

CARRIGALINE FAMILY SUPPORT CENTRE



ANNUAL REPORT
2019



CHAIRPERSONS STATEMENT

Another year has drawn to a close and we take stock of what has gone, the immense work done by our team and look forward to the work yet to do.

We continue to forge links with our community partners and we hope that our combined efforts will in some way help the people of Carrigaline and the Lower Harbour Area.

Each year that goes by we continue to be amazed by the work done not just by our staff, but by our CE and Tus workers, and the network of volunteers that step up each and every time.

No words could ever express how thankful we are of your continuing efforts, know that we see it and we are very much grateful.

Mary O'Keeffe
Chairperson

CENTRE STATEMENT

2019 was a year full of activity and new adventures for Carrigaline Family Support Centre, we continue our best efforts to provide services to the people of Carrigaline and the Lower Harbour Area as best we can, trying to innovate new ways of serving our clients.

The report which follows is a glimpse of what our centre encounters each year, the people we help support, the people who support us, the amazing team of staff and volunteers, we bring it to you filled with hope for what 2020 holds for us, our endeavours for each year are heavily informed by the demands of the previous year, so please, continue to link in with us, and we will continue to be there.

All that can be said for now is a huge thank you to everyone involved in making this centre so fantastic!

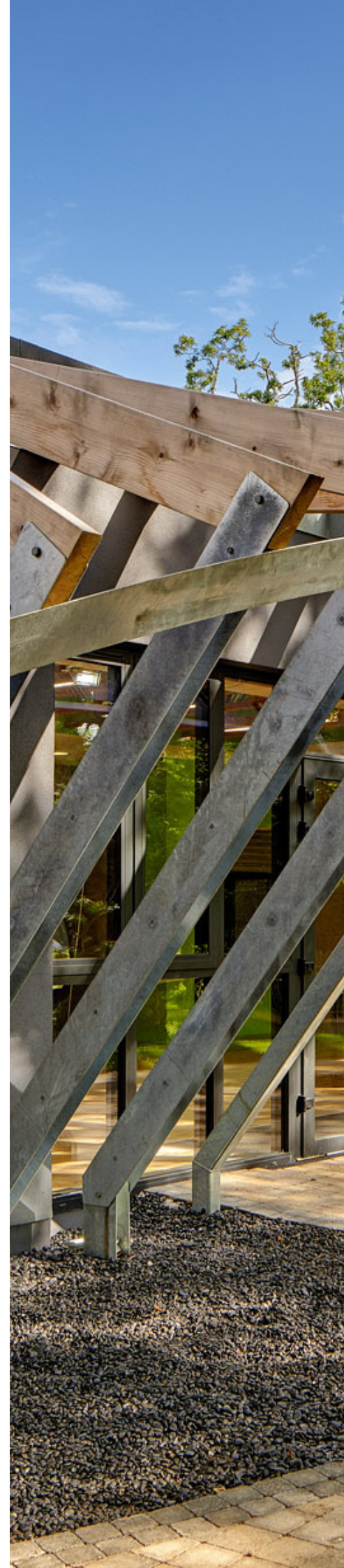
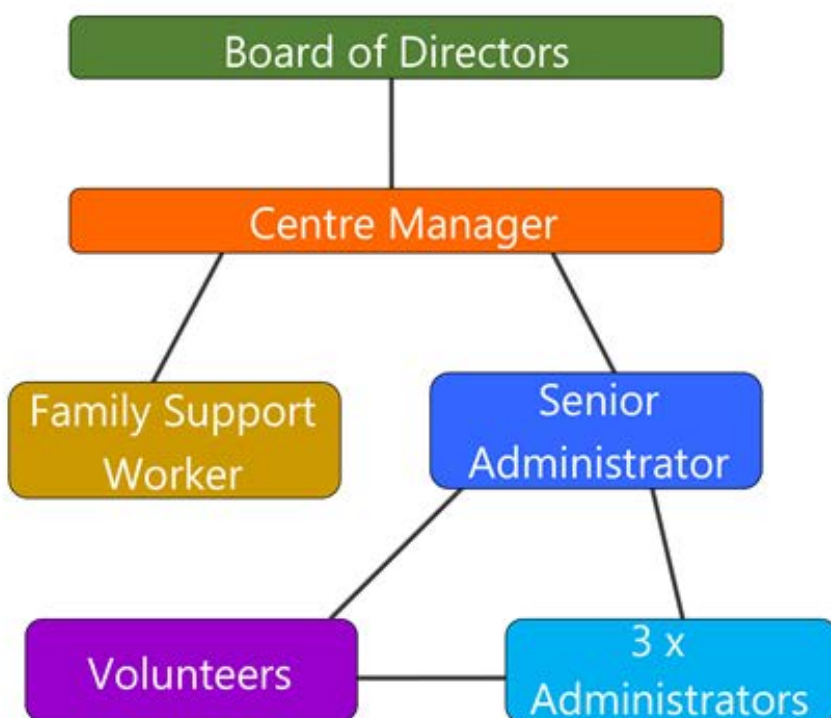
Carrigaline Family Support Centre



