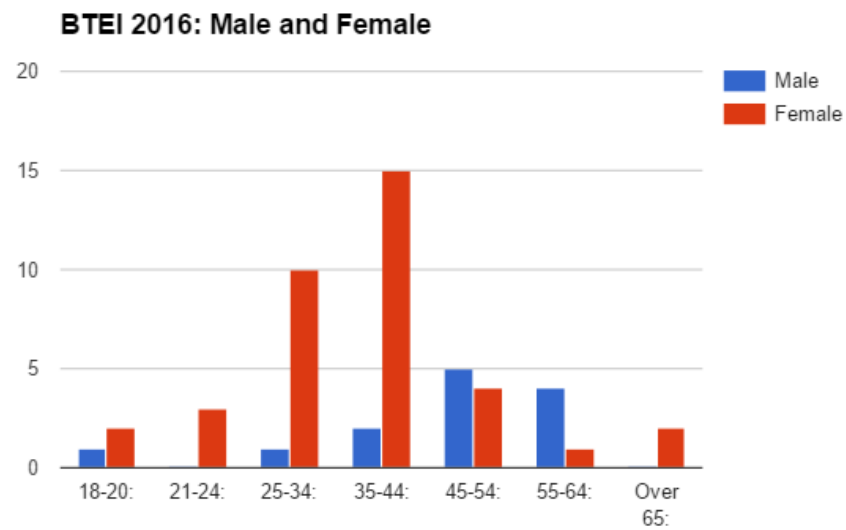
Statistics 2016 continued



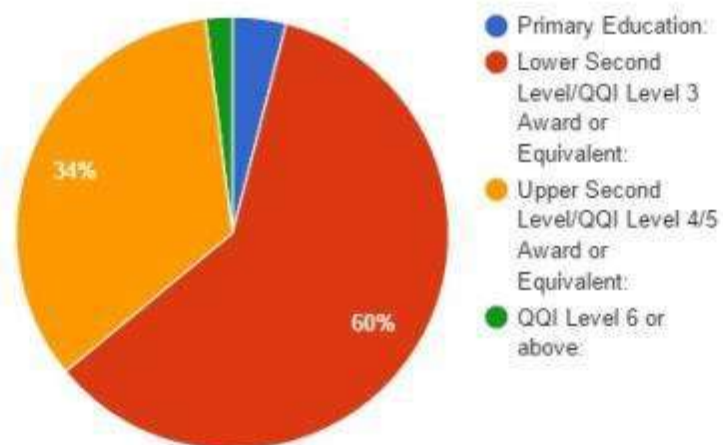
Individual learners and total class places increased in 2016. This is in part due to the Summer Programmes as well as participants in the Failte Isteach ESOL language conversation groups.

Learners from over 60 countries attend classes at the Centre. After Ireland (182), Somalia (16), Poland (17) and Romania (20) are the next largest. Small numbers attend from the other countries.

BTEI Statistics 2016



BTEI 2016: Learner Education Level



BTEI 2016: Employment Status

Status	Gender		
	Male	Female	Total
Unemployed (Job Seekers Benefit/Allowance):	9	8	17
Employed Fulltime:	0	0	0
Employed Part-time:	0	2	2
Not in the Labour Market:	4	27	31
Total Participants	13	37	50



Programme Coordinator Update

by

Niamh McCall

The Programme Coordinator role is an assisting role to the Centre Manager and the Quality Assurance (QA) Officer. I help with the implementation of the Centre's QA Policies and Procedures of the QQI Guidelines. In addition, I have a variety of general programme co-ordination duties.

The role of Coordinator involves:

1. Organising and adhering to a 'Meeting Schedule' in order for the Centre to be in line with QA Guidelines.
2. Making sure all information and documents relevant to programmes and services are available to the staff involved in their delivery.
3. Looking at ways of coordinating learning outcomes between the programmes and sharing best practices.
4. Coordinating the Centre's learner class evaluations so they can be analysed to inform our programme review process. Setting up review meetings after each term to review programmes based on evaluation feedback in order to improve programmes.
5. Supporting tutors in the implementation of the Google Classroom in their lessons.

To date:

Over the course of the last term, we ran a pilot, putting the learner evaluations directly into the Google Classroom App for each class. This served the following purposes:

1. It gave the tutors the opportunity to see how many learner evaluation surveys were completed in their class, in real time, and an opportunity to encourage students to complete a survey if they had not done so already.
2. By uploading the learner evaluation surveys directly to the tutors' Classroom App, they received immediate relevant feedback on their class from the learners, allowing for tutor reflection on the class group.

