

GOOD SHEPHERD SERVICES
ANNUAL REPORT 2011





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Chairman's Introduction

I am pleased to welcome you to our 2011 Annual Report, which I hope will give you a sense of developments at Good Shepherd Services in that year.

Edel House remains at the core of our mission, offering sanctuary and support to women in crisis, welcoming also their young children. **Riverview** continues its work in the North Mall, accommodating homeless teenage girls. Our **Aftercare Service**, which supports women vulnerable to homelessness out in the community, has relocated to Henry St. in the heart of Cork city, where it works better as a drop-in centre, improving our efficiency by reducing the amount of travel required to meet our clients. Over 2011, Bruac, our educational service for troubled teenage girls, was restructured to offer a more bespoke service, re-christened '**Bruac Eile**', and relocated to larger, more suitable premises at Redemption Road.

As for many others, 2011 proved a challenging year for us. We had to face – and respond to – significant reductions in funding. Throughout, however, our funding agencies emphasised their confidence in our work and reputation. I thank the Health Service Executive – South, Cork City Council, City of Cork VEC and FÁS for their continuing commitment to our work. We remain conscious of the need to show that we are effective in what we do, and efficient in how we do it.

Our many donors – too numerous to name here – continue to support us with much appreciated gifts of money and – among other things – food, toys and household necessities. Our perennial friend, the Combined Counties Association once again held a successful Christmas Church Gate Collection for us. The Bon Secours Foundation again generously supported our play-therapy service for children staying with their mothers at Edel House, while Electric Aid supported our various relocations with money and services. I thank each of our donors.

I would like to thank our dedicated and loyal staff, who work at the frontline of our service, helping the women we serve to regain self-esteem, get back on their feet and work towards more fulfilled and self-sufficient lives. Also our volunteers who expand on the work done by our highly professional staff.

Tony O'Riordan joined us in September 2011 as chief executive. It has been a pleasure – and a source of confidence about our future – to work with Tony. Also in 2011, I stepped into this role, succeeding Pat Foley, who retired in July having given extraordinarily dedicated service to the organisation. I thank Pat for his work. I welcome Paddy Caffrey to our Board, and thank each of my fellow directors for their continuing, voluntary, dedication.

2012 marks the 40th anniversary of the foundation of Edel House in the Mardyke in Cork, and we are celebrating that anniversary in a variety of ways throughout the year. I look forward to reporting on those celebrations in future.

In the meantime, the focus of our entire organisation remains on our mission: through trusting relationships, we help women who are vulnerable to homelessness to live more fulfilled and self-sufficient lives.



Mission Leader Report

I look forward to taking up a new role of Mission Leader for the service. Through this role I will support all engaged in the work of Good Shepherd Services to remain faithful to our mission, individually and collectively. I will work to ensure we fulfil our vision and that our ethos is maintained.

Inspired by the Gospel, we in Good Shepherd Services are engaged in a Christian ministry. Our service was founded in 1972 by Sr. Colette Hickey. We think of our work, as she did, as a living out of the Christian message of hope founded on God's love for humanity. We begin with our belief in the inherent worth and dignity of every person. In the words of Sr. Mary Euphrasia, foundress of Good Shepherd Sisters: "One person is more precious than the whole world". We approach each person with compassion, gentleness, acceptance and respect. We are here to help, not to judge.

Since the well-being of the person is intimately linked to that of the family, we seek to serve people in the context of the family and the society in which they live. Our relationship with the person we serve is at the heart of how we work. Developing that relationship of trust and confidence is essential to our effort in helping her to bring about change in her life.

We want everyone working in our services to feel part of this wider purpose, central to our mission.

Sr. Jane Murphy

Chief Executives Report

As a recent recruit I would like to begin by thanking all those who helped me in my orientation to that role. People have been very generous with their time and knowledge in helping me get a detailed grasp of the organisation and its functioning and I look forward to working with all who support Good Shepherd Services. The past year has been a challenging and busy year for our service. Increased demands on our resources and staff was met with a flexible and accommodating approach. Management and staff worked diligently to provide the best service possible and to use our resources effectively in difficult times. The dedication and commitment in continually striving to improve the lives of the vulnerable women and children we serve was total. The Board continued their tireless work in shaping and planning the strategic direction and advocating for the women and girls who we serve. We are delighted that Garvan Corkery has been elected Chairman of the Board and we look forward to working with him in his new role.

