



Sligo Family Resource Centre Annual Report 2018

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government supporting communities



Gleobhaireacht um Leanaí
& Teaghlacha na hÉireann
Ireland's Child & Family Agency

An Roinn Coimirce Sóisialaí
Department of Social Protection



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



1. Introduction

Sligo Family Resource Centre (FRC) has been in existence since 1995. Based at 49 The Mall, Sligo this FRC is one of 120 FRCs in the country. The FRC Programme is Ireland's largest national family and community-based support programme core funded by Tusla Child and Family Agency.

Mission of Sligo FRC is to:

To support individuals, families and communities to reach their full potential and in doing so help to build a stronger healthier community

The FRC has based its objectives on the Túsla CFA National Programme Outcomes for parents and children:

1. Active and healthy, with positive physical and mental wellbeing.
2. Achieving their full potential in all areas of learning and development.
3. Safe and protected from harm.
4. Economic security and opportunity.
5. Connected, respected and contributing to their world.

The Sligo FRC outcomes are as follows:

- That individuals, families and groups have access to a range of supports and services that enable and promote participation in society
- That people actively avail of a variety of community-based learning and development opportunities
- That children's holistic development is nourished in a safe, comfortable and fun environment.
- That individuals and families are supported in times of need
- That minority individuals and groups are empowered to participate in their wider community

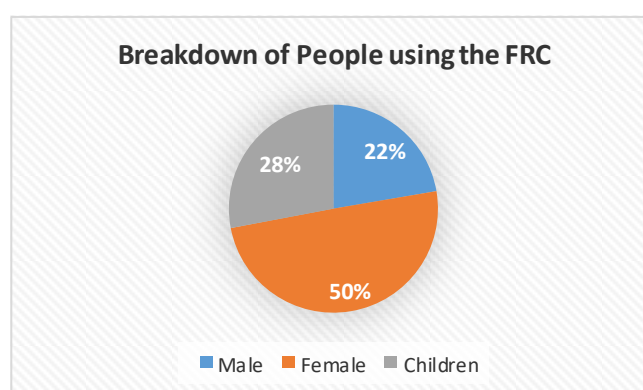
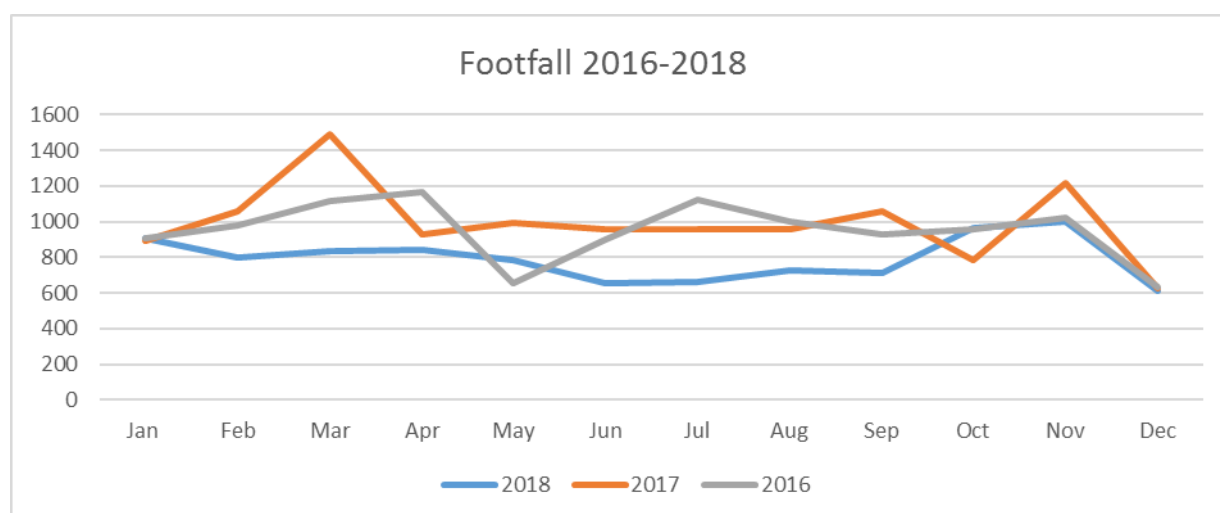
In early 2018, we upgraded the building with two new kitchens on the ground floor and new floor covering on one of the hallway with capital funding from Tusla National Office creating safer and more user friendly spaces for our service users. We had an increase in funding for our Intercultural work with Healthy Ireland and the Department of Justice. We had a few changes in staff and an increase in the number of volunteers working in the FRC. Meanwhile we continued to work with 25-30 families each week directly in their own homes six adults with disabilities on a one to one basis, up to 12 in the Thursday Club and 15 in the Countess Café.

