

ST. ANDREW'S RESOURCE CENTRE ANNUAL REPORT 2016



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St Andrew's Resource Centre

Annual Report



2016

Introduction

Pearse Street - more than just a Street – a vibrant Community in Dublin's South East Inner City with historical links northwards to the River Liffey and the Docks. The East is bounded by the Grand Canal, the Terminal, Canal Dock Basins and the confluence with the River Dodder, which keeps Ringsend and Great Britain Quay apart. The swing of the Grand Canal south westwards along Clanwilliam Place continues to define the boundary of this proud Dublin community and helps to retain its independence from the other Docks related areas.

The Parish communities of Westland Row & City Quay have seen many changes over recent years. Much of this is positive: the many tenement buildings that once covered the area have disappeared and today we have a vibrant community, where greater and higher levels of education are more readily available, enabling locals to play a considerably greater role in their own development.

However, the community faces many challenges as a whole new city has grown up around it, with job opportunities for which local people are not generally qualified. Unemployment, isolation and the whole spectrum of family problems are all too evident.

At the Heart of the Community and the focal point for much of the progress within the area is St. Andrew's Family Resource Centre. Located in the former St. Andrew's National Boys School building it is situated directly across from the colourful Pearse Square Park.

St. Andrew's Resource Centre receives funding from a variety of public agencies for the delivery of services under contract or service level agreement. The linking of these various activities in one centre generates economies of scale, while the holistic approach makes for greater effectiveness.

St. Andrew's have always enjoyed financial support from the community and from local businesses, to develop new activities and to supplement public funding. This is now vital to enable us to maintain our core services.

We greatly value this support and the partnerships which give rise to this financial support. We are always anxious to explain our work and to invite new partners to share in this work of supporting the community at the heart of the city.

Principles of Good Governance

The Board of St. Andrew's Resource Centre is committed to the principles of good governance and has signed up to the Governance Code. We are therefore committed to:

- Leading our organisation,
- Exercising control over our organisation,
- Being transparent and accountable
- Working effectively
- Behaving with integrity

We confirm that our organisation is committed to the standards outlined in these principles. We commit to reviewing our organisational practice against the recommended actions for each principle on a regular basis.

Board of Management

Dermot McCarthy

Fr. Enda Cunningham

Anne Lumsden

Fr. Pearse Walsh

Jack Dunphy

Dolores Wilson

Nessan Vaughan

Caoimhin O' Laoi

Debbie Moore

Veronica Lane

VISION STATEMENT

OUR VISION:

The vision of St Andrew's is that the Centre will remain at the heart of the community of Westland Row and City Quay, as a trusted resource that is effective in enabling the community to remain confident in its identity, assertive in pursuing its needs in a challenging period, dynamic and generous in solidarity across its members and welcoming to newcomers, and that in doing so, St Andrew's will be respected by its statutory partners and attract increased private sector support

MISSION STATEMENT

OUR MISSION:

The mission of St Andrew's is to deliver high quality, creative and holistic responses to the needs of families and individuals in the community of Westland Row and City Quay and to others who avail of the services, so as to enable them to live fulfilled and autonomous lives with the highest possible levels of wellbeing - in terms of health, employment, relationships, mental, social and spiritual development.

History of St. Andrew's Resource Centre

St Andrew's Resource Centre is located in Pearse Street in the former National School Building in Dublin's South East Inner City. Built in 1895 the School catered for the boys of Westland Row Parish. Over 4500 children were attending National Schools in the area at this time. The School closed its doors in 1976 due to falling numbers.

Our Service commenced in 1973 in Westland Row on a very small scale. We are now 44 years providing social services to the parishes of Westland Row and City Quay.

St Andrews school building was made available in 1985 to the Social Service Council by the Archdiocese to be redeveloped as a Resource Centre for the Westland Row/City Quay parishes. The building was totally refurbished and formally opened on 16th June 1989. The Centre is operated and managed as a limited company with charitable status.

From the beginning the Centre was committed to core principles which continue to motivate us 44 years on

- A holistic view of the needs of people and of the community, across all stages of the life-cycle,
- A joined up approach to planning, organizing and delivering services to make them as accessible and effective as possible,
- A determination to develop its capacity and Programmes to meet the changing needs of the community it serves
- A commitment to high standards of professionalism and good practice in its activities
- A philosophy of investing in its team, both staff and volunteers, to develop their capacity and skills to meet the highest standards of performance,
- A firm commitment to the principles of community development and advocacy for the needs and rights of the local community and

- A philosophy of positive engagement and partnership with statutory agencies, other community and voluntary bodies and the business community in developing its services and addressing the needs of the community.