On reviewing the surveys from the Centre's point of view, some common themes emerged regarding the class contract, induction, and health and safety. In direct response to this, we piloted the induction week plan and created a Centre Classroom which contains induction materials. We will review this to see what has and has not worked well into order to make improvements in the future.

Looking Forward:

Through the Erasmus + programme (in association with AONTAS' CEN), I will be attending a conference run by The *European Basic Skills Network* which is an association of policy level stakeholders engaged in basic skills training for adults. Their objective is: *Promoting excellence in policy design and policy implementation, at European and national level, in a field that has considerable impact on education, employment, social inclusion, the fight against poverty, and sustainable economic growth.*

I hope to develop and implement processes in line with the coordinator role objectives and to learn more about the best practice procedures in the field of adult education.

Community Education Photos



Healthy Eating Classes Based on
"Slimming World" Recipes 2016

Local History Class 2016

Mindfulness and Me



*Class Participant, **Angela Devereux**, reflects on her mindfulness journey to date.*

At its' heart Mindfulness is simply paying attention to whatever is happening in the present moment and experiencing it and living it without judgement and with kindness and compassion. In our daily lives we are hardly ever "in the actual moment of living". We are thinking about something we need to do, or should have done, or even don't want to do, or we are anticipating something happening. We are very rarely in the "now".

My Mindfulness journey began by learning simple breathing techniques that can be used every day. Breathing is the key to mindfulness meditation - focusing on the sensation of your breathing will quickly bring you "into the present" and connect your mind and body. By participating in Mindfulness Meditation class every week I got a greater understanding of what it is all about and from this I have developed my own practice that can be integrated into my everyday life.

Mindfulness is easy to fit into your daily life – do it one minute at a time by really paying attention to what you are doing "in the moment". If you are eating concentrate on the food, tasting each mouthful and chewing it properly. If you are waiting for the bus focus on what's happening around you instead of being on your phone or thinking about something that's not happening right now. When out walking tune into the wonders of nature all around us – the beautiful Spring flowers coming to life in the gardens and the birds busy building their nests.

Every Monday my Mindfulness group comes together guided by Pauline in our own place of peace and serenity where what we need flows to us and where we create calm and are focused while listening to our mindfulness music, practicing our guided meditations and concentrating on our breathing. When the mind wanders and it does over and over again – we gently escort it back to the breath without judgement.

Our "Guided Imagery" encourages us to use our imagination along with our breathing exercises to help us reach a state of deep relaxation, emotional calm and feelings of being in control. We reflect on the area of "Self Compassion" learning to mindfully accept ourselves just as we are and to be kind, non-judgemental and compassionate towards ourselves.

Mindfulness practice has been scientifically proven to be an effective treatment for stress, lack of focus and worry, leading to a greater sense of wellbeing, peace of mind, a better sense of health and creativity and better relationships.

"What we practice becomes stronger"- Shauna L. Shapiro

Local History Tours



Our local history group enjoyed a number of tours in 2016. Many thanks to those involved in facilitating the visits to:

Freemasons' Hall, Molesworth Street,
Dublin 2



Tailor's Hall, Back Lane, Dublin 8



St. Audoen's Church, High Street,
Dublin 8

More 2016 Highlights



ESOL Summer School – Visit to Jeanie Johnston, North Wall Quay.
July 2016



Christmas Crafts, made out of old books!



Tutor Training January 2016



Adult Learners' Festival February 2016
Western Washington University Students facilitate an ESOL
Workshop with learners from Warrenmount Centre.

Volunteers 2016



Fáilte Isteach, a community based programme, initiated by Third Age, was the focus Warrenmount Centre needed, to provide conversation classes for language learners. The training and materials created and provided by the Fáilte Isteach team enabled us to develop a vibrant programme.

The volunteer team supports our learners to improve their English conversation in an informal and enjoyable way. An average of **15 tutors per week** provided conversation opportunities to a total attendance of **776 learner places** throughout 2016.

We appreciate with gratitude the commitment of our volunteers, who contributed a cumulative **900 hours** over the year.



