

CARRIGALINE FAMILY SUPPORT CENTRE



ANNUAL REPORT
2020



CHAIRPERSONS STATEMENT

Like many other services, 2020 proved to be a very difficult time indeed for us and for the people we serve. Through this difficulty though we continued to grow our efforts here in the service and during the year we appointed a new Manager, Chris O'Brien, following the departure of Tina Sheehan, we thank Tina for her work and dedication during her time with us. 2020 also saw the appointment of a new Family Support Worker, Michelle Murphy, bringing our staff levels to five.

We continue to partner with many counsellors and therapists to help deliver our low cost counselling model and we are very thankful to all of them for their efforts during a very difficult time, they adapted and continued to offer their services throughout the pandemic.

Special thanks must also go our to our funders throughout the year for not only understanding the limitations thrust on us by Covid-19, but for supporting us as we responded. Our core funders in the HSE and Tusla, as well as our project specific funders; The Wheel, The Irish Youth Foundation, Cork Education and Training Board, The Department of Justice and Equality, Comic Relief, Thermofisher, BioMarin, the list goes on, thank you all very much.

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, thank you all for what you do, we very much look forward to getting even more involved in 2021.

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

MANAGERS STATEMENT

I am delighted to join Carrigaline Family Support Centre and help to take an already wonderful organisation to new levels. 2020 was a most difficult year for many people and our organisation was no different. Joining the team in late June 2020, I had to balance the delivery of services with the health of our service users, this meant the continued curtailment of face to face groups and the increase of online and phone support for our clients.

Though difficult, the team strived to support our community and quickly our Care & Repair, Travel Assist and Befriending programmes were back up and running, supporting the more isolated and vulnerable in our area. Understanding the great need for emotional support and therapeutic interventions in our community, we focused on growing our counselling panel and getting people in counselling as quickly as possible.

This year also saw a great deal of work being done on securing the financial future of the organisation with multiple submissions made to funds as well as more concrete relationships being forged with other services in our community. The longevity of funding continues to remain a concern for our Centre and we strive to secure arrangements to allow us to continue doing this essential work, one core element of this we feel will be the designation of Carrigaline Family Support Centre as a Family Resource Centre under a national agreement which will see core funding from Tusla grow substantially, thus allowing our service as a whole to continue to grow. Securing this designation is a priority for me in the immediate future.

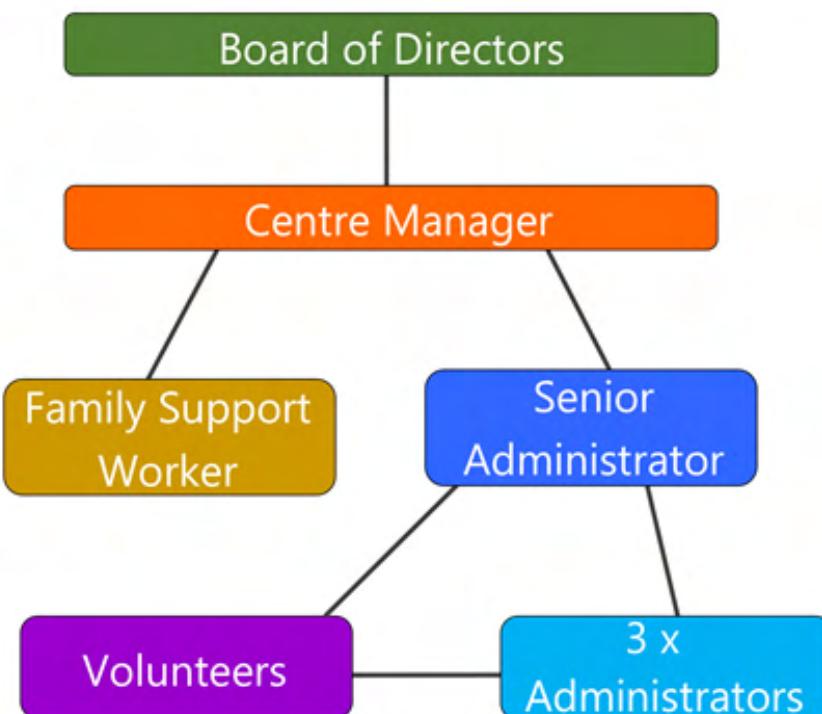
I am delighted to be part of such an exceptional organisation and I look forward to 2021 where we can get back out and meet each other face to face and begin to roll out new innovative programmes through our centre.

