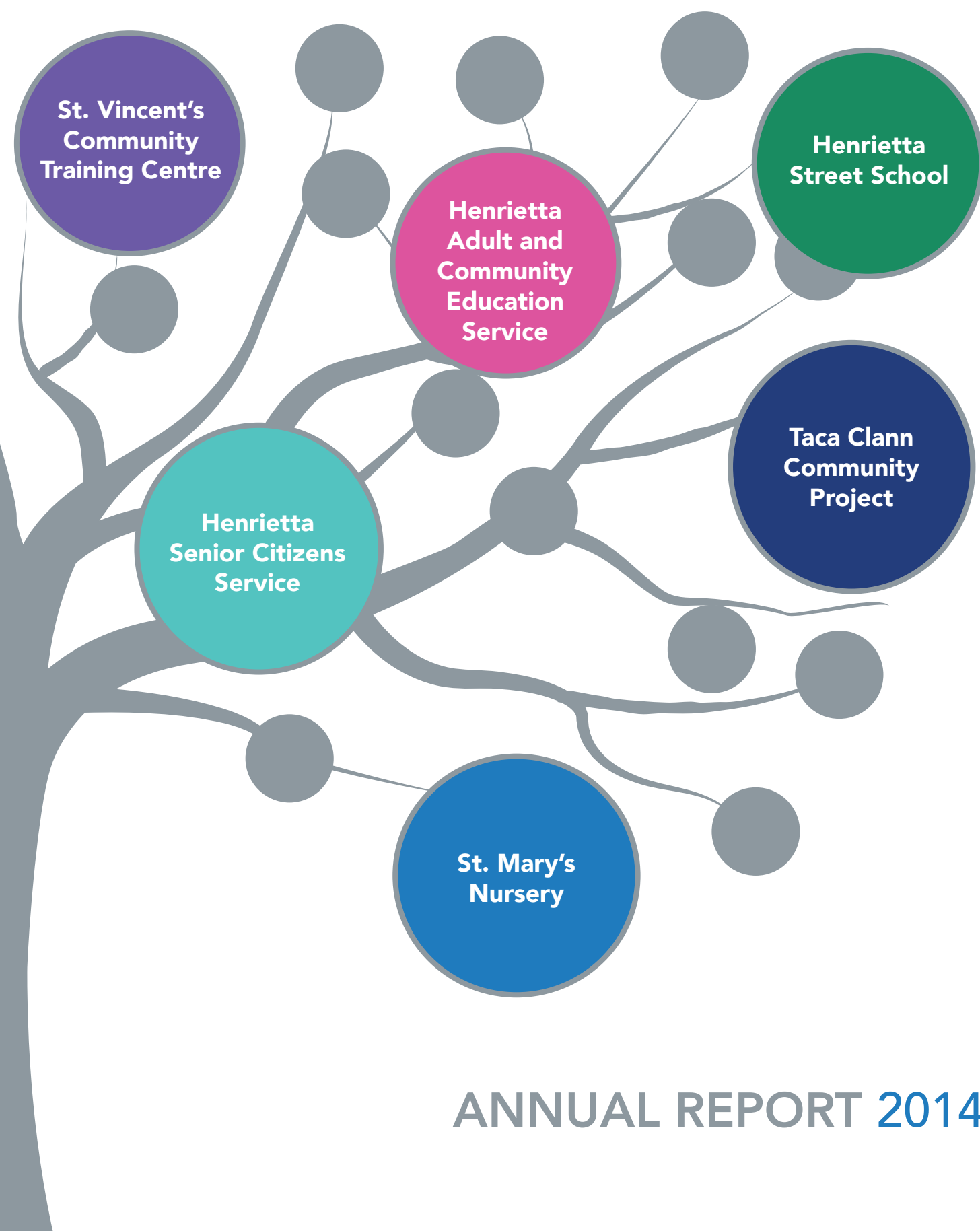


# Daughters of Charity Community Services



ANNUAL REPORT 2014



# Annual Report

## Contents 2014

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# Mission Statement of The Daughters of Charity Community Services

Inspired by the spirit that has animated the Daughters of Charity, the Daughters of Charity Community Services is a community education and social care organisation that works for positive social change.

The VISION of the Daughters of Charity Community Services is of a society where each person can exercise his / her rights and responsibilities to fully participate in education, work, and family and community life. We believe that this requires a model of partnership in which both the causes and effects of poverty and social exclusion are successfully addressed.

The MISSION of the Daughters of Charity Community Services is, through its work, to strengthen our community and to encourage individuals and families, particularly those most marginalised, to achieve their full potential.

We aim to do this through our COMMITMENT to:

- Provide, in a flexible way, accessible opportunities for learning and personal growth.
- Respect the dignity and uniqueness of each person who engages with us.
- Offer a supportive and caring environment.
- Achieve excellence in the quality of our services.
- Work in partnership with others to remove obstacles to full participation.
- Use our experience as a means of influencing changes in social policy for the people we work with.
- Foster an organisation that behaves in a way consistent with our shared vision and mission.

# Chairperson's Commentary

## It is an honour to again introduce the Daughters of Charity Community Services Annual Report for 2014.

It details the vast range of services and supports which are provided to individuals, families and the broader community of the North Inner City of Dublin.

Conscious of the mission of the Daughters of Charity to provide support and practical assistance to those most marginalised, the services documented in this report, some of which were at a most basic level, responded in a proactive and flexible way to meet the increasing needs of our service users. It is particularly sad to report that, in a number of cases, these related to food and shelter.

This report outlines the impressive diversity of services customised to meet the needs of small children, vulnerable teenagers, adolescents and young adults, mature adults and older citizens. These are provided through St Mary's Nursery (early education and childcare for small children from low income families); Henrietta Street School (high support education for young people at risk); St Vincent's Community Training Centre (training and education for vulnerable adolescents / young adults); Henrietta Adult and Community Education Service (basic adult education for people returning to education); Henrietta Senior Citizens' Service (social, nutritional and educational support for older vulnerable people); and Taca Clann Community Project (range of outreach and support services applying a community development approach).

The Daughters of Charity Community Services (DoCCS) in Henrietta Street, in 2014, delivered the above within budget and to a very high standard. Many of the programmes and activities are formally and externally accredited, while others are measured and benchmarked using other appropriate tools. Quality of service and continuous improvements are the hallmarks which characterise the approach of the DoCCS.

The delivery of these impressive services and outcomes, which are outlined in this report, requires a skilled, committed and conscientious staff and

management. These attributes were demonstrated yet again consistently throughout 2014. I wish to formally acknowledge this here.

Community and voluntary organisations, which are the recipients of public funding, are rightly accountable to funders and to the general public. Conscious of this and in line with best practice, the Committee of Management (CoM) of the DoCCS signed up to the Voluntary Code of Governance for the Community, Voluntary and Charity Sector. Many of the associated requirements are in place, with further work underway to ensure full compliance. I wish to thank the Committee of Management for their time, support and expertise provided over the past year. In addition, I wish to acknowledge the work provided by the various service Executive Committees.

It is an honour for me to serve as Chairperson of the CoM. I am privileged to work with the staff and management of the DoCCS. I am also very lucky to have available to me the outstanding Director of Services, Mark Hogan, and Sr. Goretti Butler, Provincial, Daughters of Charity.

Yours sincerely,



Nesson Vaughan,  
Chairperson,  
Committee of Management,  
Daughters of Charity  
Community Services



# Director's Report

Dear Reader,

It is our great pleasure to share with you the Annual Report for 2014 of the Daughters of Charity Community Services (DoCCS).

As our report once again shows, this was a year when our six educational and social care services strove to deliver high quality activities and supports in response to the identified needs of those children, youth and adults from local communities in Dublin's north inner city and beyond who chose to engage with us. While, thankfully, the year saw some green shoots of a national economic recovery, the reality for many of our service participants was one of continued daily challenge and struggle to maintain a minimum standard of living for themselves and their families. Indeed, in the last quarter of the year, the DoCCS experienced a significant spike of people presenting with acute and immediate needs on an unprecedented scale, which warranted a dedicated service response (see below and page 67).

While there were signs of a relatively more stable funding environment overall in 2014 in comparison to the funding reductions that arose from the austerity programme since 2008, the Board, management and staff of the DoCCS together had to work diligently and creatively throughout the year to ensure that our various services continued to deliver positive social change and value for money.

Given the development in recent decades of a patchwork of communities of relative affluence and poverty, with mixed needs, in Dublin's inner city, there is a requirement to ensure that scarce resources are targeted to those individuals, families and neighbourhoods that experience greatest need. In April, a study document, *'Daughters of Charity Community Services: An Area Profile'* was produced by Community Technical Aid in cooperation with the DoCCS, which presented an area statistical profile of the core catchment area of the DoCCS, namely Dublin 7 and (part of) Dublin 1, based on data available

from the 2011 Census of Ireland. The purpose of this research was to determine how successful the organisation is in directing and targeting its resources to people in need resident in the local communities served by the DoCCS.

A total of 81% of the registered participants of the six DoCCS services (taken in October 2013 as a snapshot in time and indicative of referral patterns to the services in general) were found to reside in the core catchment area. An analysis was made of 16 sample small areas within the core area where 70% of these service participants resided. These small areas were examined in terms of a number of census indices including age of population, ethnicity, family composition, household type, economic status, employment status, educational attainment and access to information technology. The census data sets revealed a series of 'micro pictures' where a high level of poverty and deprivation existed in the selected small areas, leading to an evidence-based finding that the DoCCS was successfully targeting people in need consistent with its mission statement.

Among the findings of the study were:

- The rate of lone parenthood as a family type was higher in the core area than in Dublin City overall, and in some small areas, the rate was as high as 79% and 83%. Lone parenthood was by far the norm in terms of family units in the small area pockets of poverty and disadvantage.
- In the small areas, more than half (55%) of the households rented from the local authority, whereas in Dublin City, less than 11.5% of households rented from Dublin City Council.
- In the core area, the unemployment rate was 24.9% compared to 18.5% in Dublin City and 19% nationally. However, within the core area there was a huge variance. In 6 small areas, 50% or more of men were unemployed at the time of the census. In 2 small areas, this was more than 70%.
- In the small areas, the chances of being in an employment of status were far less (18%) than in the core area (36%) or in Dublin City (45%).

- In the disadvantaged small area communities, around a third, 33% had left education by the age of 15 compared to 19% in the core area and 14% in Dublin City. A total of 45% in the small areas had left school before the State school-leaving age of 16 compared to 27% in the core area and 21% in Dublin City.
- In the small areas, more than a third (37%), or one in three people, had no formal education or primary education only, while less than one in ten (9%) in the small areas had a third level education qualification. The corresponding higher rates for the core area showed the concentrated educational disadvantage that blights the small area communities.
- Just over half of people in the small areas had access to a computer (52%) and the internet (53%), whereas almost two thirds of those in the core area do, and close on three quarters of those in Dublin City did.

With 70% of the registered service participants of the Daughters of Charity Community Services from the core catchment area of Dublin's north inner city residing in identified small areas of concentrated poverty and disadvantage, and the remaining 30% residing in other parts of the core area where relative poverty and deprivation existed, the organization is confident that it is successfully directing and targeting the resources of its education, training and social care services towards those people most in need in the community. The evidence-based approach of the research study also provided us with a deeper understanding and insight into relevant quality of life and standards of living issues affecting the service participants of the Daughters of Charity Community Services.

2014 saw the continued planning and implementation of a programme of realignment for a number of Government Departments and statutory agencies that fund our work, namely:

- The Education and Training Boards incorporating the VECs and the Training Division of FAS under SOLAS, the new national further education and training authority;
- Tusla, the Child and Family Agency incorporating the HSE Child and Family Services and the National Educational Welfare Service;
- The Social Inclusion Community Activation Programme (SICAP) incorporating the Local Community Development Programme (LCDP).

Of most significance in this regard was the establishment of the SICAP which places the local & community development sector in Ireland directly under the control of local government authorities from April 2015 through new Local Community Development Committees. As part of this process, the Department of Community, Environment and Local Government announced plans to put in place a public procurement process for the funding of community development formerly provided under the LCDP in the form of grant aid. This was the context of the LCDP budget having been reduced by 44%, from €84.7 million in 2008 to €47.7 million in 2014. The 2014 budget for SICAP is estimated to be €40 million, a further drop of 14.7%. This will mean that programmes aimed at social inclusion will have been cut by almost 53% in seven years.

Since the closure of the Dublin Inner City Partnership in 2010, Dublin's inner city has been in the anomalous position of being the only region in Ireland to have no Local Development Company. This continues to pose many challenges to our inner city community development projects and the communities they serve. Currently, there is no one body to provide strategic direction, to make collective arguments or to access resources for the area (although a new area structure has been promised by the local government authority in late 2015). This has contributed to Dublin's inner city communities becoming increasingly less visible and without a voice when important changes are occurring.

Consequently, fifteen inner city community development projects, including the Taca Clan Community Project managed by the DoCCS, came together in mid-2014 to form the Dublin Inner City Community Cooperative (Society Limited) in an attempt to fill this structural void and for the purpose of submitting a proposal under the SICAP in December, the tender awards for which will be announced in February 2015.

From September 2014, the organisation experienced a significant increase in participants presenting to our services with acute and immediate needs. This increase was not surprising in light of such findings as Focus Ireland reporting that in Dublin between 39 and 45 families per month were presenting as homeless; with over 490 families so affected in the year. These needs were manifest as a requirement for shelter, income, food, clothes or a combination of such. A brief pilot with one in-house service indicated that almost 1 in every 3 participants of that service required support with basics such as food, household, and personal items and 1 in every 6 participants was homeless as defined by the FEANTSA Typology. In trying to meet the needs of our participants, we were faced with a



wider context in which the typical response services were overwhelmed with the numbers of people seeking emergency support in relation to basic needs such as income, shelter, food, clothes and safety.

This impacted on access to vital external services, generating long delays which at times had the ripple effect of causing an emergency as more and more resources were taken from prevention, maintenance or sustainment. The impact on our professional services in-house was the creation of a situation of 'holding' service participants while awaiting an appropriate response, as typical avenues of professional support were no longer available. This holding included emotional support and/or practical supports such as food, clothes and/or shelter, as the type of need presenting was more acute and immediate rather than preventative and sustainment.

Faced with these acute emergent needs, the following small scale and targeted responses were social work led and implemented:

- In-house awareness presentations by social work with managers, support persons and staff on homelessness and housing exclusion and the introduction of a response framework: S.E.E - Sustainability, Early Detection, and Emergency Response.
- Critically reflective sessions resulting in the mobilisation of resources such as donations of cloths, foods, money, time, staff and equipment from internal staff and external donors.
- Equipping of a food storage room including fridge and presses.
- Establishment of a new partnership with Capuchin Day Centre for the purpose of weekly collection and distribution of food parcels.
- Development of quality control system for food sourcing, collection, storage and delivery (ongoing)
- Increased capacity via the recruitment of a Community Employment worker to provide administrative support.
- As a social work initiative, the formation of an 18+ Group in conjunction with Young People At Risk (YPAR) and multiple local agencies to specifically address the issue of homelessness.

We are grateful to the Tony Ryan Trust for its generous donation towards this programme response.

Once again in 2014, the heart of the organisation's work and engagement with our over 500 full-time and part-time service participants were our staff and volunteers. Their commitment, dedication and creativity throughout the year were inspiring. We are also extremely grateful to the Provincial Council of the Daughters of Charity who as Company Directors of the DoCCS gave generous support to the voluntary members of the Committee of Management, the Service Executive Committees, and the management group and staff.

Our report describes the very wide range of positive activities and outcomes across our six services in the reporting period. This would not have been possible without the continuing endorsement and funding of our sponsoring Government Departments, statutory agencies and private donors in what remained a constrained funding environment. Our published audited 2014 Statement of Income and Expenditure, summarised herein, details our stewardship and accounting of this generous financial support of the organisation's work.

Finally, we would like to express our warm appreciation and high esteem for the adults, young people and children who chose to participate and contribute to our services this year. All of us, as management, staff and volunteers, were truly inspired and humbled by their generosity, courage and dignity, often in the face of tremendous challenges and unprecedented difficulties both for themselves and their families. You helped us to remain anchored in the ethos and values of the founders of the Daughters of Charity. Thank you.

Let this be our inspiration and hope as we continue into 2015 to develop our work with our service participants in supporting them to achieve their personal goals in education, training, family support and community engagement.



Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Mark Hogan'.

Mark Hogan,  
Director of Services.



# St. Mary's Nursery

## Some Parents Share Their Experience...



"My son is attending St. Mary's Nursery in the Wobbler room since September 2014. When he started he had very limited speech and was only using 5 – 10 words. My husband and I were starting to worry, but within a few weeks of starting in the Nursery his vocabulary had increased at an amazing rate. He

is now speaking clearly and properly, and every day he comes out with new words to make us so proud. It is also a huge benefit that the Nursery serves well balanced nutritious meals to the children that they enjoy. My son always has extra helpings!

We put our son into St. Mary's as our older son had attended the nursery in the pre-school room the previous year and he loved it as much as my younger boy does now. We don't have anywhere near our home for our children to play outside, so having access to the playground and the other children has been wonderful for both of my children. Their levels of confidence and social skills have significantly increased due to their time in St. Mary's Nursery.

The staff in St. Mary's Nursery made it a very comfortable experience for me and my husband, especially at the beginning of the year for both of my boys when they would become upset if we left. The staff always calmed them right down and made them feel safe and secure until we collected them. As a result, both of my sons love the teachers they have / had in the nursery and my older son still asks after his teachers at least once a week. In my opinion St. Mary's Nursery is a wonderful addition to this area and hopefully the service will be around for a long time."

**Claire Morgan**, Parent.



"My son Drew started at St. Mary's Nursery in September 2014. At first, I was very nervous and worried about leaving him with people whom he didn't know as he was only used to being around his Dad and I.

Having been a carer for my mother, I was finding it hard to let him interact with other children on a daily basis, but I knew this was a good decision.

As he was very shy and quiet around others, it took him about two or three weeks to finally settle in, and with the help of the teachers, they made it so easy for him and I. Since then he is now enjoying every day so much and has benefited a lot, and his speech has come on immensely. His interaction with other children and adults is completely different. He has learned how to share with others, which is something I believe in, especially that he is the only child in our house. Most of all, his personality has grown so much.

I am so happy in how much he has learned in such a short space of time, and this is down to the fantastic work and time the teachers give to the children at the nursery. The best thing about them is that they are very prompt and efficient with telling the parents on a day to day basis what the child has done that day, what they have eaten, their humour, and also noticing important things that maybe I wouldn't have.

The attention to detail is brilliant and it puts my mind at ease knowing that my son is in good hands when he's there. While he's at nursery this allows me to look after my mother more efficiently, with her taking her medication on time, helping her to get washed and dressed, and helping her prepare lunch and dinner for my younger sister. It was sometimes getting hard with him been housebound during this time. Now it is easier for him being at the nursery, as he is learning and able to interact with other children which I sometimes was preventing because of this."

**Lea Murray**, Parent.



"My name is Gemma and my son, who is now 2 and a half years old, started in the nursery in September. If I'm to be honest, I didn't really want him to be in a crèche but had no choice as I am a part time worker and knew from other people's experiences that this would be a good option. I also had concerns about his speech and language, because as a two year old he was not speaking or communicating the way I thought he should.