Pauline McGaley

Volunteer and Fáilte Isteach Programme Co-ordinator



Volunteer Reflection

By Lucie Kezniklová

Faílte Isteach Volunteer



I came to Dublin with my husband two and a half years ago. I was trying to learn English, but the lessons I was attending at that time were mostly about grammar and writing. I needed to improve my spoken English and I came across the Fáilte Isteach and Warrenmount CED Centre.

After two months of attending English conversation as a student, I was asked by Pauline to become a tutor for Fáilte Isteach classes and I gladly (with a little fear) accepted.

It's been ten months since I tutored my first Fáilte Isteach group. At first, I was scared that I wasn't up for the task because I was still learning English myself. However, I've come to the conclusion that I have something to offer. I am convinced that my perspective as a non-native speaker and a foreigner in Dublin can be beneficial to my students. For instance, having a first-hand experience, I can tell what kind of phrases and vocabulary are essential for surviving as an expat in a foreign country.

As a volunteer you give something (time, money, clothes ...) to help others, but the best part is what you get in return. For me it is to see the improvement my students achieved and that I could make a little difference. It's been such a pleasure and privilege to get to know so many nice people from all over the world, help them improve their spoken English, and, in turn, make their life a little bit less complicated. However, while they've been growing, I've been growing with them too. I would say they helped me to learn more about myself and my abilities. I have met so many different nationalities and cultures and heard so many breathtaking stories and that greatly enriched my life.

It is fair to say that the best thing about Warrenmount CED Centre are the members of the staff and the other tutors. They believed in me more than I believed in myself. Everybody in Warrenmount CED centre is so kind and helpful. They are the right people in the right place. Whenever I come there I sense a welcoming and almost family-like atmosphere. They are truly a pillar of the local community and reinforce the spirit of humanity in Dublin 8.

Fáilte Isteach



fáilte isteach

Welcoming Migrants through Conversational
English Classes



Two Sessions per Week – Tuesday
and Friday at 11.30am



Commemorating 1916

1916 History Project

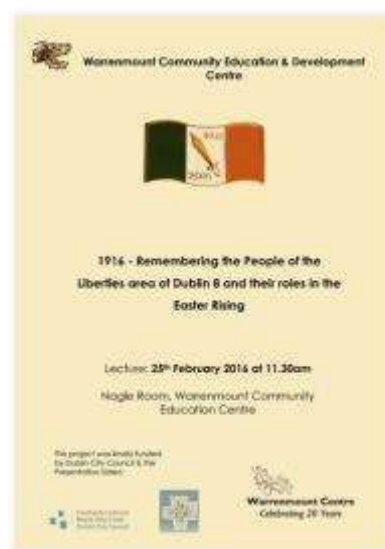
Project Name:

*1916: Remembering the People
of the Liberties area of Dublin 8
and their roles in the Easter
Rising*



James Madigan, local history tutor, worked with local relatives to collate the personal stories of three local people, James Maguire, Philip Clarke and Lily Kempson, each one quite different and unique, yet connected. They lived and worked in the area and they were all in the Irish Citizen Army, under James Connolly, and then fought alongside Michael Mallin in the Royal College of Surgeons and St. Stephen's Green in April 1916. Their descendants went to school in the area, still live nearby and attend our Local History Class.

James Madigan and Cathy Scuffil, a local historian and Centre volunteer, co-presented a talk, during AONTAS' Adult Learners' Festival Week in February 2016 on the stories of the relatives. The talk was set within the context of Dublin in 1916. We also produced a commemorative booklet.



This project was kindly funded by Dublin City Council and the Presentation Sisters

Art Project 1916 – 2016



1916 Art Project

Monica Baird (current learner) and her aunt, Lily Kempson (centre left).

Artwork created by the 1916 Art Project Class

Women of 1916: Art Tutor **Helen O' Keefe** tells us about the project

To me commemorating the 100th Anniversary of the 1916 Rising took hold of the Warrenmount Community of Learners and Tutors in a way that can be only described as momentous!

Situated as Warrenmount is in Dublin 8, there were many distinct connections and historic events that had taken place in the surrounding environs a hundred years ago that brought it all so closely to us as we celebrated this event in 2016.

James Madigan and Catherine Scuffil were helping us to connect with that time vividly in their presentations in the history class. However it was the connections with the relatives, (the ancestors of the real people who had engaged in 1916) that was, for me, particularly precious.

What a delight to try to portray something visual! Our Art class was made up of Monica Baird, Annette Byrne, Margaret Corrigan, Mary Deevy, Angela Devereux, Lorraine Croft and Celia Kenny.