BOARD OF MANAGEMENT

Chairperson:	Mary O'Keeffe
Secretary:	Marcia D'alton
Treasurer:	Willie Walsh
Members:	Damien Craven Patrick Coughlan Fr. Pat Fogarty

Carrigaline Family Support Centre – Organisational Structure



OVERVIEW

Annual General Meeting

The AGM was held on Tuesday 22nd October 2019 at 6.30pm at the Carrigaline Lions Youth Centre where the above officers were elected to the Board. Our previous Chairperson, Pauline Tallon-Collins, had retired from the board on the 30th January 2019. Mary O'Keefe took over the responsibilities of Chairperson and was duly elected as Chairperson at an EGM in March 2019. There were no changes made to the constitution of the board and the same officials were re-elected to serve for the term of 2019/20

Introduction

This report covers the period of January to December 2019. It gives a reflection of the activities and programmes that Carrigaline Family Support Centre carried out in line with the Centre's objectives and goals.

A Brief History

Carrigaline Family Support Centre was established in 2008 The company has had Charitable Status since 2014. In 2015 the centre moved premises to the new Carrigaline Lions Youth Centre and now rents a suite of offices which include Managers office, two specific counselling rooms and a Reception/Administration office. Carrigaline Family Support Centre uses the other facilities in the Carrigaline Lions Youth Centre namely the Training Room, Café area, and IT Suite for its Programmes, Training, Events and Support Groups.



VISION, MISSION, VALUES

Vision

We will work in partnership to facilitate and further develop family supports and resources to improve the lives of families in Carrigaline.

Mission

CFSC is an organisation dedicated to working in partnership with the community to facilitate and further develop individual, family supports and resources to improve the lives of families in Carrigaline and the Lower Harbour Area. We aim to positively contribute to creating a better community for families by providing Family Support and Community Health Programmes which are delivered through a broad range of actions and/or interventions that promote family well-being and well-being in general. We are committed to working towards creating an environment conducive not only to family well-being but that also helps families to address their needs and challenges in a constructive, supported and positive way.

Values

- Equality
- Diversity as strength
- Transparent in our decision-making
- Proactive community engagement
- Professional relationships (internal and external)
- Collaborative preventative approach in addressing family crises by providing early intervention supports
- Empowerment
- Dignity
- Environmentally responsible organisation

STRATEGIC GOALS

The centre's objective is to support and assist people living in the Carrigaline and Lower Harbour Area through the provision of accessible, affordable and high quality support and community health services. We believe that this will have a positive effect on the process of support and empowerment of all family members and individuals within the community.

Goal 1 - Address the needs and challenges of families in the area

Provide accessible, affordable & high quality family support and community health services to all members of the community.

Goal 2- Strengthen the capacity of the family and the organisation to deliver needed supports

Provide educational and training opportunities to help empower families to address their own needs and challenges as well as enabling the organisation to provide the opportunity for this to happen.

Goal 3 - Raise awareness of the supports available to families and encourage their take up

The centre aims to provide information and act as a referral point where necessary. The community can find out about their individual and family rights and entitlements by accessing a wide range of information leaflets, booklets and application forms available in the locally based centre. Referrals to appropriate agencies are made for clients in the strictest confidence as with the take up of all our support services.

Goal 4 - Facilitate the coming together of people in solidarity and support

The centre is used as a central meeting point for various groups and services e.g. affordable counselling, for support groups and provides community members and groups the opportunity to avail of a central space within the centre for training and meetings etc.

HOW WILL THIS HAPPEN?

Networking & Building Relationships within the Community: we promote solidarity and facilitate the building of networks of support for people with common issues and interests by creating opportunities for coming together.

Support Groups: we aim to provide support to families through the setting up of groups with common issues facilitated by experienced professionals.

