

YOUTH
at the CENTRE

Waterford & South Tipperary
Community Youth Service



Annual Report
2016



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Company Secretary Report

The Board, Staff and Volunteers of Waterford & South Tipperary Community Youth Service worked very hard during 2016 to deliver high quality integrated services to young people and service users in the community, ensuring that services were relevant, innovative and responsive at all times. The complexity of the organisation demanded astute management of 72 full and part time staff, 20 C.E. workers, 35 projects with different thrusts and emphasis, all funded through as many as 8 funding streams and the management of 16 premises and facilities. The organisation's record of accomplishment and quality service delivery as maintained in 2016 is testimony to the efforts of all those who gave of their time as volunteers and as committed workers from the Board to the grass roots. With the assistance of 350 community volunteers, the organisation reached in excess of 10,500 young people and adult service users throughout the year through clubs, projects and services. A significant development in 2016 was the organisations success in securing funding for the Cahir Community Youth Project on a Value for Money Sample Service basis. This project provides the opportunity for WSTCYS to showcase the model of work we employ to make a difference in the lives of young people and their communities. W.S.T.C.Y.S. staff and management will work as partners with D.C.Y.A. to develop templates for recording and delivering the work that will be implemented throughout the service locally and nationally. Another significant development was that the organisation secured funding from the H.S.E. to provide health support to the Syrian children and their families living in Clonea.

Board

The Board met on 11 occasions during the year and there was a high 78% attendance rate demonstrating the level of commitment by Directors. The Board held its annual Review and Planning Day on Sunday 12th of February, which provided an ideal opportunity to take an overview of the achievements made during 2016 and to set the priorities for 2017. Membership of the Board for 2016 included the following 14 people: Chairperson – Andrea Bourke; Treasurer - Sean O' Callaghan; Secretary – Fr. Paul Murphy; Crena Morrissey, Seamus Mc Grath, Sean O' Halloran, Joanne Walsh, Clive Smith, Mick Nevin, Karen Doyle, Dylan Roche, Daniel Roche, Pat Walsh and Pauline Power. Fr. Paul Murphy chaired the Board meetings up until the A.G.M. when Andrea Bourke was appointed as chairperson by the membership. Pauline Power joined the Board in June 2016 and Pat Walsh joined the Board in November 2016. The Board continued to manage and monitor the complex work of the various projects and services and provided back up and support to the organisations Youth Clubs through the Club Development Officer. In order to focus efforts in crucial areas, the Board operated three sub committees during the year: The Finance & Special Purposes Committee, the H.R. Committee and the Governance Committee.

Finance

The Finance Committee chaired by Sean O' Callaghan held 13 meetings (11 meetings & 2 Special Purpose Meetings) during the year prior to each board meeting and had a 98% attendance rate. The Committee was made up of three directors (including the treasurer) and in attendance was the Finance Officer and the C.E.O. These meetings focussed on reviewing the accounts in detail, preparing reports for the Board and advising on all matters related to the financial affairs of the organisation. Special purpose meetings were held on 2 occasions throughout 2016 to deal with issues that required attention or timely decisions. This included managing the recruitment of new auditors. This committee oversaw and ensured that all of the organisation's accounts were managed properly and within budget; ensured that the organisation had cash flow; set targets for reducing costs; agreed budgets and continued to work on reducing the organisation's loans, which were reduced to €835,000. Additionally, this committee ensured that the organisation fulfilled the terms required by funder Service Level Agreements. Budgets were prepared for all projects and approved for use by the committee in January 2016. These were strictly monitored monthly and quarterly to ensure they were in line with funding.

Some of the key actions taken over the year included: negotiations were held to redistribute funding between the SERDATF projects which increased their viability; approval was gained to utilise funds held in the YPFSF projects to offset the deficits projected for 2016; commitment was gained from funders to draw down funds on time per quarter so that the organisation's cash flow was protected; A 5% funding increase was sought in the IYJS funded projects which is distributed equitably throughout the project group. Project funding was secured for the Cahir Youth Project through DCYA on a sample service basis, which hopefully will be continuous and a Health Support Project (Frontline Worker Syrian Community) through H.S.E. S.39.

Worthy of mention in this year's report is that the organisation's 2016 Audited Accounts have been finalised and are now fully SORP compliant which is a major step forward for W.S.T.C.Y.S. Additionally the Finance & Special Purposes Committee was developed into the Finance, Audit & Special Purposes Committee to reflect the role it plays in overseeing best practice compliance. Towards this goal in 2016 the committee reviewed, adjusted & presented for board approval the organisations Risk Management Policy & Register, EY – FRS 102 Impact Assessment, Fixed Asset Policy.

H.R.

The Board set up a H.R. Committee to support the management of the organisation's staff structures. Chaired by Seamus Mc Grath, membership included four directors and the C.E.O. was in attendance at each meeting. The Committee met eleven times over the year and had an 88% attendance rate by members. The Committee undertook the task of recruiting a H.R. Consultant to provide guidance for management and the board. In 2016, the Committee along with Management and with the support of Edward Power, H.R. Consultant, reviewed the organisation's policies, procedures, staff handbook, commenced consultations, and training with staff. Training was provided for the Management team and the H.R. Committee assisted with recruitment to fill vacancies.

Governance

The Governance Committee was made up of four directors and a member of the management team and the C.E.O. attended. This Committee met seven times in the year and had a 78% attendance rate from members. The Committee undertook the task of leading WSTCYS towards compliance with the Governance Code for Charities during 2016. Although the organisation has not yet reached full compliance, tremendous progress was made in addressing governance and policy gaps in order to reach compliance by early 2017. The Committee worked on the complex tasks set out in the Governance Code Checklist as well as reviewing and updating existing structures and procedures along the journey. Additionally the Committee reviewed the organisations Fundraising Policy, and this now complies with the Statement of Guiding Principles for Fundraising.

Club Development

W.S.T.C.Y.S. supported twelve affiliated Youth Clubs during 2016. These reached 350 young people and the organisation was fortunate to benefit from the involvement of almost 100 club volunteers. The Club Development Group met five times over the year and provided a forum for club leaders to address issues and identify priorities. A strong training programme was delivered over the year which included the development and roll out of a new induction programme for volunteers in which 21 volunteers were trained; 2 child protection training programmes for volunteers; a six weeks occupational first aid training course for club volunteers; Manual Handling training; training in NQSF for clubs; and Self-awareness training. Programmes for young people held included "Youth Clubs Got Talent" – Organised by Jonathan Nolan in which 9 clubs and 104 young people took part and a Christmas Colouring Competition in which there were over 80 Club entries. Outreach in the form of surveys was carried out in the Hillview area of the City with a view to setting up a new club there. A Residential weekend for youth club leaders was held in Woodstown and the focus of the weekend was self-care and personal development.

Volunteer Forum:

The membership of the Volunteer Forum Steering Group diminished during the year. Various attempts to recruit new members from within and outside the organisation were unsuccessful. Although the Forum's Facebook page was active during the year, it was difficult to get a response from WSTCYS volunteers directly. The Volunteer Recognition Programme was implemented during the year and feedback from those volunteers who had access to the programme and received pins was very positive. Presentations of service pins & T-shirts were made to numerous volunteers at their club and project locations. A S.W.O.T. analysis was conducted in order to establish what steps had been and could be taken to address the issue of a high volunteer turnover rate particularly in Youth Clubs. The Volunteer Handbook was produced and is available to new volunteers as part of induction. Three corporate sponsors have been sourced to fund a yearly donation of a €100 One For All voucher each as part of the reward given to the three nominated and voted for volunteers. A new Volunteer Recognition Programme leaflet was produced, to inform projects and clubs of the reward scheme. In light of the challenges faced to enliven the Volunteer Forum Steering Group, a consultation process will be held with volunteers to identify what they need from the Volunteer Forum or if this format is needed at all.

Staff:

The organisation's team of 57 full time and 15 part time staff delivered high quality, meaningful and relevant programmes and services to communities throughout the region during 2016. The central focus of all of the work undertaken was on young people, service users, volunteers, communities. The Board recognises the many challenges faced by the organisation's staff in the everyday work of service delivery. W.S.T.C.Y.S. is fortunate to have a dynamic, resourceful, creative and innovative team of staff. In 2016, there was quite a lot of movement in the staff team. Grainne Boucher left the organisation during the year after nearly fifteen years of service with the organisation. The Board would like to acknowledge the work that Grainne did during her tenure and wishes her well in her new endeavours. New staff joining the organisation during the year included Shelley Grant, Deirdre Matassa, Mary Kiersey, Olusegun Sunday Olaleye, Debbie O' Rourke, and Daniela Budjevic. The Board extends a warm welcome to our new staff and wishes them well in their efforts working with young people, service users and volunteers in a community context and hopes that they will be happy in their challenging roles. Some internal movement also occurred. Margaret Flanagan left the SHY Project to take up the Assistant Centre Manager post in the Manor. Marian Smiles moved to the SHY Project. Jen Hannon moved to the Farronshoneen Centre. Carmel Keogh moved to the Ballybeg C.Y.P. Claire O' Neill and Enya Houlihan joined Sharon Magee in the newly funded Cahir Community Youth Project for January. Sadly a former employee, Mags Kiely, passed away early in the new year 2017 and the Board sends it's condolences to her family.

The organisation, which now has a predominantly young, female staff team, experienced its first "baby-boom" in 2016 when 4 babies were born to staff members. Maybe in the future there will be scope for some family fun days to happen.

The Board recognises the quality and calibre of staff that serve the organisation and see the staff team as one of the organisation's greatest assets.

Youth Work Ireland

There were quite a few changes in Youth Work Ireland during the year. One of the major developments was the implementation of a new Service Level Agreement between WSTCYS and YWI which is now in place to oversee funding received via Youth Work Ireland. A new compliance team has been set up by Y.W.I. to oversee the governance aspects of funding. This has meant that staff roles at national level have been changing over time. Paul Gralton remains as the liaison person for Waterford although this aspect of support has been scaled down to allow other roles such as compliance to develop. WSTCYS contributed on Youth Work Ireland structures throughout the year through the Strengthening the Federation Group, the Child Protection & Safeguarding Group, the GYDP Sub Group, and Christina Fogarty joined the Board of Youth Work Ireland for a maximum three year tenure. Youth Work Ireland

has been concentrating on advocacy on behalf of the Member Youth Services particularly in the context of the Value For Money Policy Review, the roll out of the Sample Service Process, possible changes to funding arrangements regarding IYJS funded projects and possible re-engineering of the Youth Service Grant Scheme which is critical funding for the region. Many meetings have been held with DCYA and strategic relationships have been strengthened and forged at national level. W.S.T.C.Y.S. had a strong presence at the Youth Work Ireland Consensus Conference on Wellbeing and held a wide range of Wellbeing Events for young people across the region. Participation at national level will be strengthened further over the coming year.