A statistical analysis of every aspect of Sligo FRC's work is made annually through the FRC's SPEAK (Strategic Planning Education and Knowledge) recording system. This annual report is intended to give you a flavour of the various services, events and activities offered by the FRC in 2018.

2.Information and Services

Sligo FRC welcomes any member of the community to avail of its programmes and services and/or to find out more about other services or opportunities in Sligo. Below is an indication of the footfall in the FRC over the past three years 2016, 2017 and 2018. The numbers of people in and out of the FRC 2018 were down somewhat on previous numbers.

However, these figures only include the people who come into the FRC. They do not include the outreach work carried out by the FRC staff in the family support service in north Counties Sligo and Leitrim and Sligo town, support to adults with learning disabilities service including the Countess Café and Cregg House, the Intercultural Events the Methodist Hall on Wine Street (over 200 attended), Model Niland (over 200 attended), the Parenting Conference organised in collaboration with the Parenting Support Champions (approximately 350 attended), the workshop for parents of children with dyslexia and their children (up to 40 attended) the family fun event Sligo Woodland School (45 attended), the trip to Rosses Point beach, and the Caltragh Parent and Toddler Group.



Information is provided through a selection of leaflets, fliers, posters and websites at the front office. Staff can respond to a range of queries through the bank of knowledge built up in reception.

2.2 Administrative support such as photocopying and printing is also available at the Centre. There has been a big increase in our usage of Facebook with almost 1,000 followers now. This has proved to be the best way to get information out to the families and individuals who use the FRC

The **Sitting Room** provides respite for busy parents and carers who can drop in for a bit of time out and a cup of tea. Children can play or read and adults can meet to chat or feed a baby. This is increasingly used for Access Visits in the afternoons. The **Outdoor Garden/Play area** offers excellent play opportunities and a good meeting point for parents, particularly those who have attended groups or **Footprints Crèche**. Rooms for **Access** visits are also available and these families can avail of all the facilities outlined as part of these visits.

Meeting rooms at the Centre are available for hire at subsidised rates to facilitate community groups and organisations to meet. Sligo *Lend A Hand* group has been using one of the rooms for over a year now. The AA and Hope House continue to meet every Monday and Tuesday night throughout the year.

3. Parenting Support Initiatives

Three Parents Plus programmes were rolled out; two in the FRC and one in Kiltyclogher, North Leitrim. Parents Plus Working Things Out was rolled out in St Clare's Manorhamilton with the Home Youth Liaison Service (HYLS). Six staff members are trained in facilitating these programmes. Parents Plus is also rolled out on a one to one basis with parents through the family support service.



Parent Zone
One to one informal support for parents of children of all ages. Information and advice Signposting to other supports.
Free, friendly place to visit for information and support for any parenting concerns

Thursday 10:00 - 12:00
Venue: Sligo FRC 49/50 The Mall
Phone: 071 - 9146315
Contact: Karen 087 - 7555381
Email: Karensligofrc@gmail.com



Parent Zone— Sligo FRC received funding from the National Lottery to have a drop-in parenting support clinic one morning a week – this is available every Thursday morning 10:00 – 12:00. The facilitator is trained in Parents Plus and has worked as a family support worker for over 12 years.

