



# 2014

## Annual Report



Serving the Community since 1969

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# Introduction

As Chairman of the Board of Directors of Sligo Social Services it is my pleasure to present out annual report for 2014.

We are living in very challenging times where the services of Sligo Social Services were never more relevant. This report clearly outlines the achievements of the past year and the developments that have taken place in response to the increasing demands from the families and individuals who are accessing our services.

I would like to acknowledge the continued financial support from our funders: HSE West, Tusla Child and Family Agency, Department of Environment, Heritage and Local Government via Local Authorities, Northwest Regional Drugs Task Force, Family Support Agency, Department of Community, Rural and Gaeltacht Affairs, Office of the Minister for Children and Department of Justice Equality and Law Reform administered by Pobal, Department of Social Protection, Community Foundation for Ireland. I also take this opportunity to thank most sincerely the many individuals and groups who took time out of their busy lives to help raise funds for Sligo Social Services, your help and generosity is greatly appreciated.

To our many volunteers who helped out in the provision of services over the past year, gratitude and thanks are especially owed to you.

2014 saw the launch of our Strategic Plan 2014-2017 'Interventions and Preventions' which sets out our key objectives for the next four years which are:

- Meeting the defined needs of our client population
- Matching revenues against costs
- Providing excellent services
- Addressing unmet needs of vulnerable people
- Building for the future

As a voluntary organisation in an ever changing social and economic environment it is indeed testimony to the belief and dedication of all involved in Sligo Social Services that we aspire to the attainment of these objectives over the next four years.

My thanks goes to all staff for your continued and valued work with, and on behalf of, Sligo Social Services, a special thank you to our Chief Executive Ms. Christina McTaggart.

Finally I wish to acknowledge and thank my fellow Board of Directors for the dedication and time given in 2014 especially in developing our Strategy 2014-2017.

A special mention to Mr. Barry McMahon who resigned as Chairperson in 2014, on behalf of all in Sligo Social Services, many thanks for your sterling service as chairperson.

Pat Forde  
Chairperson

# About Sligo Social Service Council

## **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.

## Chief Executive's Report

I am pleased to present our annual report for 2014. Despite the many challenges facing our service users, the organisation, and the Community & Voluntary sector during the year, you will read about commitment and achievement.

Our vision is for “sustainable improvements in the quality of life” for all those with whom we work, in areas relating to Homelessness, Children, Families, and Older People and we seek to achieve this by empowerment, support and encouragement and, where appropriate, direct assistance to individuals, families and communities.

In 2014 Sligo Social Services continued to provide a wide range of services within the community and also saw the continuation of many changes in our services as the requirements and priorities of our statutory funders changed. The Home Management Service and Housing Advice and Information Services wound up as the year commenced and social work discontinued in the second quarter of 2014. New services however commenced with the start of the Re-settlement Tenancy Support and Sustainment Service and Sligo Social Services became host to the first Children and Young Peoples Services Co-ordinator for Sligo/Leitrim. From May onwards the organisation also began providing a walk in advice, information and support service, ‘Open Access’.

The changes in these services have resulted in a change in the primary needs of people accessing our Centre in Charles Street. In the past the main issues clients presented with related to their housing or homelessness this has now reduced significantly and in 2014 the main issue clients presented with was the need for material assistance which we saw increase in the latter part of 2014. In 2014 over 300 people sought assistance through our walk in service in Charles St.

Our homeless services worked with people out of home and those at risk of losing their home. The face of homelessness is continually changing and we continue to work with people who are younger, have more chaotic lifestyles with complex needs such as mental health, drug addiction, chronic health problems and estrangement from family support.

In 2014 we supported more than 360 children and families in services such as pre-schools, social work, Meitheal and our family support service ABC. In addition to direct service provision targeting client need, Sligo Social Services has a long track record in playing a lead role in the development of new initiatives in response to changing and emerging needs in society. In partnership with Tusla, we developed the ION

(Identification of Need) initiative; an early intervention, multi-agency response for children and families, a model which in 2014 was adopted as the primary practice model within the National Service Delivery Framework - known as Meitheal.

Our Meals on Wheels service for older people supports healthy independent ageing at home and our work is supported by a large number of volunteers and community groups. In 2014 we were asked by the HSE to expand our service into North Sligo and this began in December 2014.

Much more detail on all our services is contained within this report.

