

GOOD SHEPHERD SERVICES

ANNUAL
REPORT
2014



FINANCIAL REPORT 2014

INCOME

	2014	2013
Grants	1,905,625	1,892,783
Donations and fundraising	55,628	124,461
Rent	67,853	52,113
Miscellaneous	38,230	49,899
Total	2,067,336	2,119,256

EXPENDITURE

	2014	2013
Payroll	1,682,558	1,743,031
Miscellaneous Expenditure	110,967	86,824
Depreciation	57,433	60,866
Household Expenditure	73,570	59,253
Repairs & Maintenance	83,382	63,215
Utilities	36,758	40,179
Professional Fees	30,687	20,181
Total	2,075,355	2,073,549
Surplus /(Deficit) for year	-8,019	45,707

These figures are a summary version of the information contained in our audited accounts.

Contents

Introduction	page 2
Highlights 2014	page 6
Edel House	page 8
Riverview	page 10
Aftercare - Outreach	page 12
Bruac Eile	page 14
Notable Activities	page 16
Strategic Plan 2015 - 2017	page 18

Introduction

In 2014 we provided 16,272 bed-nights of accommodation to vulnerable women and their children. The figure was 12,042 in 2013. That is a 35% increase in a single year. In 2014, we accommodated 290 women and 109 children through a period of homelessness. Beyond that, in our outreach and educational services, we helped many more women and children to address the social, emotional and economic difficulties that make them vulnerable to homelessness. In the pages that follow, you will see how demand for our support increased in 2014 and how we met the challenge.

Our accommodation is now most often full. Managing the waiting list is part of our daily work.

Over half a decade of austerity is having its effect. We do not have enough social housing. Rented houses are also in short supply. These shortages have lengthened the stay in our emergency accommodation. Our accommodation is now most often full. Managing the waiting list is part of our daily work. In 2014 we were unable to accommodate 252 women, many with children, for lack of beds when they first came to us.

In 2014, our top strategic priority remained the re-development of Edel House. That work will solve two immediate and pressing problems. First, when a woman arrives at our door she is homeless, has nowhere else to go, and is often in a chaotic state. Today, we can offer her only a room sharing with two other women, often in a similar condition. The re-development will allow us to offer her a single

room. Secondly, when a woman arrives with her children, the best we can offer her is a very cramped single-roomed family unit.

The constraints of our present accommodation make for a more stressful environment, and create real obstacles for our staff as we help the women to regain their balance and to set about the job of finding a new home. In the new building, single women will have privacy and space to store their belongings without fear of loss or damage. Women with children will also have a much improved quality of life during their stay, because the family units will each have at least one separate bedroom, giving mothers a break from their children, and our facilities for the care of children will be dramatically improved. Individualised cooking and bathroom facilities will also help to reduce friction. Our daily experience tells us that the new environment will greatly improve our residents' lives while they are with us, helping us to help them back onto their feet and back into homes of their own.

Our staff and volunteers work day and night, year-round helping women and children amidst the turmoil of homelessness and the distress of isolation and other difficulties.

Our staff and volunteers work day and night, year-round helping women and children amidst the turmoil of homelessness and the distress of isolation and other difficulties. It is a highly demanding job.

**BED-NIGHTS OF ACCOMMODATION TO
VULNERABLE WOMEN AND THEIR CHILDREN.**

35%

Increase in a single year



2014:

16,272

2013:

12,042

Introduction

The loss of a home often undermines the mental and physical health of women and children and creates barriers to paid work, education and social participation. While finding a home is always the first priority, providing wrap-around support to avoid a return to homelessness is an equally important part of our work. The commitment and the level of care and knowledge demonstrated by our staff across all of our services is exceptional. Even in the present extremely tight rental market, with our help, over 85% of the women that we accept at Edel House find a new home within 3 months of arriving at our door. Our staff have a long and very good record of restoring women to homes of their own, and supporting them once there. We thank them for their care, great competence and hard work.