St. Andrew's Resource Centre is the main focus for community activities in the South East Inner City of Dublin. The Centre offers support services and development opportunities to individuals and to families at all stages of the life cycle: childcare provision; youth Programmes (including grinds facilities / exam preparation / homework and after schools assistance), outreach Programmes; adult education Programmes (both day and evening); parenting and young mother's Programmes Fitness Programmes, Parent and Baby programme, Autism Support programme, Family Support, employment and training opportunities for the long term unemployed; and enterprise service, employment preparation and placement services; C.E. placement and training; home help services for the elderly and families under stress; meals on wheels; men's gardening project, welfare rights and advice service; a day Centre for the elderly; a training room to help local people develop their IT skills; a cyber café, again for local use and local heritage project. We also run a fully equipped gym on behalf of Dublin City Council hosting a full range of adult and children's fitness Programmes.

The Centre is strongly committed to community development. It provides information on local issues and developments, in particular through publication of a community magazine "The New Link", which is delivered free to over 3,500 homes in the area.

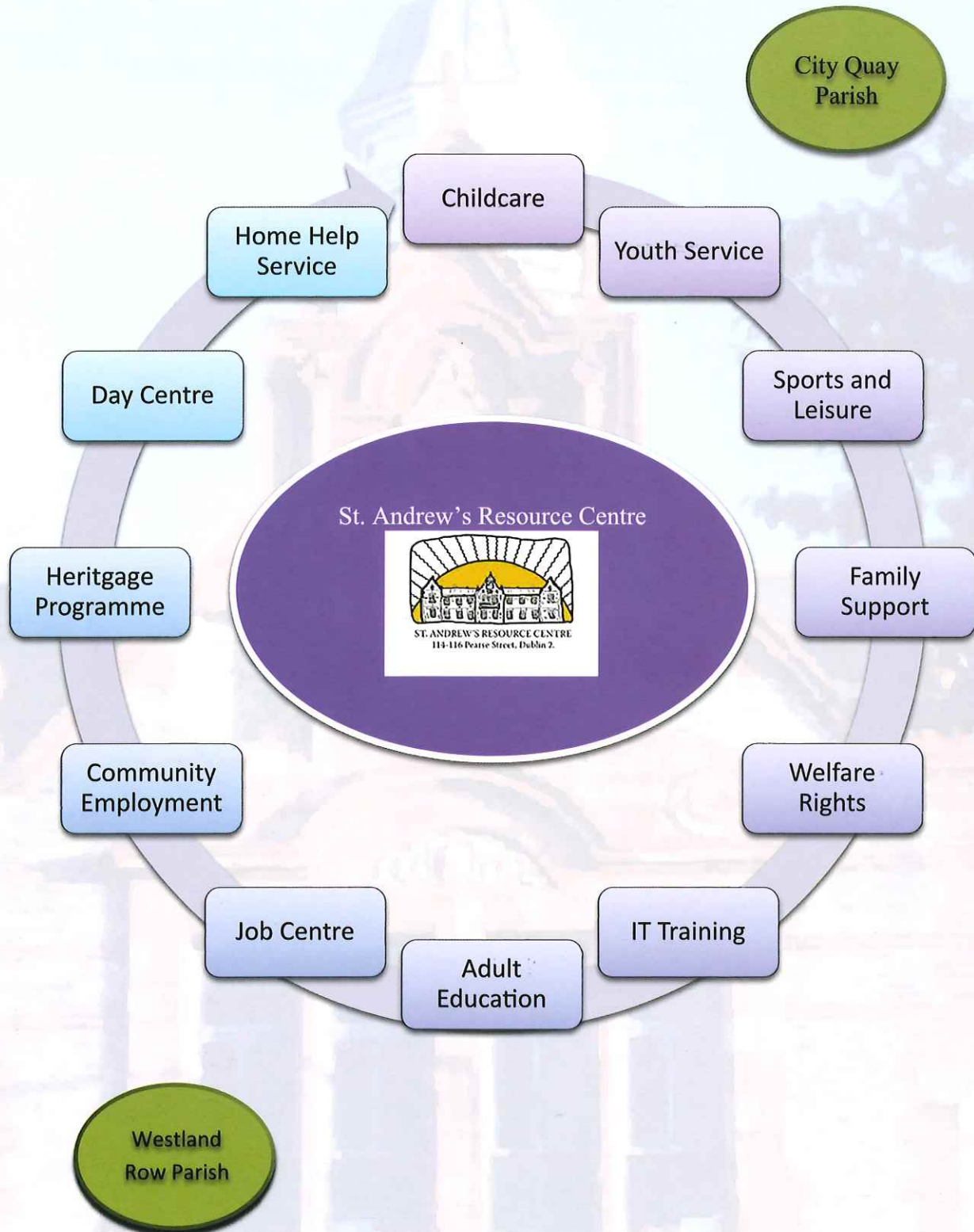
The Centre provides a location for networking of local organisations and people. It liaises closely with local public representatives and the representatives of Dublin City Council, Docklands Development Authority, MABS, Citizens Information Services, Drugs Task Force, Primary Health Care, Social Work Services, Tusla, Department of Social Protection, CDYSB, HSE and other relevant bodies.