Sligo Social Services depends on our very committed volunteers to enable us to deliver our range of services. We very much appreciate the time and expertise offered to us by our volunteers, and are committed to ensuring that they have a positive and enriching experience during their time with us. In order to progress on this commitment in 2014 Sligo Social Services nominated a Board member as the Volunteer Liaison for the organisation.

All Community, Voluntary and Charitable Organisations have a responsibility to provide and follow a code of good practice when it comes to how their organisations are run and in 2014 Sligo Social Services Board of Directors began the journey of adopting the **'Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland'**.

Following widespread consultation both internally and externally, Sligo Social Services adopted our first ever Strategy 'Interventions and Preventions' in 2014.

In setting out our plans for the next few years, we have undertaken a searching analysis of the services we provide within Sligo and surrounding areas, against a backdrop of ongoing reductions in funding and changes in the way our statutory funders engage with voluntary sector organisations. We take nothing for granted, and we recognise that funding for some of our work is going to be limited and, in certain cases, may not fully cover our costs. In addition, the State is moving to a much more business like model of service commissioning, with defined quality standards and outputs required in return for contracted prices, and we need to be in a position to respond to those requirements.

Sligo Social Services is up to these challenges. Fundamental to our strategy is the need for our organisation to continue to provide vital services to those at the margins of our society who need our help, and to do so for many years to come. This will mean that our core priority is to ensure that we are financially stable. This requires changes in the way we do things, and in some of the services we provide, but in many ways these

modifications will also reflect changing demands amongst our service users, as people's lives change and as our communities develop. Much of our success over the last 45 years has come from the fact that we have adapted to circumstances and the developing needs of our clients, and we can't stand still. With commitment and determination, we can make our objectives become a reality. This plan signposts what we are planning for the next three years.

Every year Sligo Social Services and our supporters fundraise in a variety of ways to help finance the various services provided by the organisation. The need for Sligo Social Services to generate a substantial amount of our own income increases every year. We can only do this with the help of our supporters and volunteers. In 2014 we raised €275,921. The majority of this income, €139,937 came from our Shops and recycling. Clothes and other items are all donated by the community and a team of 45 volunteers are core to the running of the shop.

Individual donors continued to provide support by donating directly to the organization in 2014. We also benefited greatly from the support of local schools and businesses who raised money through a wide variety of events, the proceeds of which they donated to Sligo Social Services. As always the people of Sligo continued to give generously on flag days and during Christmas collections in 2014. Local churches continued to support the work of Sligo Social Services with a Church gate collection, an envelope collection on the 8<sup>th</sup> December and individual donations towards our work. In 2014 we were delighted and very grateful to benefit from the talents of the Garda Band. The great success of this event was due to the support of Chief Superintendent Michael Clancy and the huge efforts made by Gardaí from the local station. 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 County Council, The North West Regional Drugs Task Force, The Office of the Minister for Children and The Family Support Agency. Also a special word of thanks to the Friends of Sligo Social Services and the Dominican Order for their ongoing support. I would like to finish by adding that we remain extremely grateful to all our volunteers, supporters and statutory funders. It is your support that makes all our work possible.

Christina McTaggart  
Chief Executive



# Interventions and Preventions

## SLIGO SOCIAL SERVICES STRATEGY 2014-2017

At the heart of our work is a set of core principles which inform every aspect of our services, policies and practices:

- We're here for those needing our support and care in Sligo, and our approach is driven by their needs.
- We don't give up, and we work with all of our clients and service users to bring about positive change in their life and life chances.
- We don't stand still, and we are responsive to change, to new ideas and better ways of working.
- We value and respect each other, nurturing a work ethic that is open, honest and co-operative, based upon inclusivity, fairness and ethical standards.
- We are efficient and transparent in our work, based on best practice and proven solutions.
- We are good partners, and we work collaboratively with a range of partners to deliver the best outcomes for our clients and service users.

Taking into account our key challenges for the next four years, we have identified a small number of core objectives on which the organisation must focus. We have deliberately kept these few in number, in order that we concentrate our energies on reaching these objectives, all of which are critical for our future as a service provider, and for our clients. Each of these objectives is carried forward into our specific service plans by functional area, as presented in the next section of this strategic plan.

## OUR CORE OBJECTIVES HAVE BEEN SET OUT AS FOLLOWS:

### **Objective 1:**

Meeting the defined needs of our client population

We will...

- ✓ ensure that all of our services are focused on meeting the defined needs of our clients over the period 2014-17, keeping them at the centre of our attention, and changing our focus and our delivery mechanisms as necessary to meet their changing needs.
- ✓ work with our partners in the statutory sector and in the community to understand the current and emerging needs of the population of the Sligo region, with particular focus on those needs which are unmet or where Sligo Social Services can make a real difference.