We continue to enjoy the financial support of Tusla, the HSE, Cork ETB and Cork City Council.

We rely on these essential funds. We are committed to transparency and accountability in our use of public money, and thank our public funders for their continuing support.

The Combined Counties continued their longstanding and greatly appreciated work in support of our services in 2014 with the annual Christmas collection. We are very grateful also for the continuing support of the people of Cork, who gave so generously at our collections and fundraising events through the year.

Good governance requires a strong board of directors to take the strategic decisions that underpin the effectiveness of our work. We are very grateful for the support of our board members, all of whom are volunteers.

Sister Jane Murphy
Mission Leader

Tony O'Riordan
Chief Executive

Garvan Corkery
Chair of the Board of Directors

With our help,
over 85% of the women
that we accept at Edel
House find a new home
within 3 months of
arriving at our door.



Highlights 2014

2014 is noted as one of the busiest years in homeless services in many years.

EDEL HOUSE, RIVERVIEW - EMERGENCY ACCOMMODATION

The highlights of our emergency accommodation services were:

- 54 beds available every night during 2014 with an occupancy rate of 93%
- 290 women and 109 children were supported out of homelessness
- A range of supports and services were offered to women and children across a wide range of social, emotional and economic difficulties.
- We were unable to accommodate 252 women many of whom had children because we were full. This meant that people had to go to hotels or bed and breakfasts or stay in unsuitable accommodation that was overcrowded, hostile or not fit for purpose in many other ways.

BAILE AN AOIRE LONG TERM SUPPORTED ACCOMMODATION

Baile an Aoire offers long term supported housing to single women and families who have identified support needs. There are twelve women and one child living in Baile an Aoire who have come through our homeless services. Support is offered to those who are in vulnerable situations or living with issues such as mental health or other difficulties and who otherwise may not be able to sustain a tenancy.

BRUAC EILE - EDUCATION, TRAINING AND LIFE SKILLS DEVELOPMENT

Our education and training service provided education and training for 36 women and girls. Sixteen of the women were under eighteen years of age and twenty were over eighteen. New activities at the centre included a VTCT Certified nails programme and a new focus on horticulture as a result of a poly-tunnel being installed. A stronger enterprise focus was also adopted with sales of a wide variety of craft products at Wilton Shopping Centre which proved to be both educational and enjoyable for the trainees.

AFTERCARE - OUTREACH

Our Aftercare service provided support to 146 women and 128 children. Supports were tailored to the individual concerns of the woman and her children. One-to-one meetings, accompaniment to meetings with other professionals or to court, advocacy and referrals to other agencies as well as courses and social activities are all part of the work.

EMERGENCY ACCOMMODATION

54 beds / every night in 2014

93% occupancy

NUMBERS OF WOMEN AND CHILDREN WHO AVAILED OF OUR SERVICE

	WOMEN	CHILDREN	TOTAL
EDEL HOUSE	284	82	366
RIVERVIEW	6	27	33
BRUAC EILE	20	16	36
AFTERCARE	146	128	274
BAILE AN AOIRE	12	1	13
TOTAL	468	254	722

EDEL HOUSE – EMERGENCY ACCOMMODATION FOR WOMEN AND CHILDREN

A total of 284 women and 82 children were admitted to Edel House. The trends in homelessness continued to be very unfavourable during 2014 with unprecedented demand for beds. Occupancy of available bed nights was over 98% which posed many challenges for staff and residents. The average length of stay was again slightly longer than previous years due to the ongoing crisis in housing supply. The cramped conditions that the women and families live in makes life particularly difficult with such high levels of occupancy.

We would particularly like to pay tribute to our staff for their dedication and hard work during such a difficult year with a full house almost every night. There were many challenging times and events because of residents having to live at such close quarters in cramped conditions for much longer periods than would have been the case in previous years.