It did not take long for him to settle in, and within one week he was smiling going to crèche. Within two months of him starting there the difference in his behaviour and speech was amazing, from brushing his own teeth and combing his hair. He loves running in every morning to meet his friends. They all sit down and have breakfast together every morning.

I feel relaxed that my child is safe with great staff who look after him every day, and knowing that with each day in there his speech will get better and better.

St. Mary's Nursery is a great community crèche and I feel very lucky to have my son here."

**Gemma Talbot,**  
Parent.



"Our daughter Noyah-Belle has been attending the Wobbler Group in St. Mary's Nursery since September last. Her brother and sister have also attended the Nursery, so we had no reservations whatsoever about sending Noyah-Belle there. The staff of the nursery are very competent in caring for the children. They are attentive to Noyah-Belle and make every effort to ensure that her experience at St. Mary's is as encouraging and enjoyable as possible.

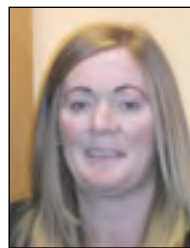
The children receive freshly cooked meals each day and have a little nap in the afternoon. The staff always communicate the day's events to parents. We can see first-hand they do their utmost to tend to each child's individual needs, something we believe is an essential platform of a toddler's development.

Noyah-Belle is always eager to attend nursery each morning and has settled in very well from the start. Each week we notice positive changes in her behaviour including one or two new words also. St. Mary's Nursery is an essential part of Noyah-Belle's progression into primary school.

We feel very privileged to have been given the opportunity to send our three children to St. Mary's Nursery. We hope every parent will find their experience here as pleasant and rewarding as we have through the years.

We would like to thank the management and staff for their endless hard work and commitment, and wish St. Mary's every success for the future."

**Nelly and Barry,**  
Parents.



"Since my twin girls started in St. Mary's Nursery in September 2014, there has been a big improvement with their speech thanks to the teachers and staff.

They are also coming on great, mixing and playing with the other children in the nursery"

**Yvonne Caffrey,**  
Parent.

## A Word From Some Members of Staff...



"In October 2004, I had the pleasure of starting work in St. Mary's Nursery. During my time in the nursery, I worked with most of the groups: Babies, Toddlers, Pre-schoolers and After-schools. And what amazing children and families they all were!

I saw a lot of change in the nursery during my time, including changes in structure, management and staff to name a few, but the one thing that remained constant was the dedication of the staff to the children and their families. All of the children in St. Mary's Nursery are treated with love and respect. It's an environment where play and fun are foremost, with experienced staff on hand to facilitate and build on the learning that happens naturally through play. The vast experience of the staff was a constant source of education for me and I consider myself very fortunate to have had the opportunity to be part of the team in the nursery.

In December 2014, I made the very difficult decision to leave the nursery to begin a new chapter, but I will carry the memories, knowledge and experience that I gained with me forever.

I would like to take this opportunity to thank everyone in Henrietta St for the last 10 years work experience, I have thoroughly enjoyed it."

Debbie Keegan,  
Nursery Childcare Worker.



"I started in St. Mary's Nursery not long ago, in November 2014. From the moment I stepped through the door, Sheila Carroll, the nursery manager, and all the staff made me feel very welcome and I feel comfortable coming into work each morning.

When I found out I was the newest member of the childcare team in the nursery for a good few years I felt a little more nervous - nervous about bringing new ideas, putting my own stamp on things, and getting to know the parents and children. But this was all easier than I thought it would be. I have

been welcomed and this made me feel that I have settled well into the nursery.

The children seemed to get on well with me from the very start. They are a great bunch of children. They are very friendly and great fun to be with every day. The parents also welcomed a new face to their children's nursery straight away, and they all made me feel at ease. I look forward to getting to know them and their children better.

Sheila and all the nursery staff have been willing to answer all my questions and help whenever I needed it. They have all showed me great support since I started, and I look forward to getting to know everyone better and working here in St. Mary's Nursery."

Sarah Kearney,  
Nursery Childcare Worker.



"In October 2013 I was offered a few weeks work as "Relief Housekeeper" with St Mary's Nursery.

Straight away I was made feel very welcome and part of the team by all members of staff, which made settling into my new job very comforting.

My few weeks lasted ten weeks and then in January 2014 I was invited back again to cover for one week. In March 2014 I was invited back yet again, and I am still here!

My duties include cooking a hot meal for up to 46 children every day and I am responsible for the daily cleaning of the kitchen, dining room and bathrooms. My duties also include the weekly shopping for the children's meals and the upkeep of the daily menus.

My time with St. Mary's Nursery has been very rewarding, and getting to know the children and their parents has been a great privilege for me.

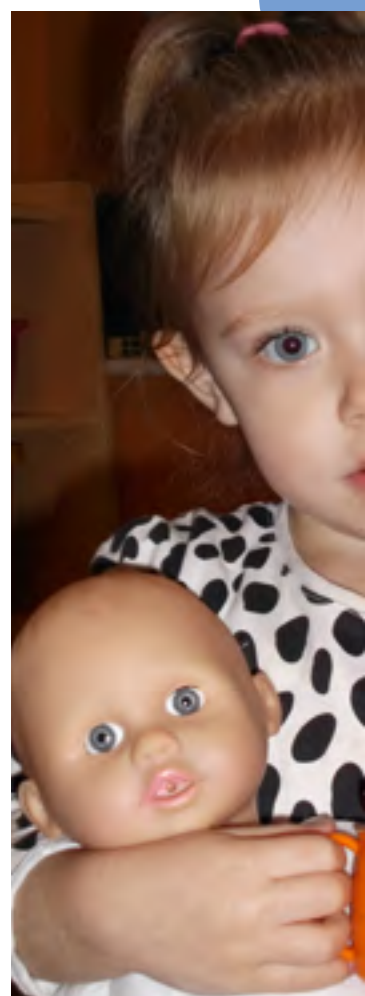
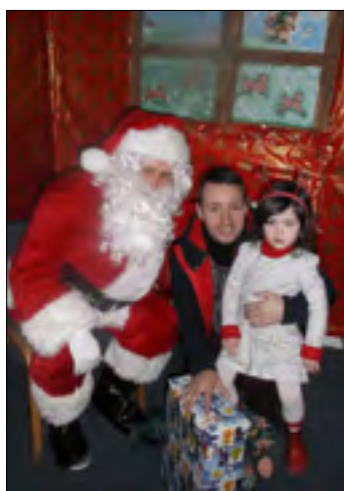
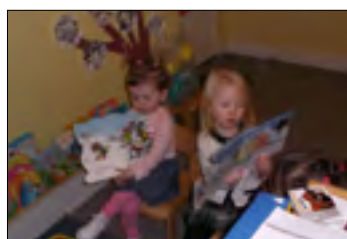
This year, I completed my training in Primary Food Hygiene Course, Level 2."

Carmel Colgan,  
Relief Housekeeper

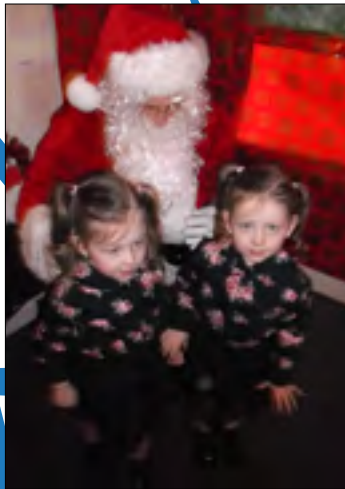
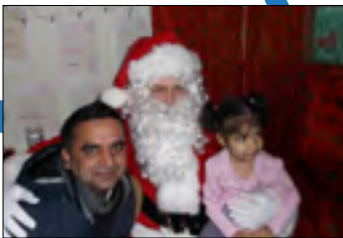
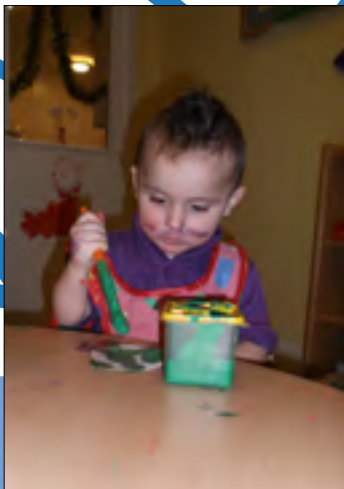


## Our Service in 2014...

The following selection of photographs give a flavour of life within our early years education and childcare service. We hope you enjoy them and that they make you smile...







# Service Outcomes and Activities in 2014

## Report on Our Service Participants

The following tables provide information on the referrals of children to St. Mary's Nursery in 2013/2014, along with information on progression and care outcomes of the service. The data is presented in comparative terms to 2012/2013.

Table 1: Places and Referrals	2012 / 2013	2013 / 2014
Total No. of Places Available		
September 12 – July 13	52	
September 13 – December 13	46	46
No. of New Places Offered	13	24
No. of HSE Public Health Nurse Referrals	24	66
No. of Joint Tusla Social Work & HSE Public Health Nurse Referrals	5	9
No. of Referrals From St. Vincent's CTC	6	4
Other Referrals	0	1

Table 2: Progression Routes	2012 / 2013	2013 / 2014
<b>Internal:</b>		
Move from Baby to Wobbler Group	5	0
Move from Wobbler to Toddler Group	8	10
Move from Toddler to Preschool Group	9	9
Remained in the Same Group	4	0
<b>External:</b>		
Early Drop Out	8	3
Early Years Services	2	11
Primary School	5	10
At Home	0	0
Moved out of area	1	0
Unknown	0	0

Table 3: Care Outputs	2012 / 2013	2013 / 2014
Speech & Language Therapy	0	1
Involvement with Tusla Social Worker	11	11
Education / Psychological Assessment	1	1
Children with additional needs	1	0
Referral to Child & Family Services	1	0



Following the restructuring of the nursery in September 2013, the service offered a total of 46 early years care and education places to children ranging in age from 15 months up to 5 years of age. The total number of referrals made by Public Health Nurses increased significantly from 24 to 66 in the reporting period, however, not all referrals secured a place within the service. The Public Health Nurse through the Health Service Executive remained the principal source of referrals for the period.

As evidenced above, the number of young parents referred through St Vincent's Community Training Centre of the Daughters of Charity Community Services, fell again from 6 in 2013 to 4 in this reporting period. This drop in referrals came about following changes made to the one parent family payment in the 2012 Fiscal Budget, with the results that young parents no longer have a financial incentive to participate in training and access childcare as was previously provided by the Childcare, Education and Training Support (CCETS) scheme.

The number of children and families engaging with Tusla Social Work Department increased by almost 50% compared to 2013, and was a reflection of the ever-increasing pressure that families were under due to the economic uncertainty in their lives, rising unemployment and family breakdown.

The number of children who progressed onto other Early Years Services increased from 2 in 2013 to 11 in 2014. Historically, the preschool group had only been offered on a sessional basis, and was difficult to fill, and there were only 12 toddler places for 2-3 year olds. Following the service restructuring in 2013, the preschool group moved to full day and the toddler-aged places increased from 12 to 24. This in turn increased the demand on the preschool group, and the Nursery Executive Committee made the decision to prioritise those children who did not qualify for the free preschool year within our Nursery service.



## Our Fun Fund-Raising Initiative

Following further funding reductions in early 2014, nursery staff were keen to take a proactive approach to fundraising and during a staff meeting Hazel Bradley, childcare worker, proposed holding a fun family day at the cinema for the children and their parents!

Hazel made contact with the IMC Cinema in Santry and John Connolly, Manager, kindly agreed to host an event to raise funds for the nursery. Everybody was on board with the idea and the decision was made to hold the event just before Easter. The movie, which Walt Disney very generously provided to us free of charge, was to be Disney's Frozen, and IMC Santry provided the venue free of charge.

After much animated discussion, we decided that €3 a ticket would be within most family's budgets, and so staff set the advertising campaign in operation! Word went out across the organisation, among the children and parents, and to family members that the event was coming up. Staff posted it on their social media sites, and the excitement and anticipation grew as requests for tickets came in thick and fast.

On the day, the IMC staff were out and about early, preparations were under way and the cinema was opened for our exclusive use... what a privilege! Nursery staff arrived armed with balloons and banners to decorate the lobby of the cinema, and the anticipation grew.

When the doors opened on that Saturday morning, it was fantastic to see so many of our little treasures arriving with their mams and dads, brothers and sisters, grannies, granddads, aunts and uncles, and all with anticipation on their faces. Staff families from across the organisation were also out in force to support the event.

The day was extremely successful and we raised a total of €1,500 which was used to replace various items of

equipment throughout the nursery. The movie song "Let It Go" has been the daily anthem since and could be heard coming from several rooms at any given time. The children really displayed a sense of identity and belonging as they were transported into the very real world of Anna and Elsa during their imaginative play, and they showed excellent negotiating and sharing skills as they worked out how to share the precious resources in the dress up box.

The service management would like to thank a number of people for their assistance with this successful venture; the nursery staff and their extended families for getting behind the project with such infectious enthusiasm; the staff from all across the organisation and their families; the Director of Services and the Nursery Executive Committee of Management for their support and encouragement; Mr John Connolly and the IMC Santry Team for such a fantastic welcome on the day and for the free use of the cinema; to Walt Disney for providing the film free of charge....you gave us the gift of a memory that will last a long time, as well as the opportunity to raise some necessary funds; to those who bought tickets and made donations; and finally to the parents and children of St. Mary's Nursery for sharing the day with us. I hope you all know how much your generosity was appreciated

**Sheila C. Carroll,**  
Manager.

## Parental Involvement

Parental Involvement can take many forms and happens organically on a daily basis as parents bring their children to and from the Nursery. It can be as simple as a wave as they are passing the door, or a smile at the office window. No matter how busy the staff members are they always make time to talk with each parent. The parents come on outings and, as mentioned above, they turned out in force for our fundraising day. The photos below are a sample of Parental Involvement in action.



## Staff Training and Levels

Nursery staff took part in the following training in the reporting period:

- **Síolta, The National Quality Framework for Early childhood Education & Aistear, The Early Childhood Curriculum Framework**
- **Child Protection for the Designated Person**

There is a total of 10 staff employed in St. Mary's Nursery, as follows:

8 Childcare Workers (2 in each age group)  
1 Housekeeper  
1 Manager

In addition, the nursery had students on professional placement during the year from the School of Social Sciences and Legal Studies, Dublin Institute of Technology, Mountjoy Square, Dublin 1.

## Building Our Links

St. Mary's Nursery continued to engage in networking activities with the following groups during the year.

### Young Persons At Risk (0-6 Age Group)

The YPAR Protocol provides an agreed structure for supporting cooperation between agencies in the north inner city of Dublin to ensure a coordinated, effective and person-centred service for children, young people and their families. St. Mary's Nursery engages with the 0 – 6 age working group.

YPAR is designed to support and strengthen the implementation of Children First: National Guidelines for the Protection and Welfare of Children, whose procedures for child protection always apply. The YPAR protocol does not replace existing informal contacts between agencies or groups.



### Grangegorman ABC Programme

The Area Based Childhood (ABC) Programme is a joint government initiative presided over by the Department of Children and Youth Affairs (DCYA), Atlantic Philanthropies, Pobal and the Centre for Effective Services (CES). A consortium was formed comprising the Dublin Institute of Technology (DIT) as the lead agency, and the local community through the North West Inner City Network (NWICN), known as the Grangegorman Area-Based Childhood Programme. The main focus was on Early Years with a proposal to forge links with the DIT and on-going continuous professional development. Service management was initially invited by NWICN to complete a piece of work in relation to the ABC, as an expert in the field of Early Years. The consortium application was successful and funding was secured for a number of programmes such as the up-skilling of Early Years practitioners in Sólta, The National Quality Framework for Early Childhood Education and Aistear, The Early Childhood Curriculum Framework, including Doodle Den, aimed at afterschool children, and the Parent Child Home Programme. All programmes will be specifically targeted towards local communities. The Committee of Management of the Daughters of Charity Community Services sanctioned the continued involvement of service management in the implementation and roll out phase of the ABC Programme.

## Our Funding Agencies and Supporters

In 2014, St. Mary's Nursery was principally funded by Tusla, Child and Family Agency, Dublin North City, Dublin North East Region (formerly funded by the HSE Children and Family Services).

The nursery service was part-funded by the Department of Children and Youth Affairs (DCYA) through the Community Childcare Subvention Scheme and the Childhood Education Training and Support Scheme, both administered by Pobal on behalf of the DCYA.

The service also continued to avail of funding under the School Meals Programme from the Department of Social Protection. The Daughters of Charity provided additional support during the reporting period.

## When Our Service Is Provided

St. Mary's Nursery is open from 9.00am to 4.00pm, Monday to Thursday and from 9.00am to 2.00pm on Friday. The service is available all year round except for the month of August and the Easter and Christmas holiday periods.

## Contact Information

St. Mary's Nursery,  
Daughters of Charity Community Services,  
9 Henrietta Street,  
Dublin 1.

**Main No:** 01-8874100  
**Direct No:** 01-8874116  
**Fax No:** 01-8723486  
**E-mail:** scarroll@doccs.ie  
**Web:** www.doccs.ie







# Henrietta Street School

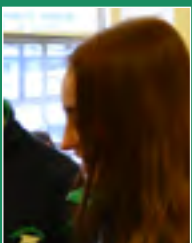
## What Our Students Say...



"There are lots of good things about the school and one of them is that the classes are smaller. I get on better with the staff. They help when I need it and I have some good friends in this school that will be my friends for life. Some of them I hang out

with outside of school. It is good to know that some staff look out for you and help you whenever you need it, and you get your breakfast in school. Brigid cooks the nicest meals ever. When you walk in the front door, she is so nice from the first minute till the last minute. Just say if I did not come to this school and I stayed in my old school, I would not have been doing my Junior Cert in Art. So that makes me so happy to know that there is one school that knows I can do well in life."

Paul Foley, Pupil.



"This is what I really think about school. We all come to school to learn a lot. This school is great. You can't beat it: we get our dinner; and we go on trips every Thursday.

We also went to Glasgow last year for a day trip. We went on a boat. It was the best trip I ever went on because I was never on a boat before. We had to be at the school at 4.00am in the morning and we got our bus out to a hotel to get Lisa one of our teachers. Then we went for the boat. We went shopping over there. I went to different shops like JD's, H & M and Penney's.

We are also hoping to go away to Alton Towers in 2015. We're going around May. We are going for 2 nights and 3 days. I was never on a plane before so this is going to be my first time to be honest. I'm living for it! We are all going to have a ball. We will be going on rides too. We will have a nice look around and there will be lots of different foods.

This school is cool, but when I have my bad days, it's bad for everyone, not just me. But we all have bad days. This school closes at half 2 but other schools closes at half 3 or 4 o'clock. I come to this school so I can get some help with my work. We have a back garden to play football; we also have a pool room. We can play the x box downstairs when we have some free time. We go to art to do lots of things. We have four teachers in the school and we have four classrooms.

We have a Social Worker; her name is Jacqui. She is here to help us with problems outside school and also inside school. She helps me a lot because I have a very hard time outside of school and she is there to help me when I need to talk. She is the best. Eddie, the School Principal, also helped me through a lot, when I was having hard times. He is also the best. When we come in to school in the morning, they ask us would we like tea and toast and if I ever need to talk I would talk to either Eddie or Jacqui. They have helped me through a lot in my life and I am grateful for it.