### **Objective 2:**

Matching revenues against costs

We will...

- ✓ pay close attention to the costs of the services we provide and to the revenues we receive, with a view to making sure that we achieve break-even in as many service areas as possible.
- ✓ work to eliminate our deficit within 3 years, and we will make every effort to avoid accessing our financial reserves for the purpose of funding ongoing services, with the intention of ceasing this practice (and having every service break even) by the start of 2017.

### **Objective 3:**

Providing excellent services

We will...

- ✓ strive to ensure that our services are delivered to the highest possible level of quality and in a professional manner, meeting the expectations of our funders, and aligning with recognised best practice and with national regulations.
- ✓ keep our clients at the centre of our attention, and will consult them regularly in respect of the ongoing development of our services to ensure that their needs are adequately being met, whether by Sligo Social Services or by other agencies and organisations

**Objective 4:**

Addressing unmet needs of vulnerable people  
We will...

- ✓ recognise that there will always be some needs within the population for which statutory or other funding is not readily forthcoming, therefore we will work to support these vulnerable people through advocacy and service provision.
- ✓ achieve this by working hard to generate significant additional funds from other sources, including public fundraising, commercial sponsorship and philanthropic funding, with dedicated staff resources assigned to this essential work.

**Objective 5:**

Building for the future  
We will...

- ✓ develop our organisation structures to support service delivery at all levels, including the Board, management, staff and volunteers. This will entail improving our processes and support arrangements, and enhancing the training and development of all of our people.
- ✓ Introduce an annual staff review system in line with the development of our organisational capacity.
- ✓ continue to strengthen the Board and our governance arrangements, including introducing new Board members with skill sets and experience which can add real value, updating as necessary our Memorandum and Articles of Association and associated Board processes, and moving to full compliance with the Charities SORP, the Governance Code for Charities, and the new regulatory arrangements for charities.
- ✓ expand and enhance our external fundraising and income generation activities, with the allocation of dedicated resources and the adoption of new approaches and techniques.

To view the Strategy “Interventions and Preventions” please log onto our website. [www.sligosocialservices.ie](http://www.sligosocialservices.ie)

# Supporting Children and Families

## 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.

It offers support which is tailored to meet the needs of individual children and their families, supporting them in their own home on a one to one basis (with the child/parents/ joint) in one or more of the following areas;

- Parenting support
- Behavioural issues
- Communication issues
- Relationships & attachments
- Nutrition
- Living environment.

The needs of the child are the deciding factor in determining if a service is to be offered within a family. The child is the client and the service to be provided will be centred on that child's needs. This is essential in ensuring that parental issues do not detract from or deflect attention from responding to the needs of the child. To date the service has worked primarily with children under 10 years of age. However, where, during the course of the intervention, a child passes the age of 10 years, the work with the young person has continued to allow for the achievement of the desired outcomes. As a consequence, the service has developed experience and expertise in working with older children.

The service is offered to specific children within the family. The number of children reported on are **only children with whom we are actively working with on a one: one or group basis**, and as such may not include all the children within the family

### In 2014 the service

- Worked with 62 children within 41 families
- Completed work with 16 families (25 children). Of this 15 Families (24 children) were planned closures while one family (1 child) was unplanned as the family disengaged from the service
- Worked with 21 new families (32 children)

## **CHILDCARE SERVICES**

Sligo Social Services recognises the importance of early education, and in this regard is involved in running two Pre-school Centres, one based at Charles Street and one at Cranmore Abbeyquarter Community Centre. An After School Project is also provided at Cranmore Abbeyquarter Community Centre. Children who participate in quality early childhood programmes learn better and are more successful in school.

## **PRE-SCHOOLS**

Sligo Social Services Childcare Services offers community-based services to 33 children each year. The service is provided by fully qualified and experienced staff and offers a range of activities, opportunities and experiences that will enable all children who attend, to develop skills, confidence and independence.

While the Cranmore Abbeyquarter service offers preschool to local children the Charles St. service offers both pre-school and a longer childcare care service to children between the ages of 3 to 5 years of age. Charles Street childcare service operates a targeted approach to the allocation of places. All applicants are assessed in terms of the presence of potential risk factors such as risk of poverty / low income / child has additional needs / specific referral from HSE or other service provider / child protection / welfare issues identified / family history of addiction or mental health / member of ethnic minority group / lone parent with little family support.