Premises and Facilities

2016 was an eventful year in terms of premises and facilities. Aside from the very busy routine maintenance programme, a number of substantial achievements were completed in 2016. To start the year the Ballybeg Centre, which had been destroyed in an arson attack, was reinstated by the Co. Council and W.S.T.C.Y.S. fitted it out with new furnishings and fittings and completed renovations of the garden. The Woodstown Residential & Activity Centre was completely flooded in January and following extensive renovations, was re-opened for August 2016. The façade of the Abbeylands Centre was re-sealed and new windows and doors were fitted at the front of the building. The plan is to complete the windows and doors at the back in 2017. A large capital grant was secured from D.C.Y.A. for the Elm Park Complex and work was undertaken on the sports hall, the footings and the car-park. Access is now much safer. A capital grant was also secured for the Manor and the I.T. room was updated. A third capital grant was secured for Cahir Youth Centre to equip the new youth project there. Realignment of spaces was undertaken in the Manor which resulted in more extensive and fit for purpose youth work space on the ground floor. A Youth Café was created in the Carrick on Suir Youth Centre. The SHY Centre was the beneficiary of sponsorship from Sanofi, hopefully a relationship that can be built on for the future. 2016 saw the commencement of the process of adding colour to the Youth Centre. The Edge Project won the Dulux Colour me competition and received an injection of paint which has added tremendously to the Centre. Likewise, the colour palette was extended for the Manor and hopefully the design emerging will be duplicated across the organisation's facilities going forward.

In conclusion, the Board would like to thank all the staff, and volunteers who have contributed at all levels of the organisation, and wish all the young people and service users well for the coming year.

Club Development Report 2016

2016 was a further progressive year for Youth Club work in the region. At the end of 2016 there were 12 youth clubs affiliated. There were over 330 Youth Club members and 77 Club Leaders trained and fully involved. The six key areas of club development were – NQSFVLG, volunteer recruitment and selection, training, establishing new clubs, ongoing support for the existing clubs, the Club Development Group and regional programmes. Overall we are encouraged with progress in terms of the increase in numbers of new volunteers and members who have become involved.

Club Development Group

The Club Development Group met 5 times during the year with meetings being held in Edmund Rice Youth and Community Multiplex, Waterford, Carrick on Suir Resource Centre and Dungarvan Youth Centre, Dungarvan. The Club Development meeting are of great importance as it is at these meeting that discussions and decisions are made with regards to annual events, fundraising, training and grants. These meetings also give volunteers the opportunities to discuss issues and exchange ideas. Fiona Treacy is the Chairperson with the Club Development Officer Annette Martin acting as Secretary. The meetings have been positive with continued effort being made for an increased attendance from club leaders.

Volunteer Recruitment and selection

A net increase of 26 in the number of volunteer leaders is a direct result of a lot of hard work that was put into recruiting and selection in 2016. All candidates were fully interviewed and application forms completed before training commenced. It is positive and highly encouraging to see people getting involved in their own localities.

Training of Youth Club Leaders in 2016

During 2016, 26 participants took part in and completed the six-week induction training programme. Dungarvan 7, Waterford 19. Three club Child Protection Awareness Programmes were organised 2 for the Edmund Rice Youth and Community Multiplex, Waterford in March & August and the Shy Youth & Community Centre Waterford in June.

A volunteer training weekend was held in the Woodstown Residential and Activity Centre in April 2016 with the emphasis on “Personal Development” and the feedback from this weekend was very positive.

A volunteer self-care weekend was held in October in the Woodstown Residential and Activity Centre. The aim of the weekend was to enable volunteers from various areas to meet and enjoy a relaxing weekend.

Manual handling training took place in the Edmond rice Multiplex, Manor Street, Waterford in May. 14 volunteers participated & feedback was positive.

A National Quality Standards Framework – Martin Fitzgerald attended the Edmond rice Multiplex, Manor Street, Waterford in April, to speak to Youth Club volunteer Leaders on the implementation and requirements for NQSF for 2016-2017.

Club Development worker – Professional development

The Club development officer has been attending a training course once a week in Waterford since 2015, this is a level 5 course entitled Understanding Youth Work.

The club development officer attended a workshop in July, on abusive relationships, in Youth work Ireland in Dublin. Information gained from the workshop has contributed to her knowledge, understanding and has informed training.

The Club Development officer attended a workshop in the shy project Waterford in July, this workshop was entitled "Story Telling". The information and skills gained from this workshop have been implemented into training.

The Club development officer attended two days training in Dublin in December 2016 with Relationship Ireland entitled "Here for you". Skill and information gained specifically enable one on one work with young people.

Ongoing Club Support

Regular contact was maintained by the club development worker in relation to providing ongoing support. Areas of support related to technical issues, Insurance, Garda Vetting, Child Protection, and Club Resources, Website and regular ongoing problems and queries. Some Clubs required more support than others and the ongoing training will help in addressing this. Clubs were supported in applying for the youth club grants that were made through the Waterford & Wexford ETB and Tipperary ETB. Clubs were also supported when filling out the monkey surveys which are required in order to receive annual insurance form Youth Work Ireland.

Regional Programmes

Youth Clubs Got Talent was held for the fourth year in Glor Na Mara, National School, Tramore Co. Waterford on the 30th of April. It was a very successful event with 9 Clubs participating and over 104 members performing. Feedback from the event was highly positive and the event is now an annual event.

A Christmas colouring & crafts competition was held in December, this Year the young people were given the choice of colouring or creating their own Christmas card. 9 clubs participated and 82 entries were received.

National Quality Standard Framework for Volunteer-led Youth Groups,

During 2016 the club development group discussed the NQSFVLYG at its meetings, organised training for club leaders and has offered support to clubs on an individual basis. The NQSFVLYG will be used in deciding on the local you club grant and for the year end 2016 clubs are expected to complete an annual plan and progress report template in order to apply for 2016 local youth club grant.

Finally, a big thank you to all who give up their time every week to work with young people in the clubs.

AXIS (Accessing eXtra In-centre Services) Community Youth Project

The Axis Community Youth Project provides an 'out of hours' service for young people within the Ballybeg area in Waterford City. The main aim of the project is to engage young people in positive alternative activities at high risk times when young people may be more likely to engage in anti-social behaviour and substance misuse.

One staff member moved to the Ballybeg Community Youth Project and a new part time worker was employed. The summer programme was a great success and saw engagement from forty young people in sometimes life changing but always exciting activities such as mountain climbing, swimming, sea sports, overnights, a residential, pitch and putt.

62 members were involved in the project during 2016, 16 young women and 46 young men aged 10-21 years. The Project worked with 4 core groups; the Rizzle Kids, young men aged 16-21, the Inbetweeners, mixed gender aged 10-12, the Toose Bobs, young men, aged 13-15 and The Monthlies, young women, aged 10 - 13. Two part time staff reached 15 direct contact hours over the weekend. The project also ran Special interest programmes throughout the year.

Planned and unplanned weekend drop-ins were an exciting and important part of the work given the extra free time young people have at the weekend. Developmental group work took place with core groups for 2 hours per week for 40 weeks of the year these were complimented by special interest 6 week programmes and one day events on a seasonal and holiday basis. Special interest programmes included cooking, craftwork, fretwork, late night soccer, younger soccer, Halloween Howler (in conjunction with Ballybeg Community Youth Project), Christmas Disco, mid-term programme, summer programme and bag packing fundraiser.

The biggest highlight of this year was the move back home to the Ballybeg Youth Resource Centre in March which led to increased participation of young people and volunteers in the project. A number of young men really enjoyed attending a 'make a job' program run by the Woodstown Residential Centre for six weeks over the summer period.

Youth Work Ireland Mental Wellbeing Week was also a great success in the project, young people got involved in smoothie making, and discussions on the importance of healthy eating and exercise and its effects on positive mental health. Through creative methods, young people learned to identify emotions

and the development of coping strategies. Mindfulness and meditation exercises using body scans, active listening skills and mindful eating to taste and experience the different sensations of food was enjoyed by all.

Another highlight was the joint centre residential between the AXIS Project and the Ballybeg Community Youth Project for 10 -13year olds which over 30 young people attended in August.

A major challenge is getting a long-term commitment from volunteers at week-end times especially on Sundays. Two core volunteers, one junior leader, two student placements and a community employment scheme worker were part of our team over the course of the year. All were involved in every aspect of the running of the groups and were encouraged to bring their knowledge, values, skills and life experience to bear when working with young people. There were lots of opportunities for young people to develop their leadership, decision making and participation skills. In addition local people's involvement in the project was high whether it was as members of our advisory group and local committees or through direct parent and young person relationship.

In November we held a community consultation through surveys, outreach and an interactive morning in the centre where people were invited to share their thoughts about shaping the work of both the AXIS and the Ballybeg Youth Project. This created a buzz in the community about the projects and helped to develop our profile and the understanding of our work.

Moving back into our renovated youth centre after the arson attack was a huge highlight, the community and young people's involvement throughout the many changes that happened in 2016 was really inspiring.

Ballybeg Community Youth Project

The Ballybeg Community Youth Project commenced its work in 2016 at a steady and peaceful pace which was a welcome difference to the turbulent start of 2015 following the fires and arson attacks in the community. The Project continued to be based temporarily in the Neighbourhood office for the early part of the year. We moved back into our original Youth Resource Centre in May 2016 upon the completion of building and restoration work. This was of particular delight to young people, parents, staff and the local community overall. The newly restored building is bright, clean and airy and it provided us with the opportunity to change and improve the use of some rooms within.

A total of 103 (53 male and 50 female) young people aged 10 to 18 years engaged with the Project during the year. They displayed strong commitment and extremely positive outcomes resulting from the various programmes and groups they were involved in.

Five weekly core development youth-work groups operated for most of the year. 47 young people aged 10 to 18 years were engaged through these particular groups which ran for 2 hours on a weekly basis. These groups operated for 40 weeks of the year outside of summer and seasonal activities.

Group 1: Female aged 10 to 12 years – 11 members

Group 2: Male aged 12 to 14 years – 5 members

Group 3: Male aged 10 to 12 years – 8 members

Group 4: Female aged 12 to 14 years – 11 members

Group 5 : Mixed gender aged 10 to 12 years – 12 members

Two further recreational programmes were implemented in the Autumn period which included:

Group 6: Games Room and café club for mixed gender aged 10 to 12 years. 18 young people participated one afternoon per week for 8 weeks

Group 7: Teen Drop in with a range of centre based activities and café for mixed gender aged 13 to 18 years. 16 young people participated one night per week for 8 weeks

Finally 3 groups operated under “Youth Art Programmes”

Group 8: Drama - 12 young people aged 10 to 12 years participated in weekly drama workshops run in conjunction with Waterford Youth Arts. The 2 hourly workshops ran for over 24 weeks in the year (3 x blocks of 8 weekly workshops)

Groups 9 and 10: Fretwork - Junior aged 12 to 14 years and Senior aged 14 to 18 years

12 young people were involved at any one time in this specialised woodwork programme (6 in each group). The two hourly groups ran for 42 weeks of the year.

2016 saw an increase in teenagers engaging with the Project in the Autumn period with the new building providing a much needed and desired resource for them. Attendance and commitment was impressive from the younger cohort throughout the whole of the year with ownership of the Project very evident amongst them. Finally Volunteer involvement remained at a good level with 12 local volunteers involved across all strands of the work.