After much discussion it was decided to focus on specific women who came to prominence in 1916.

We were so privileged to have a direct connection to one, through Monica, whose great aunt Lily Kempson was a member of the Citizen Army and a courier for Countess Markievicz! Not only that but Lily had connections with James Connolly and was engaged in direct fighting in St. Stephen's Green and the Royal College of Surgeons.

It was obvious to us that Countess Markievicz was one of the most prominent women and there were plenty of visual references to her in her uniform with hat and feather plumes... but what of Lily Kempson. A young feisty woman who worked in Jacob's and was prepared to stand up and desist oppression. So we set about researching!

Monica provided us with a lot of information! <http://lily1916.com/biography/>

We also started to find out about people who may have been caught up inadvertently in the struggle.

You will know the amount of work Joe Duffy put into the discovery of the children who were caught up in the battles on the streets. Eleanor Warbrook who lived in Fumbally Lane was one of those children who found herself in the debacle outside Jacob's Biscuit Factory. To families, whose brothers had gone to war, the uprising was seen as an insult to their bravery. Eleanor Warbrook died of gunshot wounds to her face on Monday 24th April 1916. (*Children of the Rising – The untold story of the young lives lost during Easter 1916* p 102. Joe Duffy 2015 - Hachette Books).

We were gripped by the bravery and tragedy of the stories told.

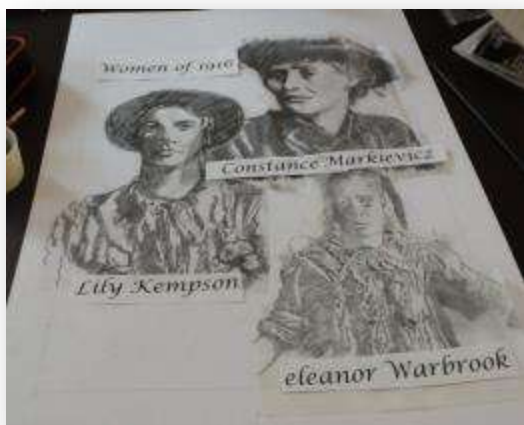
How were we going to create a visual piece as a group?

We decided to create a montage of sorts based on all the visual information we could find. We looked at 'collage' in general and other works that used small sections of colour. There were no images of Eleanor Warbrook but we surmised how she might look and the clothing of the time. We looked at the military colours of the Citizen army and took note of what was on display at the Museum in Collin's Barracks.

A lot of tearing began!

I think we had powerful conversations and great fun doing this! As a class there was great camaraderie and hard work!!!

I know that 2016's commemoration of 1916 will stay in my memory as something very special! I am grateful for the experience and appreciate all the good times we had in the Art Class of 2016!



Visual Communications Report 2016

by

Chester Santos



It was destiny and my bad English that put Warrenmount in my way. It was there that I met Pauline and Lia, who found that I should put my English into practice instead of taking English classes.

The suggestion was to be a volunteer, and because I used to work with visual communication in Brazil, we concluded that I could renew the Warrenmount logotype to apply in the communication materials. I remember how happy I became knowing that I would use my experience and practice English at the same time.

However, destiny wanted more and a little before finishing the logo's standard guide application, we concluded that we could renew all the communication material, including new photos and especially build a new website. I confess that in that moment I became a little nervous, because, despite the fact that I had previously created layouts for websites, I had never built one before. I thank once again Pauline and Lia, who encouraged me and supported the construction of the new website. It was a job done with many hands.

In addition, I was also in charge of renovating the image bank, producing new photographs of the centre activities. This contact with people, including students, tutors, staff and volunteers was really very good. So, it was not only about practicing English. It was about much more. It was about making new friends.

