



Annual Report 2016

Homeless
Service



Childcare
Service

Meals on
Wheels

Thrift Shop



Family
Support

Counselling

Volunteering



Substance
Misuse
Support

Advice and
Information



MAIN BANK
AIB
Stephen Street
Sligo

SOLICITOR
Hegarty & Armstrong
Millennium House
Stephen Street
Sligo

AUDITOR
Gilroy Gannon
25 Stephen Street
Sligo

Contents

Chairperson’s Foreword	3
The Year in Review	4
Chief Executive’s Report	6
The Year in Numbers	8
Our Services	9
Service Users Participation	14
Community Employment Projects	16
Volunteering	17
Fundraising	17
Board of Directors	18
Board Meeting Attendance Schedule	19
Income and Expenditure	20
Sources of Funding	26
Our Vision	27

Chairperson's foreword



Our 2016 Annual Report is presented as a summary of the collective contributions by a range of stakeholders, who within the framework of our strategic plan, endeavour to provide evidenced, informed best practice services to our many and varied service users.

The ongoing and increasing managerialism emphasis by funding agencies, allied to the requirements of regulatory bodies, continued to provide challenges and opportunities for our work in 2016.

As ever I wish to put on record our ongoing gratitude and sincere thanks to the people of Sligo for the continued support of our various collections and fundraising events throughout the year. To our funders Tusla, HSE, Sligo County Council, and the Department of Social Protection and all other agencies, groups, schools and individuals that assisted us financially during the year - thank you. The ongoing support of the Diocese of Elphin in providing us with our main office in The Lungy, is as always greatly appreciated, acknowledged and welcomed.

To our army of volunteers, who facilitate the provision of our services - thank you, your support is greatly appreciated by Sligo Social Services and the people you help on a daily basis throughout the year.

I thank most sincerely our dedicated staff team, CEO Christina McTaggart and my fellow Board members for your support and work throughout the year.

I want to particularly pay tribute this year to a person, whom I would describe as the human face and beating heart of Sligo Social Service Council since its foundation, that is Ms Eithne Kiely. She has worked above and beyond her role within the organisation as a friend to all involved in our Meals on Wheels Service. Eithne retires from her role in 2017, so on behalf of all involved in Sligo Social Service Council I thank her most sincerely and wish her many years of health and happiness in her retirement.

Sligo Social Services Council will continue to rise to the challenges, and opportunities presented, always cognisant of its mission in responding to the needs of individual's families and communities in the Sligo area.

A handwritten signature in black ink that reads 'Pat J. Wade'. The signature is written in a cursive, flowing style.

The Year in Review

After extensive training
volunteers began delivery of
the Open Access Service

funding approved to allow us to keep the
emergency homeless service open 24 hours
per day all year round

Community Employment Drugs
Rehabilitation Scheme began



satisfactory internal
audit received from
the HSE

Work on developing service user participation continued
with the completion of the Sligo Social Services Service
User Charter

Organisation developed a new constitution and
became Sligo Social Service Council CLG in line
with the Companies Act 2014



Reduction in referrals to meals on wheels



Our ABC Child and Family Service
began working in partnership with
TUSLA

Training for groups regarding the impact of alcohol in families

Very positive feedback from external evaluation
of our Meals on Wheels Service

Board approved the funding for the development of a befriending service
at the end of 2016



Expanded our homeless emergency
provision from 10 to 15 beds

Chief Executives report



Sligo Social Services continues to be at the forefront in providing care and support to people within our community. The support and generosity we receive from the people of Sligo is one of the most satisfying aspects of our work. Whilst our volunteers and staff focus on providing assistance to those we serve, it is encouraging to know that our goals and our challenges are shared by so many people across all sectors of the community. Their commitment by way of time, financial support and donations of goods is always inspiring and we are extremely grateful.

This annual review demonstrates the broad spectrum of services and solutions provided by Sligo Social Services. Throughout the year over 800 people, adults and children availed of services provided by Sligo Social Services, some availing of one service while others availed of a number of services provided by the organisation. The length of time and intensity of the intervention with each person varied depending on the service which they engaged with and details of each service is included in our annual report.

As part of the Cold Weather Strategy 2015/16 Sligo County Council provided additional funding to allow the Maryville Homeless Emergency Hostel remain open 24 hours per day. Approval for the necessary additional funding required to allow the hostel to remain open 24hrs on a permanent basis was received in 2016. This year we experienced an increased demand for homeless emergency beds. To respond to this and in consultation with Sligo County Council, five long-stay beds in Maryville were converted to emergency beds. Thus from December 2016 Maryville began providing 15 beds for single men and women who present as homeless.

In 2016 we began the roll out of the Community Employment Drugs Rehabilitation Scheme in Sligo. Ten Community Employment places for participants are available on the programme. The programme provides training and development opportunities for individuals recovering from substance misuse, working with participants towards re-integration into active community and working life.

As part of our ongoing commitment to the provision of excellent services we continued with our programme of evaluation of our services. In 2016 an external evaluation of the Meals on Wheels Service took place. The report highlighted the value and effectiveness of the service, and how they impacted positively on the lives of recipients and their families. The study found that the service provided is of a very high quality overall and current service users report very high satisfaction ratings with the quality of food, value for money and interactions with staff and volunteers. The review also indicated that the availability of a meals on wheels service helps build the capacity of this group of older people to remain in their own homes with a good quality of life for as long as possible; this is increasingly recognised as being the most socially beneficial and cost-effective model of care provision. The evaluation noted that the volunteer element of the service provided by Sligo Social Services is absolutely critical to its success and should continue to be nurtured and maintained into the future.