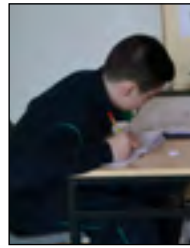
This is my last year in this school. I am going to FAS to do hair and beauty, just like my sister Jessica did. I will follow my sister because I know she got somewhere and I know I will get somewhere in life."

Kirsty Warburton, Pupil.



"My reading and spelling are coming on. In my old school I was in fights and got slagged on the bus. In here, the small class is good. The teachers encourage me. I love it here."

*Stephen Dargle, Pupil.*



"I like my school because the school helps me when I need it and I like all the help provided. My teacher is the best teacher ever."

*Darren Teeling, Pupil.*



"I really enjoy coming to this school because I can trust all the teachers. I was getting bullied in my old school and I don't get bullied in this school. I love coming here and its great being in such a small class. It's great all the teachers help me out when I feel down. All the teachers encourage me. I love my teacher."

Eddie, the Principal, has been there for me when I feel down in myself. That's why I like coming to this school. I can get on with most people. This school has made a difference for me. Since I came to this school, I have changed from my old school."

*Keisha Rock, Pupil.*

"In my old secondary school, I wasn't really happy. I didn't feel welcome; the girls there would stare at you and then laugh or maybe push off you on the corridor. In Henrietta Street School, I feel more welcome. I talk to everyone and talk to all the teachers. I'm more comfortable. In the mornings when I come in with my two friends I eat my toast and then play cards with them and my teacher for a while. If we are behaved, we get rewarded with special trips like horse riding and fun stuff like that."

In Henrietta Street School, the classes are smaller and its easier to learn. If you're stuck with your work, the teacher can come over to you and you're not waiting on her to go around to the other 30 people. When you have problems in or outside school you can talk to Jacqui, the social worker. She can help you and the Principal, Eddie too.. I really like my new school. It's the best school you can go to."

*Amy Furlong, Pupil.*

## Staff Member's Comments...

"Henrietta Street School seeks to offer an alternative, more flexible education programme and approach than is typically possible in mainstream schools. When dealing with such vulnerable young people, who have often been rejected by the mainstream system, it is crucial that we do not expose them to further experiences of exclusion and failure. Our aim in the school community is to meet the students' educational, social and emotional needs by supporting them and their parents/carers in recognising the power within themselves to make positive changes to their lives."

Schools are in their fifth year of austerity and the pressure on schools intensifies after every budget. School budgets have been cut and there are fewer resources. Throughout this period of austerity, I, as Principal, have been over-awed by the continued commitment, support and encouragement the staff of the school give to our young people. Despite the cutbacks, our staff have maintained the excellent high standards in education that we set and - dare I say it - have improved on."

For the young people in our care, we give them a chance to fall back "in love" with school and encourage them to take the opportunities they are given. Education will continue throughout life for these young people. The experiences they receive in Henrietta Street School is sometimes just the first rung of the ladder."

*Eddie Collins, Principal (Acting).*

## School Outcomes and Activities in 2014

Henrietta Street School is a high support school recognised by the Department of Education and Skills. It provides holistic educational support to a total of 20 young people at-risk, male and female, aged from 11 to 16 years. The majority of children who attend the school would have experienced difficulties in coping with formal schooling.



### Report on HSS Participants, January 2013 - December 2014

Table 1 below illustrates that a total of 14 children were referred to Henrietta Street School in the reporting period compared to a total of 28 children in the previous year. The majority of our referrals came from the Tusla, Child and Family Agency (Education & Welfare) and from second level schools in our catchment area of the north inner city of Dublin.

**Table 1: Source of Referrals to Henrietta Street School, January 2013 - December 2014**

Referrals	Jan 2013 - Dec 2013	Jan 2014 - Dec 2014
Primary Schools	9	4
Second-Level Schools	3	4
Tusla Social Work	1	0
Tusla Social Care	2	0
Tusla Education & Welfare	12	5
Parents / Relatives	1	1
School Completion Programme	0	0
Youth Services	0	0
Total	28	14





Table 2 below illustrates the progression routes of our school pupils who left us during the reporting period compared to the previous year. A total of 11 pupils left the school in 2014 compared to 5 in 2013. The majority progressed onto Community Training Centres for their further education.

**Table 2: Progression of Henrietta Street School Leavers, January 2013 - December 2014**

	Jan 2013 -Dec 2013	Jan 2014 -Dec 2014
Community Training Centres	1	7
Second Level Schools	0	1
Youthreach	0	0
Detention School	0	0
Home Tuition	0	1
Left the country	0	0
Other	4	2
<b>Total</b>	<b>5</b>	<b>11</b>

## School Curriculum and Examination Results

During the reporting period, the school curriculum continued to have a strong focus on literacy and numeracy. The curriculum comprised the following core subjects: English, Maths, Art, Environmental and Social Studies (ESS), Religion, Geography, History, Civic Social and Political Education (CSPE), Relationships and Sexuality Education (RSE), Social Personal &



Health Education, and Home Economics. Weekly Art classes continued throughout the year and all students were given an opportunity to participate in these.

Ten of our students sat the Junior Certificate examinations 2014 in English, Maths, Art, ESS, Home Economics, CSPE, Religion, Geography and History, as illustrated in the following table.

**Table 3: Junior Certificate Results 2014 (By Subject)**

Subject	Level	A	B	C	D
English	Foundation	1			
English	Ordinary	1	1	1	
Maths	Foundation	1	1	1	
Art	Ordinary		2	1	
ESS	Ordinary		4		
CSPE	Common			3	1
Geography	Ordinary		1	1	2
Religion	Ordinary		1	3	
History	Ordinary	1	1	1	2
Home Economics	Ordinary			3	

The Junior Cert Schools Programme provides a curriculum framework which assists teachers in adopting a student-centred approach to the Junior Certificate. Students work on JCSP statements throughout their time in the school. On completion of the programme, they receive a profile which is an official record of their achievements from the Department of Education and Skills. It is also possible to apply for initiatives as part of the JCSP.





## Literacy and Numeracy Teams

Literacy and numeracy teams, in accordance with DES regulations, have completed their work and the school now have Literacy/Numeracy Policies in place. These policies will be reviewed on an annual basis to ascertain their effectiveness.

For the first time in the history of the school, all the pupils were assessed using the new Literacy/ Numeracy Policy initiatives. It is envisaged that Literacy/Numeracy testing will take place in the school annually.

## New Initiatives

Henrietta Street School continued to operate our very successful initiative, Accelerated Reader. This is an ever-popular reading initiative. Using an online programme, students completed quizzes on books they had read and the program tracked their progress. During the school year, students achieved their target of reading 2 million words.

In 2014, the school forged / renewed our links with Dublin City Council Sports & Leisure Section and re-engaged with their swimming lessons. This was done on a weekly basis and was extremely successful.

From September 2014, the school started an option class every afternoon. Pupils move to a different class and teacher for this option class. For example, one group may do Home Economics, while another group may do History.

The school applied for our fifth Green-School Flag. Green-Schools, known internationally as Eco-Schools, is an international environmental education programme, environmental management system and award scheme that promotes and acknowledges long-term school action for the environment. In Ireland,



Green-Schools is co-ordinated by the Environmental Unit of An Taisce, in partnership with Local Authorities. Our fifth application is for Bio Diversity. This refers to the huge variety and variation of life that surrounds us. When the school is reporting on its progress next year, we hope to be able to say we were successful with our Bio Diversity project.

In the reporting period, the school applied for a number of new Junior Certificate School Programme initiatives.

We also held a Parents Coffee/Tea morning in November. It was a chance for the parents to chat and ask questions, and to dispel any negative views they may have about schools.

In December, the school held a Christmas Craft Fair. The pupils decorated empty jam, coffee and other jars with a Christmas theme and filled them with various sweets and completed them with a cloth lid and ribbon. Some other pupils made Christmas decorations or Christmas-themed chocolate sweets. The Christmas Fair was a great success. The pupils wanted to raise funds for a planned school trip in 2015.



## Comenius Project

The Comenius School Partnerships Programme enables Irish schools to create partnerships with other European schools to work on projects which are pedagogically relevant and encourage intercultural exchange. Our successful Comenius Project over the last number of years came to an end in 2014 with the final visit of the project taking place in Dublin and Henrietta Street School playing host to our European colleagues. It was a resounding success. A big thank you must go to one of our teachers, Ann Ruane, who co-ordinated the entire Comenius Project on behalf of the school.

## Links with Henrietta Senior Citizens Service

The school has continued to develop links with the DoCCS Senior Citizens Service. The young people of Henrietta Street School, along with the staff, entertained our friends at Christmas time. This occasion gave the young people an opportunity to engage and show off their more caring and soft side as they spoke, sang, danced, played bingo and helped to entertain with Santa. It was a truly memorable afternoon which will no doubt continue into the future at other times of the year.

## Outdoor Trips

Our weekly outdoor trips were also continued when we paid visits to the Dublin Mountains, Portmarnock Beach, Howth, Newbridge Demense, Marlay Park and St. Ann's Park, Raheny; while on days when the weather was bad, we went bowling or to the pictures. On a quarterly basis, we organised an attendance trip that is based on the pupils' attendance record in school. Go-Karting was always the chosen option for the attendance trip.



## Board of Management

The composition of the Board of Management of Henrietta Street School remained the same during the reporting period, with its term of office ending in September 2015. The members comprise: Mark Hogan, Chairperson / Trustee Nominee - Seamus Holland, Trustee Nominee - Yvonne Bambury, Community Representative - Gerry Cullen, Community Representative - Eddie Collins, Principal (Acting) / Teachers Representative - Ann Ruane, Teachers Representative. The Board met four times in the reporting period.

## Building Links

The allocated NEPS (National Education and Psychological Service) Psychologist, Ms. Alison O'Meara, continued to give invaluable support to the school by providing Psychological Assessments for some of our students who required a comprehensive psycho-educational assessment. In addition to providing support to the school, Allison helped with other relevant issues that arose within the school in relation to the young people.

Eddie Collins, the Acting School Principal, is a member of the Irish Primary Principals Network (IPPN) and has availed of some of the supports this network has to offer.

Through the efforts of Jacqueline Dowling, the school Social Worker, links continued to be forged between the school and the Department of Child and Adolescent Mental Health Services (CAMHS). Several of our students were engaged with this service and as a school community, we benefited from the expertise and support offered by the team involved. The school continued this year to work with other Tusla services which some of our students were linked in with, as well as with the Daughters of Charity Connaught Street Family Centre.



Positive working relationships continued to be developed with the Most Project, which is a youth justice project linked to Bradog Regional Youth Service. This proved to be most beneficial for a number of our pupils as the Most Project came into the school to work with the pupils on a one-to-one basis.

The school continued to enjoy positive working relations with Tusla Education & Welfare officers. The Education & Welfare Service of Tusla, Child and Family Agency, dealt with student attendance concerns from time to time, and it also acted as a significant source of referrals to our school service for children. We also further developed our close working ties with other schools in our catchment area.

The school has access to the services and supports of the Central Services Support Team of the Daughters of Charity Community Services.

## Our Funding Agency and Supporters

Henrietta Street School is fully funded by the Department of Education and Skills. We are grateful for the ongoing financial support of The O'Brien Educational Fund of the Dublin Catholic Archdiocese.

## When Our Service Is Provided

Henrietta Street School is open from 8.00am to 4.00pm Monday, 8.00am – 3.30pm Tuesday, Wednesday, Thursday and 8.00am – 2.00pm Friday for the academic year, September - June.

## Contact Information

Henrietta Street School,  
Daughters of Charity Community Services,  
8 Henrietta Street,  
Dublin 1.

**Main No:** 01-8874100  
**Direct No:** 01-8874127  
**Fax No.:** 01-8747040  
**E-mail:** [school@doccs.ie](mailto:school@doccs.ie)  
**Web:** [www.doccs.ie](http://www.doccs.ie)







# St. Vincent's Community Training Centre

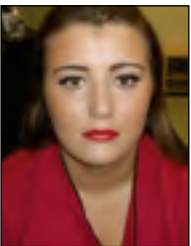
## What Our Young People Say...



"I started my training in St. Vincent's CTC in 2012. I was there for two years doing a computerised office skills course with Catherine Murphy, Instructor. In my two years at St. Vincent's, I completed a FETAC Level 3 major award in Employability Skills, which included health and

safety, word processing and caring for children. I also completed a major award at Level 4 in Office skills which included customer service, reception Skills and work experience. During my time in St Vincent's I also got the chance to do my leaving cert English and Maths with Jenny, Ann and Simon, the CDETB teachers working with the CTC. Overall I really enjoyed my time in St Vincent's CTC. Now I am doing a FETAC Level 5 course in Office Administration and Secretarial in Rathmines College and I am really enjoying the course."

**Jessica Flynn,**  
*Former trainee.*



"I spent a year and a half in St. Vincent's CTC, Henrietta Street with my Instructors, Christine and Elaine doing hair and beauty. Not only did I love the course, I enjoyed being in the training centre and around the trainees and staff. As I left school with no Leaving Certificate because I was having a baby, I thought I

would never get the qualifications to have a good job and to further the career I wanted. I gained these skills in the CTC service and completed a VTCT diploma in Hair and Beauty Services. I'm now doing a 2-year Level 5 and 6 Diploma in Beauty in Marino College and I have a part time job in a salon doing what

I always wanted. I would not have got where I am today without the knowledge and help off Christine and Elaine. Thank you."

**Ashleigh Eyre,**  
*Former trainee.*

## A Staff Member's Profile



In December 2014, Catherine Murphy ceased her employment as an Instructor in St. Vincent's Community Training Centre. Catherine had been working in the CTC for 22 years and previous to this had already been working in the service (then St. Vincent's Trust) since 1990 on a voluntary basis.

Catherine first started in St Vincent's Trust in what was then the knitting room, a production workshop located originally in Dorset Lane, Dublin 1, then in the current boardroom of No 9 Henrietta St. and later in a basement in Dominick Street, Dublin 1, before returning again to the basement of a building to the rear in No 9 which was demolished during the construction of the new building. The products produced were sold in places such as Cleary's Department Store, Brown Thomas and the Rotunda Hospital. Catherine worked on the chunky kitting machine making garments, along with supporting the Instructor in relation to the trainees on the programme.

In 1992, Catherine took on the position of Instructor in what was then the Day Centre. Here, she worked with young girls from 15 to 18 years of age teaching a range of skills from hand knitting, basic machine knitting, crocheting and cooking.

Catherine then moved and began working alongside Christine White with the Young Mothers Group. During this time Catherine, along with Christine and other staff were involved in working with and engaging trainees in a transnational cultural exchange experience with Romania, funded primarily by Leargas. This culminated in a visit by a group of trainees and staff to Romania in 2000.

In 2004, as part of an internal audit of the training provision within the CTC and the subsequent reorganisation of training in the service, Catherine took on the position of Office Skills instructor with responsibility for the delivery of FETAC and FAS modules primarily in the Office Skills area but also including modules in Childcare. She provided training in this area with 10 young girls including some young mothers on an ongoing basis as part of the CTC's continuous intake policy. As with the other training areas within the CTC, the holistic approach to training was central to Catherine's role and her delivery of training.

Catherine demonstrated over many years a commitment and passion for assisting and supporting each trainee in her training area so as to maximise their potential, to progress from the CTC with confidence, and with the self-esteem to be able to move forward positively with their lives, in particular to the next phase in their career path. Catherine always displayed a strong empathy with trainees in the CTC and it was her motherly qualities that endeared trainees to her. Trainees who had left and progressed on from the CTC continued to call back and link in with Catherine, which is a testament to the close bonds she developed with trainees in her care and the respect with which she is afforded by trainees.

Catherine also fulfilled the role and responsibility of coordinator for the assessment of trainee work portfolios within the CTC over the last few years.

We would like to sincerely thank Catherine for her contribution to St. Vincent's Community Training

Centre over the last 22 years, and in particular for the dedication commitment and enthusiasm that Catherine brought to her work which was an example to all in the service. We wish her every best wish for the future.

## Service Outcomes and Activities in 2014

### Introduction

Each year brings new challenges and 2014 was no different for St. Vincent's Community Training Centre. Ongoing change has been part of the CTC experience and January 2014 saw the change over from our previous principal funder, FAS (which ceased operation in October 2013) to the newly formed City of Dublin Education and Training Board (CDETb), with a transition phase under SOLAS, the new Further and Education Authority, from October 2013 to January 2014.

In November 2013, FAS communicated to the CTC its decision to reduce the number of funded learners in the CTC from 60 to 50 learners due to decreased demand for training places. From January 2014, St Vincent's CTC operated and was funded as a 50-place training centre. There was a consequential requirement on the CTC to reduce the number of the FAS-funded instructors from 6 to 5. Regrettably, this required a redundancy to be implemented. The outcome of this process was the closure of the office skills training area.

During the reporting period, the emphasis for the CTC continued to be the provision of training and education, the achievement of certification for trainees and for their progression on from the CTC to further training and education, or to employment.



As part of the holistic approach of the CTC in meeting the needs of its trainees, a number of issues and challenges presented in 2014. The CTC had been providing support and awareness for trainees in the area of positive mental health and wellbeing. This continued throughout 2014. Accommodation issues and homelessness came to the fore and presented as real difficulties for a number of our young people. The CTC in conjunction with the Central Support Team and the overall organisation put in place some initiatives to assist trainees during these difficult times. Financial pressures on trainees especially those living on their own, were also apparent. A pilot project involving

the Central Support Team and the CTC, again with the support of the DoCCS put in place an initiative to provide food parcels to those trainees identified as needing this support.

The CTC began a process of introducing the Restorative Practice model to the CTC in 2014. This involved an introduction to staff of the CTC on the broad principles of Restorative Practice as well as training for staff which was completed in October and November 2014. It is envisaged to fully implement the Restorative Practice model in the CTC in 2015.

## Report on Referral Numbers and Progression Routes for Trainees in 2014

The tables below provide statistical information on referral numbers and sources, progression routes and reasons for leaving for learners of St. Vincent's Community Training Centre for the reporting period.

**Table 1: Number and Sources of Referrals, January 2013 - December 2014**

	2014	%	2013	%
Total Number of Referrals	47	100	51	100
<b>Source of Referrals</b>				
No of Self Referrals	28	60	22	43
No of Referrals by Agencies & Others	19	40	29	57
<b>Breakdown</b>				
Health Service Executive Northern Area	06	12	6	12
Probation Service	02	4	4	8
Henrietta Street School, DoCCS	04	9	3	6
Department of Social Protection	07	15	16	31



Table 2: Progression Routes 2014

Route	2014	%
Employment	04	8
Further Education & Training	13	28
Further Education	07	15
Further Training	06	13
VTOS	00	0
Second Level School	00	0
No Progress (completed course but unplaced at time of leaving)	15	31
Drop-out	12	25
<b>Breakdown:</b>		
Did not complete one month's probation period	06	13
Pregnancy / child care duties	02	4
Prison / Detention Centres / Special Care Units	00	0
Moved residence	01	2
Unknown (with course completed)	-	-
Placements closed	-	-
Illness	00	0
Change in domestic circumstances	00	0
Deceased	00	0
Programme did not suit learner needs / Chosen to opt out	00	0
Emigrated	01	2
Non Attendance / Poor Attendance	02	4
Non Establishment of social welfare status	-	-
Learners who were dismissed / suspended	04	8
	48	100

Table 3: Progression Routes 2013

Route	2013	%
Employment	4	8
Further Education	3	6
Further Training	5	9
VTOS		
Second Level School	0	0
Pregnancy / Child Care Duties	2	4
Prison / Detention Centres / Special Care Units	0	0
Moved Residence	2	4
Drop-out	2	4
Unknown (with course completed)	0	0
Completed Course Unplaced / No Progress	20	38
Placements Closed	-	
Illness	2	4
Dismissed	2	4
Change in Domestic Circumstances	1	2
Deceased	0	0
Programme did not suit learner needs / Chosen to opt out	6	11
Emigrated	0	0
Non Attendance / Poor Attendance	2	4
Non Establishment of Social Welfare Status	1	2
	52	100



## Referrals Breakdown

The reporting period recorded the total number of referrals to St. Vincent's Community Training Centre for 2014 as 47 learners. Of these, 60% of our total intake numbers were self-referrals, with 40% being referred from other agencies, as illustrated in Table 1. The principal referring statutory agencies and bodies to the CTC service were the Department of Social Protection, Probation Service, and the Health Service Executive, with the remainder referred by Henrietta Street School of the DoCCS.