There were a few particular milestones over the course of the year which you will be reading about in the following pages: -

- In early July we undertook a joint study with The Simon Community on the health of the women in our service.
- Certification to the Excellence Through People standard was achieved.
- A new approach to working with the women in our service was introduced in September when a large number of staff were trained in Solution Focused Brief Therapy.
- We were the winner of the Children & Youth section of the Lords Mayors Community Awards sponsored by the Evening Echo and Express Kitchen & Floors.
- A DVD on the service and its work was produced to assist us in the education of stakeholders about our service and the reality of life for the vulnerable women and children we serve.

2012 marks the 40th anniversary of the founding of our service and we are planning some special events to mark this significant milestone. Sincere thanks to all those who contributed towards providing services during 2011 our funders, staff, management, volunteers and Directors.

Tony O’Riordan

Good Shepherd Services 2011 Overview

The service was as always at the forefront of assisting women and children who are homeless or vulnerable to homelessness during the year. The numbers of women and children who were assisted by the different parts of the service for varying lengths of time were: -

Service	Women	Children	Total
Edel House	344	102	446
Riverview		35	35
Aftercare	171	33	204
Bruac		31	31
Total	515	201	716

It's a well understood and documented fact that poverty and social exclusion lie at the root of homelessness. Housing is an important part of the solution, but homelessness is about much more than having a house. It is also about physical and mental health, it is about drug and alcohol use and misuse and is often about the complex needs of individuals who find themselves on the margins of society. The detail of what each part of the service does and the breakdown of the types of situations they worked with are outlined in the following pages.

Board of Directors of Good Shepherd Services Limited

GARVAN CORKERY_Chair
MIRIAM DE BARRA
PAT FOLEY_retired July 2011
JIM MULCAHY
Sr. BERNIE MCNALLY
Sr. JANE MURPHY_Secretary
SEAMUS O'CONNELL
TONY O'RIORDAN_retired August 2011
ANN MARIE O'SULLIVAN

MANAGEMENT TEAM

Chief Executive	Tony O'Riordan
Mission Leader	Sr. Jane Murphy
Edel House	Esther Doolan
Aftercare	Linda Mulcahy
Riverview	Elizabeth Lowe
Bruac	Charlotte O'Donovan

Edel House

Edel House

Under the management of Esther Doolan the emergency accommodation service at Edel House worked with a total of 446 women and children over the course of the year. On a weekly basis there was an average of six families and thirteen single women in residence.

2011 Admissions and Discharges

Women admitted	344
Children admitted	102
Total	446

Women discharged	341
Children discharged	118
Total	459

Reason for homelessness among the 344 women (single or with children) who needed accommodation is outlined below.

Reason	Number	%
No fixed abode	111	32%
Family conflict	63	18%
Evicted	42	12%
Domestic violence	37	11%
Stranded	21	6%
Discharge from hospital / treatment	21	6%
Relationship breakdown	13	4%
Harassment	12	3%
Other	8	2%
Return from abroad	7	2%
Released from prison	5	1%
Overcrowding	4	1%
Total	344	100%

As always the staff in Edel House worked tirelessly with residents to find suitable accommodation in the quickest possible time. The Care Workers knowledge of available support and resources is first class and they negotiate the women through the various avenues that need to be explored so as to secure accommodation and other necessary support in a competent and thorough fashion. The linkages that have been established with agencies and support networks, statutory and voluntary, are accessed to the fullest extent possible to assist the vulnerable women and children during their stay in Edel House and beyond. During the year there were 341 discharges of single women and women with children to the following accommodation: -

Type of accommodation	Number	%
Did not return / unknown	93	27
Home	63	18
Private rented	58	17
Relative/Friend	48	14
Social Housing	37	11
Other	24	7
Hospital / treatment	12	4
Prison	6	2
Total	341	100%

Our Aftercare team continue working with a number of these women and families after their departure from Edel House for as long as support is necessary.