During the evaluation of the Meals on Wheels Service, isolation and loneliness was identified as an issue which negatively effected older peoples quality of life. Additional feedback to Sligo Social Services from others working in the community such as Sligo's Lend a Hand project, Parish Priests, and other service providers such as the HSE also confirmed this to be the case. Evidence based rearch shows that loneliness and isolation in older adults leads to numerous health issues and impacts on both physical and mental health. In response to this identified gap, at the end of 2016 the Board of Sligo Social Services made the decision to commit funding to the development of a Befriending Service. The target group for the service will be older people, age 65 and over, who are experiencing social isolation.

While the Meals on Wheels Service expanded in 2015 and this saw a significant increase in the number of recipients and meals provided by the service, this situation began to change in mid-2016. The second half of 2016 saw a significant decrease in referrals being made by PHNs to the service. In addition funding from the HSE for recipients was no longer immediately available from the date of the PHN referral but rather only available if and when there is formal approval from the HSE management. The net result being that clients now have to bear the cost of the service personally whilst awaiting for approval, and overall there has been a stark decrease in the number of meals being provided; in 2016 there was a total of 24,243 meals provided, a decrease of 3159 meals compared with 2015. This situation is of significant concern as it represents such a substantial reduction and one which is expected to increase in 2017. Other services have experienced a similar decrease and in 2016 a Network of Sligo Meals on Wheels Services was created with the support of Sligo Leader Partnership. Through this forum and individually we have highlighted our concerns to the HSE regarding the future sustainability of services such as Meals on Wheels.

At Tusla's request we developed a closer working arrangement between our ABC Child and Family Support Service and the Tusla Child protection Social Work Service, with all clients of this service now coming directly from TUSLA Social Work.

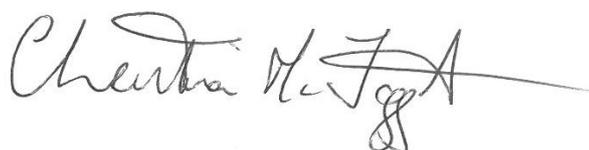
Every year Sligo Social Services and our supporters fundraise in a variety of ways to help finance the services provided by the organisation. Sligo Social Services must generate a substantial amount of our own income every year. We can only do this with the help of our supporters and volunteers. In 2016 we raised € 202,914. The majority of this income, €122,403 came from our Shops and recycling where all items are all donated by the community. Individual donors continued to provide support by donating directly, and we benefited greatly from the support of local schools and businesses who raised money through a wide variety of events. The people of Sligo continued to give generously on flag days and during Christmas collections, and local churches continued to support the work of Sligo Social Services with a Church gate collection, an envelope collection on the 8th December and individual donations towards our work. Without the ongoing commitment of all our volunteers who help us fundraise and the community of Sligo it would not be possible for us to do all the work we do. I wish to thank the many donors who support the work of Sligo Social Services.

I would like to thank our statutory funders who supported our work over the course of the year. In particular, the H.S.E. West, Tusla Child and Family Agency, the Department of Social Protection, Sligo Borough Council, The North West Regional Drugs Task Force, The Office of the Minister for Children. Also, a special word of thanks to the Diocese of Elphin and to the Friends of Sligo Social Services for their ongoing support.

I would like to thank the Chairperson, Board of Directors, staff and volunteers for their commitment and dedication over the past year. Sligo Social Services work would not be possible without the support of our State funders and our loyal and generous donors who recognise and support our work.

Sligo Social Services is the people who use our services, it is the hundreds of volunteers who give of their skills and time, it is the dedicated and professional staff and the committed board of governors. Sligo Social Services is also the business, school, church or group, large and small, who through their donations make our work possible, it is the individual who contributes and it is the communities who welcome our services.

We thank all of you and need all of you if we are to be successful in our work.

A handwritten signature in black ink, appearing to read 'Christina McFadden', with a long horizontal flourish extending to the right.

807 people availed of services provided by Sligo Social Services

75 children attended the Childcare Service

173 contacts to the Homeless Accommodation Service

78 Families accessed our Family Support Service

588 Visits to Open Access

127 Children accessed our Family Support Service

24,243 Meals delivered

Meitheal

Meitheal is an early intervention, multi-agency initiative designed as a response to children with unmet needs. It is a parent led response, and so can only proceed with the full consent of parents. Meitheal enables parents and children assisted by practitioners to identify their own needs. Meitheal then goes on to formally co-ordinate the services being offered to a family, as these needs are responded to. Practitioners in any agency may initiate a Meitheal, the essential quality is not professional training, but a helpful and respectful relationship with the family.

In 2016 Meitheal worked with 73 children. 32 of these children were new to the service in 2016.

ABC Child & Family Support Service

The ABC Child and Family Support Service offers supports to children and families in their own homes. It is an outcomes based service which aims to prevent or reverse the risk factors which may lead to serious welfare concerns, abuse and/or neglect of children.

Support is tailored to meet the needs of individual children and their families in their own home on a one to one basis (with the child/parents/joint) in one or more of the following areas:

- Parenting supports
- Behavioural issues
- Communication issues
- Relationships & attachments
- Nutrition
- Living environment

In 2016 the service worked with 54 children within 32 families. 14 new families (24 children) engaged with the service in 2016

In 2016, following discussions with Tusla, the Service began working exclusively with children and families who are in receipt of a Tusla Social Work service.