Capacity Building Programme: we make high quality training available and accessible to organisations and individuals in the community.

Information and Referral Services: we provide information tailored to individual client's needs.

Support for Community and Family Positive Mental Health: we provide low cost, short-term, affordable and accessible counselling, teen counselling, Play Therapy and Parent Mentoring support programmes.



PARTNERSHIP AND REFERRAL ORGANISATIONS

- Tusla
- Child & Family Support Networks
- Health Service Executive - HSE
- Carrigaline Day Care Centre
- Local GP and Primary Care Health Centres
- Age Action
- Family Carers Ireland
- Local Schools
- Money Advice & Budgeting Service (MABS)
- Citizens Advice Centre - Carrigaline
- Carrigaline & Passage West Library
- Cork Arc - Cancer Support House
- Foróige
- Mental Health Ireland
- Employability Service
- Cork Gay Project
- Teen Parents Support Programme
- GROW - Mental Health Movement
- My Mind - Centre for Mental Wellbeing



PROGRAMMES IN 2019

Carrigaline Family Support Centre - Independent Counselling Panel

The Independent Counselling Panel has six registered and qualified psychotherapists and counsellors who offer short-term counselling at a low cost rate of €35 per session. This rate can be further subsidised if there are financial difficulties in the family at the discretion of the centre. Our Counselling Co-ordinator fixed term contract ended in January 2019 and the manager took over the co-ordination, assisted by the family support worker who was in place from March to September 2019.

Play Therapy

The centre currently has 2 qualified Play Therapists attached to the counselling panel providing short-term low cost play therapy. Referral for Play Therapy comes through a number of sources including local GP's, School Principals, and through the family support work undertaken by the centre.

Counselling in Numbers:

30 children (6 to 12 Years) availed of Play Therapy in 2019.

21 teens (13-18 Year Age Group) availed of counselling sessions in 2019

46 adults (19-65 Year Age Group) availed of counselling at the centre in 2019

1,030 - number of hours delivered in 2019

€82,400 - market value of counselling hours delivered in 2019



PROGRAMMES IN 2019

Age Action Care and Repair Programme

The Care and Repair programme is continuing to operate providing a team of volunteers to do small domestic jobs for elderly in the Community. There is still a regular demand for the service with 37 jobs completed in 2019 with an approximate saving of €7,400 to our service users.

Age Action Befriending Programme

There were 10 clients availing of befriending visits at the beginning of 2019, two less than 2018 (12). The number of visits was maintained throughout 2019, with a few volunteer changes and we are grateful to those people able to give a medium to long term commitment to this valuable service to reduce social isolation and maintain good mental health for our clients.

Social & Health club for the over 60's

The Social & Health club for over 60's has gone from strength to strength since its establishment in July 2017. This has continued with success in 2019. We have a variety of activities or events or a social gathering of interest to this age group on a monthly basis. There are on average 45 to 50 people attending these events. We have a core group of users who avail of our Travel Assist Programme who are collected from the Carrigaline Day Care and brought over to us and dropped back.

Every month we have a different type of entertainment ranging from: Traditional Irish Music session, Table quiz, Gala Bingo, and a Christmas Celebration afternoon gathering. There was a very successful Annual Day Out to Fota House in Belvelly on Saturday 25th May 2019 with lunch in the Elm Tree Pub, Glounthane, Co. Cork. There were 38 attendees and 8 volunteer helpers and 2 volunteer Drivers in 3 Buses.

PROGRAMMES IN 2019



Over 60's Annual Day Out Fota House. Saturday 25th May 2019

Positive Ageing Week – Chair Zumba 4th October 2019



Positive Ageing Week – Music from the “Ukidukes” 4th October 2019

PROGRAMMES IN 2019

Positive Ageing Week

Activities were arranged on the last week of September 2019.

Monday 30th September – Tapping Relaxation Techniques with Christine Durant

Wednesday 2nd October – Staying Healthy for older people with Aisling Kelly

Friday 4th October – Golden Zumba for Older people with Yvonne Kelly

(with entertainment afterwards supplied by the Ukidukes)

Remembering our past clients, colleagues and friends

This year as a first, we set aside a day in November to pause, reflect and remember in our thoughts our clients, colleagues and friends who have left us in the past year.

On Friday, the 15th November, we held a Ceremony of remembrance, led by Fr. Pat Fogarty with music, readings and reflections in celebration of those of our families, friends and colleagues recently departed. This was an occasion of particular interest to our over 60's group who were very appreciative of the ceremony. Tea/Coffee and cake was served afterwards.