Social Activities during 2011

The staff team, assisted by volunteers provided a range of activities and classes for the residents over the course of the year. These activities were a valuable source of social interaction and learning for the women and children during their time in emergency accommodation. Activities included:-

- Bingo nights
- Art classes
- Cookery classes
- Massage
- Family day out to Leahy's farm
- Halloween party
- Christmas party
- BBQ
- X factor nights
- Pampering nights
- Visit to Lakes of Killarney
- Walks
- Shopping trips
- D V D nights
- Trips to cinema or Theatre
- Mother's day dinner
- Christmas day and Easter Sunday dinner

Support for Children

Children were not forgotten during their stay in emergency accommodation. Our play specialist was at hand to help during this difficult phase of their lives with play time, interventions to help their on-going development and support for the mother / child relationship where necessary. A “homework” club was organised after school to assist the completion of tasks assigned in school and help to make up for any missed period during the school year.

Substance misuse

Substance misuse was a major problem for the women who used our services. A total of 151 who stayed in Edel House during the year or 44% of the residents misused substances. The nature of the substance misuse is shown in the table below:-

Substance	Number	%
Alcohol	63	42%
Poly drug use	43	28%
Heroin	34	22%
Prescription meds	8	5%
Cannabis	5	3%
Methadone	1	0.7%
Total	151	100%



Aftercare

Aftercare Team

Our Aftercare team led by Linda Mulcahy offerd a tailored service to each woman and child referred. The team offerd a flexible approach and all support was delivered in a confidential and non-judgemental manner. A total of 171 women availed of the service during the year and the staff organised a summer play scheme for 33 children and teenagers (more later).

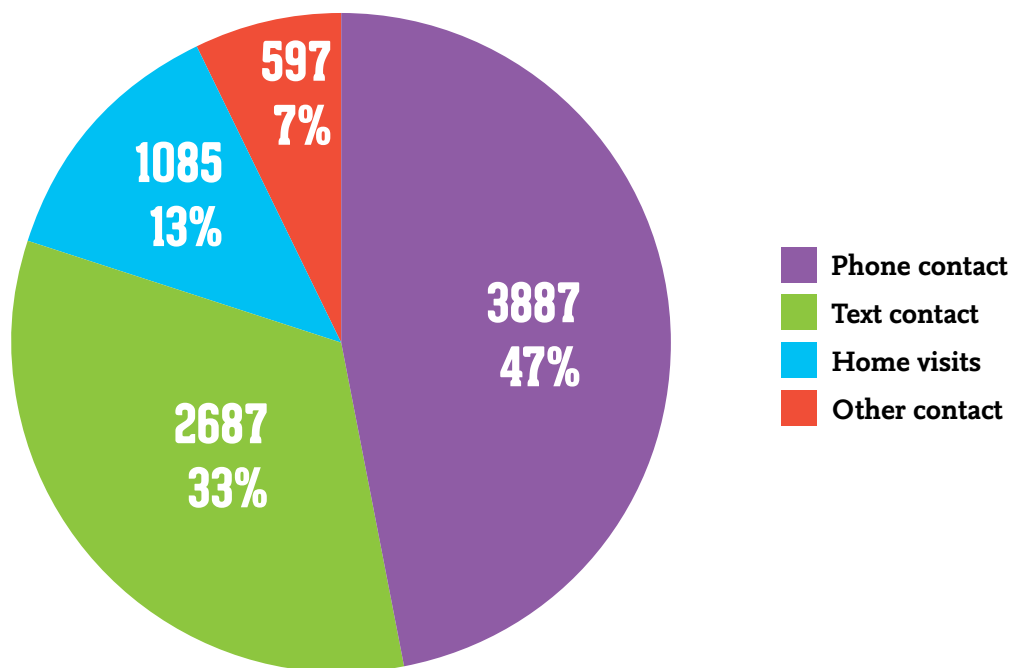
The Types of Support Offered

- One to one support meetings in women's homes or other venues in the community
- Accompaniment to meetings with other professionals, e.g. social work and local authority housing departments, health appointments and court
- Advocacy and referrals to other agencies
- Befriending
- Courses on Being Well, Healthy Eating, Parenting, Personal Development and Sexual Health
- A new development during this year was a member of staff completed a course in Addiction Studies at Arbour House Treatment Centre. This was as a result of a comprehensive study of our client base and the increase in the number of women with addiction issues who access our services.