The service continues to seek to support parents and children by building positive constructive professional relationships with them.

Charles Street Childcare Service

Sligo Social Services offers a community-based childcare service to 20 children each year. The service is provided by fully qualified and experienced staff and offers a range of activities, opportunities and

Children and Family Services

experiences that will enable all children who attend, to develop skills, confidence and independence.

It offers both pre-school and a longer childcare service to children between the ages of 3 to 5 years of age. Charles Street child care service operates a targeted approach to the allocation of places. In September 2016, 20 children registered for the service.

Cranmore/Abbeyquarter

Afterschool Project

Sligo Social Services in collaboration with Cranmore/Abbeyquarter Community Centre is involved in the provision of the After School Project. The service can cater for 35 primary school children aged between 4 and 13 years. At the service the children receive support and encouragement in doing their homework, within a safe and friendly environment where they can also take part in a wide range of fun and creative activities. The Afterschool Project runs activities during out of school periods within the academic year and offers a Summer Camp in July. In 2016 this service worked with 33 children.

Counselling Service

Sligo Social Services have a professionally qualified and accredited counsellor available at the organisation's premises in Charles Street. The Counselling service seeks to support adults who are experiencing difficulties which are impacting negatively on family functioning. Bereavement, relationship breakdown, serious financial problems and addiction are examples of such difficulties. The Counselling service supports clients to develop effective coping strategies and to promote well-being and resilience. Clients are enabled to improve family functioning and to increase parenting capacity.

Alcohol Awareness Training

Raising professional awareness of the needs of families and the impact on them of a drinker in the family.

The considerable negative impact that problem drug and alcohol use has on families is well known. The National Drugs Strategy (*interim*) 2009-2016, cited the World Health Organisation (WHO) who in 2002 Identified alcohol as the third highest risk factor (after tobacco and hypertension) for premature death and ill - health in developed countries. Since the early 1990s, there has been a dramatic increase in alcohol related harm in Ireland, with the increase most pronounced in the period 1995 to 2002.

Services for Adults

The Strategy noted that alcohol harm is not confined to the drinker but extends to the family, community and wider society.

The negative role of alcohol in family well - being has been documented in a number of Irish studies, where alcohol has the potential to contribute to domestic violence, relationship and marriage problems and impact on the most vulnerable of children. The effects include deteriorating relationships and making the family dysfunctional, psychological and social problems, increased stress, depression and behavioural disorders, and financial difficulties – all of which can contribute to family breakdown and negative impacts on adults and, particularly, on children in families. The latter are likely to be at high risk due to the prevalence of drug/alcohol misuse within their families, peers and communities and are at risk of becoming problem drug users in later life.

Sligo Social Services have provided Services to children and families for many years. In working with children and families we have seen first-hand the negative impact of alcohol misuse on children and the families we are supporting. We have developed extensive knowledge and networks across the various sectors working with children, including education, youth, justice, social and health service and the many associated NGOs. In 2016 we were successful in receiving funding from the North West Regional Drugs and Alcohol Task Force to deliver awareness raising workshops to professionals who come into contact with children on a frequent basis. We began rolling out the workshops in October 2016 and a series of 10 workshops will be delivered in total with each one catering for up to 20 participants. The aim of the workshops is to increase the awareness and knowledge amongst professionals on the needs of families and the impact on them of having a drinker in the family in Sligo/Leitrim.

Open Access Service

Sligo Social Services provides an Open Access service which assists families and individuals with advice and information and entitlements and welfare issues. This service operates on a walk in basis four afternoons per week and offers:

- * Crisis intervention to service users, undertaking initial assessment, offering support and taking appropriate action in response to their immediate circumstances/difficulties
- * Advice, information and advocacy, assist in accessing rights, entitlements and services if necessary

- * Assistance to service users in identifying and addressing contributory causes of their difficulties and obstacles to addressing these difficulties and assists them in finding appropriate solutions.
- * Supporting service users in accessing and integrating into the facilities and services of their local community.

In 2015, volunteers underwent training by Sligo Social Services in order to provide the Open Access service which commenced in January 2016.

In 2016, 274 individuals availed of the Open Access service, in total this resulted in 588 contacts with the service. The majority of clients (178) were female, with 96 men seeking assistance from the Open Access service.

Meals on Wheels Service

Sligo Social Service has provided a Meals on Wheels service in Sligo town since 1969 and had delivered well over a million meals in that time. The service is need rather than demand based and is available to elderly people, housebound people, disabled people and to people who are unable to provide a hot meal for themselves.

Meals are prepared in the kitchen at the Sligo Social Services centre in Charles Street by qualified chefs and staff and with the input of CE participants and volunteers. The meals are collected from Charles Street by volunteers on a rota system and then delivered hot to clients in and around Sligo town in the middle of the day. Workers on a Community Employment Scheme deliver meals to locations in the more rural areas in the north of the county and are equipped with special ovens in their vehicles to keep meals warm.

There are over 150 volunteers involved in either delivering meals or assisting in our meals on wheels kitchen. Referrals for this service are made by the Public Health Nurse to Sligo Social Services.

There are natural fluctuations in the numbers availing of the service from year to year. The table below details the numbers of clients and meals served in the years between 2010 and 2016.