The demand for accommodation was so strong and waiting lists so long that a further family room was added to the accommodation to keep women and children safe. This involved the renting of a forty foot container to clear out some space in the existing building so we could accommodate an extra family.

We are always conscious of the affects of homelessness on children and work hard to minimise the trauma which the loss of a home can bring about.

Our play therapist works with the children in residence to ensure they get some play time and that their social and emotional skills are appropriate to their age. A homework club is organised and staffed by volunteers on a number of afternoons each week to help keep the children up to date with their school work. This additional support provides a welcome break for mothers who live in very confined spaces in Edel House.

BUILDING DEVELOPMENT

We were delighted in May of 2014 to be awarded a sum of €2.2 million to commence the building project we have been progressing for many years. The full cost of the development is expected to be in excess of €5 million and we are hopeful of receiving the additional funds during 2015. This development will improve the accommodation offering for the women and children who use our service enormously. Each single woman will have her own room instead of having to share with two others as is currently the case. Families will have a bigger room with at least one bedroom instead of the cramped tiny rooms which they currently endure.



Staff and service users at the Women's Mini-Marathon, 2014.

THE BREAKDOWN OF THE REASONS WHY WOMEN AND CHILDREN NEEDED ACCOMMODATION WERE:

REASON	NUMBER	%
NO FIXED ABODE	120	42%
FAMILY CONFLICT	44	16%
EVICTED	34	12%
DOMESTIC VIOLENCE	28	10%
HOSPITAL DISCHARGE	15	5%
RELATIONSHIP BREAKDOWN	15	5%
RELEASE FROM PRISON	11	4%
OVERCROWDING	5	2%
OTHER	12	4%
TOTAL	284	100%

RIVERVIEW – ACCOMMODATION AND SUPPORT FOR TEENAGE GIRLS

A total of 33 young women were accommodated at Riverview during the year. Twenty seven of these were under 18 and six were over 18.

The exact age profile is

16 YEAR OLD	8
17 YEAR OLD	19
18 YEAR OLD	4
19 YEAR OLD	1
20 YEAR OLD	1

A non-judgemental welcome is extended to each girl and a safe environment is offered to enable maximum benefit from the support provided.

These girls are out of home for a variety of reasons including family conflict, drug or alcohol use, self harming, anti social behaviour or their personal safety may be threatened in their home. The team at Riverview work tirelessly with these girls to assist them on the pathway to independent living or return to their families whichever is most appropriate.

Each girl is paired up with one of Riverview's highly trained staff and engages in key working sessions to look at the issues which brought them to Riverview and to plan a way forward, the focus on one to one working is very strong. A "Solution Focused" model of therapeutic intervention is used which brings a strengths based approach and the staff are very "Outcomes Focused" in their work. The team focus very strongly on the individual and recognize

that each human being is different and has complex needs and that their response has to be multi-layered. Riverview staff enable girls to gain the skills and support they need through education, life skills and social supports in conjunction with other elements of Good Shepherd Services. The ultimate goal is to help girls achieve greater resilience and wellbeing and to be equipped to overcome the barriers they face in achieving this.

The "Case management" and "Outcomes focused" approach is continually evolving to meet the complex needs of the girls who are in need of our services. The learning which takes place is informing the future direction of the service and how we respond to the emerging trends and what drives young girls into our care.

SCHOOLS EDUCATION PROJECT

This program continues to evolve and has been run in more schools than ever before in 2014. The feedback from students and teachers to this primarily focused transition year project has been very good. The assumptions that young people have about homelessness are challenged and an insight into how people become homeless is offered.

ACCOMMODATION AND SUPPORT FOR
TEENAGE GIRLS

6
over
18

18

27
under
18

8 X **16** YEAR OLD

19 X **17** YEAR OLD

4 X **18** YEAR OLD

1 X **19** YEAR OLD

1 X **20** YEAR OLD

AFTERCARE - OUTREACH

Social isolation and loneliness continue to be one of the biggest issues affecting the women who access our service

Support services offered by Aftercare are tailored to the individual needs of each woman and child referred. As well as one to one support and accompaniment to meetings with social workers and other professionals, befriending etc., a wide range of social and life skills courses are also offered. The following table shows the types of support interventions that the team dealt with during 2014.