The various Programmes and services operated by St Andrews are, for the most part, funded by a variety of public agencies to which the Centre accounts both financially and for its activities. This is supplemented by philanthropic donations, fundraising and the services of volunteers, including the members of the board. The core funding provided by Tusla FSSU underpins the holistic nature of the Centre and enables it to lever revenues from a variety of sources to deliver its Programmes. St Andrew's Resource Centre are committed to following principles of good governance and are in the process of implementing and complying with the governance code.

The development of the Centre and its services continues evolving to meet the needs of our community. These needs are ever changing as the demography changes while some persist over time such as the demands for suitable employment schemes in particular for those most removed from the workforce. Our capacity to sustain and develop our services as the local population grows and needs change, is ever challenging and requires us to devote significant effort and planning to acquiring funding and other income, not least through engaging with the local corporate community.



St. Andrew's Services



Service Overview

In line with its philosophy of joined-up services, the Centre operates a broad range of Programmes to cater for needs right across the life-cycle.

Older People

Day Centre

From the beginning, the Centre has operated a Day Centre for older people where social support, a warm meal, access to care services and a variety of activities are provided in close liaison with local primary care services.

Home Help Service

Home help services are organised to provide effective support to vulnerable older people, people with disabilities and families with particular needs under a Service level agreement with the HSE. Over 40 home helps receive support and training to cater for the needs of an average of 90 cases each week.

Young People

Talk About Youth Service

The Talk About Youth Service provides a professional youth work service to young people aged 10 to 24 years of age in the local area. Educational and recreational programmes are designed to enhance the personal and social development of young people. They are empowered to become critical thinkers, to build on their self-esteem, develop social skills and to take responsibility for shaping their own lives and to become positive role models in their community. Programmes offer the young people worthwhile and challenging new experiences while learning new skills and gaining knowledge. Our work is driven by the needs of the young people and is in keeping with the National Youth Strategy and the 5 National Outcomes.

Programmes delivered include Life skills, I.T, Youth Arts, Exchanges, Intercultural and Development Education, Youth Employability, Outdoor Education, Health Promotion, RSE, LGBT, Outreach, and a host of others. The service also supports a number of voluntary clubs and their volunteers, who work with those aged 4 to 10.

We work closely with local schools, Gardaí, community groups, other youth services, specialist organisations and national bodies. The programme operates under a Service Level Agreement with CDYSB.

Voluntary Tuition Programme

This Programme has been organised by the Centre for many years in partnership with Trinity College students. The students volunteer to coach local children and help them with their homework. The children join the scheme through local schools with the support of their parents and are matched to a volunteer for the academic year. The success of this Programme has seen it spread to many other communities. Up to 300 local children receive one to one tuition on a weekly basis during the school term.

Childcare

St Andrew's Resource Centre has a full time childcare centre with up to 50 children offering CCS, ECCE, CETS and afterschool service. We run the Aistear curriculum in our childcare service and all our staff are trained to the highest standard. We have a purpose built outdoor area and a large indoor area for the children to play every day.

Families

All of the activities at St Andrew's cater - one way or another - for local families in all the diversity of their situations and needs. The holistic and integrated approach to service delivery embodies the concept of family support. St Andrew's is funded for this role as a Family Resource Centre by Tusla. This core funding is levered by the Centre to attract complementary funding, both public and private.