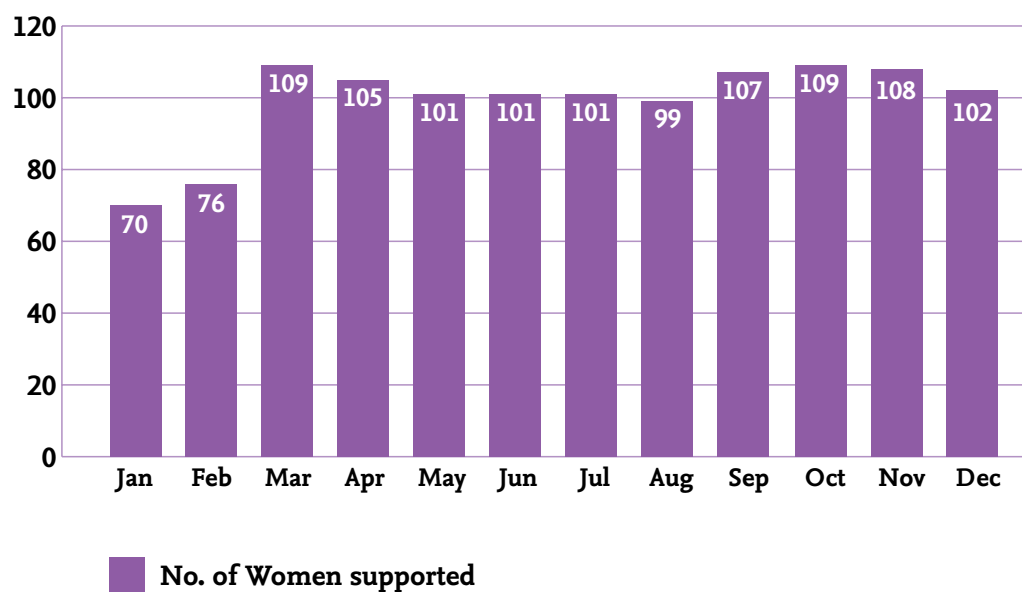
In addition to the on-going activities a number of Social Events are provided to promote social inclusion and offer a social outlet with support for the vulnerable women and children that we serve.

- Social coffee mornings
- Social outings
- Visits to the gym
- Gardening group
- Summer scheme for children
- Christmas Party for families with a visit and presents from Santa Claus

Statistics of Contact with Women



Breakdown of Women Supported during 2011



Children's Summer Scheme

The Summer Scheme took place over four weeks in July. Each week catered for a particular age profile. There was great interest in the scheme from both children and parents with 33 children attending in total.

Each week was planned and co-ordinated by staff to ensure a variety of both indoor and outdoor activities which were appropriate for the different age categories. All participants received breakfast, lunch and snacks on each day.

The scheme comprised a mixture of day trips and in-house activities including:

- Surfing at Garrestown Beach
- Kayaking at Fountainstown Beach
- Trip to Fota Wildlife Park
- Tour of Naval Base at Haulbowline
- Tour of Charles Fort in Kinsale
- Tour of Cork Prison
- Bus tour of Cork City
- Trip to the cinema
- Trip to bowling arcade
- Trip to play Quazar
- Sports activities
- Obstacle course
- Arts and crafts
- Bingo competitions
- Disco

Riverview

Riverview

Riverview under the management of Liz Lowe and her team continued its work with “out of home” teenagers with a total of 83 referrals of which 35 admissions resulted.

As always, where possible the families of the teenager was kept fully informed and engaged with the work of finding successful outcomes. Care plans were carefully formulated and worked through, with appropriate interventions to assist the “out of home” teenager. Staff worked with the broadest possible range of interventions to bring about a return to home or another form of independent living for the teenager.