	Average no. of service users per month	No. meals served
2010	112	30,321
2011	100	26,708
2012	109	24,930
2013	98	20,888
2014	98	20,956
2015	140	27,402
2016	136	24,243

Average no. of service users per month and no. of meals served

An external evaluation of the meals on wheels service took place in 2016 and the results drawn from this in-depth study was that the service provided is of a very high quality overall and current service users report very high satisfaction ratings with the quality of food, value for money and interactions with staff and volunteers. The report went on to say that the service plays a vital role in maintaining good nutrition and health for service users. It also contributes to the well-being of service users and a sense of social connectivity, ensuring they remain on the radar of service providers. The report also stated that the availability of a meals on wheels service helps build the capacity of this group of older people to remain in their own homes with a good quality of life for as long as possible; this is increasingly recognised as being the most socially beneficial and cost-effective model of care provision. The volunteer element of the service provided by Sligo Social Services is absolutely critical to its success and should continue to be nurtured and maintained into the future.

Some of our meals on wheels recipients had this to say:

“We weren’t able to manage what we used to be able to do; before getting meals on wheels we were finding the cooking increasingly difficult, the lifting, the stirring. My husband has a tremor, it wasn’t really safe to be cooking.”

“My bloods weren’t right, the doctor felt I wasn’t eating right, I was cooking but it was a lot of fries, my health was suffering. The Public Health Nurse suggested the meals on wheels and asked would I be prepared to pay for it and I said I would.”

“My mother came out of hospital and she wasn’t eating properly. We were all working and wouldn’t be able to get her dinner until later in the evening, there was no one to give her a cooked meal during the day which suited her better. I was also concerned that she not be messing with cookers, there was the safety aspect of it with her developing dementia.”

While the Meals on Wheels Service expanded in 2015 and this saw a significant increase in the number of recipients and meals provided by the service this situation began to change in mid-2016. The second half of 2016 saw a significant decrease in referrals being made by PHNs to the service. In addition, funding from the HSE for recipients was no longer immediately available from the date of the PHN referral but rather only available if and when there is formal approval from the HSE management. The net result being that clients now have to bear the cost of the service personally whilst awaiting for approval and overall there has been a stark decrease in number of meals being provided; in 2016 there was a total of 24,243 meals provided, a decrease of 3159 meals compared with 2015. This situation is of significant concern as it represents such a substantial reduction and one which is expected to increase in 2017. Other services have experienced a similar decrease and in 2016 a Network of Sligo Meals on Wheels Services was created with the support of Sligo Leader Partnership. Through this forum and individually we have highlighted our concerns to the HSE regarding the future sustainability of services such as Meals on Wheels.

Befriending Service

The 2016 evaluation of Meals on Wheels identified isolation and loneliness as an issue which negatively effects older person’s quality of life. Additional feedback to Sligo Social Services from others working in the community such as Lend a Hand, Parish Priests, and other service providers such as the HSE also confirmed this to be the case.

Evidence based research shows that loneliness and isolation in older adults leads to numerous health issues and impacts physical and mental health. Factors leading to social isolation include being housebound, mental health difficulties, geographical factors i.e. residing in a rural setting, and lack of transportation. In response to this, at the end of 2016 the Board of Sligo Social Services made the decision to fund the development of a Befriending Service. The service will be for older people, age 65 and over, who are experiencing social isolation.

Homeless Services

Sligo Social Services provides a number of services for people who are homeless or in housing need. This includes:

- A. Accommodation Services including short-term and emergency accommodation services
 - Maryville Emergency Hostel
 - Ballytivnan Short-term Accommodation
 - McAuley House Short-term Accommodation
- B. Substance Misuse Support Worker

Maryville Emergency Accommodation

Maryville Hostel provides emergency accommodation to single adults who have been assessed by Sligo County Council as homeless. Every service user is allocated a keyworker to support them to identify and address issues which have contributed to their becoming homeless. Each person is helped to link with other services they may need in order to improve their quality of life, such as addiction counselling, mental health supports, health related services, resettlement, and education & training courses.

As part of the Cold Weather Strategy 2015/16 Sligo County Council provided additional funding to allow the Emergency Hostel remain open 24 hours per day. Approval for the necessary additional funding required to allow the hostel to remain open 24hrs on a permanent basis was received in 2016. In addition in 2016 due to increasing demand for emergency beds after moving on the existing residents in the five long-stay beds in Maryville, these beds were converted to emergency beds. Thus from November 2016 Maryville began providing 15 beds for single men and women who present as homeless.

2016 saw a slight increase in numbers, 69 adults; (54 men and 15 women) presented as homeless. In total there were 162 contacts with the service in 2016, compared to 106 contacts in 2015.

Ballytivnan Short-term Accommodation

This service provides short-term accommodation with support for five single men who have been identified as needing more intensive support before they move on to live independently in the community. Staff are not on site all the time rather staff visit the project daily to meet with clients for informal contact and to carry out key-working sessions and group work sessions.

In 2016, 7 individual clients accessed Ballytivnan including 5 new residents.

McAuley House Short-term Housing

McAuley House offers four self-contained apartments, one and two bedroom units, which provide excellent quality short-term accommodation for up to four families who are homeless or at risk of becoming homeless. The service also provided one: one support to families to help them to build their capacity in areas which are likely to cause difficulties in their family and their future accommodation.