## Progression Statistical Analysis

Our records show that the total number of learners leaving the Community Training Service (CTC) in 2014 as 48. Table 2 above shows the progression routes, including late placements, of the leavers from St. Vincent's CTC in 2014. This table illustrates that out of the 48 leavers reported in 2014 - rounding the numbers, eight percent (8%) secured employment; twenty seven percent (28%) went onto further education and training with thirty one percent (31%) citing no progress at the time of the learner having completed and leaving his or her course.

In addition, our records show that twenty five percent (25%) of our leavers dropped out, of which thirteen percent (13%) did not complete their one month's trial period, four percent (4%) left because of pregnancy or child care duties, two percent (2%) moved residence, two percent (2%) was recorded as having emigrated, and four percent (4%) left because of non-attendance or poor attendance. A further eight percent (8%) of our leavers were dismissed from their training course in 2014.

### Source of information for this report:

- CDETB 2014 December statistical report
- St. Vincent's CTC Management Information System

## Our Programme

In 2014, the following core course modules and educational activities were provided by the CTC service:

Training Area	Certification
Catering	FETAC 3/4
Health and Beauty	VTCT Diploma in Hair and Beauty
Computerised Office Skills	FETAC 3/4
Healthcare	FETAC 3/4
Woodwork	FETAC 3
Property Maintenance	FETAC 3/4
Computers	FETAC 3/4
Art	FETAC 3/4
Education	Junior Cert: English and Maths
	Leaving Cert: English and Maths
	One-to-one Literacy & Numeracy
	Trainee Assessments on Starting in the CTC

## Junior Certificate 2014

12 Certificates in Junior Cert were achieved in 2014

Subject	Number of Certs
English (Foundation Level)	1
English (Ordinary Level)	5
Maths (Foundation Level)	6

## Leaving Certificate 2014

13 Certificates in Leaving Cert were completed in 2014

Subject	Number of Certs
English (Ordinary Level)	7
Maths (Foundation Level)	6

2014 Certification		Current @ Dec 14		Leavers 2014		
Module No	Module	Male	Female	Male	Female	Total
3N0928	Application of Number	0	0	0	0	0
3N0608	Art & Design (A)	0	0	0	0	0
3N0500	Blow Drying Hair	0	0	0	0	0
3N0895	Breakfast Cookery	4	1	0	0	5
3N0896	Career Preparation (A)	7	4	1	0	12
3N0610	Caring for Children	0	3	0	4	7
3N0611	Child Development & Play	0	0	0	0	0
3N0880	Communications	0	0	0	0	0
3N0881	Computer Literacy (A)	8	8	4	2	22
3N0549	Culinary Operations (A)	4	0	0	0	4
3N0550	Database Applications	0	0	0	0	0
3N0523	Floor and Wall Tiling (A)	7	0	3	0	10
3N0930	Functional Mathematics	0	0	0	0	0
3N0531	Health & Fitness (A)	0	2	0	2	4
3N0532	Health & Safety Awareness (A)	5	3	3	0	11
3N0931	Internet Skills	0	0	0	0	0
3N0887	Nutrition & Healthy Options	0	0	0	0	0
3N0884	Operating a Dishwasher	0	0	0	0	0
3N0562	Painting & Decorating (A)	9	0	1	0	10
3N0564	Personal & Interpersonal Skills	0	0	0	0	0
3N0596	Personal Care & Presentation	0	0	0	0	0
3N0565	Personal Effectiveness	0	0	0	0	0
3N0893	Roller Setting	0	0	0	0	0
3N0542	Spreadsheets	0	0	0	0	0
3N0590	Wood Turning	4	0	1	0	5
3N0589	Woodwork (A)	5	0	2	0	7
3N0588	Word Processing (A)	11	15	6	2	34
3N0587	Work Experience	0	0	0	0	0

Module No	Module	Male	Female	Male	Female	Total
4N1108	Business English	0	2	0	0	2
4N1111	Child Development & Play	0	1	0	2	3
4N0689	Communications	0	0	0	0	0
4N2849	Concreting	0	0	0	0	0
4N1989	Customer Service	0	0	0	3	3
4N1116	General Office Skills	0	1	1	0	2
4N1119	Handling Food Hygienically*	0	0	0	0	0
4N2666	Health Related Fitness	12	3	1	4	20
4N1125	Information Technology Skills (A)	1	1	1	2	5
4N 1150	Kitchen Skills*	0	0	0	0	0
4N2848	Laying Kerbs, Flags & Pavements	0	0	0	0	0
4N1871	Painting	1	1	2	2	6
4N1132	Personal Effectiveness	0	0	0	7	7
4N1867	Reception Skills	0	0	0	3	3
4N1151	Short Order Cooking	0	0	0	0	0
4N3185	Woodcraft	3	0	1	0	4
4N1168	Work Experience	0	1	1	3	5
UV20483	Follow Health & safety practice in the salon. (A)	0	4	0	0	4
UV20488	Shampoo and condition the hair and scalp. (A)	0	6	0	0	6
UV20494	The art of colouring hair. (A)	0	1	0	2	3
UV10345	The art of dressing hair (A)	0	3	0	0	3
UV20437	Apply make -up (A)	0	1	0	2	3
UV20470	Provide manicure treatments (A)	0	4	0	1	5
UV20471	Provide pedicure treatments. (A)	0	0	0	1	1
UV20499	Create an image based on a theme within the hair and beauty sector. (A)	0	1	0	2	3
UV20489	Salon Reception Duties (A)	0	1	0	1	2
4N1905	Child Care and Safety	0	1	0	1	2
		81	68	28	46	223

## Major Awards FETAC:

- 12 trainees completed a major award at FETAC Level 3
- 8 Trainees completed a major award at FETAC Level 4
- 3 trainees completed a VTCT Diploma in Hairdressing and Beauty

## The CTC Team

### The CTC has the following compliment of:

- Manager;
- 5 FAS/CTETB- funded instructors and an administrator;
- One instructor and a part time art teacher funded through Central Services DOCCS;
- An allocation of 2000 CDETb hours utilised by 2 full time and one part time teacher, one volunteer who comes in two mornings a week to support trainees in literacy development on a one-to-one;
- One external trainer to deliver hairdressing as part of the VTCT Health and Beauty programme.



## Education Team Report

‘The function of education is to teach one to think intensively and to think critically. Intelligence plus character - that is the goal of true education.’

Martin Luther King, Jr.

In 2014, the Education section of the CTC service met the individual learning needs of trainees through identifying learning strengths and delivering relevant education programmes. Individual assessments are carried out with each trainee when they join the CTC. The learners’ ability in English, Reading and Math is ascertained through standardized testing. Trainees are then offered an appropriate education plan, consistent with their overall goals within the CTC.

Programmes delivered during 2014 included basic Literacy and Numeracy, Junior Cert in English and Maths; Leaving Cert English and New Project Maths. Trainees are also encouraged to join reading groups with us once certification has been achieved.

Participation in exam courses has proven to be a strong motivator for students. Success at Junior and Leaving Cert levels generates a sense of accomplishment and provides a universally recognised standard of achievement. Opportunities to further education are opened up.

The great results attained in state exams this year were a testament to the effort made by students in meeting the challenge of overcoming any earlier negative experiences with education.

However, we do not consider exam results the only measure of success. The process of learning is also a very valuable aspect of education. Engaging students creatively and critically ensures that the learning experience is a genuinely constructive one. The focus on oral literacy and communication creates interesting





**'The function of education is to teach one to think intensively and to think critically. Intelligence plus character - that is the goal of true education.'**

**Martin Luther King, Jr.**

debate and discussion of a broad range of issues. Learning from the group enhances personal and social development.

One-to-one sessions are also offered to participants with reading difficulties. Toe by Toe remains the most effective programme for this purpose. It is also a popular intervention for learners who have completed education programmes but wish to increase their confidence with reading.

We also continued to foster a love of reading by updating our library to reflect trainees' interests and introducing contemporary literature. Many trainees also enjoyed classical literature and poetry for the first time.

We were very fortunate to have Gillian Skeehan, an ETB teacher, with us in the early part of 2014. Gillian's time and work with the trainees in their preparation for Junior and Leaving Cert was very much valued. We were delighted to welcome Jillian Frayne as a new staff member in September 2014. Jillian brings a wealth of educational experience and ideas to the Education Team at the CTC.

Nessan Vaughan's voluntary tuition has been a very valuable contribution to the Education Programme. Nessan delivers a range of needs-based programmes to individual students who enjoy and benefit significantly from this approach.

We also benefitted in the latter part of this year from having a very competent student, Patricia Elliot, on placement from Blanchardstown IT. Patricia's creative input to the Christmas Quiz made it a very memorable day for trainees. We also enjoyed the participation of Tresia and Rodo, both on placement from the Loreto House Programme.



## Annual Business Plan 2014

The Annual Business Plan agreed with City of Dublin Education and Training Board (CDETB), our main funding agency, was the key mechanism in outlining our delivery of training programmes for the year and the key objectives to be achieved.

### The Annual Business Plan 2014 outlined;

- the training programmes and related activities the CTC service provides for its trainees.
- the financial costs required to operate the service to the standards as set out by CDETB and the CTC Executive Committee of Management.

## City of Dublin Education and Training Board

As part of an ongoing Government strategy through the Department of Education and Skills and through SOLAS, St Vincent's CTC from January 2014 was funded and monitored for training and education programmes through the newly formed City of Dublin Education and Training Board (CDETB).

## Volunteer

Nessan Vaughan continued his valuable voluntary work in delivering one-to-one Literacy and Numeracy to those trainees identified as requiring supports in this area. This input is part of the integrating literacy plan of the CTC. Nessan came into the CTC every Tuesday and Thursday morning and provided one-to-one classes with trainees in Literacy and Numeracy including the Toe by Toe programme. Nessan continued to develop a positive working relationship with the trainees he engaged with and his support to trainees was very



## Integrating Literacy

In 2014, the CTC continued to implement its integrating literacy approach which is a key objective of the CTC business plan. All staff have completed the Integrating Literacy Programme and continued to support the positive application of integrating Literacy across all areas of the CTC. The CTC Manager completed a training programme for Managers in Integrating Literacy delivered through NUI Maynooth and NALA. This course served to develop an integrating literacy policy and plan for the CTC to maximise the opportunities within the CTC to deliver literacy and numeracy to all trainees.

## Skills 4 U

The Skills 4 U resource folder continued to be implemented with trainees throughout 2014. Skills 4 U is a learner-centred approach to skills development in Community Training Centres. It is produced in a learner and an instructor resource pack. The Skills 4 U folder aims to create a structured process for all CTCs to follow with all trainees from the start of training to include induction, assessment, development of the Individual Learning Plan (ILP), documentation of training modules being undertaken, and the ongoing review of trainee progress throughout training to include case conferencing, ILP reviews and progression planning with trainees.

## Staff Training and Development

St. Vincent's CTC is committed to the ongoing development of staff. Christine White completed a VTCT Level 3 Beauty programme to up-skill in the Health and Beauty area during the reporting period. All staff completed refresher training in Manual Handling in July 2014.

### Special Inputs:

In 2014, special inputs funded Hairdressing as an additional component of the Health and Beauty Programme. This is a key component of the VTCT diploma programme which is approved by CDETB for delivery in CTCs. Elaine Kelly, an external trainer, provided the input in Hairdressing.

### Trainee Council

The Trainee Council continued in 2014 to provide a forum for trainees to have a voice and make a contribution to the daily life of the CTC, and to influence positive change to how the CTC operates. Supported by two members of staff with a change every six months, the staff assisted the Trainee Council to work effectively throughout the year. The elected trainees worked on various topics and issues to bring about positive changes to the CTC and for themselves. The opportunity for trainees to be empowered and to advocate on their own behalf is a key aspect of the Trainee Council. In this regard, 2014 saw the Trainee Council take ownership of some pieces of work, plan and follow them through to conclusion. The Trainee Council in 2014 was facilitated by Catherine McCarn and Mark McManus.

## Leisure Activities/ Summer Programme

As with other years, the CTC in providing a holistic approach to training continued to put emphasis on areas which serve to influence trainees' personal and social development. This included an ongoing programme of trainees playing soccer each week, trainees attending a local gym for a 6-week period and then changing to an alternative programme. The programme ran for two days per week during July. This included activities such as basketball, badminton, a sports day, trips to Howth, visits to museums and parks, and other educational places of interest. Guest speakers were invited to talk with trainees as part of the summer programme.

## Youth Health Promotion

The CTC continued as part of its holistic programme to implement Youth Health Promotion in the service. Catherine McCarn continued to coordinate this aspect of the CTC. In particular, 2014 placed a greater emphasis on Mental Health awareness.

## Mental Health and Wellbeing

The mental health and well-being of trainees who take part in our training programme has always been a component of the holistic support the CTC provides to all its trainees. In recent years, the CTC has experienced a significant rise in the numbers of trainees where mental health and wellbeing is a factor. The CTC, through its experienced staff and with the support of the Central Services Support Team (social worker, and



counsellor) endeavoured to provide support in this area. This included, where appropriate, linking trainees in with relevant external supports in the community.

## External Training

The CTC is committed to providing an individual needs-based training approach with each trainee in the CTC. There are training options available to trainees outside of the CTC that support and enhance the training available within the service. This year, trainees took part in external training in NSI (Nail Systems International), and on Safe Pass programmes. Any costs incurred for this training provision was covered under customised training in our CDETb budget.

## External Supports

The CTC as part of its commitment to building links with the community and in supporting our trainees in a holistic way developed stronger and closer links in 2014 with the Crinan Youth Project, the Talbot Centre (both of which assist young people to overcome substance use addiction), with Bradóg, the local youth service, the Most Youth Justice Project, and Cabra For Youth which encourages and facilitates trainees from the local area to engage in sport and recreational activities, as well as other organisations and agencies who indirectly or directly supported trainees while on the training programme.

## Student Placements within the CTC

St Vincent's CTC has a tradition of offering student placements to students from different educational settings.

In 2014, Patricia Elliott, who is undertaking the degree programme in Social Care Studies in Blanchardstown DIT, was on placement in the CTC from November 2014.

Sr. Tressia was on placement from the Formation Programme in Loretto House, Blackrock. Her placement was from November 2013 to February 2014.

The participation of students from other educational establishments on placement within the CTC has always been of mutual benefit to the students on placement and to the CTC. Trainees of the CTC get to experience an insight into other third level programmes, as well as the benefits from the personal interaction with placement students.

## CDETb Monthly Statistics

As a continuation of the process started in November of 2008 by FAS, the CTC provides a monthly statistical report to CDETb. This process facilitates the monthly recording of the training centre's activity in terms of training numbers, modules being undertaken or completed, supports and interventions, and progression of trainees on leaving the CTC. The monthly statistics are coordinated nationally by the CDETb and provide valuable information on the outcomes and progress of the CTCs.

## Trainee of the Year Awards 2014

As with previous years, the Trainee of the Year Awards were separated out from the Certification Day and in July, the CTC held a Trainee of the Year Awards ceremony followed by a BBQ for all trainees and staff.





**Award Winners 2014**

Art	Sarah Neary
Health and Beauty	Ashleigh Eyre
Healthcare	Sarah Fay
Computerised Office Skills	Kellie Fox
Computers	Eamonn Dixon
Woodwork	Dean Mullen
Catering	Eamonn Dixon
Education	Kellie Fox
Property Maintenance	Jordan Douglas

## Building Links

The CTC, in conjunction with its established links with the various statutory agencies, continued to develop positive links with schools, non-formal centres of education and training, education committees, youth services, employment centres and with employers in its catchment area of Dublin north inner city. In particular this year was the positive interaction with the Crinan Youth Project, the Talbot Centre, Young People At Risk (YPAR), Headstrong, North West Inner City Network (NWICN), the Most Youth Justice Project, and Bradóg Youth Service. The CTC continues to engage in the forum for the National Youth Health Programme, which is a partnership between the National Youth Council of Ireland and the HSE.



## Our Funding Agencies and Supporters

The Community Training Centre of the Daughters of Charity Community Services is funded principally by the City of Dublin Education and Training Board (CDETB). Funding is also provided through the Central Services of the Daughters of Charity Community Services by Tusla, National Child and Family Agency (Dublin North City) of the Department of Children and Youth Affairs and by the Probation Service of the Department of Justice and Equality. Financial and other assistance is provided by the Department of Social Protection and the Daughters of Charity.

## When Our Service Is Provided

The CTC service opens from 8.30am to 4.30pm, Monday to Thursday and from 8.30am to 1.30pm on Friday all year-round except for three weeks in August and for the Easter and Christmas holiday periods. The service accepts referrals on a continuous intake basis.

## Contact Information

St. Vincent's Community Training Centre,  
Daughters of Charity Community Services,  
9 Henrietta Street, Dublin 1.

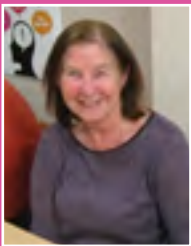
**Main No:** 01-8874100  
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**Web:** [www.doccs.ie](http://www.doccs.ie)





# Henrietta Adult and Community Education Service

## What Our Learners and Volunteers Say...



"Hi, my name is Angela. I always wanted to stay on at school, but when I was growing up you had to leave when you done your primary cert, unless your parents had the money to send you to second level. I went to work in a printing factory, loved it there

and made a lot of friends but I never stopped thinking about going back to education.

About five years ago, I got the chance to do my Junior Cert in Maths and English. It was hard getting into the routine of studying, but I loved every minute of it. That encouraged me to go on and do my Leaving Cert in English. I have been doing courses in HACE for the last two years. I find them to be very helpful and supportive. I am currently doing an Irish class which I am enjoying. I was also in the book club here and found it very interesting as I became aware of a lot of books I might not have read."

Angela Simpson, Adult Learner



### How I started at HACE:

"I first heard of HACE some years ago when I called to see my friend Olive who was one of the workers there. I enrolled in the over 55s computer class with Hugh Murray who is Olive's husband. For someone who has

never had a computer nor understood its works or terminology, it was a great experience.

Our tutor, Glenn, was so helpful and understanding. I now know how to send an email, surf the net, and all other wonderful things that are available online. A whole new world opened up for me. So a big 'thank you' to Glenn."

**Ranganna Gaeilge:** "Ta me ag foghlaim Gaeilge le mo chara Tony. Sinéad is ainm an muinteoir. Leanann an rang dha uair cloig. Is aoibheann liom é. Ta na daoine sa rang ana dheas. Bhiomar I Amharclann na Mainistreach ag drama Sadbh. Thaithinn sé go mor liom. Gabhim buichos do Sinéad as ucht an obair a dheineann sí."