Parenting Support Champions is a Tusla Parenting Support Strategy whose aim is to promote seven general messages and the 50 key messages for parents within the Parenting24seven initiative. There are 6 PSCs in Sligo/Leitrim and the Sligo FRC manager is one of these. To date they have established a Facebook page to disseminate information on parenting in the two counties (with almost 1,000 followers) and the Make One Change initiative in 10 schools: 5 in Leitrim and 5 in Sligo. In September/October

we organised two talks one in Enniscrone and one in Mohill for parents on the issue of Internet Safety. They were not that well attended. However, in December 2018, we hosted a conference for parents on resilience and healthy relationships with Dr Eddie Murphy as guest speaker. Up to 350 parents attended.

All Ireland Parenting Network: The Sligo FRC manager attended two meetings one in Belfast one in Dublin representing the FRC National Forum. In December 2010 the Centre for Effective Services established The

Parenting Network – *Influencing Policy, Practice and Learning*. The All-Ireland Group brings together senior staff in several of the statutory and non-statutory organisations relating to parenting and children along with, public officials, professional bodies and senior academics and professional researchers also working in this field.

Danú Birth Mother's Support Group has been meeting since 2015 and continues to be facilitated by Sligo FRC manager. Sheila Gallagher Tusla SW and Carmel McNamee. New women continue to join the group and the attendance remains at about 8-10 women per meeting. We did a site visit to Barnardos in May to share information, best practice and continue ways of working together.

Parents of children with dyslexia and their children attended a workshop in April with facilitator, Paula Horan, Dyslexia Connection Centre Ireland. 18 children and their parents took part in this. This was funded by Sligo county Council Library *Right to Read Programme* and Sligo Leader Partnership under SICAP. The afterschool classes for children with dyslexia continued throughout 2018 with two teachers from the Mercy Primary running the classes. Parents pay for this service. There was no subsidy for this year.

Adoptive Parents Group We continue to disseminate information by email to this group.

Separated Dads group – met three times in early 2018. This group then ended due to low numbers attending (2-3 on average)



Sligo FRC ran one **Summer Camps** during July for 10 children aged 4-6 years. We hosted two **family fun event** with this year the first with the families in Globe House direct provision centre to Rosses Point beach and a second event in Sligo Woodlands School at the end of July. 42 parents and children were on the beach trip and 14 families attend the woodlands morning.

Fund for European Aid to the most Deprived (FEAD) funded by the European Union and Department of Social Protection, this service is designed to support those who are struggling in the form of food parcels. In 2018 we distributed food parcels to 78 families and individuals of whom there were 148 children under 15, 6 adults over 65, 23 with disability, 20 homeless and 74 migrants.

4. Family Support Service Including Footprints Drop-in Crèche

The **Family Support Service** including Footprints crèche (below) is funded by Tusla Partnership Prevention and Family Support (PPFS) office and Dept of Social Protection. In 2018 it provided home based targeted family support to families in North Counties Sligo Leitrim and Sligo Town (Child and Family Network Area CFSN 1). 67 families including 310 children availed of this service in 2018. The support it provides includes:

- Advise on children's behavior
- De-cluttering
- Early years development & mirroring parenting
- Emotional support to parents
- Financial issues, welfare payments
- Food shopping

- Introducing parents to parent & toddler groups
- Linking with relevant health services
- Parents Plus one to one parenting programmes
- Preparation of healthy meals
- School attendance
- Supporting mothers with breast feeding
- Supporting children with homework
- Support to parents & children with additional needs
- Supporting young mothers
- Working with the parent on basic house hygiene
- Working with teenagers

Footprints Crèche is a service open to all families in Sligo and the surrounding area. It provides sessional care for up to 10 children up to 6 years of age on a once off or continuous agreed basis to facilitate parents to attend appointments, training, counselling etc. Last year 79 children from 68 families used the crèche. Referrals from social work are given priority.