## **AFTER-SCHOOL**

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 30 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 also runs activities during out of school periods within the academic year and offers a Summer Camp in July.

## **ION – IDENTIFICATION OF NEED**

In 2009, Sligo Social Services took the courageous step of piloting an initiative called ION (Identification of Need). It had been developed in

response to research led by Colin Harrison, then HSE Area Manager for Children and Families, into the most effective way to meet the needs of children, young people and families. The project is an early intervention, multi-agency initiative designed as a response to children with unmet needs; a response which is initiated with the full consent of the parent.

Over the years, dozens of practitioners across children, young people and family services in Sligo/Leitrim have been involved in the implementation of the model; as Lead Practitioners, Chairpersons, Participants and Minute Takers, each crucial in making ION a successful intervention for children and families. Five years later, that pilot project, along with its sister project in Limerick (LANS) Limerick Assessment of Needs System has been adapted as a national model known as Meitheal. This is now being rolled out in each Tusla area around the country.

Sligo Social Services has been involved in the development of the national model as well as training Tusla and HSE Workforce Development staff around the country to enable the national roll-out. Here in Sligo/ Leitrim / West Cavan, ION will make the transition to Meitheal in January 2015.

A huge thank you to the Board and staff of Sligo Social Services who took that risk five years ago to embark on a journey into the unknown! And also to the families who agreed to avail of support from a process they had never heard of. These risks have paid off and we can say with confidence that this work, led by Sligo Social Services, has made a major contribution to national policy development for children, young people and families.

## **SOCIAL WORK AND COUNSELLING SERVICE**

For many years Sligo Social Services has offered a Social Work service which operated a walk in duty service four afternoons per week which provided advice, information and support to those who accessed it. In addition a number of individuals were allocated a social worker to provide one to one counselling and support where a need for more intensive support was required. By its nature the intensity and length of engagement with clients in this part of the service was very much dependent on the needs of the individual. Each year the social work service delivered the Women Awake Programme to women who have been or are being affected by abusive or destructive relationships. The programme offers two hour sessions, one night per week for 16 weeks and also includes a residential weekend. This programme has the capacity to work with ten women.

At the beginning of 2014 Tusla identified the need for Sligo Social Services social work service to significantly change the elements of work funded by them so as to ensure the service was in a position to more directly support

Tusla Social Work to meet their priorities. Funding this service was paused until Tusla has greater clarity on what role such a service could play in the future. As such the social work service was offered from January to May 2014 only.

During that time 155 people accessed the duty service resulting in 290 contacts. 26 clients had an allocated social worker for ongoing support and/or counselling during 2014.

In August of 2014, Sligo Social Services recruited a qualified Counsellor who offers a Counselling service one and a half days per week on an appointment basis.

### **OPEN ACCESS SERVICE**

In May 2014 Sligo Social Services began providing an Open Access Service which assists families and individuals with advice and information on family related matters as well as entitlements and welfare issues. This service operates on a walk in basis four afternoons per week.

In 2014, 284 individuals availed of the Open Access service. In total, this resulted in 324 contacts with the Open Access service.

### **CYPSC (CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEES CO-ORDINATOR)**

The first Children and Young People's Services Committees Co-ordinator for the Sligo/Leitrim area was appointed in December 2013 and is employed by Sligo Social Services.

Children and Young People's Services Committees (CYPSC) are a structure for bringing together a diverse group of agencies in local county areas to engage in joint planning of services for children. All major organisations and agencies working locally on behalf of children and young people will be represented on the CYPSC. These committees are responsible for improving the lives of children and families at local and community level through integrated planning, working and service delivery. They also ensure that professionals and agencies work together to ensure that children and their families receive improved and accessible services. The overall purpose of the CYPSC is to secure better developmental outcomes for children. CYPSC do this by:

- coordinating the implementation of national and regional policies and strategies that relate to children, young people and families in the area covered by the CYPSC;



- planning and coordinating services for children in the area covered by the CYPSC in order to improve outcomes for children;
- eliminating fragmentation and duplication of services by ensuring more effective collaboration between children, young people and family services within the area;
- influencing the allocation of resources across the area covered by the CYPSC with a view to enabling the effective use of resources at local level;
- Strengthening the decision-making capacity at local level.