Staff support families to access the services they or their children may need and also work with families to identify and move on to permanent housing in the community. Families remain in the service for up to a maximum of twelve months. During 2016, a total of 4 families accessed the service.

Substance Misuse Service

The experience of homelessness is often associated with an escalation in drug use and the use of emergency accommodation can contribute to chaotic patterns of drug use among those who are trying to maintain some control over their use. Due to their transient nature, this group are particularly hard to reach and need to be proactively engaged by services when the opportunity to do so presents. While treatment and rehabilitation address the addiction in the individual the substance misuse support worker, works with individuals not only to help them access treatment and rehabilitation but also to identify and address other issues such as accessing mainstream health services, housing and employment. The substance misuse project offers individual support for service users and a range of group work activities.

In 2016, a total of 65 people, 54 males and 11 females accessed this service.

One group work activity enjoyed by the service users is the gardening project.

“Our season begins after Saint Patrick’s Day, when the soil is getting warmer. At that time we are busy getting the beds in the polytunnel ready by turning over the soil. We order seeds from the Organic Centre, in Leitrim and begin to sow hundreds of seeds trays in the polytunnel, which will become our main crops of vegetables. We have a facilitator, Natasha, who comes each week and directs our project and keeps us on track.

We sow early potatoes, which are always popular but not many of us like the digging right away. It’s always a bit of a challenge to get our hands dirty and begin to plant potatoes at the beginning of the season but the rewards are good. We grow tomatoes, chillies, lettuce, cabbages, carrots, onions, garlic, leeks, broccoli, radish, beetroot, French beans, scallions, spinach, kale, cucumber, peas, Brussel sprouts and many herbs and spices. In the past we grew corn on the cob but that took over the polytunnel. By mid-July the polytunnel is full of plants and vegetables and so are the vegetable beds around the grounds of Maryville.

As the weather gradually improves we begin to take the polythene off the vegetable beds and turn the soil to have them ready for planting. From May to July we plant out plants we have grown from seed. We use netting to keep butterflies from laying eggs on our vegetables because they become caterpillars and can do a lot of damage to our hard work.

We began growing grapevines a few years ago without thinking they would be a success, but now we have two mature vines in the polytunnel that produce grapes every year. The vines were donated by a volunteer at the project. We have become efficient at pruning the vine and it has become hardy and mature.”



Sligo Social Services are committed to developing service user involvement within the organisation. We feel that the involvement of service users is vital to delivering and the development of quality services. We aim to make this involvement meaningful, and to do it in a way that service user's input will genuinely feed into the organisation and how it runs and develops. To this end we have developed a service user Handbook and Service user Charter. We have also actively sought feedback from service users through our service user questionnaire. We review our service on a regular basis and use feedback from service users to help us continue to develop and improve the services we deliver.

Service User Participation

To what extent has our service met your needs?

Almost all of my needs have been met	57%
Most of my needs have been met	35%
Only a few of my Needs have been met	8%

How would you rate the quality of the service you received?

Excellent	77%
Good	15%
Fair	8%

Did you get the kind of service you wanted?

Yes, definitely	75%
Yes, generally	23%
No, not really	2%

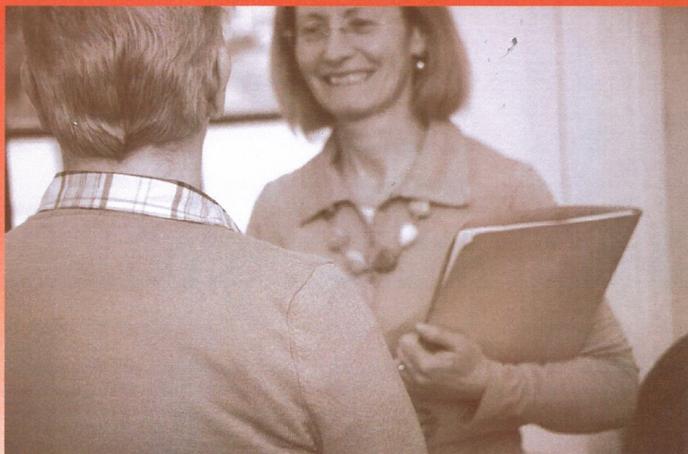
How satisfied are you with the amount of assistance you received?

Very satisfied	75%
Mostly satisfied	19%
Mildly satisfied	6%

If you were to seek help again, would you come back to our service?

Yes, definitely	84%
Yes, I think so	10%
No, I don't think so	6%

Service Users Handbook



Caring and supporting individuals and communities

SLIGO SOCIAL SERVICES SERVICE USER CHARTER

AS A SERVICE USER YOU CAN EXPECT TO:

- ➔ Be listened to
- ➔ Be spoken to respectfully at all times
- ➔ Be informed of, and involved in decisions that affect you
- ➔ Be treated without judgement
- ➔ Receive the information that you need in a way you can understand
- ➔ Receive a safe and welcoming service
- ➔ Have the right to give feedback to Sligo Social Services
- ➔ Have the right to make a comment or complaint about our services
- ➔ Have the right to confidentiality within the bounds of Sligo Social Services Confidentiality Policy
- ➔ Have the right to access your personal information in line with the Freedom of Information guidelines

If you tell us something that indicates to us that you, a child, another person, or the public are at risk in some way then we may have to talk to other agencies about how to deal with this risk.