5. Community based education, training and social integration opportunities

The **Parent and Toddler Drama** with a trained drama teacher continues every Tuesday morning, which consists of a programme of music and drama to develop toddlers' language and movement. This has been running in the FRC for over 12 years now. Associated with the drama group is the **annual Christmas party** with Santa and his helpers in December. Up to 25 adults with 35 children availed of took part in this class this year.

Sligo FRC works with Mayo Sligo Leitrim Education and Training Board (MSLETB) to provide a variety of training opportunities in the community. During the year the MSL ETB funded **Knitting Classes** attended by 16 woken and is a great favourite here in the FRC. MSLETB also uses the FRC for training throughout the year.

6. Services to Adult with a Learning Disability

Sligo FRC now has five part-time support workers on varying hours and one part-time co-ordinator employed in this Service. The **one-to-one support** to five adults with learning disabilities living in the community is in the form of addressing issues such as healthy eating and lifestyles, managing a household, managing a budget, personal hygiene and self care.

The work we do in **Cregg House** is to provide community integration with residents involving bringing them into town to shop, attend hairdresser, have coffee etc.

The **Coffee Dock Café** based at Markievicz House, provides training opportunities in a social enterprise for up to 20 adults with a learning disability in 2018. In September 2018, a graduation ceremony was held in Countess Markievicz Café for



those who had worked there in 2017/18. It was attended by the Mayor of Sligo Rosaleen O Grady and senior members of HSE CHO 1.

Attendance at the **Thursday Club** is constant each week with about 10-12 attending. Participants engage in arts and crafts, board games while having a light lunch.

7. Working with Cultural Minorities



Sligo FRC continues to be actively involved in working with minorities. We were successful in receiving funding again from the Department of Justice and in September from Healthy Ireland which enabled us to increase the staff member work hours from 1 day/week to 3 days/week.

The **Sligo Intercultural Forum (SIF)** was amalgamated into the **Interagency Intercultural Working Group** made up of agencies working with new communities (migrants, refugees, asylum seekers) and Travellers. Again, this year we had the annual St Patricks Day event in the Methodist Hall and the International Concert in the Model for the third year in a row. Up to 200 people attended each of these events.

Four workshops were organised this year included:

Encouraging Parental Participation with Member of New Communities facilitated by *New Communities Partnership* (up to 30 professionals attended June 2018).

Two **Cultural Competency Training** sessions were held one in September and one in December. These were facilitated by the *Immigrant Council of Ireland*, 19 professionals attended.

Access to Employment was attended by 6 members of new communities in October also by *New Communities Network* as part of their *Migrant Access Programme*.



Globe House Direct Provision Centre – we support the residents through the work in the library which was run by two students from the Ursuline college as part of their Gaisce Awards and one of the Administrators. From September, it was run by two students from Ballinode College on work placement in the FRC. This summer during the 2018 summer heatwave we organised a bus for families and children to go to Rosses Point beach. Residents from Globe House are invited to and included in all our family activities.

Two Cultural groups met in the FRC supported by the Intercultural Project. **Mala Polaks** (Polish) and **Zemene** (Latvian). Zemene meet every second Monday with about 15 children using music, song, crafts and games to promote Latvian language and culture.



Mala Polska met every month with emphasis on participation of individual adults and families enjoying activities and events such as Devils Chimney walk and Easter Egg decorating. Before Christmas a group of women from North Africa/Asia met in the FRC – they plan to become more active in 2019.

We had 11 volunteers working in the Syrian refugee families **Befriending Project**. All volunteers were interviewed, Garda vetted, inducted with two training sessions and we secured references for them. We had an introductory night in the Clayton Hotel *Canis Major* church in January and the volunteers met their families. The Intercultural Worker meets the volunteers every 8-10 weeks for support. This service is run in collaboration with Sligo Social Services Resettlement Project Worker for Syrian refugees in Sligo.

8. Older People's Initiatives

Two workshops were held in 2018 in this Project. The first in January with the theme of “Happiness” – was attended by up to 30 people in the Glasshouse Hotel. The second, held in May also in the Glasshouse Hotel was an intergenerational initiative where students from Transition Year in the Mercy College worked with older people showing them how to use their smart phones/i-pads to use social media (up to 25 attended).