Social activities and practical life skills courses continue to offer major support for the women we serve. Examples of the activities/courses which were run during the year are coffee mornings, walking group, afternoon club, art classes, DVD nights, Christmas party and the ever popular summer scheme for children.

WELLNESS RECOVERY ACTION PLAN (WRAP)

The staff team completed training in WRAP facilitation and delivered the 8 week training to some groups during the year. WRAP training helps participants to identify personal resources which can be used to develop Action Plans that can help in dealing with challenging situations and in staying in touch with ones level of wellness on a day to day basis. WRAP is a particularly relevant addition to the skills of the team as mental health and addiction issues make up a significant portion of our work.

NEW DEVELOPMENTS FOR 2015

Social isolation and loneliness continue to be one of the biggest issues affecting the women who access our service, particularly those living alone with little or no family support. Since 2013 we have successfully introduced a number of social activities at Aftercare which provides much needed opportunities for social interaction. The current programme of activities is run at different times during the morning, afternoon and evening and we are looking at offering weekend activities during 2015.

AFTERCARE - OUTREACH

SUPPORT ACTIVITY	NUMBER OF INTERVENTIONS	
HOUSING	409	13.0%
LINKS TO OTHER SERVICES	358	11.5%
FAMILY ISSUES	314	10.0%
PARENTING	305	10.0%
MENTAL HEALTH	260	8.0%
FINANCE & SOCIAL WELFARE	247	8.0%
ADDICTION	222	7.0%
SUPPORT WITH SOCIAL WORKERS	217	7.0%
EMPLOYMENT / EDUCATION	197	6.0%
CHILD PROTECTION	167	5.3%
PHYSICAL HEALTH	167	5.3%
DOMESTIC VIOLENCE	165	5.0%
LEGAL	64	2.0%
OTHER	48	2.0%
TOTALS	3140	100.0%

BRUAC EILE – EDUCATION AND DEVELOPMENT

Social isolation and loneliness continue to be one of the biggest issues affecting the women who access our service

A total of 36 women and girls enrolled in the formal programme at Bruac Eile. The issues which affected the lives of these women and girls were as follows (some of the girls and women are affected by more than one issue)

Issue	Number Girls	% of Total
Homeless	16	44
Mental Health	13	36
Drugs & Alcohol	11	31
Child Protection Register	5	14
Traveller	3	8
Roma	2	6



NEW IN 2014 - NAIL ART APPLICATION

A VTCT Certificate in Nail Art Application was introduced in September 2014 and proved to be a great success with the women and girls. This course is a specialist vocationally related qualification which will enable learners to gain the skills, knowledge and understanding required in order to perform manicure and pedicure treatments. A significant investment was made in training a tutor, purchasing uniforms and installing a range of equipment to facilitate the training. A large number of the participants on the programme undertook the training as well as other past and present users of the service and were given guidance and support by their very able and knowledgeable tutor Sharon Twomey.

HORTICULTURE

The installation of a commercial size poly-tunnel resulted in an increased focus on Horticulture and growing your own food. A formal module was introduced and with the improved facilities access to the garden was available in all weathers. Great interest was shown in the planting and sowing of a wide variety of plants and vegetables under the expert guidance of tutor Mary Wallace.





ARTS & CRAFTS SALE OF WORK

A very successful sale of Work took place in December in Wilton shopping centre. Seasonal crafts along with a selection of hand-made patch work pieces were created and sold by the Trainees. Sales were brisk with many items sold out in the first few hours. The experience of creating and selling a range of craft items adds a new dimension of business focus to the range of learning and activities the trainees enjoy. This project brings the classroom learning to life and assists career planning and skill development.