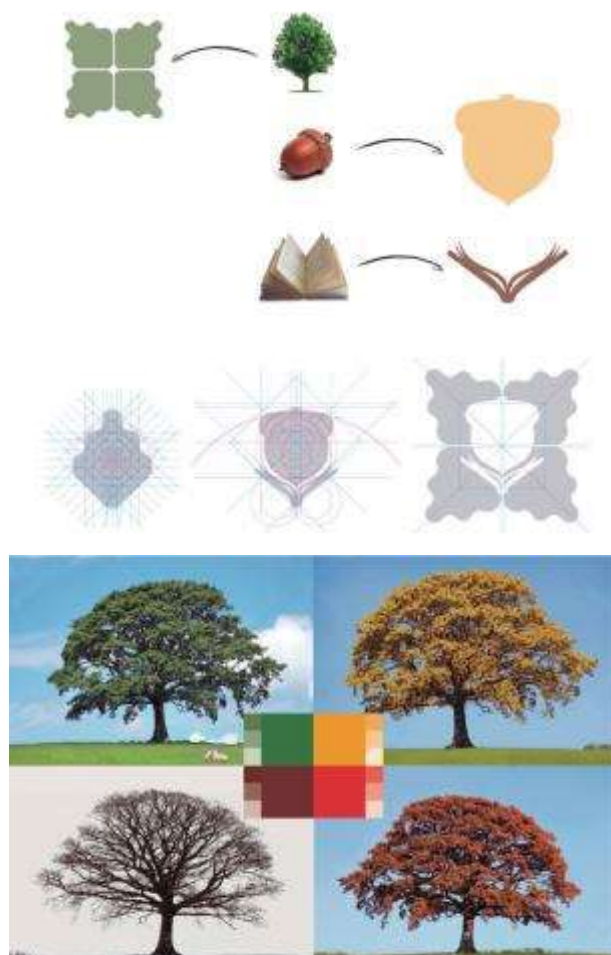
A New Concept for the Centre

Oak trees have many symbolic meanings, and, as with the acorn, we can find good words that match the Centre's atmosphere. This is how we created the new concept for the Centre.

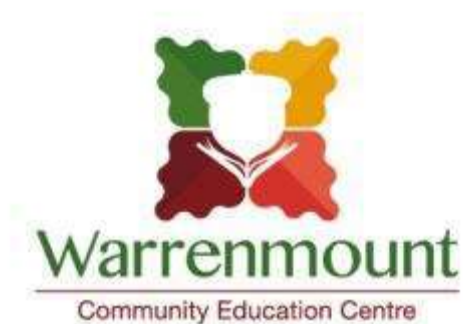


New logo

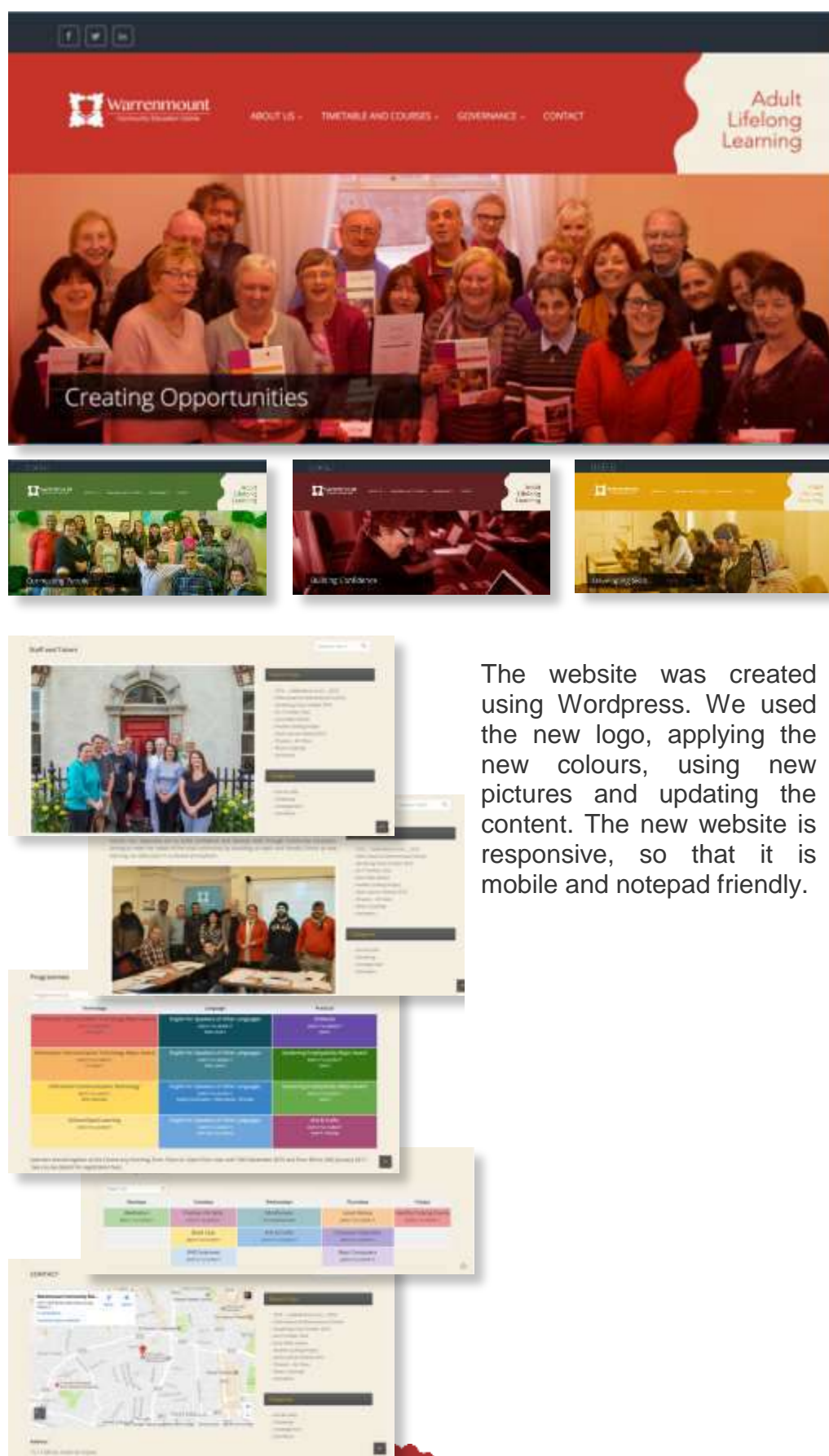
The new logo joins the symbolic meaning of the oak tree, the acorn and education in a flat design symbol.