**Tenement Experience:** "The tour, drama and talks about the tenement experience were a highlight for me, being born and reared as I was just around the corner in Dominick Street. As a tenement boy, I had seen scenes like this at a very young age. It should not be taken for granted that lives and conditions of working class people have improved greatly since 1913. Despite the great work of the men and women of 1913, many problems remain."

**A Trip to Howth:** "We had a day's outing on the anniversary of the Howth gun-running. It was most enjoyable and all who attended would agree. The visit to the pub afterwards for soup and sambos was an added bonus."

**Summary:** "These are just a few of my impressions and experiences with HACE. I have made so many new friends and the fun we have on cold winter nights is a boost. The concept of HACE and its courses are to increase the knowledge and education of working class people. As was said, "educated that you might be free". Or, as the great working class hero, James Larkin said, "We have been on our knees so long, let us arise and claim what is rightfully ours".

I smile to myself when I walk in the door of HACE. I look to my left and see the façade of the Kings Inns, for a façade it truly is. It was the home of the rich and the privileged, whereas HACE is of learning, fun and bonding of working class people.

I would like to say a big thank you to Yvonne and all her staff who are so good humoured, helpful and welcoming, and without whom HACE would not be the place it is. To all my classmates and friends, thank you for putting up with me.

My motto is 'HACE. at your own pace'. Education is a right, not a privilege."

Paddy Fitzsimons,  
*Adult Learner*



"Where is the place? It is called HACE in Henrietta St. I was recommended to it by some friends, so I was lucky to get on some of the terrific courses run there. The tutors are great and most helpful, with lots of patience and concern for their students.

I joined the computer course and Irish classes and learned so much that I would not have known otherwise. Everybody is very friendly and helpful to one another in the classes. The craic is mighty, not forgetting the tea-breaks as well. If you want to learn and have fun at the same time, this is the place to come to."

Aidan Byrne,  
*Adult Learner*



"On my first night in HACE, I was struck by the beautiful building. It was warm welcoming and I felt right at home. I became a volunteer three years ago. The staff are all very kind and friendly. Everyone that comes through the door has a smile on their face

and appreciates everything you do. There is always something going on at night and craft shows and great raffles. I find it a very positive experience and very rewarding. Everybody valued my contribution. Coming here has improved my confidence and wellbeing. I really enjoy my time there."

Joyce O'Brien,  
*Volunteer*



"I joined Henrietta Adult and Community Education Service (HACE) many years ago. I first heard of the adult courses when Mark Hogan who is Director of Services knocked at my door and handed me a leaflet. I decided to give it a try. The first course I enrolled for was hand-knitting. Since then, I joined the sewing, flower arranging, cooking, D.I.Y and crochet classes.

I met many new and interesting people who shared their skills and were very helpful. I decided to become a volunteer and give something back to HACE for the pleasure and enjoyment it has given me. I would like to thank everyone involved, co-ordinator Yvonne, tutors and staff. Team work at its very best! May the courses continue for many more years to come."

Betty Power,  
*Adult Learner and Volunteer*



## Staff Profiles



"With many years of childcare experience, in a variety of settings, under my belt, I was invited to join the HACE 'Gang' back in 2013. Always up for a challenge, but not really knowing what was in store for me, I met with Yvonne McCarthy, Coordinator, and was immediately

hooked by her enthusiasm and commitment to the service and to the learners.

Together we planned the delivery of the FETAC / QQI Level 5 in Childcare – one module at a time. Yvonne persuaded the learners to come on board with us and it's been a breath-taking journey which has taken us to 2015. Our first learner in HACE will achieve her full Level 5 Award at Easter (with Distinction!).

All this is due to the commitment of everyone involved and I am continually in awe of the enthusiasm, kindness and generosity shown to me personally and to 'my' learners by the staff of HACE who go above and beyond the call of duty and where nothing is too much trouble for them. I have the deepest respect for, and admiration of, all the learners with whom I have come in contact, and feel honoured to have spent time with them and I know that the children with whom they come in contact, will have had their lives enriched by having known them."

**Liz Wilson,**  
*Childcare Tutor*



"My name is James Bowes and I am a second year law student in Maynooth University. I left school aged 13 having completed my Junior Cert and went straight into the workforce. I became interested in adult education, having myself completing the Leaving Cert

Ordinary and Applied, and was accepted into third level education. I truly believe that education is the way forward and the HACE service is vital and necessary in the future progress of this community.

I have had the privilege of teaching a criminology course to the clients of HACE for the past two terms. I had been guest lecturing in The Pathways Project and was asked to give a talk to a group of mature students in HACE by Yvonne McCarthy, Coordinator. This is now the second year of my involvement in adult education with HACE which I am thoroughly enjoying. In my first

year, I was introduced to a group of really enthusiastic mature students that were craving knowledge and a deeper understanding of crime and punishment in the Irish legal system.

The remit originally was to deliver an eight week, two hour class based on the Irish prison system. In my first year, I had nine students who attended every Tuesday night from 7pm until 9pm. These students showed a great aptitude for learning and engaged fully in the course. In my second year, the class has grown from nine people to fourteen people and the growth I have seen in these students, their confidence and self-belief is astounding. On a personal level this is why adult education is so important to me as it will benefit the community as a whole.

The majority of my students have engaged with HACE socially and academically for many years. Many of them like myself, left school at an early age and are now actively seeking a new direction in life and HACE is the starting point. In this particular group, I see the potential in some of them to take the next step into third level education. The new students just starting their first course are made to feel very welcome by the students and staff alike. This is so obvious for me by how they participate in class from the very beginning. It is a real pleasure for me because you are made feel part of it all, almost like a family member by everyone concerned.

Another benefit of this service are the staff some of whom are volunteers and all of whom work tirelessly week in week out. They are so pleasant and helpful and definitely enhance the experience of adult education for the student.

What I observed at first hand was the camaraderie between the staff and the students. This in my experience is a really progressive methodology of delivering a service to the participants. In HACE, the students dictate their preference of subject to the provider and every effort is made to facilitate their request. This novel and ground breaking approach to adult education is unique and only possible because of the staff of this service. They put great emphasis on listening to the wants and needs of the people in the community. This approach works and the results are very obvious as seen with the increase of class size from last year. The students themselves are more confident open-minded and really engaging (they certainly do not shy away from any subject) and have shown a remarkable understanding of the subject. I have been truly amazed by the progress of these students and really look forward to Tuesday night and engaging with this group.

HACE is an extremely necessary resource in the community which is empowering the local people to fully engage in education again. We as a society should encourage and assist HACE to tap in to this truly valuable source which was lost because of social circumstances. This can and will strengthen the people of this community, allowing them to reach their potential and to inspire future generations."

James Bowes, *Criminology Tutor*

"Hello everyone, my name is Paula. I am a volunteer worker at HACE and also a lifelong learner and tutor. I started my journey in HACE over ten years ago. A leaflet came through my letter box advertising the classes in HACE. There were lots of different classes but I choose computers for beginner. I did not know how to use a computer I didn't even have one. My teacher on the course was Glenn. He was very patient with us students. I was always asking questions and Glenn was always ready to answer them.

I met a neighbour on the course who I did not know that well and we became great friends. Living in apartment land you rarely get to know anyone. After doing the computer course, I decided to become a volunteer in HACE. I wrote a note with a little puppy on the card and asked could I become a volunteer. I got a reply saying 'yes' - that was ten years ago! From that day on, I have worked at reception for two hours every Monday. As a result, I have met many people over the years and became friends with a lot of them. During the ten years, I have done many courses with HACE.

I did a FETAC Childcare course with a distinction, a NALA Training for Trainers' course and I also went on to do a NUI Certificate in Addiction Studies. Eventually, I went on to do a diploma in Yoga Teacher Training and began teaching yoga in HACE around 2008. I would never have thought I would have become a yoga teacher if it was not for the encouragement and ongoing support from HACE.

What is the best thing about HACE? The truth is that since my first day in HACE all those years ago I have become a much happier person and have made many new friends. I owe a debt of gratitude to Yvonne McCarty, Coordinator, who has always encouraged learners on to further education. She is a great organiser and brings so many different people together from all parts of our community. HACE gives us a sense of our community. Thank you HACE for all you have given me. Om Shanti."

Paula Bourke, *Yoga Tutor, Adult Learner and Volunteer*

## Service Outcomes and Activities in 2014

### HACE Education Programme

In 2014, the Henrietta Adult and Community Education (HACE) service continued to offer a range of basic adult and community education programmes. On average, 25 courses were run in the evenings in each term - January to June and September to December 2014.

#### Courses delivered in the evening included:

- Crochet
- Computers for Beginners
- Internet and Email Level 5
- Creative Drama
- Stress Reduction Skills
- Flower Arranging
- Cooking on a Budget
- ESOL
- DIY
- Sewing for Beginners
- Hand Knitting
- Art
- English Spelling
- Yoga
- Home Furnishing
- Personal Development
- Spanish For Your Holidays
- Conversational Irish





- Cooking Everyday Meals
- Customer Service FETAC Level 5
- Creative Arts for Early Childhood Education FETAC / QQI Level 5
- Child Development FETAC / QQI Level 5

A number of courses were also run in the daytime:

- Return to Learning
- Personal Development
- English as a Second Language FETAC / QQI Level 4
- Career Planning FETAC QQI 4

## Profile of Learners

A total of 336 adults attended courses in 2014 of which 70% were women and 30% were male. A total of 42% of the adults who attended had Junior Cert or lower levels of education.

The following is the Age Category breakdown of learners who completed courses:

Age Band	Number of Adults	% of adults who gave age (312)
18-30 years	23	7%
31-50	122	39%
51-65	110	35%
66-87	57	19%
No Info	24	

A total of 22% of adults attending courses were of non-Irish nationality.

No.	Nationality	No.	Nationality
261	Irish	2	Ukraine
9	Spanish	4	Lithuanian
1	African	2	Latvian
1	Algerian	1	Albanian
1	Botswana	3	Brazilian
2	Slovakian	1	Ghana
5	Somalian	1	Kenya
1	Albanian	2	Georgian
9	Romanian	1	Zambian
7	Poland	1	Filipino
3	Mauritian	1	Vietnam
1	Nigerian	1	Cameroon
1	Morocco	1	British
2	Italian	2	Iraq
1	Indian	1	Hungarian
2	French	3	Congolese
2	Chinese		



The following is a breakdown of Highest Education Level Achieved by Adult Learners

Highest Level of Education	No. of Learners	% of those who answered (313)
Diploma / Degree	72	23
FETAC	58	18
Leaving Cert	49	16
Junior Cert / Group and less	134	43
No Answer	23	



## RIP – Shea Colton

Sadly one of the men, Shea Colton, who helped organise the Pitch and Put passed away in 2014. Shea took part in various activities in HACE over the years and was a keen pitch and putt man and helped organise the outing every year. He will be sadly missed.

## Summer School

Once again this year, HACE ran its Summer School for a week in July. This week of activities is funded by a donation from Able Lift Ltd in memory of Mick Geoghegan, a local man who supported and believed strongly in the value of Community Adult Education

Workshops were delivered in Photography, Flower Arranging, Introduction to Criminology, Healthy Eating and Home Crafts. Other activities included a day trip to Skerries taking in the old Mill, a trip to Howth, Pitch and Put in Malahide, while a group also visited the Little Museum of Dublin, where great fun was had as the a number of ladies in our group knew more than the Tour Guide about popular Dublin History and Artefacts!



## Student Progression

HACE has facilitated progression for adults into further education courses, achievement of FETAC certification, facilitated positive personal development and improving confidence, while also providing opportunities to engage in Lifelong Learning.

In 2014, a number of adults progressed to employment following participation in HACE :

- Wayne Malone, a local lad, commenced work in HACE teaching computers on a voluntary basis. Wayne later on went to employment in an IT Company.
- Alison Treacy commenced her Level 5 Childcare Programme in HACE. Following completion of her last module in Drogheda, Alison got a full time position as a Childcare worker. Alice is now studying for her Level 6 in Childcare.
- A number of the women who commenced the Level 5 Childcare Major award in HACE completed the full award in Cabra Community College.



## Gaining Qualifications! – Certification and FETAC

A total of 33 learners received accreditation by QQI for their courses they took in HACE

The breakdown was as follows;

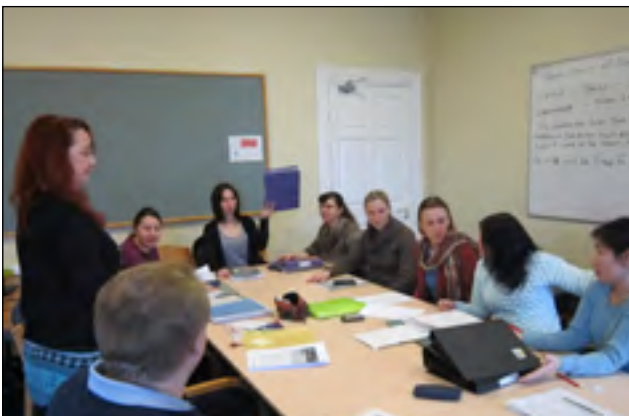
Module	Number of Learners Successful
Communication Level 3	6
Internet Skills L3	4
Early Care and Education Practice L5	7
Early Childhood Education and Play L5	6
Child Health and Wellbeing L5	1
Child Development L5	3
Work Experience L5	6



Community Development worker who had been engaged with parents in a New Communities programme. The parents had finished their Level 3 in the school and were looking to progress further. HACE is currently running the ESOL Level 4 over two mornings per week, fitting in with the needs of the parents' time schedule, and the group of 12 parents hope to achieve their minor award at Level 4 in June 2015.

## Responding to the needs of the Community

In September 2014, HACE commenced new English as a Second Language Programme, which acted as a progression path for a group of parents from a local school, Mount Carmel Girls Secondary, who had completed the ESOL Level 3 programme. The need for this course had come through the TACA Clan



## New Criminology Course

As part of the Summer School programme, we offered a new taster course in Criminology. This consisted of two workshops where learners were given an overview on the Irish Prison system and systems of punishment. Such was the interest generated in this workshop that HACE ran an 8-week course in September. Ten enthusiastic learners signed up on the course and gave excellent feedback at the end. They found James, the tutor, to be an excellent facilitator. Lively debates were had and various topics explored which ignited peoples thinking on social systems and wider community issues. The group all asked if the service could run the course again in 2015.



## Howth Gun Running 100th Anniversary

In remembrance of the Howth Gun Running 100th Anniversary, a group of adult learners from Henrietta Adult and Community Service joined up with the Daughters of Charity Senior Citizen Service and went out to Howth to commemorate the event. A group of 24 adults set off by coach for the afternoon to take in the picturesque village, take a walk along the pier and hear some history of the Gun Running historical event which took place in July 1914 when Erskine Childers and his crew sailed the *Asgard* into Howth Harbour carrying 900 rifles and almost 29,000 rounds of ammunition to arm the Irish Volunteers. Permission was granted by the Harbour Master to take the mini-buses down the pier to view the plaque. Afterwards the group retired to a local establishment for refreshments and some music. A great day was had by all.

## HACE Irish Language Group

As part of an Irish culture appreciation session, the Irish Language class went to see the Abbey Theatre's production of *Sive*, one of the greatest Irish plays of the 20th Century, by John B. Keane. The group enjoyed the story of the beautiful young *Sive* who lives with her aunt and uncle in rural Kerry and the powerful drama of greed and passion which unfolds. A wonderful night of entertainment was enjoyed by all as the participants experienced learning beyond the walls of the classroom.



## A Nostalgic Get-Together

As part of our Christmas festivities, HACE invited Brendan McQualie to come to 9 Henrietta Street to perform his One Man Show, *March Away My Brothers*. The show was written and performed by Brendan and follows the journey of a young lad, Lawrence Kelly from Bridgefoot Street in Dublin's Liberties to the Christmas Truce in 1914, somewhere near the Messines Ridge in Flanders where many Irish fought and died during the course of this terrible conflagration. A group of HACE adult learners and senior citizens congregated in the Canteen for the performance which turned in to a lovely afternoon with song and drama, and with everyone singing and enjoying the festive one man show.

## Certificate Night

On Thursday evening, 12th June, we held our annual Certificate Night, which is a celebration for all the learners who completed basic education courses with the Henrietta Adult and Community Service.

On the night, we were joined by special guests, Dublin GAA footballer Ger Brennan and *Love Hate* actor, Stephen Clinch. Ger gave a wonderful speech on the value of education. He drew from his own experience working as a teacher in Finglas and growing up in the North Inner city. Ger's father, PJ, attends our Irish Course and Ger commended all the adults for their achievements. Stephen Clinch also spoke about the importance of education and centres like HACE. Stephen went through a lot himself growing up, from addiction to serving time in prison. Returning to education as an adult hugely contributed to Stephen turning his life around and becoming an actor, starring in the popular *Love Hate* series, among other Irish dramas and films.



Various classes exhibited their work also on the night including the Hand-knitting, Crochet and Art classes. Three adult learners who attend HACE gave talks on their own experience of returning to education and participating in HACE. There were poems recited and songs sung and the ceremony was then followed by a barbeque. A very enjoyable evening was had by all!

## A Word from the HACE Coordinator, Yvonne Mc Carthy

In 2014, HACE provided a range of community education courses and activities for adults wishing to return to learning. With a warm welcome awaiting learners from the volunteers at the front desk, the adults attended courses from Flower Arranging to Childcare to Personal Development.

In September 2014, we commenced new courses in Photography and Criminology. Both courses were run as taster workshops in the Summer School and were so popular we ran them in September 2014. We also embarked on a new venture, teaming up with the local Youth Service, Bradog, to look at the possibility of providing accredited courses for young adults who have left or finished school, Youthreach and CTCs. This pilot programme commenced in November 2014 and will run until April 2015.

We again had a number of adults progressing onto further levels of education and some received FETAC certification. All of which is a great testimony to the hard work and dedication of the tutors, volunteers and staff working in the HACE service.

In 2014, HACE was involved in a lobbying campaign around the fees issue as part of the Re-engagement



In 2012, QQI was established as a new integrated agency (replacing the Further Education and Training Awards Council, the Higher Education and Training Awards Council and the National Qualifications Authority of Ireland, and incorporating the functions of the Irish Universities Quality Board). To continue to provide new QQI accredited programmes, all Registered Providers have to undergo a re-engagement process. Under the new system, it is planned that providers will have to pay fees to re-engage and deliver programmes.

Community Education centres are not in a position to pay these fees. €5,000 is the planned application fee for re-engagement.. The Community Education Network (CEN) led by Aonta, the National Association for Adult Education, organized a lobbying campaign against this issue which has proved somewhat successful to date

It resulted in Jan O'Sullivan TD. Minister O'Sullivan asking to bring together AONTAS, QQI and other stakeholders, and seek to look at how the community education sector can be supported to engage with QQI and provide accredited programmes.





## Core Staff and Volunteers in HACE

Gerry Doyle continued to work as Support Worker in HACE. Yvonne O Callaghan commenced work as part time administrator in January 2014. Yvonne has fitted in brilliant with the team and is dedicated in her busy role, providing quality administration support to the centre. The HACE volunteers continued to serve as an integral part of the HACE Service in 2014. The volunteers, who number approx. 18 persons, work in different areas of the service as helpers at the front of house and as members of the Executive Committee of Management. They have a vital, sustaining and developmental role in the day-to-day running of the service and its future development. One of our volunteers, Gerry Moran, was nominated for Volunteer of the Year award for the work he also does with the Simon Community.