Clonmel Community Youth Project

2016 was a positive and consistent year for Clonmel Community Youth Project. The only change in personnel was the replacement of CE Youth Worker in November which was the least amount of change the project had seen in a number of years. The project also continued to expand and grow in Elm Park. During 2016, ninety nine young people engaged in the project through the medium of group work, one to one support and social & recreational programmes. On average the project had 68% contact hours per week with members. The breakdown of the young people was 53 males and 46 females, of this number 41 males and 32 females were in the 10-14 years of age category, 11 males and 11 females were in the 15- 17 years of age bracket and 1 male and 3 female in the 18+ age group.

Seven regular weekly group sessions that target a specific core group of young people were run throughout 2016, three of which catered for girls and young women and three for boys and young men and one mixed group. A group of older young women engaged on a monthly basis. 1 female attended for weekly one to one educational support. In these sessions, the members participated in the deciding, planning, implementation and review of their own programmes. These programmes had a specific outcomes focus and varied in content dependant on the interests, needs and issues of the young people.

Additional programmes and activities were also offered to the young people to further engage and increase contact time.

- A weekly Soccer programme ran in conjunction with the CYD
- Junior Drop Ins ran on a weekly basis in the Wilderness Centre & in Elm Park
- Senior Drop In ran in Elm Park in conjunction with CYD Project
- Easter & Halloween Programme ran during school holidays
- Summer Programme took place over a 9 week period with 40 participants
- An overnight was held in March with staff, volunteers and members affected by the loss of member in late 2015, which focused on bereavement and remembrance.

Highlights of 2016

- Memorial balloon release organised by members in memory of Sophie and held in Elm Park at Christmas time
- The summer programme which engaged 40 young people over a nine week period and culminated in an awards ceremony, BBQ & Volunteer award
- Camping trip and night hike in the Comeragh Mountains with 10 members as part of summer programme and a visit to Carrick River Rescue and trip on the rescue boat on the River Suir
- 2 members of the project were elected to Comhairle na nOg for Tipperary. One of these young women is a member of the travelling community

Challenges of 2016

- The effects of the loss of a member through suicide on staff, members & the community
- Lack of sufficient resources in Elm Park & lack of access to suitable and safe outdoor space

Volunteer & Community Involvement

A total of eight volunteers played an integral role in the delivery of groups and programmes within the project throughout the year. Eleven volunteers & staff took part in Child Protection Awareness training in November 2016. Key relationships developed and were maintained with the local residents groups and the local soccer club.

The project also continues to support the use of the centre by local community groups at off peak times.

Dungarvan Community Youth Project

2016 proved to be another successful and event filled year for the Dungarvan Community Youth Project. Throughout the year the project engaged a total of 83 young people through development group work, drop in programme and summer programmes. The project was staffed by one full time staff member until October when the worker went on maternity leave. A worker was put in position to cover the leave. The project was supported by a team of 8 local volunteers and hosted a number of students throughout the year. The project worked in collaboration with the DAY Project on a number of initiatives including; a very successful Drop In on Thursday nights for 12-14 year olds and 15-17 years. This was well attended by current members of both projects and by young people who are generally not attached to the centre. The Project and centre team organised a range of fundraising initiatives including a Static Cycle which proved to be a great success and raised much needed funds for the project.

The project engaged a total of 83 young people throughout 2016 with each young person having a group contact time and a mixed drop in programme broken up into two age categories 12-14 years and 15-17 years. The project had 7 core groups throughout the year with one older men's group disbanding mid-way through the year. The project operated 3 late nights per week with 27.5 hours direct contact per week.

Age	Male	Female	Total
10-14	30	37	67
15-17	6	10	16
	36	47	83

The 7 core groups engaged in a wide range of programmes throughout the year including personal development, friendship programmes, skills building including cookery & arts and crafts projects, team building, animal welfare, internet safety, mental health and coping skills, relationships and sexual health, issue based programmes and physical activity initiatives like gym programmes, walk/run programmes, soccer. Structured progression routes for young people such as youth leadership programme were in place with 3 young people completing the training and taking up roles as Junior leaders. Young people contributed to consultation pieces throughout the year and took on roles to represent the project within the community such as Comhairle na nOg. Seasonally themed activities were held in partnership with young people during at risk times which included Easter, Halloween and Christmas activities such as; Easter Egg Hunt, late night Mid-term movies, Fancy dress soccer, Haunted House Trips, Christmas Trolley Dash in aid of St Vincent de Paul Society, Christmas dinner etc.

The project organised a number of events throughout 2016 designed to encourage all members of the community to get involved in the work of the project such as; YWI Mental Wellbeing Week – coffee morning and holistic treatments, community walk, our mobile blackboard was in various locations around the community asking people to share “what makes you happy”, indoor soccer tournament and Laughter Yoga. The Project along with the support of the centre team organised a number fundraising events including bag packs, bucket collections and a Static Cycle event all of which raised much needed funds for the project.

Highlight from the year:

The Summer Programme was a huge success this year for the Community Youth Project with a total of 41 young people engaging on a weekly basis. The 7 week programme was mainly facilitated in the local community and included activities such as; arts, crafts & cookery, beach & BBQs, colour runs, hikes, centre sports days as well as day trips to the cinema, swimming pool and adventure centres to end the programme. New fundraising initiatives such as the Static Cycle were a huge success for the centre. Young people demonstrated a strong commitment to community programmes including our annual trolley dash and the Darkness into Light walk.

Challenge from the year:

Mental Health issues were at the forefront for young people and their families in Dungarvan throughout 2016 with a noticeable increase in young people presenting with symptoms of anxiety and depression and signs of self-harm. The challenge was for the project to support the young people appropriately in a community with limited resources or referral path. Funding issues also proved as a challenge for the project in 2016.

Edmund Rice Youth & Community Multiplex

The continuing priority of Edmund Rice Youth and Community Multiplex in 2016 was to enable and strengthen Integrated Youth Service and Community Responses in and through the Centre. Young people, families and the wider community of Waterford Inner City had access to and engaged with a broad spectrum of Centre-based responses, including Developmental Group Work, Social and Recreational and Special Interest Programmes, Self-Help and Support interventions, Youth Information, Community-Based Substance Misuse responses, LGBT Youth Work, Youth Employability interventions and the XLC. The Centre's capacity to grow and develop was greatly enhanced with the commencement in January of the new Assistant Centre Manager Maggie Flanagan whose depth of knowledge and experience is an invaluable asset to the Centre Team. As the organisation's HQ, the Centre contributed strongly to the overall operation of WSTCYS along with its strategic direction and relationships with funding bodies and allied services. This was reflected in growing inter-agency connections and collaboration with local CFSN's, Waterford CYPSC, Tusla and Le Cheile, always placing the needs of young people at the centre of multi-disciplinary work. The Centre accommodated many internal Projects along with voluntary and community groups and enterprise and training initiatives including Scouts, OA, AA, NA, Nigerian Community, FTC, St. John's Priory LTI, Poleberry Residents Association, Family Support Network, WASSA and Youth Empowerment Programme.

A total of 550 young people aged between 10 and 24 years were reached by the Centre in 2016 across a range of targeted and universal initiatives, including 4 weekly Developmental Core Groups, Urban Youth Café, Chill OUT Sunday, Waterford Access Music and the XLC. The range of contact opportunities with young people was enabled through the instrumental involvement of 34 volunteers. The spirit and practice of teamwork and collaboration also grew positively within the Centre-Based Integrated Service Team as staff of Manor CYP, Pact GYDP, Cityside CBDI, Waterford YIC and Inner City CYP spent time and worked together in regular Core Team Meetings, monthly Reflective Practice, Integrated Service Planning and informal social gatherings. A highlight of this joined-up approach was working together on Youth Work Ireland Week in April to co-create an enjoyable and varied programme on the theme of Well Being. Another key pillar of the Centre's work in 2016 was further improving Youth Participation. This was progressed by ensuring that young people's voices were heard in and influenced all aspects of the Centre's work, notably through the operation and development of the Chill OUT, Waterford Access Music, Yu-Gi-Oh and Café Working Groups and the initiation of work on a Youth Participation Strategy for WSTCYS with a group of 6 young people over the year.

2016 stands out as a year in which the Centre had a "top to bottom" overhaul with renovations and reorganisation of office and storage spaces and welfare facilities throughout the building as well as considerable investment in upgrading existing group work rooms with new paint and furnishings. The IT Room was upgraded with the help of Capital Grant Scheme funding secured by the YIC. The vision of a vibrant and colourful Ground Floor Youth Work "hub" was realised with the construction of a new Youth Work Office within a bright welcoming new "shop front" space, improvements to the Games Room and a complete reimagining and refit of the Youth Café well underway at year end. Through the commitment of the CEO and the efforts of all involved in the renovations, WSTCYS now has a HQ that looks and feels like a "Young People's Place" and we look forward to growing our response in 2017 in partnership with young people, service users, staff and volunteers.

Farronshoneen Youth Centre Project

2016 was an exciting year for the Farronshoneen Youth Centre Project with the replacement of a new Community Youth Worker in January. With the project at its full complement of staff, a renewed emphasis was placed on identifying and engaging new young people within the local community and the development of new initiatives as a second point. Outreach played a significant role in achieving this, with over 300 houses reached over the first six months of the year.

During 2016, 337 young people were engaged in the Farronshoneen Youth and Community Centre (core groups and centre activities) on a regular basis with an average of 59.6% contact time weekly. The breakdown in terms of the Farronshoneen Youth Centre Project and its core groups are as follows: the majority of young people in attendance were between 10 to 14 years with 66 males and 99 females within this age category, 10 males and 9 females were within the 15 to 17 age, 3 males and 1 female within the 18 – 21 years. In the centre activities there were 78 males and 71 females under age 10 yrs.

Nine weekly core groups ran over 2016, with five catering for young women, two for young men and two mixed gender groups. Three special interest programmes also operated under the Farronshoneen Youth Centre Project including dodgeball (collaboratively with the Farronshoneen Community Youth Project until June), a movie club and an art group, along with three short term programmes- Introduction to cooking x 2 and a Christmas themed baking group. A number of special interest programmes to facilitate/encourage a wider engagement of youth were also run under the Farronshoneen Centre programmes: Two Zumba dance classes-Thursday evening and Saturday morning since May 2016, Indian Dance (Bollywood) classes x 3 on Friday afternoon/evening and classes teaching music instruments (Guitar, ukulele, electric key board) on Wednesday evenings, and following a good deal of preparation a new Malayalee Youth Group use the centre for cultural specific awareness/education on Saturday afternoons and run three different age groups. The group have engaged 17 volunteers and 60 young people to the end of December 2016. The Centre also trialled two Brick X groups during 2016, one at Easter for 2 full days and a second during the summer period for 4 full days, with 68 young people attending.

The centre was opened for 351 days during 2016, which represents extremely effective usage of the centre as a facility. This included the centre's use by external community groups; to include a number of the local resident groups and also the Farronshoneen Community Youth Project which also operates from the centre.