PROGRAMMES IN 2019

Women Supporting Women

This is an informal get together for women, in particular new arrivals to the area, to make new friends, learn a new hobby or get involved in the local community. They regrouped on the 4th of September and meet on a fortnightly basis each Wednesday from 9.30am to 11.00am. The group size is currently 13. We thank Jackie Hughes who had guided the group for the last year and wish her well in her move abroad. Christine Durant will now take over facilitating the group which aims to grow in 2020.



Passage West Playgroup

A new Playgroup for Passage West was set up in the P.A.C.E Centre in December 2018. We are grateful to Cork County Council who provided a CDI (Community Development Initiative) grant to buy toys, storage locker and activities equipment. The group, which caters for 0-4 year olds, invites parents, guardians, grandparents and childminders to come along. The group is informal where people can drop in between 10.30am and 12.30pm on Tuesdays, Toys are available, kids activities are arranged and adults enjoy a cup of tea/coffee and a chat with a €2 cost per adult to cover overheads. 15 Families made regular use of the service. We hope to re-establish this group once a replacement Family Support Worker is appointed (in 2020).

PROGRAMMES IN 2019

Kids Summer Camps

This year we were pleased to offer Kids Fun Activities Summer Camps to the local community. This was offered to client families, who may have previously used our services and was targeted at those who would benefit from the service, but who otherwise may not be in a position to make their own arrangements. There were two age groups: 7 to 11 Years and 12 to 16 Years. We contacted a selected list of Past clients and invited their participation.

Some of the events included:

- Tai Chi session
- Arts & Crafts
- Soccer Skills Camp
- Zumba Fitness for Kids
- Supervised Activities Morning
- Foot Golf (Kinsale)

The camps were very successful. Well participated and we received very positive feedback from both the Kids who attended and their parents. We aim to roll out a larger program in 2020



PROGRAMMES IN 2019

Tuition Support for Exam Year Students

We have identified in recent years, through our counselling program, and through our contact with principals at local schools, a cohort of students, who would benefit from additional learning supports. The tuition support, is offered by invitation to students whose families may not be in a position to arrange this. They are encouraged to enhance their learning in a structured environment and review their class work, all facilitated by a qualified teacher, in a small group.

There were 2 sessions per week, each for 1 ½ hours: one afternoon for Maths, the other for Irish (Gaeilge). We were also fortunate to have a retired teacher who volunteered her time to help some students in subjects other than Maths or Irish. The feedback from students was very positive.



PROGRAMMES IN 2019

Carrigaline Polish Family Day – Saturday 8th June 2019

We were pleased to help Janiwa from the local Polish Community with the organisation of a Family Fun Day for all, at the Carrigaline Community Centre on 8th June 2019. We were pleased to help out with their food Stall and we baked homemade muffins. We supplied a face Painter who was in great demand with the kids. The rain stayed away! The afternoon was a great success, with very positive feedback, especially from new arrivals to the community keen to build a network of new friends.



PROGRAMMES IN 2019

Travel Assist

CFSC have a 13 seat wheelchair accessible bus which continues to service local community group organisations under the Travel Assist Service. We owe a huge debt of gratitude to our wonderful team of 6 volunteer bus drivers who give so generously of their time.

In association with the drivers we identified training that needed to be updated and other training that was felt they needed. Irish wheelchair Association, Clamping Lift and equipment training was completed for 6 volunteers on 18th September 2019



FUNDING SOURCES

Fundraiser Coffee Morning

A coffee morning was arranged in the Parish Centre on May 1st 2019. To promote this, posters were prepared and placed in the Library and larger Shops in the area. Local businesses invited. This was our first time holding such an event and it was very well supported and €1,027 was raised which will be used to part fund the costs of the Travel Assist Bus service.

Another event was held on September 9th in the same venue, it was also combined with a recruitment drive for volunteers. Considering there was also another fundraiser held that week for Marymount Hospice in the same venue, we were pleased with the fund of €781 raised which will again be added to the fund for when our minibus eventually needs replacing.

A raffle boosted the fundraising effort and we are grateful to local businesses who supported us with spot prizes: Chocolate Hair & Beauty, Dunnes Stores, Maryborough Hotel & Spa, Swan Studio & KWP Printing.