## Volunteer Day Out

A volunteer day out is organised each year for the volunteers who are central to the running of the HACE service. Again this year, we headed off to Athlone by train for walks along the Castle and a trip down the Shannon by boat. A lovely meal was had afterwards in a local restaurant and the day was enjoyed by all.

## Support Services

While HACE provide a diverse programme of classes and activities, it continued to offer participants additional supports. The Central Support Services of the Daughters of Charity continued to provide support in the reporting period. This service consists of an Education and Employment Officer, Social Worker and Counsellor, and re-enforces HACE's community development approach to providing a holistic service to its participants.



## Building Links

In line with HACE's long term objectives, HACE continued to network with other key community groups in 2014. The Coordinator continued to link in with the Community Education Network of Aontas and the Grangegorman Adult Education Learning Forum.

## When Our Service Is Provided

The HACE Evening Education Programme takes places over 30 weeks of the academic year. A Summer School offering "taster" courses for new adult learners is also provided. Other time is given over to course planning, local distribution of information leaflets, registration for evening courses, FETAC certification, the HACE Certificate Night and community adult education network activity.

## Our Funding Agencies and Supporters

The City of Dublin Education and Training Board, through SOLAS / Department of Education and Skills, provides an annualised grant towards the operation of the HACE Service. The CDET B also provides funding support for the fees of a number of our course tutors and provides the Literacy Service.

In addition, financial and other assistance was provided in 2014 by the community education section of Dublin City Council, The Ireland Funds, the Community Foundation, the National Lottery, the Joe Lucy Small Grants Fund (Impact), the Mick Geoghegan Memorial





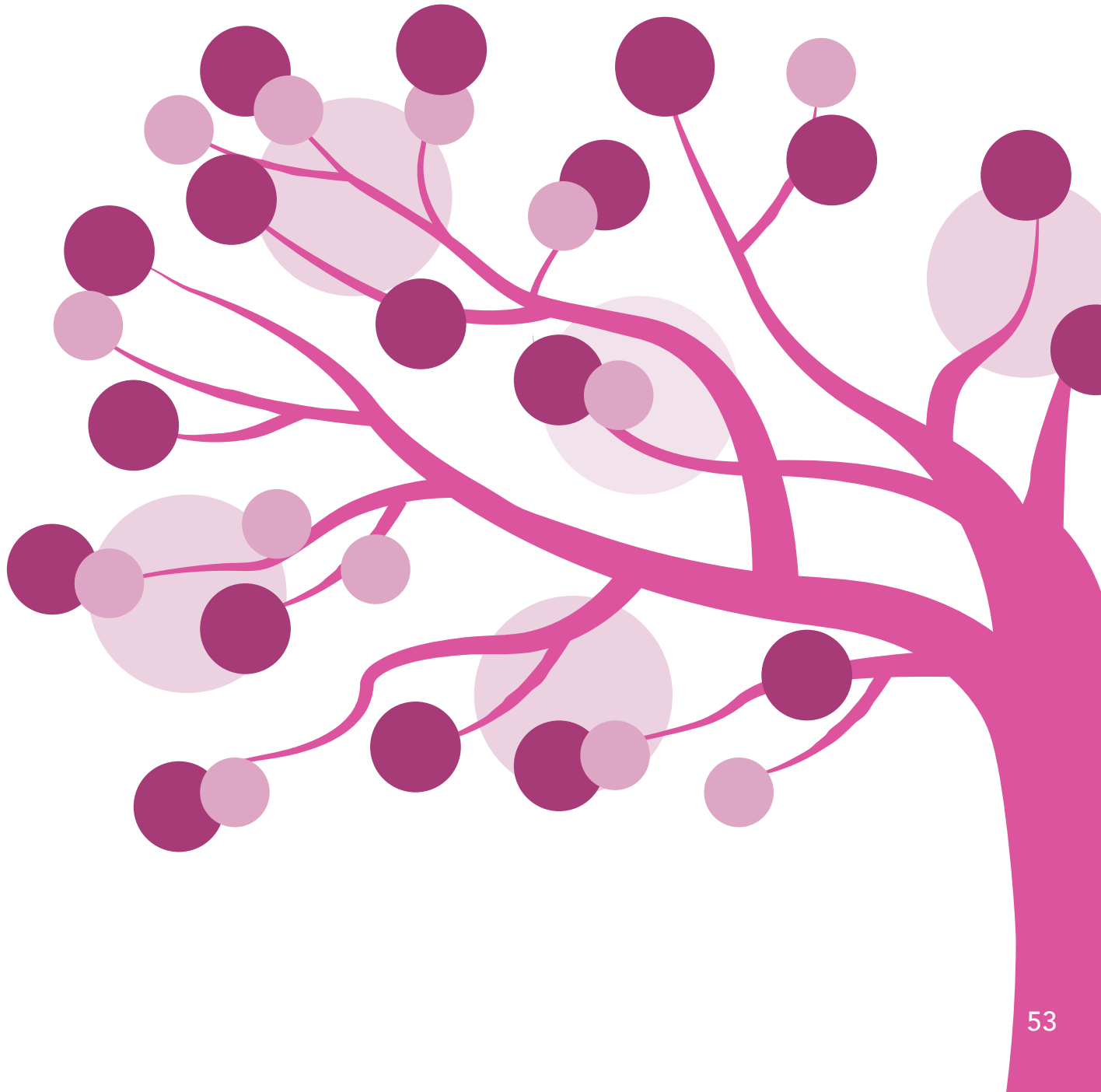
Fund through Able Lift Ltd, and the Daughters of Charity Community Services. In addition, we held a Halloween fundraiser night in the Cobblestone where we had a live band and a raffle.



## Contact Information

Henrietta Adult and Community  
Education Service,  
Daughters of Charity Community Services,  
9 Henrietta Street,  
Dublin 1.

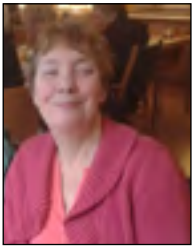
**Main No:** 01-8874100.  
**Direct No:** 01-8874129/01-8874114  
(after 2.00pm, Monday –  
Thursday).  
**Fax No:** 01-8723486.  
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**Web:** [www.doccs.ie](http://www.doccs.ie)





# Henrietta Senior Citizens Service

## What Our Senior Citizens Say...



"I like the centre. I like the food here. When I don't like what is on the menu the staff cook something else. I like the staff here. They are very good for looking after me and are always very helpful. I love music and entertainment. I love to dance. I enjoy going on all of the holidays and days out. I enjoy coming every day."

**Ann Walsh,**  
Service Participant



"I started in the service in July 2013. I like all the staff that make the dinners and all the volunteers that give their time and energy to the service. Louise heads the team and is very nice to the people. I suffer from schizophrenia, depression and neurosis. I look forward to coming here and I enjoy myself very much. When I get sick Louise is always there for me. The people that come here are very nice and talk to everybody. There are no barriers which is great for someone like myself."

**John Bierne,**  
Service Participant.

## What Our Staff Say...



"My name is Chinyeaka Opara Nwaobiaju. I did my CE Scheme in Henrietta Senior Citizens Service which began in January 2013. My duties included collecting participants from their homes, ensuring their needs were met, and assisting with the delivery of meals-on-wheels. I also assisted in the kitchen when needed."

In 2014, I was very happy when Louise, the manager, rang me to come back and work for the organisation. This is the best organisation I have ever seen and I will never in my life forget it.

I mainly helped in the kitchen preparing meals for the older people. I love this job because Louise, the manager, is a very good person. She is always very kind, gentle, patient and supportive, making the job easy for everybody. Mark Hogan, the Director of Service, is the best director I have ever seen. He is very gentle. Clare in the office is always doing her job. She is very good and caring. In the kitchen, Gertrude, the cook, is so helpful. She is a cook and a teacher. She taught me how to cook all of the food in the kitchen.

In the kitchen, we all work as a team to take care of the older people. I love caring for people, especially the elderly. They love coming in everyday because of the type of care they receive from the organisation. The Daughters of Charity Community Services is a very big family. Sister Bernadette helps in caring for and visiting the older people. She is polite, honest, kind and caring. I am very happy to be part of this wonderful service."

**Chinyeaka Opara Nwaobiaju,**  
Staff Member.



"My name is Bernadette Mahady and I had the good fortune of starting in Henrietta Senior Citizens over a year ago. I'm employed as a care assistant on a community employment scheme. Within a couple of days of starting, I got to know the staff, volunteers and senior citizens who were all very welcoming. I fitted in immediately and knew from the start that I was going to really enjoy my time there."

My duties as a care assistant is to help the senior citizens off the bus when they arrive, which is provided as part of the service. I take the Senior Citizens names as they arrive in and mark them in for the day. I then sit and have a good laugh and a chat with them until meal times. I assist in the kitchen at meal times and then I help out with the activities for the day, such as bingo and music. I look forward to going to the centre every day that it almost doesn't feel like work because it is so rewarding and enjoyable. I know that I will carry this experience with me wherever I go because it has been amazing and so worthwhile. It has been like a second home to me because of all of the staff and Senior Citizens and long may the centre keep running long into the future."

Bernie Mahady,  
CE Participant.

## Service Outcomes and Activities in 2014

### Registered Service Users

Henrietta Senior Citizens Service offered support to 117\* older people living in the North Inner City Area of Dublin and surrounding areas in 2014. The majority of our participants availed of the service on a long term basis while a small number used the service on a short term basis, e.g. following a stay in hospital or during an illness, when they availed of the meals-on-wheels service until well enough to be independent.

A total of 27 senior citizens were referred to the service during 2014. Due to new procedures implemented by the Health Service Executive, all new participants must be referred by a healthcare professional.

\*An older person is deemed to be registered with the service when he/she participates in one or more activities provided by the service.

### Our Aim

Throughout 2014, our goal was to respond to the needs of each older person using our service, particularly to those most isolated. In order to achieve this goal, we assessed the personal needs and circumstances of the service users, and endeavoured to respond accordingly based on a holistic approach. We strived to provide a welcoming and effective service, and were always concerned with improving and enhancing the quality of the activities offered.

During 2014, the following activities were provided:

### Meals Provision

The total amount of community meals served by the Henrietta Senior Citizens Service in 2014 was 11,934. This figure was an increase of more than 23% on the previous year. This was primarily due to the increased demand that arose following the closure of a local day centre for older persons. A total of 6,289 meals were delivered to the homes of older persons living in the catchment area and we also served 5,645 meals in the centre premises. We try to encourage those using our community meals service to participate in the activities provided by the service.

### Outreach Service

During 2014, those older persons using our service who were most vulnerable and isolated were visited by our very experienced volunteer, Sr. Bernadette Fennessy, a Daughter of Charity, who is a qualified nurse. These visits included home visits, hospital visits and visits to those in residential care.

The management and staff of Henrietta Senior Citizens Service are very grateful to Sr. Bernadette for her dedication to the older people and to their welfare. Sr. Bernadette was invited to join the Committee of Management for the DoCCS adult services during the year.





## Social and Educational Activities

Bingo remained a popular activity in the service during the reporting period and was played twice a week by up to 20 of our senior citizens. We continued our gentle exercise class for much of 2014. After each class, there was a beautiful sense of calm and relaxation in the centre. Our music afternoons were a favourite with our service users. Our volunteers provided a great sing-along, which was enjoyed by all. Spontaneous sing-along sessions were a regular occurrence in the centre.

Special parties organised during the year included:

- Birthday parties
- Valentine's Day party
- St. Patrick's Day party
- Easter party
- Halloween party
- Summer party
- Christmas party

An outing was organised in 2014 with the help of Margaret McKearney, Taca Clann Community Development Worker and Yvonne McCarthy, HACE Co-Ordinator. Our service participants joined with the HACE participants on an outing to Howth. We were



given permission to drive our minibus down the pier in Howth which gave our participants a chance to enjoy the spectacular views. Afterwards, we went to a local restaurant for soup and sandwiches.

I would like to thank all of the staff and volunteers who gave their time to help with the trips. Without our volunteers, these trips could not happen, so we are extremely grateful.

The Henrietta Street School of the DoCCS organised a Christmas party for our service participants in the lovely dining room of the school. This was a very enjoyable afternoon filled with music, dancing, bingo, food, and gifts. Henrietta Senior Citizens Service is very grateful to the staff and pupils of the school for organising what was an amazing afternoon.

In 2014, we continued our link with St. Declan's Secondary School, Cabra. Three transition year students visited the centre throughout the year and built relationships with our service participants. The transition year students then invited our participants to their school for a Christmas event. The pupils performed a variety of different acts, served refreshments and organised a quiz during the afternoon.

A number of other social events were organised by agencies and services in the local area, in which a



number of our older persons participated, during the year. They were as follows:

- One week holiday in Trabolgan.
- Weekend trips to Dollardstown Country House.

## WHO Quality of Life Survey

In 2014, a working group was established from across the DoCCS, led by Elizabeth Watson, Social Worker and Louise Mullins, Service Manager, to explore the quality of life experience of senior participants registered with the Henrietta Senior Citizens service. The group implemented the World Health Organisation Quality Of Life- Bref, which is a cross-cultural survey established by the World Health Organisation in 15 international field centres.

The results of the quality of life survey were categorised into four domains, namely: physical health, psychological, social relationships and environment. The results of the survey confirmed that the HSCS is providing a much-needed service to the most vulnerable older members of the local population. This was reinforced by confirmation that the age profile of our service participants was primarily over 70 years, that the majority of our service users were single or widowed, and that the educational level achieved by the majority was primary level education.

Falling out of the findings of the survey were some general insights garnered by the working group. These included the importance of contact numbers of the service to our service participants, the need for confidential one-to-one spaces to talk, a desire to engage in reminiscing, and the importance of the information that is gathered during the referral process of new service participants.

Several practical outcomes came from completing the Quality of Life Survey. On important positive response that came from participants was that they gained great enjoyment from having their opinions and experiences sought. We developed a welcome pack



for new participants that we also gave to our registered participants at a result of feedback meetings.

This included a fridge magnet, manager's card, centre leaflet and support services leaflet. The fridge magnet contained all important contact information for the service, and it was hoped that the service participants would find it useful as it would not be easily lost.

The Quality of Life Survey report produced by Elizabeth was shared with the Health Service Executive, the service's funder, and was received with great interest. On behalf of the HSCS, we would like to express our sincere thanks to Elizabeth, to the members of the cross-service working group, and especially to the older people who so willingly gave of their time and shared their personal experiences with us.

## Christmas Hampers

In 2014, the service provided a specially-designed hamper to each senior citizen registered with the service. These hampers included dry food goods, a blanket, warm gloves, cosy socks and some seasonal items. The hampers were presented to service participants by Santa shortly before Christmas. All of the older people were extremely happy with the hampers and many indicated that the contents were a great help over the Christmas period. The hampers were provided thanks to generous donations received throughout 2014. – *Photos below and opposite*





## Volunteering

All of us in Henrietta Senior Citizens Service wish to express our thanks and appreciation to our volunteers, who throughout the year fulfilled on a daily basis a very important role within the service. Their time, gifts and professionalism greatly enhanced the overall service.

During 2014, we welcomed several new volunteers into different roles in Henrietta Senior Citizens Service, namely:

- **Fiona McHugh – general.**
- **Sarah Kearney – meals assistant.**

During 2014, many friendships were formed, people looked forward to meeting up for a chat, stories were told of Dublin long ago, songs were sung, and meals were enjoyed.

We also shared many sad moments as we said a final farewell to four of our participant friends, all of whom had become an important part of the life of the centre. Their absence has dulled our lives, yet their memory lifts our hearts. May they rest in peace.

## Building Links

Central to the work approach of Henrietta Senior Citizens Service are our links with statutory, local government, and community and voluntary partners.

In 2014, these included the HSE Public Health teams in Lisburn Street, Benburb Street, the North Strand and Summer Hill Health Clinics, Dublin City Council, Dept. of Psychiatry of Old Age. St. Vincent de Paul Society, Community Garda, Friends of the Elderly, St. Mary's Community Project, local suppliers, and other local service providers for senior citizens.

We are indeed grateful to one and all for their active co-operation and support during the year.

The day-to-day operation of the Henrietta Senior Citizens Service is funded through an annual Section 39 grant from the Local Health Office Dublin North City, Dublin North East Region of the Health Service Executive, Northern Area. In addition, the service's food activities were subsidized by the HSE.

The service is grateful to the small but important number of private donors who supported our work during the year and who provided funding for social events, activities and Christmas hampers. Over the years, our service has also benefitted from generous bequests towards its ongoing work and development.

In addition, the service received valued material, management, professional staff and administration supports from the Central Services of the Daughters of Charity Community Services.

## When Our Service is Provided

Henrietta Senior Citizens Service operates during the following hours:

- **Monday, 9am to 2.30pm.**
- **Tuesday – Wednesday – Thursday, 9am to 4pm.**
- **Friday, 9am to 1pm.**

Our service operated throughout 2014 except for Bank Holidays, and on 25th and 26th December. On 24th, 27th, 30th and 31st December, a meals-on-wheels service only was provided.

## Contact Information

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Daughters of Charity Community Services,  
9 Henrietta Street,  
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# Taca Clann Community Project

Our project was established in 2001 (initially as the Good Neighbours Close to Town Action Group) to address issues associated with poverty and social exclusion in the Dominick Street/Dorset Street catchment area of the central inner city of Dublin. The Daughters of Charity Community Services (DoCCS), which is well established in the area, is the Management Agency for the Taca Clann Community Project which also comprises representatives from the target flat complexes, the North West Inner City Network (NWICN), the Inner City Organisations Network (ICON) and the North Inner City Drugs Task Force (NICDTF).

## Taca Clann Community Project Mission Statement

Our project aims to:

- Provide a range of appropriate services and supports that address identified needs and issues of local communities experiencing poverty and social exclusion based on community development principles and approaches.
- Advocate on behalf of residents and the communities with statutory and other agencies for improved service provision in the area.
- Empower and build the capacity of residents experiencing poverty and social exclusion to participate in a range of decision-making structures leading to sustainable development in their communities.
- Advocate within the educational system for all residents to achieve their full potential, be it through current educational establishments or through access to second chance learning.

## Service Outcomes and Activities in 2014

### After Schools/Homework Club

The Dorset Street Parents Group, established in 2009, continued to operate an After School Homework Group out of the CROSSCARE Centre in Wellington Street four days a week. Taca Clann is now a member of the Committee of Management of the club and provides support, as appropriate.

In the reporting period, there were 26 children participating in the After Schools/Homework club. Taca Clann secured two TÚS worker to assist the parents and volunteers who are the core workers of the club. The assistance from this employment initiative brought valuable help to the after schools club and has helped to build capacity to deliver an excellent service. In addition, the club is now recognised by third level training courses and has received many requests for student placements.

Taca Clann is working with the St. Mary's National School to establish an after schools club for their students. This will be further developed in 2015.