Activities which were run during the year included: -

- Being Well course run over ten weeks covering nutrition, exercise, stress management and positive change.
- A garden was created by staff and residents at the front of the building through sponsorship from a local garden centre.
- Focus groups were held to discuss and produce action plans about alcohol and drug use.
- A “Life Skills” package was designed for utilization in key work with residents.
- Cookery evenings are held weekly.
- Fun nights around topical themes like “X factor” took place.
- **Henrietta’s girls club celebrated its tenth anniversary.** This Club caters for girls who are homeless or at risk of homelessness with a weekly gathering for a variety of events like craft work, cookery and social outings. The highlight this year was a trip to see Westlife at the Marquee where a great night was had by all – little did we know that the end of Westlife era was fast approaching! Current and past resident’s avail of this club and it is run in conjunction with HSE staff at Liberty St. House.
- A Christmas Craft Fair rounded off the years activities, with funds raised put towards running the club in 2012.
- Staff link in and befriend many teenagers once they have moved back home or into some other assisted accommodation for as long as is necessary (this is done in conjunction with our Aftercare Team).

Admissions 2011

Emergency placements

27

Medium term placements

8

Age Profile	Emergency	Medium Term
14 year old	1	
15 year old	1	
16 year old	14	3
17 year old	11	3
18 year old		2

Discharges	Emergency	Medium Term
Returned home to family member	11	2
Other residential unit	4	
Foster Placement	3	
Medium term placement Riverview	5	
Supported accommodation	2	1
Independent accommodation		2
Unknown	1	
Still in residence (2012)		4



Bruac

Bruac

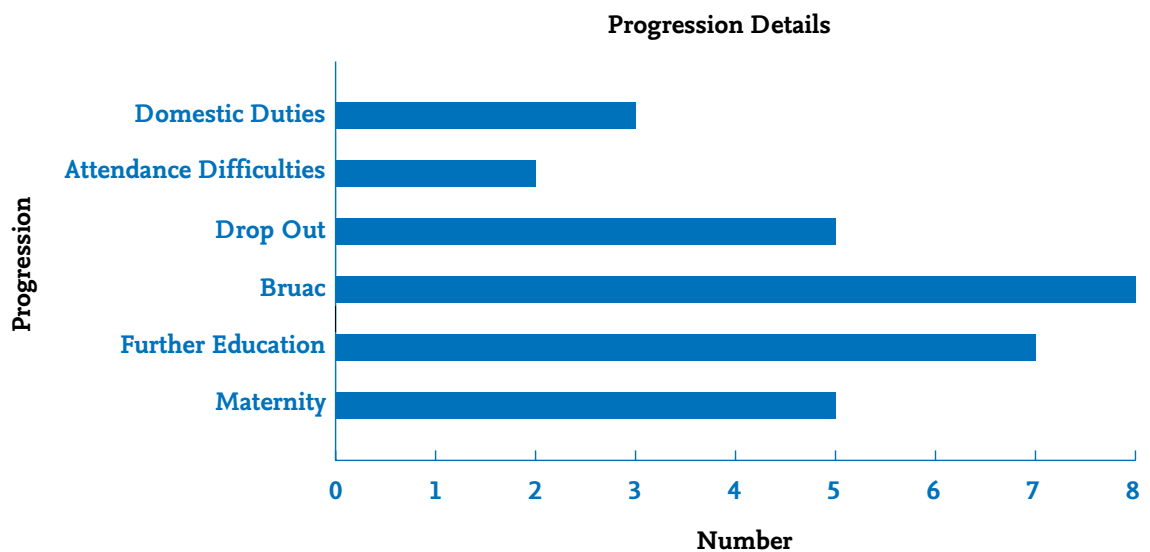
Overall Statistics

In 2011 Bruac had 31 placements of young women. The referrals came from the areas outlined below:-

Homeless	15	At Risk	11	Traveller	5
Edel House	3	Homeless History	4		
Riverview	3	Mental Health	5		
Wellsprings	3	Other	2		
Care Order	2				
Foster Care	4				

Placement Statistics

Of the 31 girls who availed of the Services the chart below shows where they progressed after their training.



Bruac Community Training Centre

Bruac which is managed by Charlotte O'Donovan continued their education and training service as a Community Training Centre (CTC). A total of 31 girls attended a variety of FETAC courses as well as a range of personal development and arts & craft based initiatives. An announcement from FAS that due to cutbacks in funding they could no longer support the CTC was at first thought to signal the end of Bruac as we knew it. The centre has been primarily funded by FAS with tutor support from the VEC. However after many meetings a Local Training Initiative (LTI) was offered by FAS. With continued support from the VEC the Centre will locate to a new premises early in 2012 and cater for a larger number of trainees than before, which will mark an exciting and interesting new beginning for Bruac.