We selected the colours based on the seasons to represent the diversity of people in the Centre.

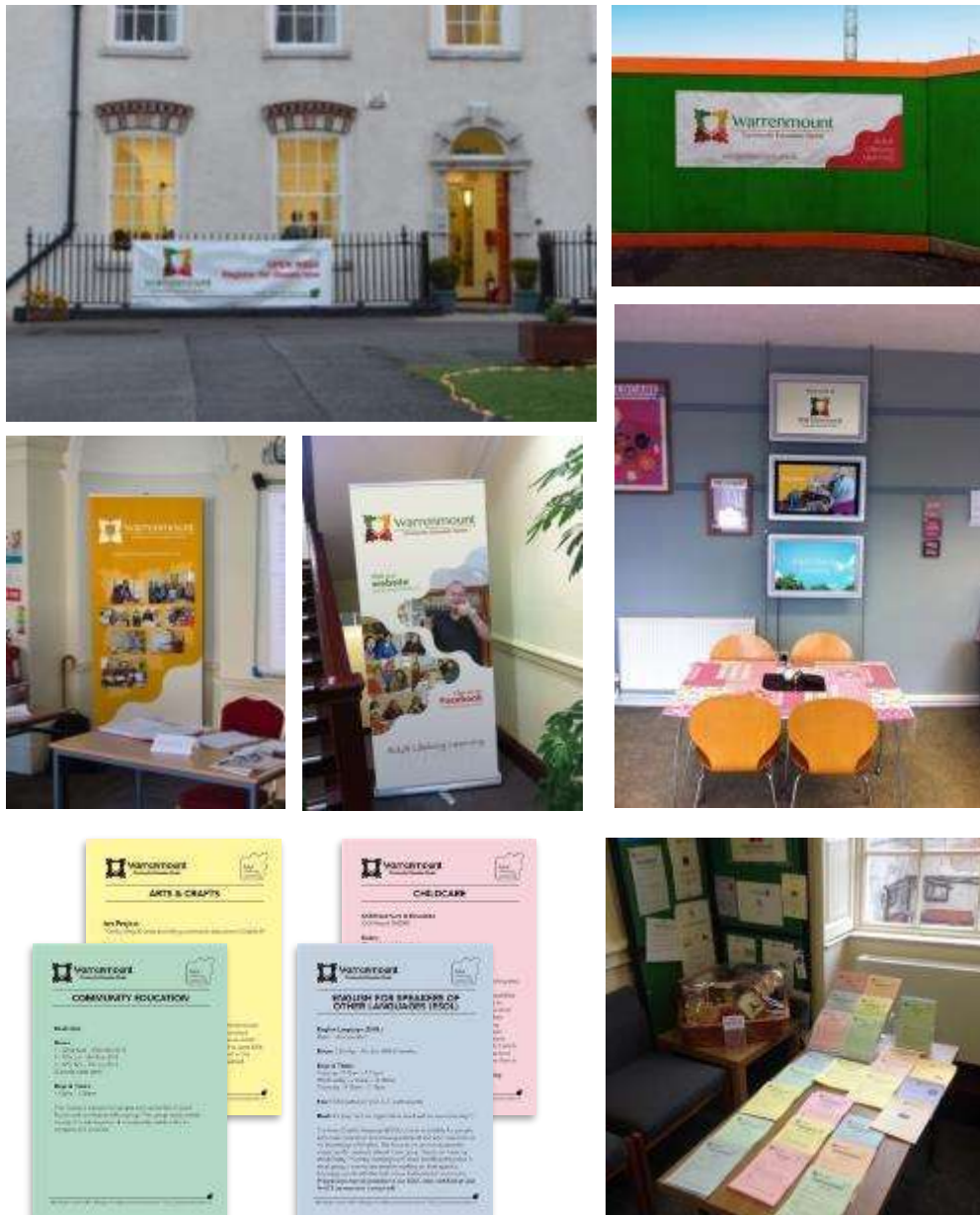


New Website



The website was created using Wordpress. We used the new logo, applying the new colours, using new pictures and updating the content. The new website is responsive, so that it is mobile and notepad friendly.

New Communication Materials



With the new logo, new concept and new colours, now we have all press and digital communication material updated following the brand standard guide.

New Facebook Visuals

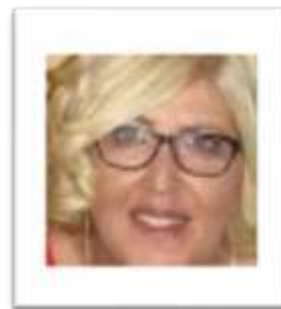
New photos and templates for the Facebook page.



Facebook Administrator Report

by

Cathy Dwyer



I started as Administrator with our Facebook Page in September 2016. I post something every week to engage with as many people as possible.

Our weekly average page likes are 400. Our average weekly reach and views are about 600.

We share Fáilte Isteach Vocabulary and their Idioms of the week; these are some of our most popular posts.

We also post about learner outings, certificate presentations and other special events in the Centre. Our Facebook page seems to be very popular when we post pictures of learners. In one of our best weeks, we posted photos of learners receiving certificates, we reached over a thousand people.

We try to encourage all our staff, tutors and learners to like our page and share as much as possible to engage with more people.

We have recently started celebrating our Fáilte Isteach Learners/Volunteer Birthdays, one of these posts reached over 400 people.



Centre Cafe



Funders

Funding Support

The Board of Directors greatly appreciates the ongoing support of the Presentation Congregation. The availability of this property in a prime location enables the Centre to operate in the midst of the local community. The recently renovated building is warm, comfortable and very conducive to learning. We do not take the automatic presence of heat and light for granted and are very aware of the ongoing costs met by the Presentation Sisters to cover heat and light, as well as building maintenance and insurance.