IN RETURN WE EXPECT YOU AS A SERVICE USER TO:

- ➔ Be responsible for their safety and welfare of the children in your care at all times while you are using our services
- ➔ Respect the neighbourhood and environment around our services and buildings
- ➔ Familiarise yourself with the terms and conditions of the service that you use
- ➔ Work in co-operation with us, including turning up for appointments and where unavailable, to inform the service beforehand
- ➔ Keep up communication with us, and keep us up to date on changes of circumstance which may effect the service you use

THE FOLLOWING RULES APPLY THROUGHOUT SLIGO SOCIAL SERVICES:

- ➔ You must not use aggressive or threatening or violent behaviour
- ➔ You must not damage any Sligo Social Services property.
- ➔ You cannot use Sligo Social Services premises for any illegal purposes
- ➔ You cannot possess, sell or supply illegal substances on or from Sligo Social Services premises
- ➔ You must not carry out persistent or serious harassment because of someone else's gender, race, religion, ethnic background, age, disability or sexual orientation

Community Employment Project

Sligo Social Services currently sponsors a large Community Employment Project, which employs two Supervisors who oversee the work of up to 34 participants. Community Employment Project participants are employed within Sligo Social Services and a number are placed within other community groups. The Community Employment Scheme (CE) is an employment and training programme which helps long-term unemployed people to re-enter the active workforce by breaking their experience of unemployment through a return to work routine. The programme assists them to enhance and develop both their technical and personal skills which can be used in the workplace.

Kathleen participates on the Community Employment Project, read her story on the right.

CE Rehabilitation Programme

Sligo Social Services sponsors a Community Employment Rehabilitation Programme. The CE programme was set up in April 2016 which employs one Supervisor and two Community Employment Support Workers. The programme is managed by the Homeless Service Co-ordinator. There are 10 Community Employment places for participants on the programme. The programme provides training and work experience opportunities for individuals recovering from substance misuse and provides support towards re-integration into active community and working life. Each participant will have an individual learning plan which sets out their goals and objectives and identifies the supports available to them to achieve these objectives.

“I saw the Thrift Shop job advertised in the local paper, I had been at home full-time for a few years and thought that this job would be a good way to ease back into employment. My previous experience had been in childcare but I wanted to try something different. The staff were so friendly and helpful when I started, that helped a lot. Training was offered straight away, the mandatory training at first, Fire Marshall training, First Aid training and Manual Handling Training. Then I was given a list of training from the CE Supervisor and she asked me what I was interested in. I noticed there was a course in Applied Social Studies Level 5, I always wanted to do that but could never afford it and since I had my children young, college was never an option. I love the course and I am learning so much in the different modules. My Supervisor noticed that there were a couple of openings for Community Employment participants in the MS Therapy Centre and also in Maryville Hostel but because I didn't have a degree, I didn't think this would be open to me. I applied for the job in Maryville and got the interview. Waiting to hear if I had got the job was nerve racking. I got the job, I couldn't believe it. I continue my studies in Applied Social Care and I love my job in the Hostel. The Community Employment Supervisors were always looking out for opportunities for me, and those opportunities came. Every Thursday night I did a course in Suicide Awareness, then addiction studies. I was given the opportunity of shadowing Social Care workers in Maryville and I felt that this allowed me to learn at my own pace. When I was over a year in Maryville some paid relief work became available for a Contact Worker and I applied and got it. I also have the privilege of teaching an art class every Monday to the Service Users. I love that work and the Service Users. When the CE scheme is over, I would love to continue working in Social Care. I would recommend the Community Employment project, it's the best thing I ever did. I gained knowledge and confidence, met new people and the training is brilliant.”

Kathleen



Volunteering

Volunteers continue to be central to the work of Sligo Social Services. Volunteers work alongside professional staff to deliver vital services to those in need. Some volunteers have newly come to Sligo Social

Services while some have been involved in various services for almost all of the life of the organisation.

There are more than 250 volunteers at present in the organisation. They have and continue to be involved in many specific aspects of the organisation. In 2016, volunteers worked in the following services:

- Meals on Wheels
- Open Access
- Maryville Emergency Accommodation
- Meitheal
- Thrift Shop
- Fundraising

Sligo Social Services also benefits from the support of professional services, who often give advice and guidance on a voluntary basis.

All of our volunteers are dedicated to providing a caring and professional service and continue to receive support and guidance from staff and Management.

Fundraising

Every year Sligo Social Services and their supporters fundraise in a variety of ways to help finance the various services provided. In 2016, we raised a total of €202,914. The majority of this income €122,403 Came from our Thrift Shops and Recycling.

Sligo Social Services continues to receive donations of good quality clothing, household goods and bric-a-brac to sell at reasonable prices in our Thrift Shops. Funds generated here are used to support the running of other services. The volunteers in the Thrift Shops are involved in sorting clothes, window dressing as well as the selling of items. All this is undertaken by a team of over 45 volunteers. Clothes which we are unable to sell can be recycled and this also generates an income for the organisation.

We have benefitted greatly from the support of the people of Sligo over the years, support which we continue to rely greatly on. Fundraising events organised by Sligo Social Services such as our annual

Flag Days, Bag Packs and Christmas Carol Singing to name but a few. These events raised a total of €5041.02. As always the people of Sligo continue to give generously.

Local churches continued to support the work of Sligo Social Services with a church gate collection, an envelope collection on the 8th December and donations received from various religious orders and individuals towards our work. In 2016 Sligo Social Services received €6,370 In this way.