Events during 2011

While a lot of time went into planning for the new Bruac the existing learners were not impacted in terms of quality of learning and general engagement. Due to the very cold spell in December 2010, it was not possible to have the traditional Christmas dinner. Bruac endeavors to build positive relationships with the girls and special occasions are always marked as they are an important way to strengthen these bonds. A special dinner therefore was planned and served to the Bruac girls on Valentines days to make up for the disappointment of Christmas.

In June Bruac celebrated the hard work of all the learners with a certification party. FETAC certificates were presented to the girls by Dave Carey of ESB Electrical Aid. Dave also presented GAISCE awards to 3 learners who did sterling work in the previous 12 months to achieve the standards required to attain the award.

Bruac's mission is firmly centred in helping the woman or girl:

- to establish a sense of self worth
- to gain practical coping skills for cooking and eating well, money and budgeting, raising children, relationship development and sexual health
- to learn skills for gainful employment
- to grow out of a dependent mentality, so that she thinks of her life as living her own decisions and actions, rather than as one dependent on the decisions and actions of others, motivating her to decide and act for her own good.

This will form the basis of our work in our new home which is christened Bruac Eile and will be located at Redemption Road.

Case Studies

Edel House

Mary is a 34 year old Mozambican who has been resident in Ireland for the past 9 years. She is married and has 3 children.

She suffered a nervous breakdown in October due to ongoing physical and emotional abuse which she received from her husband. Mary contacted the social work dept as she knew her mental health was deteriorating and she was concerned for her children. Mary placed her children in voluntary care of the HSE while she attended as an “in patient” in a psychiatric hospital.

Mary was referred and admitted to Edel House following her discharge from hospital and was longer in contact with her husband.

Mary was allocated a key worker and a detailed plan was prepared to assist Mary return to independent living as quickly as possible. Supported housing was decided as the best option after a thorough review of her needs and desires for her future. Referrals were made to the relevant organisations. Mary also attended our training and development service, Bruac Eile where she engaged in classes to improve her English speaking and writing skills. She learned the basics of computers. While resident in our service and upon moving into supported accommodation she attended coffee mornings organised by our Aftercare Team with a view to building a support network of peers.

Mary attended an interview with Threshold Housing and secured a house. Her access with her children was extended when Mary moved in and the plan is that her children will return to her care over the next few months. She continues to engage with our service and has been assigned an Aftercare Worker to make sure her transition to independent living is successful.

Aftercare

The Aftercare Team supports the female partner or ex-partner of men being assessed for a programme run by MOVE Cork.

MOVE, Men Overcoming Violence, works in the area of domestic violence, with a primary aim of supporting the safety and wellbeing of women and their children who are experiencing, or have experienced violence/abuse in an intimate relationship.

One outreach worker is now dedicated to facilitating this support. There is ongoing communication between the group facilitators and the outreach worker which enabled the woman give feedback and also hear how the man is participating in the group. This communication allowed the professionals to compare the woman's experience with what the man has shared so that her safety can be monitored. This feedback also demonstrates how the man is progressing.

Karen was referred while her husband was being assessed for the MOVE programme. She had 2 teenage children and had been married when she was a teenager. Throughout her marriage her husband had been physically, emotionally and mentally abusive, and was extremely controlling.

Karen was supported while her husband was being assessed for participation in the group. Once he started on the programme she was given copies of handouts that were covered in the programme so that she was fully aware of the content. She was also given information on local domestic violence services and received counselling.

She informed us that her teenage son told her his father had physically assaulted him. This was a very difficult time for her, as she was concerned about a backlash against her and her children once Social Workers and the Gardai became involved. It was a difficult time for the family as physical abuse was part of how the father controlled his family and they were concerned about the impact once professionals became involved.

Karen has made changes, she continues to attend counselling. She has a job which increases her independence and has separated from her husband. While it is early days, the feedback from MOVE is that her husband is engaging well with the group and there is now a positive shift in his thinking around how he relates to his wife and family.