The Digital Awareness Programme ran for one week in the Autumn where 10 adults took part. The group learned basics computer skills, email and accessing social media on their phone /i-pad/ laptop.

From September, the University of the Third Age (U3A) have met every Monday afternoon in the Sligo FRC to do Creative Writing.

9. Representation and Interagency Work

Sligo FRC is represented on a range of committees and boards in Sligo in order to represent the needs of the families and individuals and to bring about policy and practice changes which it is hoped will improve their lives. Here is a flavour of this work done in Sligo FRC

- Caltragh Interagency Committee
- Child and Family Support Network areas 1 and 3
- Childcare managers network
- Child Protection Conferences
- CYPSC Board
- CYPSC Supported in Active Learning subgroup
- CYPSC Connected and Respected subgroup
- Culture and Creativity strategy meeting
- Finn Valley FRC VBD and manager information meeting
- Meithal meetings



- Multi-Disciplinary Team meetings
- National Childhood Network
- National Forum of FRC including Annual Conference
- North West Regional Forum of FRCs
- Participation Lab (CYPSC) Launch
- Professional Meetings
- Resource House Project Board of Directors (up to Nov 2018) and Review meeting
- Sligo County Childcare Board of Directors
- Sligo Leitrim FRC manager's meetings
- Triple P promotion meeting
- Working Together towards Positive Parenting (2017)

10. Voluntary Board of Directors, Staff and Volunteers 2018

Sligo FRC is managed by a voluntary Board of Directors who oversee the work of the Centre and strategically guide the services. Twenty full and part-time staff are employed to manage and implement the work and ensure services are provided to the highest standard. Eleven staff are employed through a CE training scheme.

The voluntary Board of Directors was made up of eight volunteers in 2018. The executive sub-group meets for employment/staff matters or specific issues. Sub-groups of 2-3 board members are established for specific, short term pieces of work in order to share the load and they've proved to be effective.

Chairperson: Sonya Coffey

Vice Chairperson: John Burrows

Treasurer: Nessa Cosgrove

Secretary: Padraic Cuffee

Directors: Sarah Wetheral, Michelle Lally, Ada Cunningham, Chris Davis

Staff

Aishling Kelly	Family Support Worker
Ann Boyd	Disability Support worker
Anne Rooney	Coordinator of Disability Services (left Dec 2018)
Caroline Bradshaw	Manager job sharing (left Sept 2018)
Cathy McGowan	Administrator
Cathy Kilcoyne	Family Support Service Coordinator & Intercultural Worker (left Sept 2018)
Charlotte Bussmann	Family Support Service Co-coordinator
Charmaine Davidson	Family Support Worker
Debbie Feeney	Disability Support Worker and Family Support Worker
Emma O Connell	Disability Support Workers and Family Support Worker
Elizabeth King	Manager
Karen Casey	Coffee Dock supervisor and Family Support Worker
Kate Lambe	Disability Support Worker (left Dec 2018)
Lorraine Johnston	Family Support Worker



Lorna Tohey	Disability Support Worker and Social Club Leader (left Sept 2018)
Marion Roycroft	Coffee Dock supervisor
Rose McCrann	Footprints Crèche Supervisor
Sanja Ivandic	Intercultural Development Worker (started in Nov 2018)

Students in 2018:

Aisling O Reilly, Sarah Kisby – Ursuline College Sligo
Colette O Connor, Rory Breslin, Amanda Cushman (Ballinode College)
Jenny Devaney, Aishling McLoughlin (Sligo IT)
Rene Roughneen, GMIT

FÁS Community Employment Scheme Participants (2017/2018), 19.5hrs/week**Administration and Reception**

Shauna Kelly, Karen McArt, Rita Finn (left in Dec 2018), Joanne Lang (left in Nov 2018) Tom Clarke

Childcare and Home Support**Workers**

Geraldine Ryan, Alveena Devaney, Margaret Coen
Jackie Dolphin (left in Feb 2018), Shauna Foye

Disability Workers

Caroline Cunningham, Julie Nichols

Caretaker/Cleaner

Richard Deignan (left in Oct 2018) Tom Dillon

The two CE supervisors, Bridie Walsh and Sarah Cleasby, employed by North Sligo Youth and Community Service have an office in the Sligo FRC and contribute greatly to the work of the FRC.