Highlights of the Year:

- There was an increase in the representation of the project at a local and national level with two young people nominating themselves and subsequently being successfully elected onto Waterford Comhairle na nOg to represent the F.Y.C.P. Also four young people also attended the annual Y.W.I conference to represent the project.
- A successful team building event for staff and volunteers was held on Friday 27th May from 6-00pm to 10.30pm, to include a B.B.Q. and a range of fun team building exercises, with a total of 19 people that attended.
- The youth music group held two entertaining concerts at the centre, one in May with 50 people attending and a second in December with 33 people attending.

Challenges of the Year:

- Throughout the year young people expressed a need for a second point of contact with the project, which posed a challenge for the workers to identify availability within the young people's timetable due to a high level of other commitments.
- A limited programme budget makes it difficult for workers to diversify the programmes that the project can offer to the young people.
- Two groups were disrupted during 2016, the music group because the person leading the group moved away and the Zumba dance instructor went out on maternity leave in advance of the summer break. Both classes were resumed in September, but it was challenging to regain young people's involvement in the groups.
- It was very noticeable the level of enquiries received from parents seeking activities for young children in the 7-10 age groups in particular. The requirement for provision for work with young children in the community less than 10 years of age needs to be continually highlighted and remains an on-going challenge for the centre in responding to the expressed needs of the community.

Volunteer and Community Involvement:

- The volunteer base in the Farronshoneen Youth and Community Centre remained consistent throughout 2016 with 14 adult volunteers (8 female and 6 male) supporting the work of the centre. Several of these individuals are long term volunteers who continued their involvement in the Youth Centre, while three were new volunteers who remained with the project on completion of their student placement. The project also trained four junior leaders in June, 2016.
- The centre advisory committee met 3 times during 2016 which further enhanced the centre's link with the local community and included representatives from resident's groupings, local services providers, youth representatives and volunteers.

Farronshoneen Community Youth Project

2016 saw a year of change for the Project. The long standing member of staff left to co-ordinate another Youth Project in January and another full time worker began work with the project in January. This was a time of significant change for all involved in the project.

The project changed its days of operating to Tuesday-Saturday to accommodate a well-established Saturday morning group. The first two quarters of the year focussed on the new worker establishing herself in the role and building new relationships, sustaining the involvement of the existing young people and volunteers, building relationships between the community and the centre and maintaining a quality standard of work. This was a challenging at times but over the course of the year warm, meaningful and effective working relationships have been established.

The project, along with the help and support of 6 local volunteers successfully engaged 94 young people aged 10 - 18 years throughout the year. Out of this overall number 64 young people were consistent in their attendance and participation and there was a further 6 young people who had 2-3 points of contact per week. The work was carried out through 6 developmental core groups, 1 special interest group focussing on nature, an education support group and a Friday drop in. The project operated a 35 hour week operating from 12pm-10pm Tuesday and Wednesday, 11am-7pm Thursday and Friday and 10am-1pm on Saturday with an average of 2 points of contact daily with young people.

The core groups engaged well with the planning, delivery and evaluation of their core groups. The groups are one young women's group aged 12-14 years, two young men's group aged 10-12 years and 12-14 years and three mixed gender groups aged 10-12 years x2 and 15-18 years. The groups were involved in programmes such as messy days, team challenges, cooking, outdoor pursuits, sexual health workshops and friendship programmes.

Challenges of the Year:

- Staff changeover, a long term member of staff with expertise and community knowledge leaving to take up a role elsewhere.
- Losing young people who would have developed real, meaningful relationships with the previous worker and working to sustain the same high quality of work on 35 hours per week.
- Recruiting local adults as committed volunteers.

Highlights of the Year:

- 4 existing members of the project becoming involved as junior leaders with the hope to becoming fully fledged volunteers.
- Engaging 5 new young men who were previously unattached

Volunteer and Community Involvement:

- The project maintained the involvement of the three existing volunteers while actively recruiting and training new volunteers bringing the total to 6 adults and 3 junior leaders.
- One volunteer of the Project became a member on the project's advisory committee.
- The project had five fundraiser opportunities throughout the year in collaboration with the Farronshoneen Youth Centre Project consisting of a bag pack in the local Tesco, a Bingo night in the Forum, 2 makeup master classes and a food collection day in Tesco at Christmas time to provide families with practical support at this time of year.

Frontline Project

2016 was a busy year for the project and the emerging needs and trends identified through the service are highlighted as follows:

48 young people were supported on a 1:1 basis

An additional 154 young people participated through group-work activities.

The project focussed on the following areas in delivering responses to identified needs;

- 1:1 Support
- Relapse Prevention
- Education & Information
- Educational & Personal effectiveness Group-work
- Progression routes into Education & Training
- Shared care with multiple agencies

Through on-going work the project identified the following underlying risk factors in relation to young people's involvement in substance misuse;

- Family Support/Conflict/Bonds/Drug behaviour
- Economic deprivation
- Early school leaving
- Drug debt/Threats/Violence
- Subdued Communities/Gang control
- High-risk substance use
- Criminal involvement
- Stress/Mental Health issues/Co-morbidity

The highlight for the project in 2016 was 21 young people participated in a 12 week course, Active Body/Active Mind. This course was run on a collaborative basis with the Saor Project, Treo Portlairge and the Frontline Project and was a great success with each participant receiving a QQI Level 4 Health Related Fitness certificate and an Active Leadership Certificate from Sports Ireland.

In relation to community and volunteer involvement; 2 Volunteers were involved with the project overall on a weekly basis over 48 weeks. Both of these volunteers supported the group-work sessions in particular. Assistance and support was also provided by volunteers in relation to IT skills and other administration tasks.

Inner City Community Youth Project

The project engaged a total of 53 young people in 2016 across 4 core groups, 2 special interest programmes (YouthBank and Waterford Intergenerational Project) and 1 social and recreational programme (Café Group). 44 young people were engaged in groups and programmes for the first two quarters of 2016. In the third quarter, 24 young people took part in the summer programme and 12 young people were engaged in YouthBank and the Intergenerational programme. The café group came to an end before the summer.

The community youth worker left her post at the end of July and there was a six week gap in service for recruitment of the new worker. Facilitation of the Youth Bank programme was taken up by the Manor Street Centre Project. Two of the core groups came to a natural end at this time and the Intergenerational Project was wrapped up awaiting an external evaluation of the outcomes of the programme. Unfortunately, a postgraduate student was not recruited by the end of 2016 to complete this work. The group tried to arrange a meet up to plan activities going forward however it was not possible to complete this before year end and re-establishing the group will be a focus next year.

15 young people aged 10 to 12 who had previously been involved in two homework clubs continued to engage with the project through core developmental group work in the last quarter of 2016. Six unattached young people were also engaged through strategic outreach, four of them in a new core group. Developmental group work focussed on relationship-building, developing trust and empathy between peers and between young people and leaders and establishing boundaries and group identities. Outcomes for young people included the development of positive relationships with adults in the community, a sense of ownership and belonging within their groups and enhanced planning and communication skills.

Most of the volunteers and young leaders involved in the project moved on to new careers or further education towards the end of the summer. Volunteer recruitment and training was a priority, there were 5 adult volunteers involved in facilitating groups with young people and delivering a strategic outreach plan. A priority will be developing the core team of volunteers and continuing to enhance the profile of the project in the community in order to best respond to young people's needs.

One of the highlights was the Intergenerational Project's family fun day which was held in July in Wyse Park and had over 100 attendees. Six members of the project collaborated with ten older members of the community who attend St. Brigid's Family Resource Centre. The group met over a six month period to socialise and to plan the day's events. Outcomes for the young people included planning and facilitation skills, relationship building across the generations and developing a sense of social solidarity in the community.

The change of worker presented a challenge for the project in addition, some of the core groups and initiatives came to a natural end over the summer period as older members moved on to work and further education. At the end of 2016, the priority is to build and strengthen the engagement of young people and community volunteers going forward.

Millennium Community Youth Project

Throughout 2016 the Millennium Community Youth Project positively engaged a committed 52 young people throughout the year. Engagement for the young people was through core group work, education support and special interest programmes which varied throughout the year. Outreach was the key to build on the projects membership for 2016.

The Project engaged 52 young people, aged 10-18 years, in developmental core group work for 2 hours per week for 40 weeks of the year. The Project had 5 core groups throughout the week. Core groups included:

- Group 1: Young girls aged 10-12 years
- Group 2: Teenage boys aged 12-14 years
- Group 3: Young women aged 13-15 years
- Group 4: Young men aged 14-16 years
- Group 5: Young boys aged 10-12 years

YELL (Youth Education Larchville and Lisduggan) homework supported 26 young people aged 10-12 years of mixed gender with their homework duties each week Monday to Thurs. This programme was offered to young people attending the local primary schools and in particular targeted young people in 5th and 6th class.

Core groups within the project completed developmental programmes which included; Team Building, Mental Health and Self-care programmes, Basic life skills e.g. cooking and baking initiative whilst increasing decisional making skills. In addition to their core group work young people had an opportunity to avail of 1:1 work which was offered on a needs basis, Informal Drop In and informal support from the leader team. Mid – term and Seasonal activities took place catering for all core groups at specified times throughout the year. During these time periods core group time was extended and additional time was allocated. Activities included outdoor pursuits, additional drops –in's, team challenges, sports days, cooking and other day trips based on interests of the group. An 8 week summer programme took place between July and August catering for 45 young people. The Summer programme included activities of day trips, special interest programmes, group games room time, swimming, hiking and outdoor sports. In addition Christmas, Easter and Halloween themed programmes were delivered. 12 young people took part in the Woodstown Halloween treat. At Christmas the project was successful in getting a Christmas dinner and project disco donated. 48 young people participated in this positive and worthwhile experience with their peers. Older members also took part in projects awards night which was to celebrate their achievements and participation throughout the year. December gave all young people and volunteers a chance to review and evaluate the projects progress for 2016 and plan for 2017.

A highlight for the project in 2016 was a large increase in member involvement and the commitment from all members. There were high levels of engagement in positive activities and programmes. The end of year Christmas celebration was a great success for the project. The young people also took part in an awards night where they were honoured for their commitment, participation and their skills throughout the year. Young people felt accepted within their project and were appreciated for their work throughout the year.

In 2106 the Millennium CYP worked alongside 5 volunteers. All volunteers completed an Induction Training Programme which included the Code of Behaviour and 2 new volunteers completed Child Protection Training.

North Suburbs Community Youth Project

The North Suburbs Community Youth Project completed its 9th year in 2016 and engaged 134 young people. At the year end there was 107 consistent members. The Project worked directly with nine target groups: Four girls/ young women's groups and five groups for boys/ young men. Groups met on a weekly basis for 2 hour slots with 36 - 38 weekly sessions per annum. Increased contact time was provided through Special interests providing 8 – 10 extra contact hours per week. The Project worked mainly through the medium of group work. Groups met at least once a week with the opportunity to participate 3 – 4 times per week.