Other Funding in 2019

TÚSLA – A funding application was submitted to TUSLA for increased support with short-term counselling & play therapy programmes for families. €7,000 was granted.

HSE Section 39 – A funding application was submit to the HSE under their community services funding. €50,000 was granted toward our operational costs.

Cork County Council – €7,500 was received from the LCDC Local Community Development Committees Fund for the Healthy Food Initiative we piloted in 2018

The Community Foundation of Ireland – €2000 received for our “Passing it on..” Project

Private Donations – €450 was received by donors.

STAFFING

Paid Staff

The centre relies on one part time manager, Tina Sheehan, paid through core funding. We received additional funding in 2019 for the roles of Family Support Worker and Part Time Administrator. Muire O'Farrell was appointed Family Support Worker in March 2019. Samantha Murphy was recruited to the post of part time Administrator. Nicola Fitzpatrick who worked as a part time support worker since September 2018, left us to secure full time employment, after her 6 month contract expired in February 2019. Our Counselling Co-ordinator, Olive who worked 10 Hours per month, left to pursue other opportunities once her fixed term contract expired on the 26th February 2019.

CE and TUS Schemes

Dave Walshe who started on a CE scheme in April 2018, as a part time administrator, continued in this role in the same CE scheme funded by Carrigaline Parishes Project, until September 2019, when Dave left for a full time job offer. Tim O'Connell started in March 2019, also as a part time administrator, on a TUS scheme funded by the SECAD Partnership, Midleton. Nicky Heinhold finished on a CE Scheme in March 2019.

Student Placements

Jamie O' Leary was on placement from UCC as part of his first year of study in Social Science (BSocSc) and helped us with the summer Camp Project which was a new initiative for 2019. This was a great success and Jamie helped a lot to make it a success.

Kim Buckley started in November 2019 on a 12 week placement from Cork Institute of Technology and will be assisting with administration and a research project to identify services (which CFSC could provide in the future) required locally. Kim also helped to make the after school Tuition programme a success and we thank her for her hard work and input.

Volunteers

We continue to rely heavily on a network of volunteers which usually number 30 to 40 at any given time. Our work would not be possible without them and we thank them deeply. Volunteers exclusively run our Befriending, Care and Repair, Travel Assist and Social groups. We have held a Volunteer drive during our open day on the 9th September 2019. This was useful to raise our profile in the community and encourage volunteers with a suitable skill set.

VOLUNTEER APPRECIATION

We welcomed Volunteers, Staff, and Board members to our volunteer appreciation night. It was our chance to recognise & value the enormous support that all the volunteers contribute in helping us deliver our programmes. Without them, our services would be limited in the number that we reach due to our small team here at Carrigaline Family Support Centre. Certificates were presented to all our volunteers in the different categories they contribute.