Chris O'Brien
Manager

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

As with other organisations focusing on the delivery of services during a pandemic, the decision was made to defer our AGM to January of 2021, this deferral aided not only in the immediacy of service delivery, but also in the on-boarding of our new Manager. All Officers remained in their positions for 2020 with no changes occurring.

Introduction

This report covers the period of January to December 2020. 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 organisation 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, Family Support Workers Office, Counselling room and a Reception/Administration office. When possible, other rooms are also utilised in the wider Youth Centre in the delivery of our services.



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.

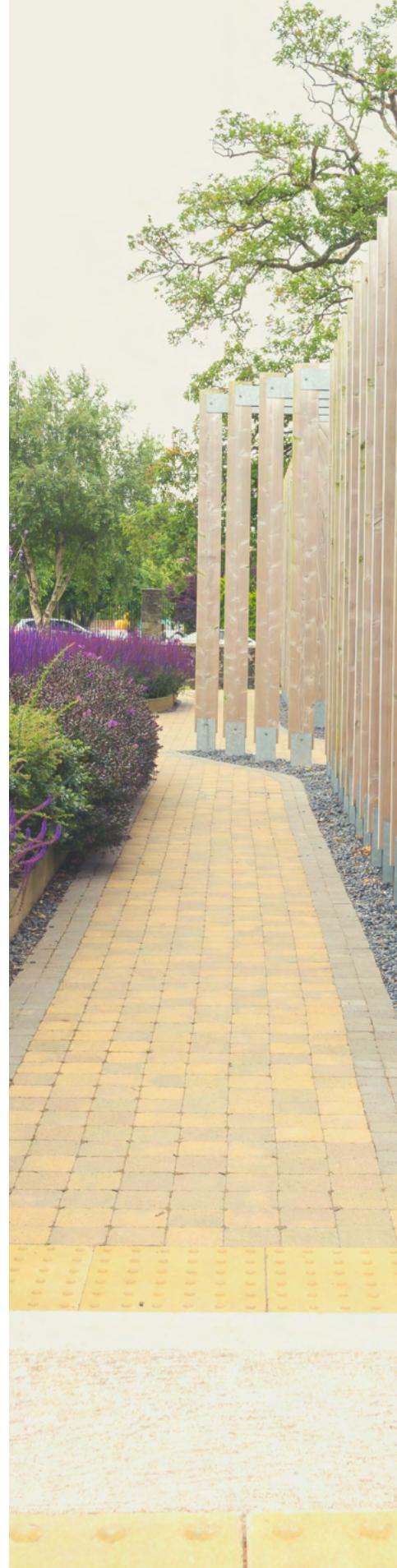
Information and Referral Services: we provide information tailored to individual client's needs.

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

- Health Service Executive
- Tusla Child and Family Agency
- Child & Family Support Networks
- Carrigaline Day Care Centre
- Local GP and Primary Care Health Centres
- Age Action
- 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
- Cork Education and Training Board
- South East Cork Area Development (SECAD)
- Irish Youth Foundation
- Children and Young Person Services Committee
- Cork South Training Network



PROGRAMMES IN 2020

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.

Play Therapy

The centre currently has 4 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. Sessions also cost €35.

Art Therapy

The centre was delighted to introduce Art Therapy in 2020 as part of our therapeutic interventions. Again, a similar model to Counselling and Play Therapy, sessions cost €35 each and referrals come from many sources including self-referral

Counselling in Numbers:

39 children (5 to 15 Years) availed of Play and Art Therapy in 2020.

8 teens (16-18 Year Age Group) availed of counselling sessions in 2020

30 adults (19-65 Year Age Group) availed of counselling at the centre in 2020

864 – number of hours delivered in 2020

€60,000 – market value of counselling hours delivered in 2020



PROGRAMMES IN 2020

Care and Repair Programme

The Care and Repair programme was centralised during the pandemic to Age Action with strict protocols being initiated to protect volunteers, as a result of this, 2 jobs were carried out in 2020 locally with an additional 8 referred to Age Action. The programme was again taken over by our centre in late 2020 and we have recruited additional volunteers to support efforts into 2021.

Befriending Programme

Covid-19 forced the withdrawal of face to face befriending early in 2020 given the vulnerable nature of the group being supported. When the programme was reactivated, support was delivered via phone and we support approximately 30 older people on a monthly basis with phone calls.

Travel Assist Programme

Our travel assist programme consists of a wheelchair accessible bus which is available to bring people to medical appointments or other such endeavours for which they have no means of transport themselves. Again, heavily impacted by Covid-19 and our need to protect our clients, only essential medical journeys were carried out in 2020 with 3 clients availing of this service.