All young people were included in the quarterly planning of their specific programmes. Programmes were broken into: recreational & activity based programmes, interest & educational based programmes and issue/topic based programmes. Special interest activities included 3 craft programmes, 2 weekly drop ins, an art competition, 3 x 3 week cooking programmes, late night crafts, a 3 week jewellery making programme and day workshop, a 3 week drama programme, CV development and interview skills, DVD nights and 3 residential trips. A 4 week social and recreational programme was supported by Waterford Sports partnership consisting of sessions on crime prevention. Participants on this programme were rewarded with recreational activities including martial arts and swimming. Other Health and Fitness programmes included: a one week Multi Sport Camp in July and a one week FAI camp in August, a multi sports mid – term activity programme, weekly late night soccer, weekly multi- sport school group, 3 x 4 week Fitness for girls programmes, 3 x 3 hour yoga workshops and a 4 week walking programme. The Project also participated in national bike week and the annual team challenge. Two midterm programmes occurred with a highlight being a trip to the Office of the Ombudsman for Children in Dublin. The summer programme took place over a period of 7.5 weeks with an increased uptake from 2015. A large proportion of this programme took place directly within the community for the first time including 2 full week programmes of Multi sport and FAI soccer, kangoo jumps, circuit training, yoga and a sports day. Highlights included the Apex leisure centre and tennis and cycling participatory workshops.

From the above it is clear that the most important highlight from 2016 is access to the new Community campus (Carrickphierish hub). The Youth Project commenced activity within the complex on February 29th. The availability of a new state of the art hall, fully furnished with equipment provided an extra service to the young people in the area and additional Project space. The hub was accessed at least 3 times per week supported by Waterford Sports Partnership. In addition it allowed for the facilitation of a highly subsidised 2 week summer programme, a midterm activity programme and various other fitness programmes and taster sessions. This was the first time in 9 years that such a high end programme was accessible directly within the local community and included additional young people previously not engaged. Other highlights included the participation of 9 young people in the annual Waterford Youth Workers Alliance (WYA) Art competition with 3 young people prize-winners and 6 young people participated in the WYA Annual Christmas quiz with 1 team overall winners.

In terms of funding and fundraising, several successful funding applications were achieved over the year including The National Lottery; Youth bank and the Young Peoples facilities and service funds art bursary. The Project participated in a fundraising garage sale and the selling of raffle tickets. Outreach for the Project was on going and included 3 school outreach sessions and a Community Open day (February)

and Public briefing meeting (November) in the Carrickphierish Complex with all relevant stakeholders new to the community.

The Project maintained its high level of community involvement with 7 volunteers, a decrease on previous years. 2 of the volunteers have been committed to the Project for 8 plus years. Training opportunities accessed included; Safe Talk, Child Protection Training, Occupational First Aid re - certificate ,Reflective Practice, Active Leadership, HSE 'Cook it' Tutor training, Restorative Practice, Storytelling in Youth York,- Sexual Health Education and HERE4U listening skills.

Next year the Project will celebrate 10 years in service. This is a huge achievement for all the young people involved and its supporters. The Project looks forward to the year ahead and the success and challenges it may bring.

Shy Project

2016 began as a time of uncertainty for the SHY Project, with the departure of the long-term workers the previous year. A new part-time worker was employed in October, and a new full-time worker began with the project in January. With changeover in staff in the SWAY Project, and in Southside CDBI, the centre team was also new. For the SHY Project, this was the end of one phase of the project, with new opportunities not yet having emerged.

The SHY Project worked with 89 young people. Work was carried out with the young people in six established core groups over the year, two young men's groups, two mixed gender groups, and two young women's groups. A new core group for young women aged 10 -12 years was established. The project again facilitated education support with 18 young men, four afternoons weekly in partnership with the local Scoil Lorcaín primary school. A weekly support programme was carried out with two at-risk young women.

There was some fall off in attendance early in 2016, due to the uncertainty of some of the young people, with the loss of their established leaders, but most gradually returned over the year. The focus for leaders was on establishing relationships with groups and individuals, in familiarising themselves with the norms and traditions of the groups, and involving the young people in addressing the process of change in their groups.

The work and commitment of 14 volunteers was vital in maintaining consistency in this year of change, and in supporting the new workers. Four junior leaders made a significant contribution, particularly over the summer months.

Contact time with members varied according to their needs. 20 high-risk young men had access to six contact points weekly. Seven young people had access to three weekly points of contact time, and eight young people attended two weekly programmes.

The project was successful in engaging additional young women over the year. Nine young women were targeted in February and engaged in an introductory programme. They were then engaged in summer programme activities and participated in a weekly Art and Crafts programme in the Autumn, before establishing themselves as a core group.

Programmes were again based on the needs and interests of the young people involved which were expressed or observed through a series of consultation processes. Most of the programmes took place in centre and included group games, teambuilding exercises, arts & crafts, sports, cooking and inter-project table quiz & movie nights. Out of centre activities included cinema trips, and swimming.

The young people were very involved in planning seasonal programmes, based in their knowledge and experience of other years. They were also involved in fundraising to reduce the cost of activities. Summer and Easter programmes included sports days, team games, field games, horse riding, laser blast, photo scavenger hunt, and treasure hunts. Twenty three young people participated in full day activities in Dunmore East Adventure centre, and nineteen participated in a trip to Oakwood. Halloween activities included mainly Arts and Crafts, trips to the house of Horrors, and seven young people participated in an inter-project event with Woodstown Residential Centre.

Two volunteer appreciation nights were held in 2016. One was also held in honour of the long-term worker who left in December 2015. A very successful junior leader night was held in partnership with Farronshoneen. The event gave space for junior leaders to share their experience as volunteers, identify their contribution, and the benefits to themselves. It also included a social/team activity in Lockdown Activity Centre.

Some of the issues arising for young people over the year were an increasing number of young people experiencing anxiety, dilemma's arising due to their involvement in social media, and for some of the older young people, difficulty in accessing training, work opportunities, or part-time work. Some young people considering third level courses were unable to afford entrance fees or material costs.

The main challenge for our Project in 2016 was managing the transition to a completely new leader team both in the SHY project and also within our youth centre partners in the SWAY project. Another change for the project team occurred in December, when the part-time worker left to take up another position with WSTCYS.

A highlight for our Project in 2016 was, despite a feeling of insecurity as a result of the many changes in the leader/staff team, the young people remained committed to their groups, and were open and willing to accept the new leaders. The Christmas show at the end of the year, illustrated their love for the traditions and spirit of the SHY Project, and their sense of ownership.

Youth Information Service

In 2016, the Youth Information Service supported young people to develop the ability, skills confidence and knowledge to use and apply information to become active citizens and to better participate in society.

A total of 8,294 information related tasks were undertaken by the staff of the Youth Information Service as a direct result of contact from enquirers during the last year. Out of this figure 6,732 were within the age category 15 to 21 – many contacts were from repeat visitors or members of youth information youth groups. An overall total of 5,424 queries were dealt with in 2016. Top two categories were Education & Employment, followed by queries on Health & Mental Health. 1,089 young people were recorded under the heading of special services, which include secretarial services, photocopying, typing and CV preparation and supervised public Internet Access.

345 young people had queries around youthwork. These included access to supports and information and advocating on their behalf to secure follow up interventions. Many of these queries resulted in volunteer placement and improved integration between the Youth Information Service and the wider range of youth projects of the WSTCYS.

The YICs set up and supported a Peer Information Group that carries out work on the information needs of young people around the impact of Cyberbullying, Mental health and exam related stress. Other groups included; a web design group, an LGBT group in Dungarvan, and targeted one-to-one work in Clonmel. Through Youth Work Ireland the Youth Information Service became members of the European Youth Information & Counselling Agency (ERYICA).

European Youth Week – TTM week

To celebrate European Youth Week (EYW) 2016, the youth information service held an inter-schools table quiz for Transition Year students from three secondary schools. Positive outcomes of these events were bringing together the young people in a safe youth friendly environment, to promote and encourage engagement and use of services within the youth information centres.

Travel and support structures for the regional centres in Clonmel and Dungarvan were again restricted due to budget constraints. Travel cuts resulted in face to face support and training being limited to one day per month to Dungarvan YIC and one day per month to Clonmel YIC. Staff training and support suffered due to financial restrictions. In the face of these difficulties staff in all centres organised outreach events, workshops, themed quizzes and strengthened their place in each community, a clear example of the dedication of staff to this service on how we did and always will rise to meet any challenges to our work with young people.

Volunteers participated in service delivery and development through participation in the Youth Information Advisory Group, which held quarterly meetings throughout the year and as active members of the Implementation Team of the NQSF.

Highlights

2016 saw the Youth Information Service successfully complete the second phase of the National Quality Standards Framework Audit, supported by staff, volunteers and the ETB youth officer. Some very positive recommendations were incorporated into a Continuous Improvement Plan which forms the foundation for our work going forward.

The service secured capital funding to set up a new IT room, which has been in full time use delivering programmes and training sessions to young people from other WSTCYS projects, youth information groups, the XLC students and members of the Youth Employability Initiative programme.

Through Youth Work Ireland the Youth Information Service became members of the European Youth Information & Counselling Agency (ERYICA), this means that we are now active members of two of the largest Youth Information Networks in Europe. Clonmel YIC were mentioned in the Annual Report of Eurodesk, a project of the European Commission, for our work promoting European Youth Information & opportunities to local young people. An initiative that saw us partner with local libraries and schools, where information staff facilitated a large scale debate about what Europe means to young people.

Woodstown Residential & Activity Centre

Woodstown Residential and Activity Centre (WRAC) provided a secure, safe environment of natural beauty, located on Woodstown Strand, which helped young people achieve a range of personal and social developmental outcomes through the medium of residential group work. The unique opportunities afforded by this special type of youth work have led WRAC to have a special place in the hearts and minds of young people within the WSTCYS.

2016 was a challenging year, following the floods of December 2015, which resulted in the closure of the premises for 7 months. Using the wonderful youth work skills of resilience and reframing though, it was realised that this allowed time for other actions that have put WRAC on track for a very positive future. NQSF Year 1 was completed, 6 good volunteers have been recruited and inducted, (and have been a huge advantage for the Project), and connections were established with a number of local community groups and organisations. The building has been completely refurbished and the Project is busier than ever.

During the 5 months that the WRAC was open, 19 groups used the facilities:

- 9 bookings from internal WSTCYS projects
- 10 bookings from external groups
- 659 Young people used the Centre – 337 young men and 332 young women
- Even though the building was closed for 7 out of 12 months, numbers were only down by 21% year on year

There were a number of Programmes run by the Community Youth Worker during the year, and these included:

- Hiking trips in the Comeraghs, Galtees and Knockmealdowns
- Self-care days by the beach
- Games evenings with volunteer groups
- 'Make Yourself a Job' Enterprise Programmes

Highlights included:

- The Youth Employability Initiative was run by the Woodstown Project between September and December, resulting in significant positive outcomes being achieved by the participants.
- The premises is completely refurbished and modernised, and is being booked up very quickly.

Challenges included:

- The flooding was challenging, but it also provided renewal and opportunity.