Family Support Service

The Family Support Worker engages with both individual families and target groups. This involves close liaison with social work and other specialist services as appropriate. Parenting Programmes, parent and baby programmes, support groups for young mothers, parents of children with special needs, Art Therapy and positive health programmes are run through the year.

The Family Support Service also processes the Garda Vetting for the Centre and its volunteers, up to 350 per year and is responsible for the Speak reporting to Tusla and the co-ordination of the strategic planning in the Centre.

We are very conscious of positively supporting Mental Health Awareness and continue to develop services across the life cycle to provide appropriate supports.

Employment Service

St Andrew's helped to pioneer the idea of a local, accessible support for unemployed people, especially the long-term unemployed, to access employment. Today, that service has developed into the Eastside + Docklands Local Employment Service. The Centre offers tailored information, advice and support to unemployed people to enable them to develop the skills and experience they need for the jobs market.

Many are referred from the local Department of Social Protection office INTRO, but the service also operates outreach programmes. Even in today's challenging conditions the Centre secures solid progression for many to work experience, training and open employment, often with the co-operation of local employers. The centre delivers this service in partnership with our colleagues in the North Inner City who are subcontracted by us, under a contract with the Department of Social Protection.

Job Initiative

We employ 20 people who qualified for the Job Initiative Programme. These people are part of the core team working to operate the Centre and this programme is funded by the Department of Social Protection.

Welfare Rights Service

The service aims to guide and support people through the often complex process of establishing and securing their entitlements. The service will also act as an advocate for people in this process, as appropriate.

The service works closely with the other Programmes in the Centre so that initial contact with one service can result in an improvement in a family's overall circumstances.

The Junction Centre

The Junction Centre provides an additional facility to offer a high quality base to research and develop ideas for self-employment, in association with inner-city enterprise. Self-employment can be a viable route out of unemployment for many with the appropriate support. We have an average case load of 400 registered jobseekers each year with up to 40 progressions on average each month.

IT Training

The Centre operates a dedicated IT training Centre where expert tuition and a well-equipped facility provide a resource for developing IT skills at all levels and for all age groups. The service covers individual coaching and formal group programmes of accredited training and is available to all categories of learner, regardless of their background or location. This service is complemented by the Centre's cyber cafe, which provides free and informal access to on-line services and is popular with all age groups. We updated and replaced all our IT equipment thanks to the support of one of our local businesses and we are now running computer maths learning for young children, afterschool's programme, digital media training for all. Our extended IT facilities cater for the whole family and provide educational and social support to local children and their parents with special focus on early school leavers. A comprehensive IT Programme has been developed which will benefit the wider community. This Programme is crucial in ensuring that all residents have access to quality IT training delivered at a local level and geared to individual and family needs.

Community Employment Programme

The Centre employs up to 95 people under the Community Employment Programme operated by the Department of Social Protection in the Centre's own services and in a variety of partner voluntary and community bodies in the area. Participants receive valuable work experience, while engaging in training to develop useful skills. They are supported to seek open employment and, in the process, make a valuable contribution to the community through their work effort.

The value of this Programme is reflected in the significant progression to open employment even in these difficult times.

Adult Education

St Andrew's has been a provider of community education for adults for many years with the support of City of Dublin Education and Training Board (CDETb). Courses offered include classes in Irish, English, Art, Sewing and Digital Media and creative writing in line with demand. Reflecting community need, there is also strong demand for classes in English as a second language.

Sport and Recreation

The Centre operates the Sport and Recreation Centre on South Gloucester Street on behalf of Dublin City Council. Commercial users from the local business community subsidize its use by the community, including extensive use by local schools without their own sports facilities. This is an example of a successful social enterprise made possible by a creative partnership with an innovative public service. The Centre also supports the annual South Docks Festival which engages the whole community in celebrating its identity and the talents of its people.

Heritage

The Heritage Programme at the Centre has resulted in a number of publications and permanent exhibitions on themes related to the history of the area. The Centre is determined that the identity of this community and its story should not be overlooked in the dramatic changes which continue to affect the area. 2016 saw the launch of the heritage publication "1916: the local connections". The Centre also hosted an exhibition reflecting the events of 1916 in the local community and some of the main personalities highlighted were The Pearse Brothers, Countess Markievicz and Peadar Macken.