Carrigaline Womens Circle (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.

FUNDING SOURCES

Funding 2020

Funding has been, and continues to be a great difficulty for our centre. We are lucky to be supported by the HSE as our core funder providing for salaries, rent, programme costs etc. Outside of this, the Centre relies heavily on sourcing additional funding from other sources to aid the delivery of our various programmes

HSE Section 39 - Our core funders, the HSE provides us with €50,000 annually for operational costs, as well as an additional €10,000 from the Community and Voluntary fund which allows for project specific work

Tusla – secondary funding is received from Tusla which allows us to employ a Family Support Worker here in the Lower Harbour Area. In 2020 we received €22,750 which included a €2,500 contribution to our counselling and play therapy services

The Wheel - €10,000 was awarded to us in 2020 for the creation of Cork South Training Network. This Network is a joining together of many services involved in direct support of parents, the funding allowed for us to partner with Parents Plus and deliver a suite of training programmes to better equip professionals in delivery of parent supports

Cork Education and Training Board - a successful application was made in 2020 to Cork ETB under the Mitigating Against Educational Disadvantage Fund. This award of €23,471.36 allowed for the purchase of a suite of laptops for both an educational loan scheme, and the delivery of community based education programmes.

The Irish Youth Foundation / VHI - a successful application was made under the VHI/IYF anniversary fund for our Chillax Programme. €10,000 was received under this scheme, allowing us to deliver a mindfulness based anxiety management programme to 12 to 25 year olds.

FUNDING SOURCES

Community Foundation / Comic Relief Fund - a successful application was made for €2,347 for our 'Generation Connected' project, this allowed for the purchase of a suite of IT equipment to aid communication between our older more isolated service users, and also to deliver some onsite IT training in 2021

ThermoFisher - A sucessful application was made to ThermoFisher for sponsorohip this year under their anniversary fund. We received €1,000 which will go toward programme delivery

Tesco - We were happy recipients of Tescos Community Giving Fund in 2020, under which we received €333

Lottery Fund - Again this year we were delighted to be recognised by the Lottery fund and we received €1,000 toward our programme costs

Cork County Council Community Enhancement Fund - we were delighted to receive €1,000 toward an IT upgrade for our centre this year from Cork County Council

Department of Justice and Equality - this year we made a submission to the Integration Fund to run 'Carrigaline Culture Week' which would have promoted the cultural diversity. The nature of this programme required deferral to after Covid restrictions have eased. We received €2,000 under this fund

STAFFING

Paid Staff

The centre relies on one full time manager, Chris O'Brien, paid through core funding. We received additional funding in 2020 for the role of Family Support Worker. Michelle Murphy was appointed Family Support Worker in September 2020. Samantha Murphy is also employed as a part time Administrator.

CE and TUS Schemes

Rachel Bodsworth joined us in 2020 under the TUS Scheme and Cathy Malone also joined us under the CE scheme. 2020 saw the departure of Maria Phelan to pursue her education and we wish her the very best for the future.