Ball Youth Diversion Project

The Project engaged a total of 31 young people during 2016. Of these, 15 were primary participants and 16 were secondary. A total of 9 referrals were received last year, 3 primary and 6 secondary. The young people scored between 4 and 7 on the YLS/CMI SV tool. 6 young people completed their interventions with the Project, of whom 3 were primary participants. Tailored interventions addressed emerging needs captured in the risk categories outlined in the YLS/CMI 2.0 tool. The main offence categories were: Shop theft; Burglary in the company of sometimes more hardened adult criminals to pay off debts or gain recognition; Substance misuse, in particular cannabis impacting on motivation levels; Public order, mainly alcohol related fighting and organised fighting with rival peer groups.

Participants' priority needs identified to address the categories included: Improved knowledge of effects of long term use of cannabis, access to pro social relationships, enhanced awareness of the impact of excessive consumption of alcohol and decision making under its influence, improved resilience in the community with regards to the influence of pro criminal peers/adults, increased access to pro social leisure programmes, reduced instances of anger in school and improved attendance and reduced impulsive behaviour and decision making.

Interventions were delivered in line with the BALL Project Annual Plan to address these needs. The successes of these interventions included: Improved communication and trust between the parents and Project workers; 30 males and 1 female remained in education, training and employment in 2016; The participants were able to identify the differences between positive and negative peer relations and developed an understanding of and improved resilience to the dangers of becoming involved with negative peers; Collaborative interventions between the Waterford Community Based Drugs Initiative and the Project staff led to enhanced knowledge of the effects of drug use on the body and mental wellbeing, reduced drug related incidents, improved engagement and openness to engage in drug related interventions, enhanced understanding of dangers of buying and using internet substances; Blended learning programmes using outdoor pursuits targeted participants' ability to self-reflect using real time practical scenarios that stimulated learning; Restorative Circles improved the pro social attitude of participants through improved awareness and increased empathy and understanding of who is affected by their behaviour.

6 local volunteers, 2 students and a local CE worker continue to have a positive impact on the development of the Project work and the progress of the young people themselves.

Highlights for the Project in 2016 were:

- A highlight for 2016 was the progression and retention of older and newly disengaged participants into courses and/or employment.
- Only 2 young people reoffended in 2016
- The soccer group availed of free tickets donated by the FAI to attend a R.O.I. football match in the AVIVA. Those who participated regularly got to attend.
- The participants engaged in the Centre based 'Mental Well Being Week' in conjunction with Youth Work Ireland. These programmes were run collectively with the W.C.B.D.I. and the Millennium CYP.

Challenges for the Project in 2016 were:

- 1 young man expelled from school at 13 with no suitable education placement available
- Lack of suitable residential care placement for 1 young man whose criminal behaviour escalated after a residential placement
- 2 High Risk participants not engaging regularly with Project despite ongoing efforts to encourage their participation.

The Project engaged a total of 31 young people during 2016. Of these, 15 were primary participants and 16 were secondary. A total of 9 referrals were received last year, 3 primary and 6 secondary. 6 young people completed their interventions with the Project, of whom 3 were primary participants. The main offense categories addressed by the projects interventions in 2016 were shop theft, burglary, substance misuse and public order. Intervention successes for the young people were measured by improved family communication, Retention in school, training and employment, enhanced resilience within pro criminal peer circles, reduced drug related instances, improved mental wellbeing, enhanced self-reflection and increased empathy for those affected by their choices. 6 local volunteers, 2 students and a local CE worker continue to have a positive impact on the development of the Project work and the progress of the young people themselves. Only 2 young people reoffended in 2016.

Clonmel Youth Diversion Project

The CYD Project was established in 2001. The project is based in the Wilderness Youth and Community Centre and St Oliver's Community Complex in Elm Park. Referrals are accepted from across the whole of Clonmel. During 2016 the Project supported young people as some were disengaged and new referrals accepted. The YLS/CMI 2.0 assessment tool provided a means of evaluating where a young person is at and putting in place the appropriate supports.

The projects focus was on work with young people who had received cautions in line with IYJS guidelines. Young people received additional support in the areas of educational support, training and improving employability prospects. The Project endeavoured to provide a holistic service to young people in the communities while challenging anti-social and negative attitudes. The project worked towards greater social inclusion in the communities through outreach work with members of the Travelling Communities.

Primary referrals at the end of last Quarter of 2016. (young people who have received a JLO caution)		20 7 females 13 males
Secondary referrals at the end of last Quarter of 2016 (young people identified as being at risk of involvement in anti-social behaviour).		22 7 females 15 males
Groups / One to One participants	Age 14-16	7
Wilderness younger boys Group	Age 15.	2
Wilderness Young women's Group	Age 12-14	5
Traveller young men's Group	Age 13-15	7
Traveller Girls Group	Age 13-17	10
Monday night Soccer	Age 15-18	2.
2 siblings	Age 12-17	9.
One to one referrals only		

Group/Programme work during 2016

Young people received support in the following areas; early school leaving, job applications, information and applications to further training courses, C.V preparation.

Programme work (from the IYJS work plan 2016); Focus was placed on developing empathy with young people and the identification and provision of pro social activities and protective factors in young people lives. The Project addressed ongoing issues in young people's lives which relate to alcohol misuse, myths about the dangers of cannabis and the dangers of social media.

Crime awareness was addressed through worksheets, discussions and personal development programmes.

Sections of the Copping On crime prevention programme centred on addressing young women's involvement in theft, fighting and aggression while male participants were involved in trespass and public order offences.

One to one support was provided to young people who presented with issues which were not suitable to being addressed in the group setting, 9 young people received on-going one to one supports.

Contact time was divided between issue based work and socially based activities to enhance personal development and address and challenge young people's attitudes towards their community.

Life skills developed with young people centred on socialization, getting work ready, practical skills included theory test preparation, cookery, gardening and utilising local amenities.

Voluntary and Community involvement

A community barbeque was held in the Wilderness Youth and Community Centre in June. The event was organised by all the projects resident in the Wilderness Centre. Young people along with their parents/guardians attended while members of the Community Gardai assisted on the night.

An afternoon tea was organised in the Wilderness Centre by two participants, this was in conjunction with a member of the mental health consumer panel which works to promote positive mental health in the Community. Funds raised by the initiative were donated to Taxi Watch in Clonmel.

Highlight

One of the highlights for the year was the trip to Woodstown Residential and Activity Centre in August where 6 young women from the Travelling Community participated in a weekend residential programme. The group really enjoyed the break away from Clonmel and the opportunity to visit Hook Lighthouse and Loftus Hall.

DAY Youth Diversion Project

Over the course of 2016 the DAY project worked with young people to tackle the most prevalent offending behaviours. The most problematic youth offences in the Dungarvan Sub-district for 2016 are theft from shop (20%), public order offenses (14%) and drunkenness (11.6%). The official crime statistics provided by An Garda Síochána show a decrease in number of youth offences at the end of 2016. The project worked with young people on a number of initiatives including special interest programmes and personal development programmes in addition to educational and social initiatives. 2016 was a year of great progress for the DAY Project as participation levels increased and the project gained in both momentum and engagement levels.

Quantitative Information

Over the course of 2016 the project worked with a total of 40 young people, 17 female and 23 male. A detailed breakdown of the age categories are provided below:

Age	Female	Male
12-14	8	13
15-17	9	10
18-20	0	0

From the introduction of the YLS/CMI 2.0 risk assessment tool, the concept of smaller groups and 1:1 work allowed for tailored case management in 2016 and the project operated largely on a 1:1 and 2:1 basis. A number of young people engaged in 5 core groups as outlined below, as well as their 1:1 sessions, DROP IN's times, Special interest programmes and seasonal activities such as summer programmes, mid-term activities and community events.

- Girls Group with 4 participants aged 12-13
- Traveller Boys group with 5 participants aged 12
- Older mixed group with 7 participants aged 15-17
- Junior Boys group with 4 participants aged 14-15
- Traveller girls group.

Highlight of 2016

Attending the Youth Work Ireland Conference on 22nd October in Dublin Castle with the young people. The theme was 'Wellbeing'. This topic is significant for an older group of 7 young people engaged in the DAY Project. In Q4 the group completed a 10 week WWETB course on 'Meditation and Mindfulness', an area signposted as a priority support need from the 2015 highlight 'Mental Health Week'. The group are planning on doing the 'My Friends' Programme in 2017 to continue on this topic in the hope to work on the young people's coping mechanisms, stress management, resilience, supportive relationships, anxiety issues, environmental triggers etc. to help them manage themselves and their behaviour more effectively.

Challenges of 2016

In filling in and implementing the new YLS/CMI 2.0 risk assessment tool in its first year of operation. The YLS/CMI 2 Case Management tool is more tailored and young person specific. The document is 6 pages with 8 types of intervention areas reviewed for each young person and a strategy developed then based on the results of the review. Implementing this new case management resource posed a new challenge throughout the year. A challenge was posed to have realistic expectations in tackling such interventions, mainly timescales, the availability of resources and capacity constraints, as well as the worker's general

confidence in using the new tool given its first year of use. To support staff 'Community of Practice' meetings occurred quarterly for the region and all initial queries were addressed and supports given. It is hoped this tool will give great structure and support to the project in 2017 despite the initial challenge in its use.

Volunteers and Community involvement

- The day project had 7 regular volunteers who worked with groups throughout 2016 in addition to 10-15 reliable volunteers who were available for once off events and activities.
- In collaboration with the CYP the DAY project took part in the Annual Trolley Dash, this food appeal encourages young people to get involved in collecting non-perishable goods for St. Vincent De Paul over a 2 night period, over 40 families received food hampers as a result of this collection.
- Additionally in response to an identified community need the volunteers and young people from the DAY Project took part in a community remembrance ceremony to remember all the loved ones that were lost during 2015 allowing the project to end the year in reflection and celebration with community members.
- At the end of the summer the Project held a Volunteer appreciation BBQ event.
- For Youth Work Ireland Week, in collaboration with the CYP, a colour run and BBQ was ran, a blackboard of positivity was wheeled around Dungarvan for a day, a coffee morning was held and a mental health walk was supported.

The Project also supported 5 YP and volunteers to complete the Darkness into Light walk in May.

E.D.G.E. Project

The EDGE Garda Youth Diversion Project is based in Carrick on Suir. 2016 was a productive and exciting year for the Project with many highlights achieved and challenges faced. The Project engaged with 35 young people. Group work continued to be a key intervention type with positive growth and development evident in all groups and individuals. New initiatives were set up and embraced by participants. There were 6 core groups engaged with and each group received 3-4.5 hours of group work per week. Participants also engaged in additional points of contact and special interest programmes. Examples of programmes participants engaged in are: Alcohol & Drug Awareness, School Holiday Programmes, Personal Development, Residentials, Drop in, Community projects, Outdoor Education, Late Night Soccer Leagues, Supporting school attendance, First Aid, daily Check Ins, Exam and future ambition support. Group work was complimented by one to one work, parental contact and support, referrals and advocacy. On average during term time the Project provided 25 hours of contact time per week. This was increased during school holiday programmes.