Community Development

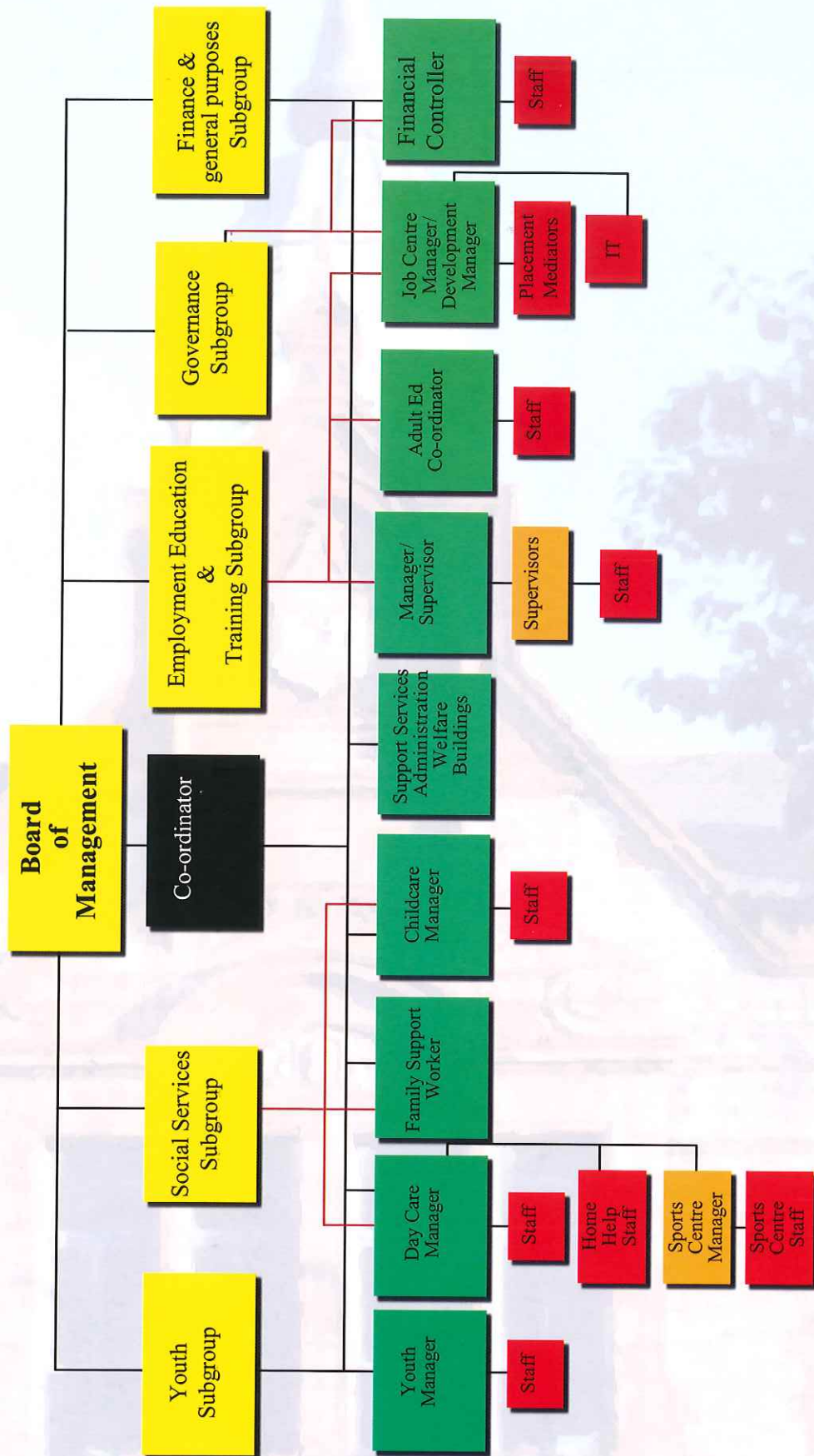
The Centre's commitment to empowering the community for its own development has led it to support campaigns to highlight the needs of the area in respect of housing, education, amenities and employment. It engages closely with local public representatives and advocates for the community with a variety of public agencies. The Centre is represented on the Dublin Docklands Consultative forum. The Centre has long enjoyed a positive relationship with the local business community, encouraging them to see themselves as stakeholders in a vibrant and confident local community. With the dramatic changes brought about by redevelopment of the area, we are seeking to extend this relationship to the many new enterprises, large and small, which have arrived, through networks like the Docklands Business Forum. The Centre cooperates with like-minded organisations across the voluntary sector, especially in the inner city. The Centre publishes a community magazine – 'The New Link' – to promote communication and awareness across the community. The Centre's facilities are made available for meetings and activities to local community organisations and to others catering to community needs, such as public representatives, FLAC, AA and SVP.