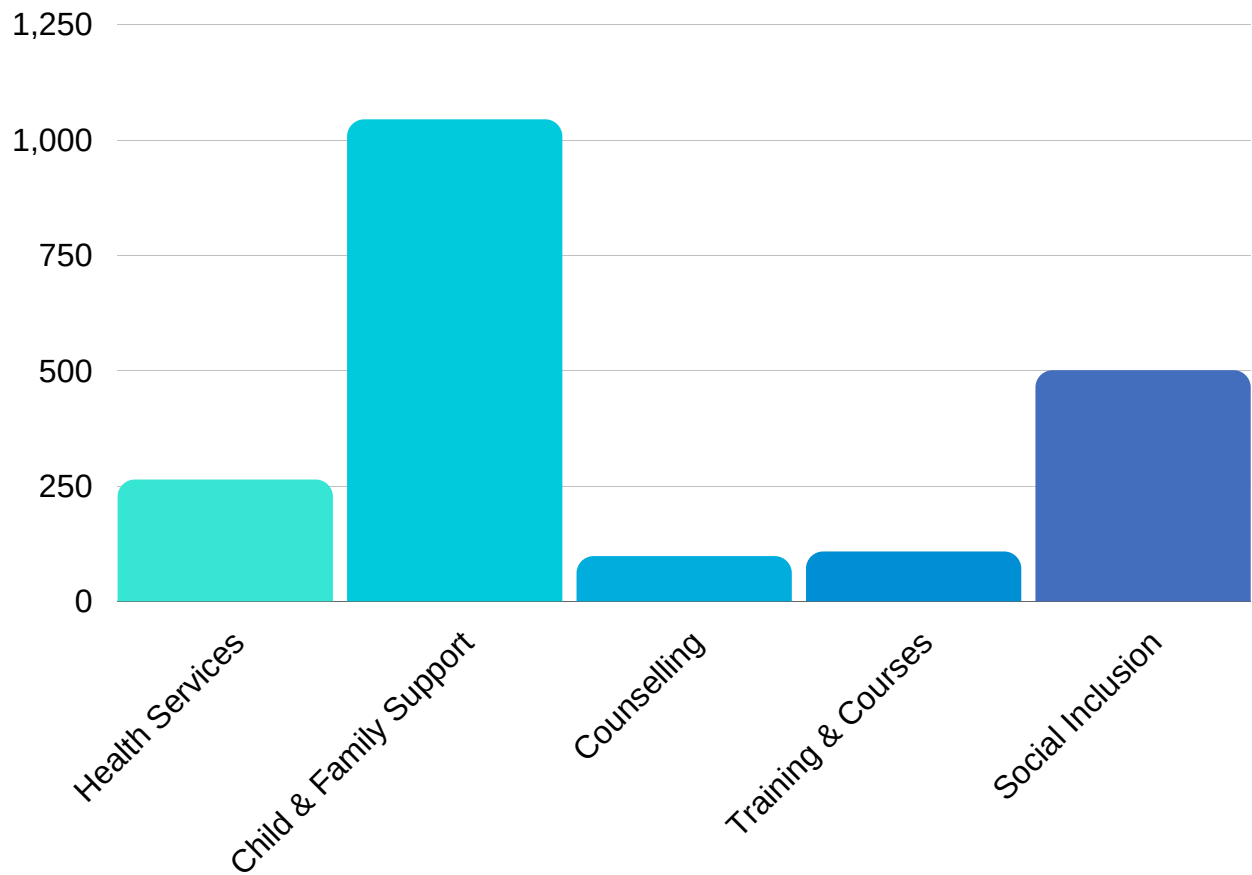
A special note of appreciation to Mr. Willie Walsh to whom a special award was made in recognition of his nomination as a finalist in the Community Category at the Volunteer Ireland Awards in Dublin on the 7th December 2018. A big thank you to our volunteer team for everything that you do! Thank you for caring!

We in CFSC are so grateful for this commitment, hard work & compassion. It makes a huge difference in the lives of those we help!



SERVICE STATISTICS

Number of people accessing service by category



PUBLICITY ACTIVITIES

Website

In 2017 we launched our new Website with the help of Kevin Mullen from Apples and Pears. The Website continues to go from strength to strength, evidenced by the number of hits we track.

Facebook

A Facebook page has been established and continues to have regular hits from friends. Regular posts are put on Facebook page as a means of advertising events, building awareness and growing the brand identity.

Twitter and Instagram

These platforms continue to serve as a useful tool to build awareness and to promote events at the centre that may appeal to a wider audience e.g. Fundraisers and Open days.

Newsletter

We launched a newsletter for the first time in September 2019. This was a 4 page, A4, professionally printed colour newsletter. We are grateful to Dave Walshe, who managed the project from conception to distribution to houses in the local community. It contained a welcome note from the Centre Manager and details information about the resources and services offered by CFSC. It also lists a calendar of our planned forthcoming events. Finally, we would like to thank our advertising sponsors who made it possible for us to get this off the ground and we hope to publish a newsletter twice yearly to keep our local community informed.



ACCOUNTS 2019

Carrigaline Family Support Company Limited by Guarantee
Summary Income and Expenditure
Year Ended 2019

	2019	2018
	€	€
Income		
Tusla	7,000	-
HSE Grant	61,167	53,000
Cork County Council	7,376	-
Donations	3,231	1,670
Other grants	<u>2,090</u>	<u>-</u>
	80,864	54,670
 Administrative Expenses		
Salaries	61,113	30,845
Employers PRSI	6,203	3,227
Programme Costs	10,111	7,893
Rent	10,800	10,800
Rates	4,757	-
Insurance	757	624
IT Costs	150	222
Printing, postage, stationary	3,593	4,389
Advertising	238	1,314
Counselling	8,524	7,400
Telephone	2,593	2,111
Community Bus	6,001	8,155
Professional Fees	1,742	2,591
Bank Charges	270	180
General Expenses	<u>1,665</u>	<u>3,953</u>
	118,517	85,810

CARRIGALINE FAMILY SUPPORT CENTRE



Thanks to everyone who helped this year and we
really look forward to working with you all in
2020!