# Supporting People who are Homeless or in Housing Need

## HOMELESS SERVICES

Sligo Social Service provides a number of services for people who are homeless or at risk of becoming homeless. People who are homeless can find it very difficult to find a place to live. Buying a house is almost certainly out of the question, local authorities have long waiting lists and there is very little housing association accommodation available. For many people, especially single people or couples without children, the only realistic option is accommodation in the private rented sector. Good quality affordable private rented accommodation has become increasingly difficult to find, especially for people on low incomes.

## MARYVILLE HOSTEL

Maryville hostel provides emergency accommodation for up to 10 single men and women who present as homeless. The hostel is open from 5pm each evening until 1pm the following day. 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 in health related services, resettlement, and education and training courses.

In 2014 a total of 52 single adults; 38 men and 14 women presented as homeless. In total there was 63 contacts with the service.

- 9 of these were 25 years old or less
- Average stay in Maryville Hostel per individual was 34 nights
- Service worked with individuals ranging from 19 to 81 years old

Overall the number of individual clients accessing the emergency accommodation has continued to decline this year. However the service offered has also significantly changed over recent years moving away from a shelter type provision to a more intensive service which includes assessment of need, development of support plans and active key working of clients. This change is in line with the recommendations in the 2012 Regional Review of Homelessness, by Mr. Frank Murtagh.

There has been a significant increase in the length of time individual clients are remaining in the service. In 2012 the average length of stay for

clients accessing the emergency hostel was 7 nights while in 2014 the average length of stay for clients was 35 nights.

### **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.

### **MCAULEY HOUSE**

McAuley House provides short-term accommodation for four families who are homeless or at risk of becoming homeless. Support is provided to families in areas which are likely to cause difficulties in their family and their future accommodation. This includes:

- Managing a tenancy, budgeting, dealing with neighbours
- Parenting, behavioural issues, communication, relationships and attachments, nutrition, living environment

Support to access move on housing as well as other services as necessary will also be provided. Families remain in the services for up to a maximum of twelve months. In 2014 a total number of 5 families accessed the service.

### **SUBSTANCE MISUSE SUPPORT**

A number of studies have identified that the experience of homelessness is associated with an escalation in drug use and that using emergency accommodation can contribute to chaotic patterns of drug use among those who are trying to maintain some control over their drug 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. The substance misuse project offers individual support for service users and a range of group work activities.

While there remains a significant group of homeless drug users who require support, this number has declined due to changes in the client group who are homeless in Sligo. The emergency hostel has seen a drop in numbers and as a consequence this has impacted on the number of referrals coming from that source. Various programmes have been helpful in assisting our clients to move from homelessness, particularly the holistic therapy made available in the hostels and also the organic garden project. The cookery classes have become a useful aid in assisting clients

prepare for independent living. Work with individuals in the private rented sector remains stable. This work is done to support those who are currently in their accommodation but at risk of homelessness. We have seen an increase in referrals from various sources including self-referrals from clients who have come through the homeless services previously.

A total of 88 clients engaged with the service in 2014, the majority, 77 were male. As a result of clients remaining for longer periods in the homeless shelter, there is now a greater possibility that they will engage with the Substance Misuse Service.

## **TENANCY SUPPORT AND SUSTAINMENT**

In December 2013, Sligo Social Services began offering a Tenancy Support and Sustainment Service. This Service aims to support people to settle in and sustain their tenancies in private rented, voluntary housing and public sector accommodation. The service works with households who have experienced a range of issues such as family breakdown, mental health issues, and addiction issues. Support is provided through a visiting support model and multiagency working to identify and engage those assessed to be at risk of not sustaining their home. In 2014 a total number of 12 households accessed this service.



# SUPPORTING THE ELDERLY AND VULNERABLE IN THE COMMUNITY

## MEALS ON WHEELS SERVICE

As one of the first ever services offered by Sligo Social Services to meet emerging needs in the community, the Meals on Wheels Service has been around for many years providing hot nutritious meals for people who are unable to provide or prepare meals for themselves. Our qualified chefs prepare the meals which are then collected by volunteers and delivered to homes around Sligo City and environs. The meals are delivered 365 days a year, including Christmas Day and New Year's Day. 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. For many people who live alone, the volunteer delivering the meal may be the only social contact for that day and as far as possible volunteers try to take the opportunity to spend a little time with them. Unfortunately on occasion, volunteers are also called upon to call for emergency assistance for clients who have taken ill.