Riverview

Claire was admitted to an emergency placement in Riverview October 2011.

Claire was sixteen on admission, her parents are separated and Claire lived with her mother and siblings. Claire has regular contact with her father.

During the previous three months Claire's alcohol intake had seriously increased and she was not returning home at night. This had an impact on her family and resulted in her missing school.

Riverview was identified as a placement for Claire to address her issues with alcohol and not to let the problem escalate further. The initial plan was a 1-4 week placement with a view to Claire returning home after she worked with Arbour House re alcohol issues. After four weeks it was decided Claire was not ready to return home and was moved to medium term placement in Riverview.

Claire settled in well for the first two weeks of placement, her level of independent living skills was very limited so she was assisted by staff in this area. Claire started to stay out at night leaving Riverview early evening and not returning until the following day. During these absences Claire's phone was turned off and staff or Claire's parents were unable to make contact with her. On one occasion Claire was admitted to hospital and kept overnight due to excessive alcohol consumption. Several other occasions Claire was returned to the unit after being arrested by the Gardai, Claire's school attendance deteriorated.

Weekly meetings were held with Claire, her mother, staff and her social worker discussing Claire's pattern of behaviour and the potentially dangerous situations she was putting herself in. A risk assessment was completed and Claire was considered high risk when absent from Riverview. Claire's case was reviewed daily by her social worker to monitor her behaviour closely.

Claire attended Arbour House and Strengthening Families course with her mother. Throughout the placement Claire continued to attend her appointments with Arbour House and a residential treatment centre was recommended. Claire's relationship with her mother improved and her pattern of drinking and staying out overnight reduced. Claire started spending weekends at home which went well. After four months Claire returned home for a short period prior to her admission to an alcohol treatment centre

Bruac

Mary came to Bruac in September 2010. She was referred through the Neighbourhood Youth Project. Mary's family is well known to the service and Mary would have been in Edel House as a child with her mother and siblings. Mary comes from a large family, her father is a traveller and her mother is settled. This dynamic has caused tension for the family over the years and Mary's family do not like her having traveller friends. Initially Mary did extremely well in Bruac, was punctual, and focused on her work and very calm but this began to change.

In February, Mary's mum informed Bruac staff that Mary would be no longer allowed to attend as she was involved in substance abuse at home. Through liaising with the family and involving the support of a Community Drugs outreach worker Bruac staff worked with her family to support Mary and help them see that a day programme would be very important for Mary.

Mary returned to Bruac and engaged well with the programme. The Good Shepherd Outreach team also offered support to Mary's mum by way of helping the whole family to cope with issues.



Excellence Through People Award

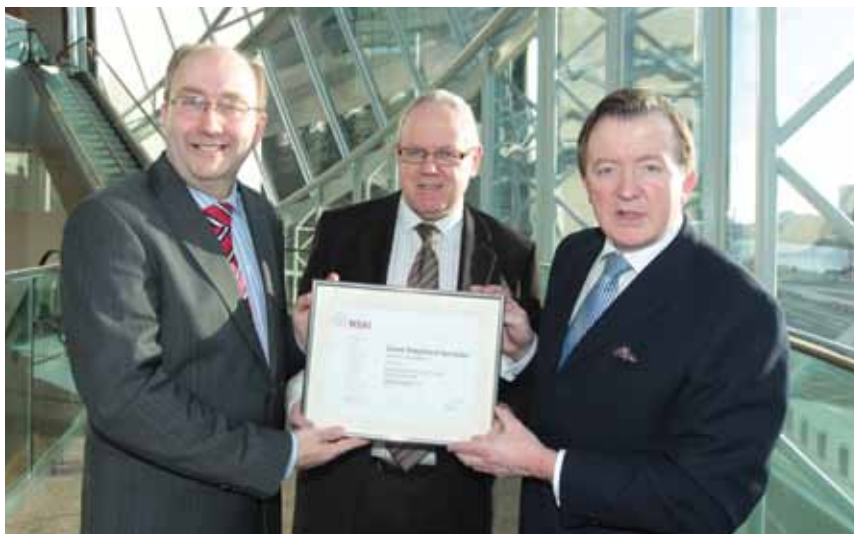


Excellence Through People Award

We were delighted to achieve the Excellence Through People standard in July of 2011. This is a national award which has stood the test of time because of the benefits it offers organisations in terms of customer satisfaction, employee engagement, workforce optimisation and quality improvement. A rigorous independent audit of our standards, policies and procedures was conducted by ETP staff to ensure we had all the necessary detail and practice in place. Among the areas audited were: -