While it is not possible to name all our supporters, we are extremely grateful to you for all the donations no matter how big or small.

In December 2016, Sligo Social Services were one of 45 local business and community organisations, who displayed a Christmas Tree at the Drumcliffe Parish Church Christmas Tree festival. The event was a great success and ran over 3 days and included sales of arts and crafts and a beautiful Christmas Carol Concert. Sligo Social Services chose the theme of 'Christmas Throughout The Ages, Around the World'. The aim of this theme was to illustrate the diversity of our service users and the wealth of services that we offer in the local Sligo community. The key objective was to raise people's awareness of exactly what services are available through Sligo Social Services and we feel that the design of the Christmas tree and the information about our work that accompanied the tree helped us to achieve this. We hope to participate in this event again in 2017 and also to engage in further activities to raise awareness of our services and the positive impact that we have in the local community.



Board of Directors



Pat Forde (Chairperson)

Pat is a Board member on a number of voluntary companies in Sligo and has served on the Board of Sligo Social Services since 2012.

Pat McCaffrey (Treasurer)

Pat worked for many years in the ESB. He has volunteered in a few different services in Sligo Social Services. Pat has served as Treasurer on the Sligo Social Services Board of Directors since 2008.



Rev. Tom Hever (Company Secretary)

Canon Tom works as Administrator in the Cathedral of the Immaculate Conception, Sligo. In 1997, Canon Tom was appointed Director of Services within Sligo Social Services and served as Director until 2008. Canon Tom has served on Sligo Social Services Board of Directors since 2008.

Barry MacMahon (Director)

Barry has been a Director of Sligo MABS Ltd and Sligo Social Service Council Ltd where he served as Chairman for 18 years. He currently is the head of a large National Religious Organisation and is active in all local Church affairs. Barry has served on Sligo Social Services Board of Directors since 1994.



Dan Scannell (Director)

Dan, joined the Board of Sligo Social Services in 2014. Having trained as a National School Teacher he taught for some years before joining the Prison Service. He served as Deputy Governor in Mountjoy Prison and Governor in Loughan House and Castlereagh Prisons.

Mary Harkin (Director)

Mary is very involved in the Irish Country Women's Association at local, county and national level. Mary joined Sligo Social Services Board of Directors in 2012.



Liam McGurrin (Director)

Liam is a former Sligo Revenue District Manager. Liam has served on the Sligo Social Services Board of Directors since May 2014.

Orla Barry (Director)

Orla is Development Manager of Sligo Citizens Information Service having a broad range of experience in the manufacturing and voluntary sector. Orla has served on the Sligo Social Services Board of Directors since 2015.



Johnny Watters (Director)

Johnny is a Senior Clinical Psychologist with the Health Service Executive. Johnny has served on the Sligo Social Services Board of Directors since 2013.

Frank Murphy (Director)

Frank is founder of the Money Advice and Budgeting Service and Director of Sligo Young Enterprises (Sligo CTC). Frank has served as a member of the Sligo Social Services Board of Directors since 2003.



Board Meeting Attendance Schedule

	Jan	Feb	Mar	April	May	June	Aug	Sep	Oct	Nov
Barry O	x	✓	x	✓	✓	✓	✓	x	✓	x
Forde P	x	✓	✓	✓	✓	✓	✓	x	✓	✓
Harkin M	✓	✓	✓	✓	x	✓	✓	✓	✓	✓
Hever T Rev	✓	✓	x	✓	x	x	✓	x	✓	✓
MacMahon B	✓	x	x	✓	✓	✓	✓	✓	✓	✓
McCaffrey P	x	x	✓	✓	✓	x	✓	x	✓	x
McGurrin L	x	✓	✓	✓	✓	✓	✓	✓	✓	✓
Murphy F	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Scannell D	✓	✓	x	x	x	x	✓	✓	✓	x
Watters J	✓	x	✓	✓	✓	x	✓	✓	✓	✓

Directors and other Information

Mr Pat Forde (Chairperson)

Rev Tom Hever (Company Secretary)

Mr Pat McCaffrey (Treasurer)

Mr Barry MacMahon

Ms Mary Harkin

Mr Liam McGurrin

Mr Frank Murphy

Ms Orla Barry

Mr Dan Scannell

Mr Johnny Watters

Secretary and Registered Office

Rev. Tom Hever

Retreat House

Charles Street

Sligo

Income and Expenditure

Sligo Social Service Council (CLG)

(A Company Limited by Guarantee and not having Share Capital)

Income and Expenditure Account

Financial Year ended 31 December 2016

		2016	2015
	Note	€	Restated €
State Grants and Services Income	4	1,258,519	1,354,003
		<hr/>	<hr/>
		1,258,519	1,354,003
Expenditure			
Administrative Expenses		1,494,433	1,657,427
		<hr/>	<hr/>
		(1,494,433)	(1,657,427)
Operating Deficit		(235,914)	(303,424)
	5		
Fundraising and Donations Income		202,914	303,083
(Loss)/gain on financial assets at fair value through Income and expenditure		61	(120)
Other Interest receivable and similar income	7	4,694	13,658
		<hr/>	<hr/>
Surplus/deficit for the financial year		(28,245)	13,197
		<hr/>	<hr/>

The Company has no other recognised items of income and expenses other than the results for the financial year as set out above.