In 2014, the number of people who accessed the service was 168. On average 96 people per month availed of the service with an average of 57 meals per day being cooked and delivered to recipients. Throughout the year 50 recipients left the service for a variety of reasons. 83 new recipients availed of the service in 2014. A total of 20,956 meals were provided during the year.

In December 2014, at the request of the HSE, Sligo Social Services expanded the service into north Sligo. A new van equipped with a heating unit was purchased to ensure meals arrived hot and ready to eat.



# Community Employment Project

Sligo Social Service Council currently sponsors a large Community Employment Project, which employs two Supervisors who oversee the work of up to 33 participants. Community Employment Project participants are employed within Sligo Social Services and a number are placed with 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 then be used in the workplace.





# Volunteers

Sligo Social Services promotes active citizenship and invites volunteers to become involved in several of its activities. Volunteers are central to the work of Sligo Social Services. Volunteers work alongside professional staff to deliver vital services to those in need. The time dedicated by individuals ranges from new volunteers to those who have been involved in various services for almost all of the life of the organisation. There are almost three hundred volunteers at present in the organisation. They have and continue to be involved in various roles, for example as night workers, shop workers, drivers, and fundraisers.

All volunteers receive the support and guidance of staff and management. In 2014 we took some time out to recognise and thank all our very committed volunteers for the contribution they make to Sligo Social Services.



Every year Sligo Social Services and their supporters fundraise in a variety of ways to help finance the various services provided. As with many other organisations, we have experienced significant reductions in our funding from statutory sources in recent years. As a result of this, the need for Sligo Social Services to generate a substantial amount of our own income increases every year. We have, and continue to try to minimize the effect of this on services as much as possible, by being more and more active in our fundraising activities. In 2014, we raised a total of €275,921 and the majority of this income €139,937 came from our Thrift Shops and Recycling. Sligo Social Services welcomes 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 Shop are involved in sorting clothes, window dressing as well as the selling of the 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. Individual donors continued to provide support by donating directly to the organisation in 2014. One such individual donor remembered us in her will by making a bequest to Sligo Social Services. We also benefited greatly from the support of local schools and businesses who raised money through a wide variety of events, the proceeds of which they donated to Sligo Social Services. One such event was the Band of an Garda Síochána who put on a concert in aid of Sligo Social Services. A very enjoyable evening was had by all who bought tickets and attended the concert which raised €7789. In total €108,932 was donated to Sligo Social Services in 2014.

Other fundraising events organised by Sligo Social Services included our Annual Walkarun, Flag Days, Bag Packs and Christmas Carol Singing to name but a few. These events raised a total of €9343. 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 8<sup>th</sup> December and donations received from various religious orders and individuals towards our work. In 2014 Sligo Social Services received €9424 in this way.

More than ever 2014 saw many people donating food items particularly at Christmas. This helped us immensely in providing material aid to families and individuals.

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.





# Income and Expenditure

## **Income and Expenditure Account for the year ended 31<sup>st</sup> December 2014**

|  |          | 2014             | 2013             |
|--|----------|------------------|------------------|
|  | Notes    | €                | €                |
| <b>Income</b>                          |          |                  |                  |
| State Grants and Other Income          | 1, 2 & 3 | 1,380,875        | 1,471,382        |
|  |          | <u>1,380,875</u> | <u>1,471,382</u> |
| <b>Expenditure</b>                     |          |                  |                  |
| General Expenditure                    |          | 1,684,511        | 1,770,363        |
| Community employment scheme            | 5        | -                | (1)              |
|  |          | <u>1,684,511</u> | <u>1,770,362</u> |
| <b>Operating Deficit</b>               |          | (303,636)        | (298,980)        |
| Fundraising and Donations              |          | 275,921          | 214,020          |
| Interest receivable and similar income |          | 13,189           | 17,513           |
| (Deficit) / Surplus for year           | 13       | <u>(14,526)</u>  | <u>(67,447)</u>  |

The financial statements were approved by the Board on 31st March 2015 and signed on its behalf by