### Summer Project

The Dorset Street Parents Group, with Taca Clann and CROSSCARE support, ran a successful Summer Project in July 2014. The project ran for three weeks and organised activities three days each week. Activities ranged from arts and crafts, sports, swimming and trips to activity centres. A total of 32 children from the Upper Dorset local authority housing complex and surrounding areas engaged with the project and there was a panel of over ten helpers willing to accompany

the groups on all the outings. Taca Clann would like to acknowledge the invaluable assistance given to the Summer Project by Dublin City Council, the Joe Lucey IMPACT Small Grants Fund, the City of Dublin Youth Services Board and Catholic Youth Care.

### Parenting Classes

In 2014, Taca Clann facilitated Positive Parenting groups in the local National School. This programme was delivered over eight weeks and gave the project opportunities for offering identified family supports, in particular working with parents who wished to return to full time education.

### Civics Group Work

As a result of the parenting classes, a group of parents from the Mount Carmel Secondary School and St. Mary's National School requested facilitation on the topic of the rights and responsibilities of Irish Citizenship. The Taca Clann Community Worker delivered part of this programme in introducing the group to such topics as the geography and history of Ireland. Governance and voting eligibility issues were explored and it was discovered that several members of the group were entitled to vote in the upcoming local elections. The attending Dublin City Council Officers provided the relevant paper work to begin the process.

Other sessions were delivered by the Migrant Council of Ireland, who discussed criteria for obtaining citizenship, and the Irish National Organisation of the Unemployed, who unravelled the mysteries of the Social Welfare system. The course finished with a visit to Croke Park which was greatly enjoyed by all.



## FETAC English Level 4

In a response to an identified need by the local schools, Taca Clann organised an English class for local parents. Places were quickly taken up as the course was provided at a parent-friendly time and location. Taca Clann co-facilitates the group.

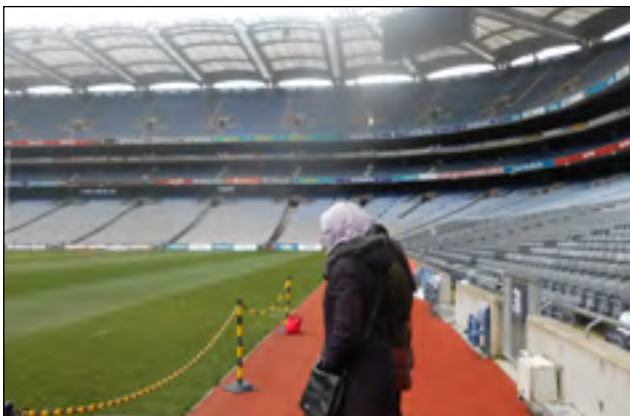
## Wellbeing

In early 2014, the Daughters of Charity Community Services undertook a wide ranging survey into the mental and physical wellbeing of participants in its senior citizens service. Taca Clann was involved in interviewing some older persons and in collating the data from the survey, from which issues were identified which required intervention or referral to other services.

In addition, Taca Clann worked with an in-house team to help build positive mental wellbeing amongst the young people who participate in St. Vincent's Community Training Centre.

## Dublin City Employment & Enterprise Service and Education Fair

In June and November 2014, Taca Clann worked with ICON and Community Technical Aid in organising open days for local people on the topic of employment, enterprise and education. The first of these events was the Dublin City Employment and Enterprise Services Fair which was held in the Community Hall, Killarney Court, Buckingham Street. The second event was held in the Pillar Room of the Rotunda Hospital and was well attended by prospective students, and with many major educational intuitions taking part.



## Outreach

In 2014, Taca Clann with the Tenant Officer in the North West Inner City Network carried out outreach work to local residents in Henrietta House, Lurgan Street and Dominick Street.

## Area Based Childhood Programme (ABC)

In 2014, the Taca Clann Community Project / Daughters of Charity Community Services, as a community member of the North West Inner City Network, was actively involved in the Grangegorman Area Based Childhood Programme. ABC is an initiative that aims to address the needs of children from 0 – 6 years, parents and practitioners in the Grangegorman catchment area. The Programme is led by the Dublin Institute of Technology, funded by Atlantic Philanthropy, administered by Pobal, and with technical oversight provided by the Centre For Effective Services. The ABC Steering Committee applied for funding to Pobal / CES and was successful in reaching the initial contract approval stage by ear-end. Among the projects to be delivered in 2015 will be the Incredible Years Programme, Siolta and Aistear Early Years Framework, and the Parent Child Home Project.





## SICAP Public Procurement Process

In 2014, the Government announced that funding provided by the Local and Community Development Programme (LCDP) for local development companies and community development projects would be replaced from January 2015 by a new programme namely, the Social Inclusion Community Activation Programme (SICAP) to be managed by local government authorities and funded by the Department of Environment, Community and Local Government / Pobal.

This programme was put to public procurement in the last quarter of 2014. In preparation for this, Taca Clann Community Project in alliance with 14 other LCDP-funded projects in the Inner City established the Dublin Inner City Community Cooperative in order to qualify for the conditions necessary to tender for the SICAP. The Cooperative successfully got through the initial Expression of Interest stage of the procurement process, with the announcement of tender awards to be made nationally in February 2015.

## Other Activities

In the reporting period, Taca Clann Community Project continued to be invited to relevant local seminars, and activities and work with neighbouring projects. For example:

- In May, Taca Clann was invited by the Local Education Committee, which comprises six local schools, to attend the Young Achievers Awards where the Taca Clann community worker was presented with a bouquet of flowers in appreciation of her work with the local schools. Taca Clann participates in the monthly Local Education Committee meetings.

- In June, Taca Clann assisted ICON and CTA organize an information session on the Spent Conviction Bill and Garda Vetting Act in St. Agatha's Hall Dunne Street, Dublin 1. This session focused on the two important and related legislative developments, and the speakers included practicing solicitors, barristers and advocates who were expert in the fields.
- Also in June, Taca Clann was invited to participate in the official launch of the Migrant Family Support Service, which was held in the Law Society of Ireland, Blackhall Place, Dublin 7.
- In September, Taca Clann was invited to participate in a workshop which sought to open a conversation on the reorientation of drug treatment services to promote a recovery-focused model and on the role of recovery in communities to motivate and inspire others towards recovery. This well-attended conference was organized by the North West Inner City Network.
- Taca Clann was a participant in the Mind Your Mind conference in October. This was organized by Young People At Risk (YPAR) during which Kathleen Lynch TD launched the Directory of Young People's Mental Health Services,

## DoCCS Supports

In many of the individual cases with which the Taca Clann Community Worker was involved in 2014, practical advice and support was provided by the social worker and counsellor of the DoCCS Central Services Support Team and by the manager of St. Mary's Nursery Service, who assisted Taca Clann





in referring cases to relevant agencies and support services. For this help, Taca Clann is extremely grateful.

## Our Funding Agencies and Supporters

The Taca Clann Community Project continued to be funded by the Department of Environment, Community and Local Government through the Local Community and Development Programme administered by POBAL. Small grants were received from the Joe Lucy IMPACT Fund and the Dublin City Community Grants Scheme.

The project also received management, financial, administrative and logistical support from the Daughters of Charity Community Services.



## Contact Information

Margaret McKearney,  
Community Services Advocacy Worker,  
Taca Clann Community Project,  
C/o Daughters of Charity Community Services,  
8-9 Henrietta Street,  
Dublin 1.

**Main No.:** 01-8874100  
**Mobile No:** 085-7630854  
**Fax No.:** 01-8723486  
**Website:** [www.doccs.ie](http://www.doccs.ie)  
**Email:** [tacaclann@doccs.ie](mailto:tacaclann@doccs.ie)



# Central Services

The Central Services of the Daughters of Charity Community Services provides a range of management and professional supports to the six operational services of the organisation, as follows:

- Organisational policy and procedures support
- Strategic planning support
- Governance support
- Financial management and accountancy support.
- Human resources support.
- Administration support.
- Information technology support.

Central Services also offers the resource of a professional support team comprising the posts of a counsellor, a social worker, and an education and employment links co-ordinator. The members of the support team work closely together, and in consultation with service management and staff, to offer support, advice and guidance to the participants of the DOCCS services and to other people from the local community.

The specific supports offered by the Central Services Support Team to service participants and people in the community are as follows:

## Counsellor

- A safe space – to talk about personal, family and relationship problems in a respectful and non-judgemental environment.
- Support for coping with – stress, anxiety, depression, loss, bereavement and behaviour issues.

- Personal development – building self-esteem, self-confidence and assertiveness.
- Encouragement – to explore all options, find realistic solutions and to make positive life changes.

In 2014, the counsellor also represented the Daughters of Charity Community Services on YPAR's Young People's Mental Wellbeing Group. This group meets on a monthly basis and includes representatives from the HSE, TUSLA, CDETB, voluntary mental health services, local schools, community based projects, community addiction services and community development initiatives. The aim of the wellbeing group is to improve the overall mental wellbeing and quality of life of young people living in Dublin's North Inner City.

## Social Worker

- Advice / Support / Information – with housing matters, social welfare entitlements, other benefits, court matters (family law / criminal).
- Crisis Intervention - in relation to homelessness, drug or alcohol problems, crime, domestic violence, crisis pregnancy, illness and bereavement.
- Referral to other agencies or services - including childcare services, adolescent services, counselling, drugs services, homeless services, disability services, health services and support agencies.
- Advocacy and liaison - with other services or professionals on behalf of services participants and people in the community.

In 2014, the social worker oversaw a programme response to service participants presenting with acute and immediate needs – see Special Report.

## Education and Employment Links Co-ordinator

- Career assessment - help with deciding on a suitable job or career.
- Advice and information - on jobs, careers, education and training.
- Career guidance - exploring interests, skills, strengths, and matching to suitable employment or training.
- Career coaching - help in setting and achieving realistic career goals, developing career paths or progression plans.

The Support Team provided in excess of 400 support sessions to service participants of the DoCCS and to community referrals during the reporting period.

## Special Report by Social Work

This year was one of the most challenging for the participants presenting to the social work service. Over 2014, social work experienced a spike in participants presenting with acute and immediate needs such as shelter, food, clothes, and unable to meet typical living costs such as gas, electricity and rent. Following a social work led in-house pilot and internal feedback, emerging needs for participants were identified, including increased risk of becoming homeless, becoming homeless, serious risk of rough sleeping, and wide scale adversity and exclusion including going without food and social engagement. Some of the key factors contributing to the increased numbers presenting with these needs were diminished housing stock, a competitive private rental market, and insufficient income.

### Social Work Case Example

A young 20-year old mother of two children was doing well in a private rental tenancy until the landlord requested her to leave. Despite efforts by a charity to challenge the landlord, she and her children were forced to leave the accommodation. When she contacted the Homeless Persons Unit (HPU) they provided her with a family room in a hotel.

They also placed her on a waiting list for the New Presenters Team which is a specialised team within the HPU assigned to call out to families who are new to homelessness. For some weeks she and her two children slept in the same bed, while at night the music from the bar underneath filled the room. During this time, she had no access to a fridge, cooking or washing facilities, nor was there contact with the New Presenters Team.

Through multiagency intervention, the New Presenters Team agreed to consider this family a priority and it took a further three weeks before they could respond due to its overwhelming caseload. Unable to cope with the living circumstance, this mother voluntarily placed her children into the care to "save them" from homelessness. When the HPU was made aware that her children no longer resided with her, they withdrew the family accommodation and she was offered single persons accommodation. On the day of her transfer to single person accommodation, there were no beds available and she was offered a sleeping bag.

## Impact on Professional Services Within the DoCCS

Services such as the Homeless Persons Unit, Dublin Simon, Focus Ireland, The McVerry Trust, reported that they are overwhelmed with the numbers seeking emergency support. Most critically, this resulted in an absence of fundamental necessities for our participants such as food, shelter, heat, security, belonging, and income. Subsequently, this impacted on access to support services creating long delays. The impact on professional services within the DoCCS was the creation of a situation of "holding" participants while awaiting an appropriate response as typical avenues of external professional support were no longer available. This holding included emotional support, or supports such as food, clothes and/or shelter.

## Social Work Responses To The Emergent Needs

Alongside the intensive and complex case work, social work provided the following response:

- Identification and new partnership with a commercial accommodation agent for the purpose of providing safe and suitable emergency accommodation for young persons (18+) who presented in emergency need of

accommodation and when typical avenues of accommodation had been explored but deemed inaccessible.

- Provision of psycho-social educational sessions to managers, support persons and staff on homelessness & housing exclusion, and the introduction of a response framework: S.E.E - Sustainability, Early Detection, and Emergency Response.
- Facilitation of critically reflective sessions, resulting in the mobilisation of resources such as donations of cloths, foods, money, time, staff and equipment from DoCCS staff and external donors in response to acute and immediate needs.
- Formation and coordination of a new partnership with the Capuchin Day Centre for the purpose of weekly distribution of food parcels. The fortification of links with relevant support agencies, in particular, St. Vincent de Paul, in response to the deprivation experienced by service participants who presented to social work.
- The establishment and management of a new support initiative for the provision of food and clothes to participants of the DoCCS who required such.
- Procurement of internal evidence via surveys and pilot research to underpin the initiatives above, and the generating of reports on such.
- Collaboration with agencies such as ongoing work with YPAR (Young People At Risk), including chairing the working group responding to issues of youth homelessness in the north inner city, and participation in the Meitheal Model on significant welfare issues.

It is difficult to comprehend that the need for items such as hats, scarfs, blankets, and food are not for sending overseas to a country suffering war or famine but rather for assisting people living here in Ireland, in Dublin, and passing through the doors of 8 and 9 Henrietta Street. Or, that emergency accommodation, a last resort option, and basic need services typically provided by the State, are now routinely unavailable, thus leaving people with no option but to sleep on the streets and go without. Perhaps most harrowing of all are the families and individuals who behind closed doors are going hungry, are utterly worn down, let down, alone and scared. Aside from the reality that

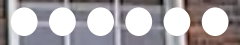
basic needs (food, shelter, heat) are going unmet, these stressed regimes of survival seriously impact on the mental and physical wellbeing of all who are exposed to this unacceptable way of life.

Over the past number of years, many of our service participants have experienced an increase in the violation of their human rights, the erosion of safety nets intended for those most vulnerable, poverty, deprivation and exclusion.

It brings to mind the words of Rita Ann Higgins as she reflected on the impact of the recession during the 1980s - "Some people know what it is like, to be short for the rent, to be short for the school books, to wait in Community Welfare waiting rooms, to wait two years to have a tooth looked at, to wait another two years to have a tooth out (the same tooth), to be out of work, to be out of money, to be in for the Vincent de Paul man, to be second hand, to be second class, to be looked down on, And other people don't". (Some People, 1988).









## Detailed Combined Income and Expenditure Account for the Year Ended 31 December 2014

Income	2014
	€
<b>Health Service Executive, Dublin North City Area:</b>	
Annual Grant	101,052
Meals on Wheels Grant	16,700
<b>Tusla, Child &amp; Family Agency: Annual Grant</b>	<b>425,560</b>
<b>Department of Education &amp; Skills, SOLAS, administered through City of Dublin Education &amp; Training Board:</b>	
Annual Grant	728,175
Community Education Grant	69,174
Back to Education Initiative	7,250
Psychological Services	6,500
<b>Department of Justice &amp; Equality, administered through the Probation Service: Annual Grant</b>	<b>187,500</b>
<b>Department of Education &amp; Skills: Annual Grant</b>	<b>212,679</b>
<b>Department of Children &amp; Youth Affairs, administered through Pobal:</b>	
Community Childcare Subvention Scheme	109,804
Childcare Education & Training Support Scheme	160
<b>Parents contributions to Nursery</b>	<b>7,140</b>
<b>Department of Environment Community &amp; Local Government, Local &amp; Community Development Programme, Administered by Pobal: Annual Grant</b>	<b>47,149</b>
<b>School Capital Account</b>	<b>4,627</b>
<b>Department of Social Protection: School Meals Programme</b>	<b>31,476</b>
<b>Meals Reciepts</b>	<b>47,774</b>
<b>Able Lift Limited: Donation</b>	<b>903</b>
<b>Society of St. Vincent de Paul: Grant</b>	<b>1,051</b>
<b>Society of St. Vincent de Paul: Cork Street Fund</b>	<b>1,500</b>
<b>IMPACT, Joe Lucey: Small Grants Fund</b>	<b>820</b>
<b>Small Grants</b>	<b>175</b>
<b>Other Donations</b>	<b>426</b>
<b>Fundraising Income</b>	<b>2,780</b>
<b>Other Income</b>	<b>32,063</b>
<b>Total Income</b>	<b>2,042,438</b>

Expenditure	
	€
Salaries and wages	1,586,039
Staff Training and Development	4,202
Tutor Fees	11,792
Consultancy Fees	1,930
Annual Report	1,778
Staff Travel Expenses	8,099
Rent and Rates	40,762
Food Costs	80,885
Minibus Expenses	4,652
Materials	34,290
Special Inputs	300
Light, Heat and Power	43,778
Printing and Stationery	9,057
Telephone and Postage	22,418
Insurance	18,554
Audit Fees	7,477
Bank Interest and Charges	1,978
Repairs and Renewals	63,111
Household Requisites	11,248
Rewards and Care Programme	8,220
Tools and Protective Clothing	1,715
Health and Safety	341
Recreation and Outdoor Activities	13,179
Programme Costs	16,839
Legal Fees	738
Subscriptions	5,040
Equipment	26,594
Sundry	8,169
<b>Total Expenditure</b>	<b>2,033,185</b>
<b>Balance</b>	<b>9,253</b>

# Financial Commentary

The combined Income & Expenditure account of the Daughters of Charity Community Services (DoCCS) for the year ending 31st December 2014, incorporated the following services –:

- St. Mary's Nursery
- Henrietta Street School
- St. Vincent's Community Training Centre
- Henrietta Adult & Community Education Service
- Henrietta Senior Citizens Service
- Taca Clann Community Project (for which the DoCCS is the Management Agency)
- Central Services

The DoCCS shows an operating surplus of €9,253 for the year ending 31st December 2014.

## Income

The overall Income received in the reporting period was €2,042k. This showed a decrease of 5% on 2013 which reflected funding reductions by Government Departments / Statutory Agencies across our services. However, public funding commitments in general remained strong during the year, as in previous years. The total income for 2014 was made up of:

Public Funding 95%

Private Funding 5%

The principal contributors from Government Departments / Statutory Agencies for the reporting period included the following -

- Health Service Executive (Dublin North East) - Local Health Office Dublin North City
- City of Dublin Education and Training Board
- Department of Justice and Equality through the Probation Service
- Department of Education & Skills
- Department of Children & Youth Affairs - Community Childcare Subvention Scheme: Administered through Pobal

- Department of Children & Youth Affairs - Community Education and Training Support Scheme: Administered through Pobal
- Department of Environment, Community & Local Government - Local and Community Development Programme: Administered through Pobal
- Department of Social Protection - School Meals Programme

DoCCS also acknowledges the important level of funding received from the voluntary and community sector, and also from its private donors, in 2014, in particular the Tony Ryan Trust.

## Expenditure

The overall expenditure incurred by DoCCS in the reporting period was €2,033k. This is a decrease of 5% from the previous year. Salaries & Wages costs were reduced by 1% from the previous year and made up 72% of the total expenditure.

## Funders

The DoCCS continued to engage with a number of statutory agencies that sponsor our work through annual Service Level Agreements (SLAs). In the reporting period, a Section 39 SLA was signed between the Health Service Executive (Dublin North City) and the DoCCS in respect of the Henrietta Senior Citizens Service, while Tusla, the Child and Family Agency, extended the Section 39 SLAs previously signed between the two HSE-funded services of St. Mary's Nursery and Central Services / St Vincent's Community Training Centre.