Sligo Social Service Council Limited (CLG)

**Balance Sheet
31 December 2016**

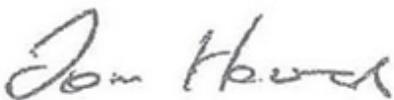
		2016		2015	
	Note	€	€	€	€
Fixed assets					
Tangible assets	9	549,685		599,090	
			549,685		599,090
Current assets					
Debtors	10	65,347		68,741	
Investments	11	515,454		514,303	
Cash at bank and in hand	12	747,847		733,359	
		1,328,648		1,316,403	
Creditors: amounts falling due within one year	13	(245,597)		(249,592)	
Net current assets			1,083,051		1,066,811
Total assets less current liabilities			1,632,736		1,665,901
Creditors: amounts falling due after more than one year	14		(22,018)		(26,938)
Net assets			1,610,718		1,638,963

Sligo Social Service Council (CLG)

Balance Sheet
31 December 2016

Capital Contributions	17	940,382	940,382
Capital and reserves			
Contingency reserve	19	600,000	600,000
Income and expenditure account	19	70,336	98,581
		1,610,718	1,638,963

These financial statements were approved by the Board of Directors on 28th February 2017 and signed on behalf of the Board by:



Fr. Thomas Hever
Director



Pat Forde
Director

Sligo Social Service Council (CLG)

Detailed income statement Financial Year ended 31 December 2016

	2016	2015
	€	€
State Grants and Services Income		
HSE Income	365,778	380,924
Tusla Income	359,778	404,586
HSE Sundry Income	2,424	5,667
North West Drugs Task Force	52,565	49,150
Department of the Environment	119,903	94,302
Rents, RAS, CWO	39,042	33,282
Pre and After School Fees	28,283	27,980
HSE Meals on Wheels	69,725	79,263
Other Meals on Wheels	100,106	110,656
Cura/Accord	13,070	26,564
EOCP Receipts	87,454	123,249
Family Support Agency	17,400	17,400
Other Childcare Income	2,991	980
	1,258,519	1,354,003
Administrative Expenses		
Wages and salaries	1,063,104	1,208,180
Employer's PRSI contributions	105,900	113,959
Staff Pension costs	4,242	4,604
Facilitators	5,895	4,155
Training and Supervision	10,918	9,254
Rates	1,623	1,263
Insurance	11,726	11,212
Light and Heat	32,070	30,556
Repairs and Maintenance	40,403	48,626

Sligo Social Service Council (CLG)
Detailed income statement
Financial Year ended 31 December 2016

	2016	2015
	€	€
Printing, Postage and Stationery	13,250	13,203
Telephone	10,761	11,820
Motor Expenses	13,641	16,118
Thrift Shop Expenses	2,535	3,510
Legal and Professional	12,287	15,149
Audit	9,225	9,225
Bank Charges	1,902	2,013
Rent	11,667	12,745
Food	51,667	51,337
Materials	3,281	2,927
Material Aid	15,065	14,116
Sundry	13,830	15,724
Donations	1,775	826
Depreciation on Freehold Property	40,699	40,696
Depreciation on Computer Equipment	1,994	3,537
Depreciation on FF & Equipment	8,314	7,722
Depreciation on Motor Vehicles	3,500	3,500
Depreciation on Plant & Machinery	8,079	7,945
Amortisation of Capital Grants	(4,920)	(4,920)
Loss/(Gain) on disposal of tangible assets	-	(1,575)
	_____	_____
	(1,494,433)	(1,657,427)
Community Employment Scheme		
Income	500,292	431,293
Expenditure	(500,292)	(431,293)
	_____	_____

Sligo Social Service Council (CLG)
Detailed income statement
Financial Year ended 31 December 2016

	2016	2015
	€	€
Operating deficit	(235,914)	(303,424)
Fundraising Donations		
Donations	44,762	145,308
Fundraising	29,379	17,641
Church Gate	6,370	8,792
Recycling Shop	14,571	14,450
Basement Shop	10,101	9,070
Thrift Shop	97,731	107,822
	202,914	303,083
Gain/(loss) on financial assets at fair value through profit or loss	61	(120)
Other interest receivable and similar income	4,694	13,658
	(28,245)	13,197
(Deficit)/surplus for the year	(28,245)	13,197

Sources of Funding

HSE West

Tusla Child and Family Agency

Department of Environment, Heritage and Local Government via Local Authorities

Northwest Regional Drugs Task Force

Department of Community, Rural and Gaeltacht Affairs

Office for the Minister for Children and Department of Justice, Equality and Law Reform, administered by Pobal

Department of Social Protection

Friends of Sligo Social Services

Diocese of Elphin

Mercy Ministry Support Fund

Benefactors

Revenue Generated by Thrift Shops

Income from Services

Our vision

To achieve long-term, sustainable improvements in the quality of life of those needing our services and support in the Sligo region, delivered in partnership with statutory agencies and other non-profit organisations, and through the support of our local communities.

To be flexible and innovative in our response to those who are experiencing difficulties in our community, recognising their changing needs and circumstances, in order that they will never find themselves alone and without support.

Our mission

Sligo Social Services strives to empower individuals, families and communities in the Sligo region in improving their quality of life through the promotion of social justice, equality and the dignity of the human being.

We seek to address their needs respectfully by empowerment, support and encouragement and, where appropriate, direct assistance by caring, competent and professional individuals, deployed on a full-time, part-time or voluntary basis.