Volunteers

Befriending volunteers: Pamela Barnes, Kevin Buckley, Olivia Byrne, Sheila Canning, Geraldine Delorey, Maura Doherty, Mary Heery, Christopher Kelly, Sue Kinnon, Naoimi McBride, John Moore, Shane Tuohy, Nicholas Vreeland

Laura Martin – childcare

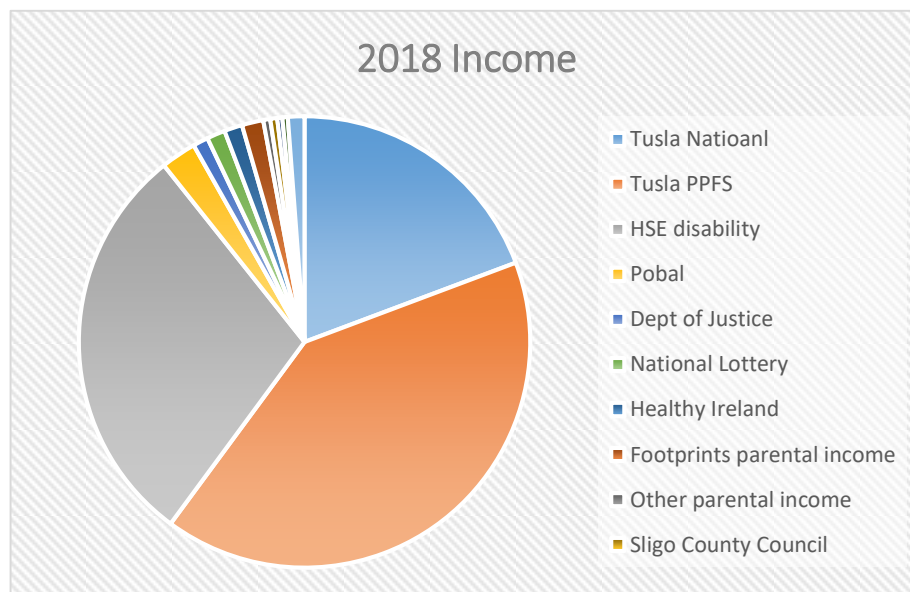
Corina Muldoon - disability

Team Building

All staff visited the museum of County Life in Castlebar in September 2018. In December we had our annual Christmas night out, Quiz and Kris Kindle.

11. Funding

Here is a breakdown of the funding received in 2017 (€457,696) and the sources of this funding.



12 Staff Training

- Applied Social Studies
- ASSIST
- Compassion Fatigue and Staff Wellbeing
- Childcare
- Child and Youth Participation introduction to using toolkit
- Children First Act
- Child Protection Training
- Communications
- Data protection GDPR
- Domestic Sexual and Gender Based Violence
- E learning child protection
- Early years environment
- Equality and diversity
- Foetal alcohol syndrome and mental health
- Governance overview: West Training
- Guidance principle and safeguarding procedures
- Identifying and working with neglect – A child centred approach
- Low to medium showcase prevention initiative poster presentation
- Manual Handling/health and safety
- National Forum FRCs induction
- Parents Plus Early Years Programme
- Parents Plus Working Things Out
- PEACE IV information session



- Refresher First Aid
- Resilience seminar
- Safe Talk
- Social care studies
- Social care skills
- Resilience and emotional wellbeing seminar
- Special needs assisting skills and intellectual disability studies
- Personal Effectiveness
- Strengthening parenting supports through learning
- Story packs
- Supporting families from new communities
- Threshold Training stress control outcomes based accountability training
- Website and Facebook training