St Andrew's as a Family Resource Centre

St Andrew's has received core funding since 1990 from the Department of Social Welfare as it was, and subsequently from the Family Support Agency to support the core costs of the development and operation of the Centre. This core funding is now provided by Tusla funds providing administrative support and Programme staffing as well as some of the overheads for the operations of the Centre. In order to serve the families in the community to the appropriate standard, the building needs to be kept safe, and maintained to a very high standard, administered efficiently and have its finances controlled on a sound basis. Therefore, core funding is essential to enable the Centre to operate the range of activities and services to the community. This however, only forms a very small percentage of the overall funding requirements for St Andrews Resource Centre to operate on a daily basis.

Our work has proved to be excellent value for money with a substantial impact represented by the many positive results for local people, with special focus on the training development and support of the most vulnerable in our community. We plan to continue to develop our services and supports to reach as many people as possible and to respond to the growing volume of demands in our community, especially in light of the major new developments that have taken place in our Dockland community. Our services have been evolving in response to changing community needs as well as reflection on our experience and analysis of our strengths and challenges. We continue to provide a cost-effective service to target groups that are challenging some of our traditional service provision.

Organisation Chart





Summary Income & Expenditure 2016

Summary Income

Grant Income

| | |
|---------------------------|-------------------|
| Community Employment | €1,245,282 |
| Job Initiative | €462,932 |
| Grants for other services | €1,431,849 |
| Total Grant Income | €3,140,063 |

| | |
|------------------------------------|----------|
| Other Income | €273,378 |
| Contribution to building overheads | €36,614 |
| Donations | €91,031 |

| | |
|--------------|-------------------|
| Total | €3,541,086 |
|--------------|-------------------|

Summary Expenditure

Wages & Salaries

| | |
|-------------------------------------|-------------------|
| Community Employment | €1,179,593 |
| Job Initiative | €439,973 |
| Wages & Salaries for other services | €1,425,033 |
| Total Wages & Salaries | €3,044,599 |

| | |
|-----------------------------------|----------|
| Programme Costs | €141,465 |
| Operating Costs | €256,874 |
| Repairs Materials and Maintenance | €95,856 |

| | |
|--------------|-------------------|
| Total | €3,538,794 |
|--------------|-------------------|

In 2016 St Andrew's Resource Centre provided:

45 home helps who delivered **11,288** hours of home care to an average of **120** clients

42 child care places for **2** to **4** year olds, **8** after school places

45 day centre places for the elderly and delivered **3000** meals to the housebound

job support to **722** Unemployed people, placed **266** in jobs, supported **46** to set up their own enterprise and **299** to undertake training or education

work experience through Community Employment to an average of **90** people of whom **14** progressed directly to jobs

youth work opportunities in a variety of activities to a total of **400** young people, with **130** Travelling on exchanges to London, Liverpool, Finland and Denmark, while we hosted incoming visits by **60** young people from Italy, Denmark and Spain.

350 hours of adult education to an average of **60** people in Irish, English as a second language, art and sewing.

parent and child programme with **13** parents and **13** children in attendance

ParentPlus Programme with **7** parents attending / parenting programme for **6** parents of children with autism

welfare information, advice and advocacy to **420** people

weekly homework support to **260** children, in partnership with students of Trinity College

a free Internet cafe with **12** places and a dedicated IT training room and **350** hours of training

training and support to **15** volunteers running youth clubs catering for **80** children

family support - ongoing family support work with **38** families

community sports and leisure facilities in cooperation with Dublin City Council catering on a weekly basis for **450** adults and **1000** children from local schools, after schools and training workshops

heritage activities through research, publications and exhibitions

facilities for meetings, classes, and community events to a high standard from 7am to 10pm six days per week, Sunday`s 10am - 6pm.







TÚSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency



An Roinn Leanaí
agus Gnóthaí Óige
Department of
Children and Youth Affairs

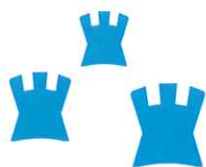


Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



CDETB

An Bord Oideachais agus Oiliúna Chathair Bhaile Átha Cliath
City of Dublin Education and Training Board



Dublin City
Baile Átha Cliath



An Roinn Coimirce Sóisialaí
Department of Social Protection
www.welfare.ie