\_\_\_\_\_  
**Director**  
Fr. Thomas Hever

\_\_\_\_\_  
**Director**  
Pat Forde

**Sligo Social Service Council Limited**  
**Balance Sheet**  
**as at 31<sup>st</sup> December 2014**

|   | Notes | 2014<br>€        | 2014<br>€        | 2013<br>€        | 2013<br>€        |
|---|-------|------------------|------------------|------------------|------------------|
| <b>Fixed Assets</b>                                   |       |                  |                  |                  |                  |
| Tangible assets                                       | 7     |                  | 637,883          |                  | 655,062          |
| <b>Current Assets</b>                                 |       |                  |                  |                  |                  |
| Debtors   | 8     | 51,828           |                  | 47,977           |                  |
| Investments   | 9     | 53,627           |                  | 51,636           |                  |
| Cash at bank and in hand                              |       | 1,067,531        |                  | 1,086,699        |                  |
|   |       | <u>1,172,986</u> |                  | <u>1,186,312</u> |                  |
| <b>Creditors: amounts falling due within one year</b> | 10    | (168,244)        |                  | (214,592)        |                  |
| <b>Net Current Assets</b>                             |       |                  | <u>1,004,742</u> |                  | <u>971,720</u>   |
| <b>Total Assets Less Current Liabilities</b>          |       |                  | <u>1,642,625</u> |                  | <u>1,626,782</u> |
| <b>Capital Contributions</b>                          | 11    |                  | 1,114,937        |                  | 1,084,568        |
| <b>Capital and Reserves</b>                           |       |                  |                  |                  |                  |
| Contingency Reserve                                   | 14    |                  | 400,000          |                  | 400,000          |
| Revenue Reserves                                      | 13    |                  | 127,688          |                  | 142,214          |
|   |       |                  | <u>1,642,625</u> |                  | <u>1,626,782</u> |

The financial statements were approved by the Board on 31st March 2015 and signed on its behalf by

\_\_\_\_\_  
**Director**  
Fr. Thomas Hever

\_\_\_\_\_  
**Director**  
Pat Forde

**Sligo Social Service Council Limited**  
**Detailed Income and Expenditure Account**  
**For the year ended 31<sup>st</sup> December 2014**

|                                  | 2014<br>€ | 2014<br>€ | 2013<br>€ | 2013<br>€ |
|----------------------------------|-----------|-----------|-----------|-----------|
| <b>Income</b>                    |           |           |           |           |
| HSE Income                       | 375,995   |           | 910,209   |           |
| Tusla Income                     | 478,425   |           | -         |           |
| HSE Sundry Income                | 4,593     |           | 8,272     |           |
| North West Drugs Task Force      | 50,750    |           | 49,150    |           |
| Dept. of the Environment         | 101,231   |           | 101,276   |           |
| Deposits and B & B               | -         |           | 29,722    |           |
| Rents, RAS, CWO                  | 32,618    |           | 40,503    |           |
| Sundry Income                    | -         |           | 4,811     |           |
| Pre and After School Fees        | 22,498    |           | 22,155    |           |
| Social Work Groups               | 160       |           | 579       |           |
| HSE Meals on Wheels              | 59,444    |           | 59,115    |           |
| Other Meals on Wheels            | 81,728    |           | 84,071    |           |
| Cura/Accord                      | 21,614    |           | 24,242    |           |
| EOCP Receipts                    | 132,819   |           | 114,777   |           |
| Family Support Agency            | 19,000    |           | 22,500    |           |
|                                  | <hr/>     |           | <hr/>     |           |
| <b>Total Income</b>              |           | 1,380,875 |           | 1,471,382 |
| <b>General Expenditure</b>       |           |           |           |           |
| Wages, salaries and              |           |           |           |           |
| Pension contributions            | 1,366,363 |           | 1,438,364 |           |
| Facilitators                     | 5,565     |           | 6,974     |           |
| Training and Supervision         | 5,426     |           | 8,713     |           |
| Rates                            | 1,168     |           | 1,469     |           |
| Insurance                        | 11,427    |           | 12,184    |           |
| Light & Heat                     | 30,401    |           | 27,204    |           |
| Repairs and maintenance          | 35,948    |           | 30,301    |           |
| Printing, postage and stationary | 15,196    |           | 12,019    |           |
| Telephone                        | 13,646    |           | 15,405    |           |
| Motor Expenses                   | 8,807     |           | 9,053     |           |
| Thrift Shop Expenses             | 4,658     |           | 5,060     |           |
| Legal and professional           | 21,430    |           | 15,068    |           |
| Audit                            | 9,227     |           | 8,613     |           |
| Bank Charges                     | 1,584     |           | 1,615     |           |
| Donations                        | 1,731     |           | 767       |           |