Highlights for the Project in 2016 were:

- 34 of 35 Project participants did not receive a caution last year. No secondary target group participants became primary in 2016.
- In 2016, the Project also worked at raising the profile of the Project in the community through work such as Primary School Programmes (38 young people), Civic Responsibility Projects, Transitions Programmes (7 young people), Open Days, and Information Evenings.
- In 2016, emphasis was placed on the development of a sense of civic responsibility in participants as a result of key issues relating to anti-social behaviours in the town throughout 2015. Programmes included: Pink Party, SOLAS Centre Run, Darkness into Light Walk, fundraising for the local River Rescue, Mental Health Awareness Mural, knitting for premature babies, mindfulness workshop for community members as part of a Wellbeing Week.
- The EDGE Project is now a Campaign Partner of the #littlethings campaign.
- 4 young people represented WSTCYS and prepared and 2 facilitated a Mindfulness Workshop at the Youth Work Ireland Wellbeing Conference.
- One young man received an award for his 'Healthy Selfie' entry into the CLICK YWI Competition.
- The input and presence of local Gardai in the Project is consistently a positive intervention for all aspects of Project work.

Challenges for the Project in 2016:

- Drug and Alcohol Misuse –It is evident in the discussion with young people that this is a regular behaviour for many in the town.
- Mental Health- in many cases the Project has become the first point of contact for participants.
- Engagement- the issue of parents not engaging with information sessions despite the sessions being personally identified as an area for support.
- Reduced Garda presence due to funding/resources resulting in undetected youth crime levels appearing to be high. This has the added impact of a reduction in primary referrals.

Volunteer and Community Involvement:

In 2016, the Project engaged with 4 community based volunteers and 2 WIT student placements.

P.A.C.T. Project

The PACT project operated during 2016 with the support of 7 volunteers and 5 students. The project staff and volunteers worked with a total of 54 young people during the year. The breakdown ratio of Primary to Secondary participants throughout the year was 15:39. During 2016 there were 6 secondary participants who were transferred to the Primary target group during the year. The Project received 10 new referrals. 3 were Primary referrals and 7 were Secondary referrals. There were a total of 3 planned and 8 unplanned Primary disengagements. As for the Secondary disengagements, there were 2 planned and 6 unplanned.

The Project staff collaborated effectively with other stakeholders and agencies to meet the needs of participants, families and the wider community.

Highlights for the Project in 2016 were:

- 3 primary referrals had positive planned disengagement resulting in: The first (completed the Moving On project and gained an apprenticeship with a local hairdresser), the second (completed the leaving cert and gained work in a local Meat Factory) and the third (completed the leaving cert and gained work in a local call centre). Two secondary referrals had positive planned disengagement resulting in: The first qualifying as a Beautician and the second (completing leaving cert and gaining work with an electrician).
- 18 Young people attended homework and study support. 2 completed the Leaving Cert and 9 completed the Junior Cert. There were no failures of any individual subjects by the 9 young people that completed the Junior Cert in 2016.
- The project participants were joint winners in the Harvest Festival garden design competition which resulted in the project receiving €250 prize money and are scheduled to create a garden design to be exhibited at Bloom in 2017 in collaboration with Pathfinders (Brother of Charity Waterford).
- 1 participant successfully completed the Youth Employability Scheme course Woodstown.
- Project staff developed links with Kilkenny Leader Partnership which was of benefit to 7 young people who participated in information evenings regarding access routes to apprenticeships and training. 2 participants completed training courses which lead to apprenticeships with a Hairdresser and a Painter and Decorator.
- 4 young people participated in the looking at my crime programme which had a huge impact on them reflecting on their behaviours.
- The project continued to engage participants in a number of voluntary and community programmes during the year including, volunteering at the Deise Animal Sanctuary 12 young people participated in the Darkness into light walk for Pieta House, A fundraising walk, for a parent who had to have her leg amputated due to illness and a community clean up
- The project hosted a Drug and internet safety awareness evening facilitated by Sinead Donohoe JLO with 20 young people attending
- 2 participants visited a Restaurant business where they interviewed the owners on how they became qualified, set up their restaurant and the running of the business on a daily basis. This further increased both young people's interest in training in the field of culinary arts.
- 4 parents attended a morning designed to develop their skills in dealing with communication and parenting issues. The feedback from parents and young people since has been that there were noticeably improvements in home life as a result.

SWAY Project

In the SWAY Project, 2016 was a year of strengthening and deepening of new relationships made in 2015, when two new workers joined the project. Workers continued to integrate themselves into the communities of the Sacred Heart and Dunmore Road, building professional links with young people, parents, volunteers, schools, community Gardai, social workers and other professionals working in the area. Through the Referral Assessment Committee, this allowed the Youth Justice workers to:

- Identify and target those most appropriate for engagement in the SWAY GYDP
- Accurately assess the presenting needs of referrals
- Design and deliver interventions to best meet those needs.

Workers employed a number of methods of assessing needs including meeting with young people and their parents/carers, liaising with other professionals informally and formally through case conferences, meeting with residents and businesses affected by anti-social behaviour, attending local community action group meetings and liaising with community Gardai in the area. This not only allowed the workers to gain a more complete profile of youth offending in the area but also raised the profile of the work of the project in the community.

The SWAY Project engaged a total of 40 participants for the period. There were 24 male and 16 female participants, all between 12 and 18 years of age. The project commenced interventions with 20 new participants during the year and 18 young people in total were disengaged. At the end of December there were 33 young people actively engaged in the project.

Core group work was delivered to 7 weekly core groups during this year. Almost all groups contained a mix of both primary and secondary participants and groups were formed around young people's age and level of risk/need. A total of 29 young people engaged in group work. In addition to this, one to one work was accessed by 21 young people during the year.

Programmes delivered across groups included a 10 week Drugs and Alcohol Awareness Programme, Education Support, Crime Intervention Programmes, Youth Arts Programmes, Health and Wellbeing Programmes, Special Interest programmes as well as a very active Summer Programme, with outcomes for young people such as:

- Improved communication and listening skills
- Increased capacity to explore and address problematic behaviours
- Increased empathic skills/Increased sophistication of emotional language
- Reduced Impulsivity
- Increased pro-social behaviour
- Increased opportunities to explore and address issues with supportive adults
- Improved capacity to self-regulate behaviour
- Enhanced motivation to change

In one to one work, although the issues explored were specific to each individual, some common themes were:

- Contact with Gardai and addressing the behavioural aspects of offences
- Education Support/Attainment
- Mental health issues
- Family issues
- Risky Sexual Behaviour with focus on healthy/unhealthy relationships

- Peer Influence and its impact on offending behaviour
- Restorative Practice
- Increasing employability – CV making and exploring training and education opportunities
- Exploring talents and interests

Volunteer and community involvement increased significantly this year. We currently have 7 active volunteers, who are involved in facilitating groups and special interest programmes. In addition to this, the project facilitated a WIT Student on placement and an international student from Leuven in Belgium, as well as a student Garda placement.

A **highlight** for the project was completing a 9 week short film programme with 4 young men who devised and starred in a story exploring the themes of drug debts, intimidation and coercion.

A **challenge** for our project in 2016 was addressing the needs of several young people who were refusing to attend school. A significant number of participants have disengaged from school during this period, and while in some cases alternative education was found without too much difficulty, for others the barriers to returning to education – fear, drugs issues, low self-esteem, lack of family support – were too great. In these instances, YJ workers maintained positive relationships with these young people, and support is on-going with them to help them either return to education and training, or to find sustainable employment.

T.Y.R.E. Youth Diversion Project

The T.Y.R.E Project was formed in February 2008. It operates from Tramore Community Care Centre and works primarily with young people aged 12-18 that have come into contact with the Gardaí. The Gardaí and local authorities have been extremely supportive with the project and since the initial emergence of the project, it has grown quite dramatically.

The project engaged 55 young people throughout 2016. At the end of 2016, the T.Y.R.E Project was in weekly contact with 37 young people. 31 young men and 6 young women engaged regularly throughout the year within the centre or through outreach and on a family supportive basis.

There are 5 boys groups and 2 girls groups ranging from the ages 12- 18years. Many of the programmes are needs led and often crisis driven with both primary and secondary referrals engaging throughout the groups. There are a number of programmes that had very valuable outcomes throughout the year, these included understanding my crime programme, cooking programme, self-awareness behavioural workshops, community programmes and the summer programme.

There were a number of highlights during the year for the project. The highlights below gives a small account of what stood out for the project in 2016. Weekly attendance and positive engagement in the areas of personal and professional development was extremely high throughout 2016. This illustrates the positive impact the Project is having with young people within the community. 71% of young people that were engaged with the project took part in Special interest groups and the Summer programme over the 8 weeks. Of these 8 weeks, 73% of the hours worked were made up of contact time with this cohort of young people. This illustrates the amount of engagement of the young people throughout the summer. Every young person between the age of 10-13 (approx 600) and 220 2nd year students of Ard Scoil na mara Secondary school and in Tramore catchment area were met by Tyre Project workers speaking on topics of peer pressure, substance misuse, Sexting and cyber bullying in collaboration with Sgt Ian Sheehan. Sexting has arisen as an issue for young people in this age group within the catchment area. A study has shown that 60% of young people going into 3rd year have been asked for a nude picture.

Mental health problems affect 1 in 10 children and young people. The constraints on access to services within the catchment contribute to long waiting lists for young people to receive the appropriate treatment. At times, a more medical intervention is needed and project workers are not appropriately equipped to deal with these issues.

Young people that may have been in the Project or have become extremely high risk having been disengaged from the Project. Young people get embroiled in criminal activity due to lack of amenable supports, employment opportunities, financial restrictions for young people over the age of 18years. These young people at the time of disengagement may not have been in need of such supports but again become embroiled in the culture of substance misuse and anti-social behaviour.

The project is very lucky to have a C.E Worker, Gavin has devoted his time in supporting workers in developing, planning and assisting in programmes that were run. We would like to thank Gavin for his

enthusiasm and dedication to the Project. Additional to this support, there were 3 volunteers, 1 male and 2 female. Volunteers and CE Staff were certified in a number of courses throughout 2016 which included an Introduction to Youth Work/ Child Protection/ Self Harm and Restorative Practise Workshops. The project was extremely involved within the community with engagement in bi-annual Garda Soccer matches which continues to develop Garda relations within the project and young people.

Two particular Success Stories for 2016 are two young men aged 14 and 15 that both had serious criminal and anti-social tendencies, along with regular conflict at home, school and with the Gardaí. Both young men are Primary referrals. Both have had the support on a one to one basis and in group work and have identified and self-regulated their behaviour over the course of the last 18months. Both young men are now doing well in school, have become active members of the community and one of these young men received the TYRE Project Young Person of Year Award 2016.

Cityside C.B.D.I.

Cityside CBDI continued to provide a range of services to the targeted areas of Waterford Inner-city, Ferrybank and the North West Suburbs. The project provided an accessible, non-judgmental and responsive service which aims to meet the needs of individuals and families affected by substance misuse and related issues.

During 2016 there were 72 contacts made with the project by people seeking individual support and concerned person support which included brief intervention, where other progressed to key working or accessed support groups. Auricular acupuncture was provided for 69 individuals either on an individual or group setting through clinics.