Kelly Molyneaux and Laura Dowling

VOLUNTEER FAIR AT UCC

The various volunteer roles available in the service were profiled at the UCC Volunteer Fair in February. Sincere thanks to Kelly & Laura from Edel House for facilitating the event. They answered questions from several hundred students about homelessness and volunteering within the service and a number of people have since become very worthwhile volunteers providing a number of supports and activities.

SOME NOTABLE ACTIVITIES DURING 2014



OPERATION RUNWAY - EDEL HOUSE FASHION SHOW

Some staff members organised a very successful Fashion Show at The Bodega, Cornmarket Street in April. Clothes were provided by a selection of shops in Mahon Point Shopping Centre. Models were primarily staff members which added to the hilarity on the night and a number of friends of the service also gave of their time and talent on the catwalk. We are very grateful to Dee Kelly Morgan for her excellent facilitation and description of the clothes and to The Bodega and Mahon Point Shopping Centre for their support.





STRATEGIC PLAN 2015 – 2017

The finishing touches were put to our new three year plan towards the end of the year. The SOAR (Strengths, Opportunities, Aspirations, Results) sessions had yielded four priority areas for focus together with a list of suggestions on how we might improve our service overall and serve the women and children who lose or are in danger of losing their homes in a better fashion.

THE FOUR STRATEGIC PRIORITIES ARE:

1. Improve the accommodation offering and develop new options to support transitioning to independent living and advocate for homeless women and children

2. Develop a more integrated approach to tackling isolation and loneliness and improve supports for service users.

3. Maintain a strong outward focus for the organisation and maximise the potential of the links in place with statutory funders and others. Seek to develop new alliances and be “Outcomes Focused” in our work

4. Invest in staff development, encourage renewal and engagement for the most effective service provision and prevent burnout.

OUR BOARD OF DIRECTORS

There are currently seven members on our Board whose names are listed below.

Mr Garvan Corkery – *Chair*
 Mr Seamus O’Connell
 Ms Miriam DeBarra
 Mr Jim Mulcahy
 Ms Ann Marie O’Sullivan
 Sr. Bernie McNally (*retired in September 2014*)
 Mr Paddy Caffrey
 Sister Ethna McDermott (*appointed in September 2014*)

Company secretary
 Sr. Jane Murphy

All of our Directors are volunteers and do not receive any remuneration or expenses for devoting their time and talent to our service. We are extremely grateful to them for their commitment and generosity.

BOARD ATTENDANCE

There were nine Board meeting held in 2014 with an overall Directors attendance rate of 71%.

EMPLOYEES

The total number of employees remains unchanged at 38.

Payroll accounted for 81% of total expenditure.

The salary paid to our CEO remained unchanged at €77,000 with a 4% contribution to a pension fund.

EXPENDITURE

		Pay	Utilities	Prof fees	Misc.	Depreciation	Repairs & Maintenance	Household Expenditure
Payroll	1,682,558	1,682,558						
Staff Training	12,484				12,484			
Sessionals	1,615	1,615						
Trainee Dev	4,417				4,417			
Insurance	17,051				17,051			
Light & Heat	29,197		29,197					
Repairs & Maint	83,382						83,382	
Office Expenses	27,317				27,317			
Crafts	1,551				1,551			
Recreation	2,377							2,377
Summer scheme	0							0
Print, Postage Stat	11,905				11,905			
Phone	7,561		7,561					
Motor & Travel	12,732				12,732			
U/18s	2,305				2,305			
Prof fees	25,544			25,544				
Accountancy fees	18,851			18,851				
Audit fees	5,143			5,143				
Bank charges	739				739			
Aftercare	4,414							4,414
Household expenses	49,267							49,267
Sundry Exp	17,512							17,512
Depreciation	57,433					57,433		
TOTAL	2,075,355	1,684,173	36,758	49,538	90,501	57,433	83,382	73,570