**Sligo Social Service Council Limited**  
**Detailed Income and Expenditure Account**  
**For the year ended 31<sup>st</sup> December 2014**

|  | 2014        |           | 2013        |           |
|--|-------------|-----------|-------------|-----------|
|  | €           | €         | €           | €         |
| Rent   | 13,741      |           | 14,566      |           |
| Rent Deposits                                    | -           |           | 27,314      |           |
| Food   | 45,634      |           | 51,425      |           |
| Materials  | 3,453       |           | -           |           |
| Material Aid                                     | 13,780      |           | 13,516      |           |
| Sundry   | 13,837      |           | 13,057      |           |
| Depreciation on freehold property                | 40,696      |           | 40,036      |           |
| Depreciation on computer equipment               | 3,499       |           | 2,646       |           |
| Depreciation on fixtures, fittings and equipment | 7,580       |           | 7,449       |           |
| Depreciation on motor vehicles                   | 3,501       |           | 1,500       |           |
| Depreciation on plant and machinery              | 6,213       |           | 6,045       |           |
|  | <hr/>       |           | <hr/>       |           |
|  | (1,684,511) |           | (1,770,363) |           |
| <b>Community Employment Scheme</b>               |             |           |             |           |
| Income   | (416,939)   |           | (500,789)   |           |
| Expenditure                                      | 416,939     |           | 500,788     |           |
|  | <hr/>       |           | <hr/>       |           |
|  |             | -         |             | 1         |
| <b>Operating Deficit</b>                         |             | <hr/>     |             | <hr/>     |
|  |             | (303,636) |             | (298,980) |
| <b>Fundraising and Donations</b>                 |             |           |             |           |
| Donations  | 108,927     |           | 47,920      |           |
| Fundraising                                      | 17,633      |           | 10,719      |           |
| Church Gate                                      | 9,424       |           | 11,009      |           |
| Recycling Shop                                   | 14,703      |           | 14,726      |           |
| Basement Shop                                    | 9,451       |           | 9,807       |           |
| Thrift Shop                                      | 115,783     |           | 119,839     |           |
|  | <hr/>       |           | <hr/>       |           |
|  |             | 275,921   |             | 214,020   |
| Interest receivable and similar income           |             | 13,189    |             | 17,513    |
| <b>(Deficit) / Surplus for the year</b>          |             | <hr/>     |             | <hr/>     |
|  |             | (14,526)  |             | (67,447)  |
|  |             | <hr/>     |             | <hr/>     |

## Sligo Social Services Board Meeting Attendance Schedule

|             | Jan<br>22 | Feb<br>18 | Mar<br>18 | Apr<br>15 | May<br>13 | Jun<br>17 | Jul<br>14 | Sep<br>16 | Oct<br>21 | Nov<br>18 | Dec<br>14 |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Forde P     | √         | √         | √         | √         | √         | √         | √         | √         | √         | √         | √         |
| Harkin M    | √         | √         | √         | √         | √         | x         | √         | √         | √         | √         | √         |
| Hever T Rev | √         | √         | x         | √         | x         | √         | √         | x         | √         | √         | √         |
| MacMahon B  | √         | √         | √         | √         | √         | √         | x         | √         | √         | x         | √         |
| McCaffrey P | √         | √         | √         | x         | √         | √         | √         | √         | √         | √         | √         |
| McGurrin L  |           |           |           |           |           |           |           | √         | √         | √         | x         |
| Murphy F    | √         | √         | √         | √         | √         | √         | √         | √         | √         | √         | √         |
| Murray P    | x         | √         | x         | √         | √         | √         | x         | √         | x         | x         | x         |
| Scannell D  |           |           |           |           |           | √         | √         | √         | √         | √         | √         |
| Watters J   | x         | √         | √         | √         | √         | √         | √         | √         | √         | √         | √         |

### Directors and other Information

Mr Pat Forde (Chairperson) from May 2014  
 Rev. Tom Hever (Company Secretary)  
 Mr. Pat McCaffrey (Treasurer)  
 Mr. Barry MacMahon (Chairperson) Resigned May 2014  
 Ms. Mary Harkin  
 Mr. Liam McGurrin\*  
 Mr. Frank Murphy  
 Ms. Patricia Murray\*\*  
 Mr. Dan Scannell\*  
 Mr. Johnny Watters

### Chief Executive

Ms. Christina McTaggart

### Secretary and Registered Office

Rev. Tom Hever  
 Retreat House  
 Charles Street  
 Sligo

\*Appointed May 2014

\*\*Resigned December 2014

## 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
- Family Support Agency
- 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
- Community Foundation for Ireland
- Friends of Sligo Social Services
- Benefactors
- Revenue Generated by Thrift Shops
- Income from Services