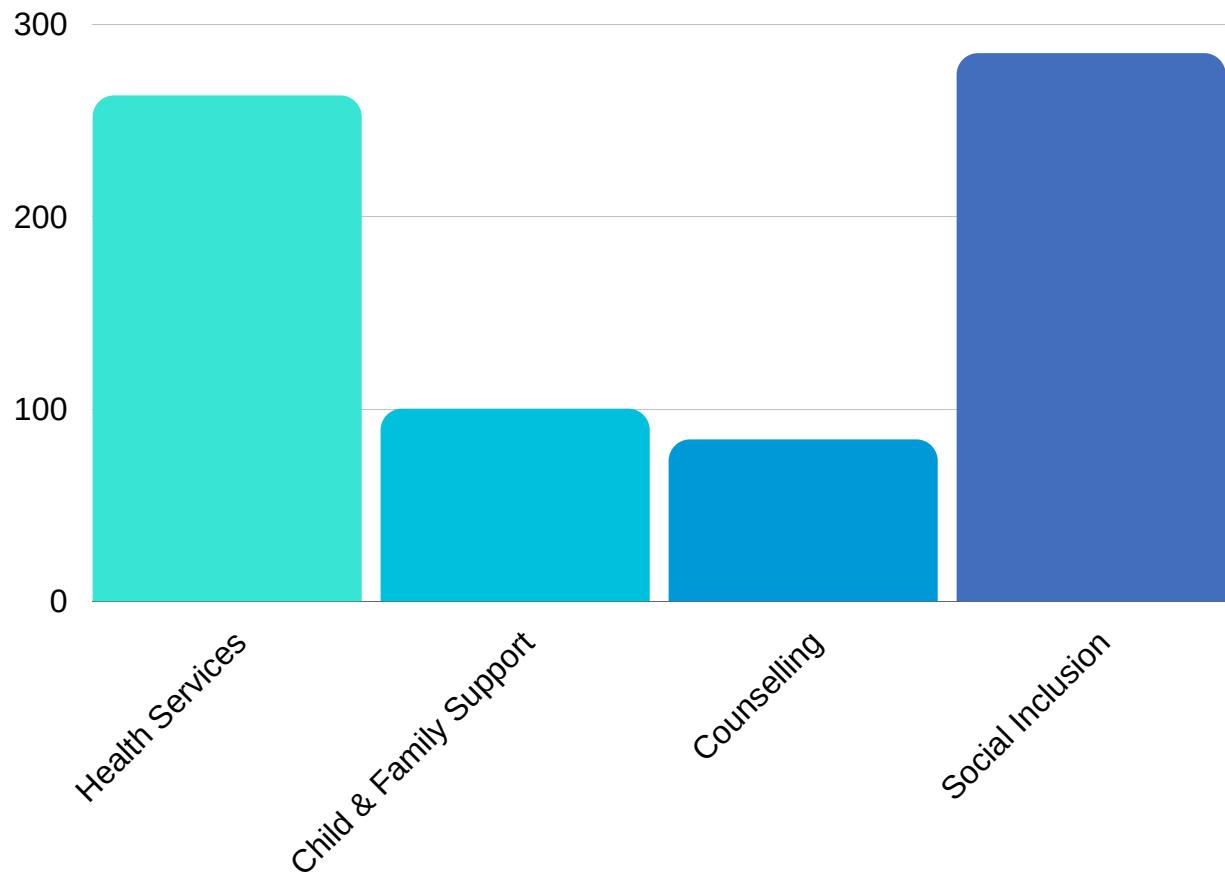
Volunteers

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.

Recently we teamed up with Cork Volunteer Centre to advertise various volunteering positions and we are delighted to have been able to recruit and induct 11 new volunteers in 2020, who we look forward to working with in 2021

SERVICE STATISTICS

Number of people accessing service by category



ACCOUNTS 2020

**Carrigaline Family Support Company Limited By Guarantee
(A Company Limited by Guarantee and not having a Share Capital)**

**Detailed trading profit and loss account
and expenses schedule
for the year ended 31/12/20**

	2020	2019
	€	€
Income:		
Tusla	21,745	7,000
Other Income	-	-
Other Grants	-	2,090
Dep of Justice	-	-
Donations	3,453	3,231
HSE Grants	62,300	61,167
Cork County Council Grants	2,343	7,376
Bus Membership	-	-
Parenting course	100	-
	<hr/> 90,041	<hr/> 80,864
Administrative expenses		
Wages and salaries	39,042	61,113
Employer's PRSI contributions	3,799	6,203
Programmes / training	3,922	6,768
Contribution to fit out	7,000	7,000
Rent payable	8,100	10,800
Rates	5,243	4,757
Insurance	916	757
Computer bureau costs	324	150
Day outings	830	3,343
Printing, postage and stationery	1,840	3,593
Advertising	270	238
Councilelling	2,285	8,524
Telephone	2,270	2,593
Motor expenses	2,922	6,001
Accountancy	1,714	1,742
Bank charges	170	270
General expenses	614	1,665
Subscriptions	554	-
Depreciation on FF & Equipment	2,744	2,199
	<hr/> 84,559	<hr/> 127,716
	<hr/> 5,482	<hr/> (46,852)
Other operating income		
Sundry income	12,000	12,000
Bank deposit interest	18	17
	<hr/> 12,018	<hr/> 12,017
Surplus/(Deficiency) for the year	<hr/> 17,500	<hr/> (34,835)

CARRIGALINE FAMILY SUPPORT CENTRE



Thanks to everyone who helped this year and we really look forward to working with you all in 2021!



An Roinn Dlí agus Cirt
agus Comhionannais
Department of Justice
and Equality



TÚSLA
An Gníomhaireacht um
Leanún agus an Teaghlaigh
Child and Family Agency



BIMARIN[®]



Rialtas na
hÉireann
Government
of Ireland



The Community
Foundation for Ireland



Cork
County Council
Comhairle Contae Choráí