Annual Business Plans were approved in the reporting period by:

- CDETB re: St Vincent's Community Training Centre.
- The Probation Service re: Central Services / St Vincent's CTC.
- The Department of Environment, Community & Local Government, Local and Community Development Programme: Administered through Pobal re: Taca Clann Community Project.



# Staff and Volunteers of Daughters of Charity Community Services

## Central Services Staff

**John Breen**  
Education & Employment Links  
Co-ordinator and Counsellor

**Sylvia Grimes**  
CE Worker

**Mark Hogan**  
Director of Services

**Annemarie Jones**  
CE Worker

**Robert Jones**  
CE Worker

**Amanda Lismore**  
Receptionist

**Bethany Lynch**  
Financial Controller

**Peter Lynch**  
Caretaker

**Vincent Munroe**  
CE Worker (to July)

**Clare Murphy**  
HR Manager,  
PA to Director of Services &  
Administration of Central Services

**Elizabeth Watson**  
Social Worker

## St. Mary's Nursery Staff

**Hazel Bradley**  
Nursery Childcare Worker

**Sheila Carroll**  
Nursery Manager

**Carmel Colgan**  
Relief Housekeeper

**Rosaleen Doyle**  
Nursery Childcare Worker

**Geraldine Griffin**  
Nursery Childcare Worker

**Sinead Hickey**  
Nursery Childcare Worker  
(Temp, Apr – Oct)

**Sarah Kearney**  
Nursery Childcare Worker  
(from Nov)

**Debbie Keegan**  
Nursery Childcare Worker

**Kate Kenny**  
Nursery Childcare Worker  
(up to Feb)

**Noeleen Monaghan**  
Nursery Childcare Worker

**Karen Monks**  
Nursery Childcare Worker  
(up to Nov)

**Margaret O'Connor**  
Housekeeper / Nursery Childcare  
Worker (in training)

**Silke Triesch**  
Nursery Childcare Worker

## Henrietta Street School Staff

**Eddie Collins**  
Principal (Acting)

**Celine Doolan**  
Classroom Assistant

**Jacqueline Dowling**  
Social Worker

**Tara Doyle**  
Deputy Principal and Class Teacher

**Brigid Finlan**  
Bean an Tí

**Lisa Gorham**  
Fixed Term Temporary Class  
Teacher (from Sept)

**Deirdre McCarthy**  
Class Teacher

**Paul McKinley**  
Part-Time Art Teacher

**Lorraine Roche**  
Secretary

**Ann Ruane**  
Class Teacher

**Matt Swain**  
Fixed Term Temporary  
Class Teacher (to Aug)

## St. Vincent's Community Training Centre

### Staff

**Anne Butler**

Teacher, Education

**Ryan Carroll**

Instructor, Property Maintenance

**Helen Carthy**

Administrator/Instructor

**Terry Flanagan**

Instructor, Catering

**Gillian Frayne**

Teacher, Education  
(from September 2014)

**Jenny Keenan**

Teacher, Education

**Joe Lawlor**

Instructor, Advanced Skills  
Carpentry.

**Catherine McCarn**

Instructor, Healthcare

**Catherine Murphy**

Instructor, Computerised  
Office Skills

**Paul Norris**

Manager

**Gillian Skeehan**

Teacher, Education  
(Feb 2014 to July 2014)

**Glenn Smith**

Instructor, Information Technology

**Christine White**

Instructor, Health and Beauty

**Mark McManus**

Art Teacher

### Volunteer

**Nessan Vaughan**

Literacy Tutor, Education Team

## Henrietta Adult and Community Education Service

### Staff

**Gerry Doyle**

Support Worker / Porter

**Yvonne McCarthy**

Co-ordinator

**Yvonne O Callaghan**

Administrator

### Course Part-Time Tutors

**Aranzazu Bartolome**

Spanish

**Laura Bartolome**

Spanish

**Paula Burke**

Stress Reduction Skills, Yoga

**Janine Davidson**

Art

**Kay Foran**

English Selling and Literacy,  
Intro to Childcare

**David Francois**

ESOL

**Annie Fuller**

Cooking

**Kerri Galliagn**

Yoga

**Tommy Geneokey**

Communications FETAC Level 3

**Kim Griffin**

Computer for Beginners,  
Technology Today

**Mary Hennessey**

Hand-Knitting

**Lisa O Connor**

Crochet

**Sinead Hyland**

Conversational Irish

**Betty Kearney**

Sewing and Dressing

**Gerry McEvoy**

Social Club

**Breda O'Rourke**

Social Club

**Glenn Smith**

Computers for Beginners  
Internet and Email FETAC Level 3

**Linda Healy**

Flower Arranging

**Joleen O'Brien**

Creative Drama

**Kieran Mc Donnell**

Creative Drama

**Liz Watson**

Childcare Level 5

**Colette Kingston**

Child Development Level 5

### Front of House Volunteers

Tracey Bardon

Paula Bourke

Margaret Costello

PJ Dwyer

Irene Keogh

David King

Gerry Moran

Kay Morley

Liam O'Brien

Joyce O'Brien

Noleen O'Connor

Betty Power

Sylvia Grimes

Soraya Leahy

## Henrietta Senior Citizens Service Staff

**Musa Fofanah**  
CE Worker (to July)

**Pat Kavanagh**  
Kitchen Assistant

**Irina Kokina**  
Tus Worker (to June)

**Joe McGrath**  
Relief Minibus Driver

**Gertrude Molloy**  
Cook

**Louise Mullins**  
Service Manager

**Alan O'Connor**  
CE Worker

**Chinyeaka Opara**  
CE Worker

**Karen Smullen**  
Minibus Driver

**Tony Smullen**  
Relief Minibus Driver

## Volunteers

**Louise Carley**  
Music

**Mirka Krystianova**  
Music

**Maura Ennis**  
Meals Assistant

**Maisy Hynes**  
Meals Assistant

**Sister Bernadette**  
**Sister Magdalene**  
**Sister Sheila**

## Student Placements

**Katie Murphy**, Castleknock  
Community College

## Taca Clann Community Project

**Margaret McKearney**, Community Services Advocacy Worker

## Designated Persons, Child Protection

The following staff members are the Designated Persons with responsibility for reporting child protection issues in the DoCCS in accordance with Children First, National Guidance for the Protection and Welfare of Children, Department of Children and Youth Affairs (July 2011):

**Sheila Carroll**  
Designated Person, St. Mary's  
Nursery

**Eddie Collins**  
Designated Person, Henrietta  
Street School

**Paul Norris**  
Designated Person, St. Vincent's  
Community Training Centre

**Mark Hogan**  
Designated Person (Vulnerable  
Adults), Henrietta Senior Citizens  
Service and Henrietta Adult and  
Community Education

**Louise Monaghan**  
DoCCS External Adviser  
Child Protection And Welfare,  
National Youth Council of Ireland





# Governance of Daughters of Charity Community Services

The Daughters of Charity Community Services (DoCCS) is a company limited by guarantee (not having a share capital). The DoCCS has charitable tax exemption.

Responsibility for the governance function of the DoCCS rests with the company's Directors who are represented by the Council of the Daughters of Charity of St. Vincent de Paul, Province of Ireland. The non-statutory governance responsibilities are managed by the Committee of Management of the Daughters of Charity Community Services, which oversees primary areas of organisational governance, including mission and identity, policy and strategy development, staff appointment and development, and financial control and public accountability. In 2015, it is planned that the DoCCS Committee of Management will become the Board of Management of the company, comprised of Directors, and with responsibility for both statutory and non-statutory governance functions,

The Henrietta Street School has a Board of Management, which includes two nominees appointed by the Trustees who are the Provincial Council of the Daughters of Charity. St. Mary's Nursery and St. Vincent's Community Training Centre services have individual Executive Committees, while there is a single Executive Committee for the two adult services, namely the Henrietta Adult and Community Education service and the Henrietta Senior Citizens service. The Executive Committees / School Board are responsible for overseeing the effective operation, delivery and management of their respective services.

To support an integrated governance structure for the organisation, members of the DoCCS Committee of Management also participate as members of the Service Executive Committees / School Board of Management.

In line with our service user focus and community ethos, the composition of the members of our various Committees includes, as appropriate, parent representatives, volunteer representatives, staff members and community representatives.

The DoCCS Committee of Management and the Executive Committees / School Board of Management met four times annually in the reporting period, while the Directors of the DoCCS convened an Annual General Meeting of the company on 22nd May 2014. In March 2014, the DoCCS was approved as a signatory to the Governance Code for Community, Voluntary and Charitable Organisations, with its full compliance journey expected to be completed in 2015.

### **Daughters of Charity Community Services Trustees and Company Directors (Council of the Daughters of Charity of St. Vincent de Paul, Province of Ireland)**

**Sr. Goretti Butler DC**

**Sr. Justine O'Brien DC**

**Sr. Claire McKiernan DC**

**Sr. Christina Quinn DC**

**Sr. Marian Harte DC**

**Sr. Sheila Ryan DC**

### **Daughters of Charity Community Services Committee of Management**

**Mr. Nesson Vaughan,**  
Chairperson

**Mr. John Furey**

**Sr. Lucy Cunningham DC**  
(to June)

**Mr. Seamus Holland**

**Ms. Camilla McAleese**

**Mr. Tom O'Grady**

**Senator Ronan Mullen**

**Mr. Frank Byrne**

**Mr. Frank O'Sullivan**

**Sr. Claire McKiernan DC**

**Mr. Charlie Kiernan**

**Ms. Olive Ring** (from Nov)

**Ms. Vivienne Bradley** (from Nov)

**Reporting to:**  
**Mr. Mark Hogan**  
Director of Services

### **Adult and Community Education Service Executive Committee**

(inclusive of: Henrietta Adult and Community Education and Henrietta Senior Citizens Services)

**Ms. Marie Keegan**

(Chairperson)

**Sr. Lucy Cunningham DC**

**Mr. Glenn Smith**

**Ms. Kay Morley**

**Ms. Monica O'Toole**

**Sr. Bernadette Fennessy DC**

**Ms. Kay Luddy**

**In Attendance:**  
Mr. Mark Hogan, Director of Services

**Reporting to:**  
**Ms. Yvonne McCarthy**  
Co-ordinator, HACE

**Ms. Louise Mullins**  
Manager, Henrietta Senior Citizens Service

### **St. Vincent's Community Training Centre Executive Committee**

**Sr. Claire McKiernan DC**  
(Chairperson)

**Mr. John Furey**

**Mr. Tom O'Grady**

**Mr. Terry Flanagan**

**Ms. Jenny Keenan**

**Gda. Martin Maloney JLO**

**Ms. Pauline Brennan**

**Ms. Mary McGagh,**  
Probation Service

**Fr. Martin Hogan CC**

**Mr. Charlie Kiernan In Attendance:**

**Mr. Mark Hogan**  
Director of Services

**Reporting to:**

**Mr. Paul Norris**  
Manager

## **Henrietta Street School Board of Management**

**Mr. Mark Hogan**  
Chairperson and Trustee Nominee

**Mr. Séamus Holland**  
Trustee Nominee

**Mr. Gerry Cullen**  
Community Representative

**Ms. Yvonne Bambury**  
Community Representative

**Mr. Eddie Collins**  
Principal (Acting), Teachers Representative

**Ms. Anne Ruane**  
Teachers Representative

## **St. Mary's Nursery Executive Committee**

**Ms. Catherine Bond**  
(Chairperson)

**Mr. John Furey**

**Sr. Bernadette Hudson**  
HSE

**Ms. Anne Fitzpatrick**

**Ms. Noeleen Monaghan**

**Ms. Geraldine Kelly**

**In Attendance:**

**Mr. Mark Hogan**  
Director of Services

**Reporting to:**

**Ms. Sheila Carroll**  
Nursery Manager

# Acknowledgements

The Daughters of Charity Community Services is greatly indebted to a range of Government Departments, statutory agencies, community and voluntary groups, and individuals for their generous assistance and support to the operation of our services in the reporting period.

Of critical importance was the continued endorsement and support of the various Government Departments and statutory agencies which provided financial and other assistance to the organisation and its services in 2014. Their recognition of our work with disadvantaged communities in Dublin's north inner city is gratefully acknowledged.

## These comprised:

- The City of Dublin Education Training Board under SOLAS, the national Further Education and Training Authority, which was the principal funding agency of St. Vincent's Community Training Centre (including its literacy and numeracy activity) and the Henrietta Adult and Community Education (HACE) services.
- Tusla, the Child and Family Agency, Dublin North City area, which funded the Central Services of the Daughters of Charity Community Services, St. Vincent's Community Training Centre and St. Mary's Nursery.
- The Department of Education and Skills which funded the Henrietta Street School.
- The Probation Service which, through the Department of Justice and Equality, provided funding support to the Central Services / St. Vincent's Community Training Centre.
- The Department of Children and Youth Affairs which funded St. Mary's Nursery through the Community Childcare Subvention Scheme (CCS) administered by Pobal on behalf of the DCYA.
- The Health Service Executive, Dublin North City, which funded the Henrietta Senior Citizens Service.
- The Department of the Environment, Community and Local Government under the national Local and Community Development Programme administered by Pobal, which funded the Taca Clann Community Project for which the Daughters of Charity Community Services is the management agency. In April 2015, the LCDP will be replaced by the Social Inclusion Activation Programme (SICAP) following a public procurement process and will transfer to local government authority structures under the DoEC&LG.
- The Department of Social Protection which supported meals provision to both St. Mary's Nursery and St. Vincent's Community Training Centre through its School Meals Programme.
- Our private donors who provided valued financial assistance in 2014, including the Tony Ryan Trust (DoCCS), Joe Lucy Small Grant Fund / IMPACT (HACE), The O'Brien Educational Fund, Dublin Catholic Archdiocese (Henrietta Street School), The Mick Geoghan Memorial Fund / Able Lift Ltd (HACE), Community Foundation of Ireland (HACE), and Dublin City Council (Taca Clann Community Project).
- We are deeply appreciative for the guidance and support shown to us by the Provincial Council of the Daughters of Charity of St. Vincent de Paul, Province of Ireland, who are the Trustees and Company Directors of the DoCCS. We also continued to enjoy active and cordial relations with the Community House of the Daughters of Charity, located in No.10 Henrietta Street, a number of whose members provided generous voluntary support to our senior citizens service.
- An important factor enabling the work of the DoCCS in 2014 was the high level of voluntary commitment shown by many individuals. These included: the members of our Committee of Management and the various Executive Committees / School Board who continued to give so generously of their time, energies and expertise in their important governance and oversight role; and our front-line volunteers who were regularly active in the day-to-day operation of a number of our services namely, Henrietta Adult



and Community Education Service, Henrietta Senior Citizens Service, Taca Clann Community Project, St. Vincent's Community Training Centre, and Central Services.

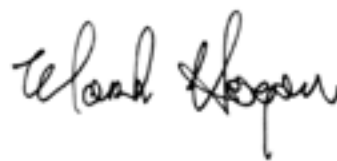
- The operational core of the Daughters of Charity Community Services is its 45 service staff who, in the face of numerous challenges, yet again demonstrated their professionalism, responsiveness and creativity in their engagement with the adults, youth and children who participated in our services during 2014. I wish to express my sincere gratitude to our staff body; each one of you should feel justifiably proud of your personal contribution in delivering high quality outcomes and benefits for our service participants.
- We wish to acknowledge St. Mary's Community Project, located in No. 9 Henrietta Street, and funded by the Department of Social Protection, for its placement of Community Employment workers who provided valued practical assistance to the operation of the Henrietta Senior Citizens Service and the Central Services of the organisation. We are also grateful to TUS, the community work placement initiative of the Department of Social Protection, for its support in 2014.
- The DoCCS is a community-based organisation that works with its service participants to bring about positive social change. One of the key ways in which the organisation seeks to do this is to collaborate with like-minded agencies and groups that share our vision of a more just and inclusive society, especially for those people in our local communities affected by situations of disadvantage and consistent poverty.

In the reporting period, these partners comprised: ~ North West Inner City and Inner City Organisations Area Networks ~ Young People At Risk (YPAR) and working groups ~ Dublin Inner City Community Cooperative (formerly Alliance) Society ~ Area Based Childhood Programme 2013 - 16, Grangegorman ~ North Inner City Drugs Task Force ~ City of Dublin Education Training Board (Parnell Square office) ~ Intreo, Department of Social Protection (Kings Inns Street) ~ Tusla (Ballymun, Wellmount and Mountjoy Square offices) ~ HSE (Benburb Street, North Strand and Lisburn Street Health Centres) ~ Curam, Daughters of Charity ~ Daughters of Charity Child and Family Centre, Connaught Street ~ AONTAS Community Education Network ~ Dublin City Council (Parnell Street office) ~ Dublin Institute of Technology ~ Grangegorman Development Agency ~ Probation Service (Smithfield Chambers, Parnell Street

and Donaghmede offices) ~ An Siol Community Development Programme ~ Bradóg Regional Youth Service ~ North West Inner City Training and Development Project ~ Threshold ~ Focus Ireland ~ Simon Community ~ An Crinan Youth Project ~ Crosscare Amiens Street ~ Women's Aid ~ Mater Child Guidance Clinic ~ Dublin City Childcare Committee ~ ATD Fourth World Ireland ~ St. Vincent de Paul (Dominick Street Conference) ~ Dominican Priory ~ Crosscare (Wellington Street Centre and Community Education Network) ~ Adult Education Guidance Service ~ Gateway Project ~ Ozanam House Resource Centre ~ Samaritans ~ Headstrong ~ Mental Health Ireland ~ Busy Bees Furniture ~ St. Mary's Community Project ~ New Communities CDP ~ Vincent de Paul Social Justice and Policy, National Office ~ National Educational Welfare Board ~ Schools Completion Programme ~ Home School Community Liaison Cluster ~ local primary and secondary schools ~ centres for non-formal and continuing education ~ Local Employment Services ~ local employers.

- We are especially honoured that over 500 adults, young people and children participated in our various services during the year either on a full-time or part-time basis. As participants, they generously shared with us their individual personalities, giftedness and, above all, their willingness to embrace learning as an aid in responding to the many challenges and struggles faced in their daily lives. To those who left our services during the year, we wish each one every success in the next stage of their life's journey.
- Finally, we would like to express our gratitude to Clare Murphy and our publishers, Snap Printing, in helping to produce our 2014 Annual Report. As in previous years, we are publishing this year's Annual Report in PDF format for electronic distribution.

To conclude, may I thank each and everyone one of you for your support in 2014 and I hope you can continue in your own individual ways to accompany us in the work of the Daughters of Charity Community Services in 2015 and beyond.



Mark Hogan,  
Director of Services,  
Daughters of Charity Community Services.

**SOLAS**

An tSeirbhís Oideachais Leanúnaigh agus Scileanna  
Further Education and Training Authority



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



Dept. of Social  
Protection



EUROPEAN UNION  
STRUCTURAL FUNDS



AN RÓINN OIDEACHAIS AGUS SCILEANNA  
DEPARTMENT OF  
EDUCATION  
AND SKILLS



THE  
PROBATION  
SERVICE  
An tSeirbhís Phromhaidh



Comhshaol, Pobal agus Rialtas Áitiúil  
Environment, Community and Local Government

**CDETB**

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

**TÚSLA**

An Ghníomhaireacht um Leanaí agus an Teaghlach  
Child and Family Agency