- Business planning and continuous improvement
- Effective communication and people engagement
- Leadership and people management
- Planning of learning and development
- Evaluation of learning and development
- Human resource systems and employee wellbeing

We are particularly grateful to our staff for co-operating and engaging fully in the ETP process and to achieving such a high score in our initial audit. We appreciate their on-going dedication and efforts to assist the vulnerable women and children we serve. We would particularly like to thank our HR administrator Helen Burke, our management team – Esther Doolan, Charlotte O'Donovan, Liz Lowe & Linda Mulcahy for their dedication to achieving the award and last but not least Sister Jane for initiating and steering the project to completion.



Pictured at NSAI (National Standards Authority of Ireland) Excellence Through People (ETP) Awards event in the Convention Centre are Maurice Buckley, CEO NSAI with Tony O'Riordan, CEO, Good Shepherd Services, Cork, and John Perry TD, Minister for Small Business. ETP transferred from FÁS to NSAI in September 2011. It is Ireland's only national human resource management specification dedicated to the role of people and their impact on business. Excellence Through People is being used by many of Ireland's most successful organisations as part of their strategies for becoming more efficient, productive, flexible, competitive and innovative.

Excellence Through People Award



Pictured at Edel House on Grattan street to celebrate Good Shepherd Services achieving the FAS, Excellence Through People Award were from left, Esther Doolan, manager Edel House; Sr. Jane Murphy, director Good Shephard Services; Charlette O'Donovan, manager BRUAC and Tony O'Riordan, CEO Good Shepherd Services.



Pictured at Edel House on Grattan street to celebrate Good Shepherd Services achieving the FAS, Excellence Through People Award were staff from left, Aine Murphy, Helen Burke, Anita O'Gorman, Emma Barry, Vicky Moloney and Marguerite Dwyer.

Excellence Through People Award



Pictured at Edel House on Grattan street to celebrate Good Shepherd Services achieving the FAS, Excellence Through People Award were staff from left, Esther Doolan, manager Edel House; Sheila Jefferies, Kelly Molyneaux, Claire Harrington and Elaine Finn.



Pictured at Edel House on Grattan street to celebrate Good Shepherd Services achieving the FAS, Excellence Through People Award were from left, Miriam De Barra, board of Good Shepherd Services; Brigette Mintern, HSE and Margaret Boyle, FAS

Womens Health & Homelessness in Cork

In a joint initiative with Cork Simon Community we conducted a snapshot study over the course of one week in July with women who were homeless as well as women who were vulnerable to homelessness and still access Good Shepherd Services. 91 women were interviewed in total. The aim was to build a picture of the nature and extent of the health and related needs of the women who use the services of both organisations. The needs of this group are often referred to as complex needs – a combination of poor mental and physical health, problem drug and alcohol use, inadequate education, living and coping skills, poor social networks and much more.

The difficulties and challenges which faced the women and children who used our services were brought home in a new way as a result of this study. The stark realities they face took on a new urgency and meaning and our staff team who used the information gathered to look at improving the support and assistance we provide.

Lord Mayor's community Award, April 2011



Pictured at City Hall were Esther Doolan (GSS), Con O'Connell (CCC), Sr. Janer Murphy (GSS), Lord Mayor Cllr. Michael O'Connell, Lady Mayoress Catherine O'Connell, Diarmud O'Donovan (Evening Echo), Tosca Bernardi (GSS), Tim Lucey (City Manager) and Liz Lowe (GSS)



Caring for the needs of homeless girls,
women and children

CHY No. 13399
Revenue Authorised No. 432

GOOD SHEPHERD SERVICES
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BRUAC
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RIVERVIEW
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AFTERCARE SERVICE
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www.goodshepherdservices.ie

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