The City of Dublin ETB has supported the Centre since its establishment in 1995 with teaching hours. We now receive core funding that meets the cost of staff salaries and teaching hours for tutors. We also secure funding through the Back to Education Initiative (BTEI) for other specific programmes.

We acknowledge and appreciate the funding but also the ongoing support for community education in general.

Funders' Overview:



Warrenmount Centre receives Core funding from SOLAS via the City of Dublin ETB for accredited and non-accredited classes (Tutor hours) and staff salaries. This Core Grant allows the Centre to operate.



Back to Education Initiative (BTEI)

Back to Education Initiative funding covers part-time programmes in Childcare and IT.



The Presentation Sisters provide our building and fund all connected utilities. In 2015 we received a gift, which went towards upgrading our IT systems in 2016, and other small projects (1916 Commemoration Projects / Garden etc).



Benefit

We work with FIT to run the Benefit short courses in basic introduction to IT. FIT also provide supports, such as interview skills and mock interviews for our level 4 ICT learners.



DCC provided grants to carry out our 1916 project (in conjunction with Presentation Sisters), and to purchase plants for the garden.

Past Pupil Gift

This gift was made by a past pupil of Warrenmount School who wishes to remain anonymous. The gift will be used from 2016 for classes and projects outside the remit of our core funding.



DIT Access & Civic Engagement provide ECDL Essentials as a progression option for learners who have completed our ICT level 4 Programme.

Audited Accounts