Cityside continued to provide a consistent non-judgemental one to one service providing support, advocacy, information and referrals to relevant services. This was carried out with individuals engaged in or at risk of substance misuse and families affected. Interventions are carried out in one to one sessions, through brief intervention in the methadone clinic through information provision and access to holistic therapies.

The workers engagement with service users at the methadone clinic has improved the transition for those accessing the clinic to wider community services particularly when service users have progressed to GP methadone provision and continued to engage with worker outside of methadone clinic. The provision of needle syringe programme was undertaken when present at substance misuse service for methadone clinic weekly where the worker provides for the interventions when needed.

Established a weekly SMART recovery group in the inner city with 11 people accessing with numbers fluctuating weekly this support is to be continued to be developed and supported to grow.

Continued the delivery of the Naloxone pilot programme providing overdose prevention intervention and provision of information this was delivered mostly on a one to one at the methadone clinic. The project also provided Naloxone awareness training to the staff at Mc Guire house (14) and Tintean housing (8) Acupuncture was provided in a variety of settings: one to one support meetings, at the methadone clinic, open community acupuncture clinics, service user group clinic, Brooke house aftercare group and with Ucasadh.

The worker continued to meet family members concerned and seeking support regarding substance misuse, on a one to one level and in a group setting. Members continue to develop and use the shared coping skills toolkit within the group. Respite this year for the family support group took the form of respite provided through the Family Support Network and other respite initiated and planned by the group itself this included respite at Caldey Island, a day trip, respite at Youghal, the Annual Family Support conference, self-care sessions within the group and attendance at the Commemoration service 2016.

In response to an arising need amongst service users Cityside CBDI sought funding through the National Lottery Grant and brought a group of seven on a "Wellness Recovery weekend at Creacon Lodge, New Ross. The purpose of the weekend was to provide a unique opportunity for them to experience a peaceful restorative environment focused on health and wellbeing to support them further in the progression and maintenance of their recovery. The benefits of which have been expressed as invaluable by those who attended. In addition to this those who attended this weekend have formed as a recovery group to continue to support each other and have begun to plan activities for the year to come with the support of the project.

Developed and co facilitated a building self-esteem course for women with counsellor Ger Campbell from the substance misuse team. Participants got the opportunity to understand what self-esteem is and what helps or hinders it and build in their confidence all in a safe, supportive and creative space.

As part of Youth Work Ireland Week and the integrated team approach at the Edmund Rice Multiplex Cityside organised a community information night with speakers focusing on mental health. The project also provided auricular acupuncture to various groups as part of the holistic day for that week.

In collaboration with Waterford Healing Arts and the Substance Misuse Team, Cityside CBDI was involved in developing and co-facilitating an art taster programme for people accessing substance misuse services. The duration of the programme was eight weeks with eight participants attending. Following from this Cityside provided an informal group space throughout the summer for those who had attended the programme to continue to develop their interest in art and support each other in their recovery.

Cityside CBDI co-facilitated the delivery of the SAOR screening and brief intervention training providing the training on two occasions to 30 attendees of various professions from tier one and two services

Delivery of four drug education sessions with a group of volunteers from the Manor street Youth Project discussing current drug issues in the community providing information around new psychoactive substances and exploring responses and approaches to substance misuse issues amongst young people.

The project continues to incorporate the use of the ECASS system into daily practice of recording.

Three volunteers continued to support the provision of auricular acupuncture clinics. Their dedication and support has been hugely beneficial in supporting the projects delivery of other aspects of the work. Ten people representing the communities targeted by Cityside CBDI made up of volunteers, concerned persons and service users attended the National drug strategy consultation meetings to highlight the issues and needs arising within their communities.

Clonmel C.B.D.I.

2016 was a very successful year of operation for the CCBDI. Support work for both family members affected by another person's use of drugs and support for users in recovery was a large focus of the work. 79 individuals accessed one to one support from Clonmel CBDI and a further 100 (approx.) were supported through the HSE interagency assessment clinics. The total number of contacts or client's sessions through the CBDI was 654 approx. Individual support contacts were made with 89 referrals to other services. 16 individuals and 4 families completed Community Reinforcement Approach and CRAFT which is an evidenced based approach to Drug and Alcohol Treatment. The CBDI worker worked alongside the Outreach Services and The SMT Team to support the Methadone and NEX service. A very positive working relationship has been established. The CCBDI maintained its community voluntary team to 5 people who are involved at a variety of levels within the delivery of the work of the Initiative. The volunteers have received training according to their needs during 2016, which included Drug Awareness, Child Protection and facilitation training.

Auricular Acupuncture.

In 2016, 223 treatments took place using auricular acupuncture/Holistic Therapies. 54 peoples stress level were significantly decreased by the treatment. It is worth noting the importance of Mindfulness, meditation and Reiki as many of those entering treatment have stated that on discharge it is an element of the treatment that they find is missing. Following a focus group with service users they all felt that they have benefited from the combination of Acupuncture and meditation. The feedback through the clinics was that individual stress levels were greatly reduced in people who attended and the relationships with local community members have continued to improve as a result of the interventions Clinics are solely run by volunteers in the service.

Support Work

CCBDI offered support to people in the community who are affected by drug and alcohol use and for people who are seeking information about treatment. In 2016, a total of 79 individual support contacts were made with the Initiative. The drugs worker continued to be involved in The Family Support Groups which were held weekly. 24 families were supported in a group setting and other families on a one to one basis which included referrals to other relevant agencies and follow up support. Many service users also addressed associated issues such as housing, physical health, issues regarding children and progression routes to education and employment. Information on drugs and alcohol was provided to all service users during the year either formally or informally as part of the support offered. Individuals that had contact with the project in 2016 reported that their state of mind had improved due to the work of the CBDI but also as a result of being referred to a service appropriate to the service user's needs

Education and Awareness

CCBDI provided a number of Education and Awareness courses to the local communities in the areas during 2016, in total 550 people engaged in Education and Awareness Programmes.

Parents and siblings of drug users have gained the awareness, knowledge and support needed to deal with their everyday situations and shared their experiences with others in similar situations. In general, they have improved their quality of life and the life of the family unit.

The parents who participated in programmes gained increased knowledge and awareness in substance misuse and also improved their skill and abilities in tackling other issues arising within their family. Examples of such programs were Interactive workshop in conjunction with CSPE teachers and all students of a local secondary school where 400 students availed of education and awareness. Modularized community addictions programme and other various programmes were run throughout the year.

Policy and procedure

Acknowledgement by the local community of the work that the CBDI is doing is a key factor in assisting the Initiative to influencing local policy The project has worked on a range of activities which have an implication for policy, that is work which is likely to influence the policy of particular agencies, service providers or other organizations, and which is likely to have significance beyond our community.

Project maintenance

Every effort was made in 2016 to continue the work of the project, to sustain the services that already exist and to respond to emerging needs in the community. The CCBDI demonstrated that the level of education and support in the targeted areas within the budget restraints represents high value for money and reaches high numbers of families and young people deemed most at risk of involvement with substance misuse. All administration work for the initiative was completed and annual report and work plan submitted.

Co. Waterford C.B.D.I (East)

In 2016 the East Co. Waterford project continued to promote maintain and provide a valuable service to the community. The project delivers an effective service through three strands of work (1) the individual, (2) the family and (3) the community as a response to substance misuse.

During 2016 a total of 30 individuals engaged with the project for one to one interventions 11 of which were concerned persons. The majority 22 individuals, of which were 25 years and over, 4 between 18 and 25 and 4 between 15 and 18, of these 16 females and 14 males engaged with the project. All those that contacted the project were offered various options of support through education and information, harm reduction, screenings and assessments, ongoing referrals and follow up care.

Drug education and awareness was also delivered to local scout group leaders and young people and will continue to provide programmes to young people at risk of exposure to substance misuse.

With the support of volunteers the project provided auricular acupuncture as a form of holistic therapy to reduce stress and increase relaxation to 30 individuals, family members and community people in Tramore. Following positive feedback from the community for holistic therapies three members of staff and volunteers completed level 1 Reiki training in 2016 which when completed in 2017 will complement auricular acupuncture as a form of respite.

The project supported the Methadone Clinic and the Needle Exchange two Fridays each month to provide brief interventions, harm reduction and information to individuals.

Challenges:

- It continues to be challenging for women to access the service. This can be due to a number of issues e.g. lack of childcare, stigma, lack of funding to access the project (transport) and mental health issues.
- The normalization of cannabis use and weed amongst young people continues to be challenging. It is easily accessed in the community and on internet sites. The lack of treatment options and counselling adolescent specific continues to be a challenge.
- Dual diagnosis is a further challenge due to the lack of mental health services in the area. When individuals present who have mental health issues, it can be difficult to ascertain whether treatment for the mental health issue is the primary concern or substance misuse.

Co. Waterford C.B.D.I. (West)

In 2016 the project continued the endeavors of previous years to respond to issues of substance misuse in Dungarvan and West Waterford. The activities of Co. Waterford Community Based Drugs Initiative during 2016 were brief interventions with those engaged in or at risk of substance misuse; holistic interventions to reduce stress and promote the achievement of goals for service users; support of the Methadone and Needle Exchange programme in conjunction with the HSE; harm reduction through information provision and capacity building; family support group facilitation; targeted drug education and training; representation of issues associated with substance misuse within the community; volunteer involvement and support and project maintenance.

70 individuals accessed one to one support in 2016 and a total of 15 individuals attended the Wednesday evening out of hours Open Access service throughout the year, some attended on a regular basis and some dropped in intermittently. 47 people availed of Auricular Acupuncture and 79 treatment sessions in all were provided in 2016. 21 family members accessed family support in 2016 (2 male and 19 female), 6 of those family members participated in group support.

135 people benefitted from substance misuse education and awareness which was designed and delivered to meet the specific needs of each group. Substance misuse education and awareness was delivered through drug and/or alcohol education programmes, workshops and information sessions, and was also provided on a continual basis through support work.

While the project endeavoured to work with the community to develop responses to substance misuse related issues, the following challenges remain real and pertinent to the community of Dungarvan and West Waterford:

- Antisocial behaviour, violence and criminal activity have become the norm in certain areas in Dungarvan particularly in relation to prescription medication misuse and poly drug use.
- Intimidation relating to drug debt is an issue for families, there is victimisation of community members reporting and a huge fear of getting involved.
- West Waterford comprises a substantial geographical area, it can be difficult for the project to extend beyond Dungarvan hence those individuals affected by substance misuse in more rural areas are receiving a limited service.
- There is currently little response to homelessness in the County with no emergency accommodation available.

- While there has been some increase in service provision, such as counselling and mental health services, this has been limited and has resulted in continued difficulty accessing these services or significant waiting time particularly in West Waterford.
- The CBDI is very often a holding place for individuals and families until they can access an appropriate service, this places constraints on what can be done in the community in terms of education and prevention.
- The dual diagnosis of those involved in substance misuse is poorly addressed in West Waterford
- The drug dealing of prescription medication is not being tackled effectively with the community reporting widespread Benzodiazepine use among young people.
- Availability of drugs is a major concern among communities and the perception is that the availability has increased.

The work of the project was enhanced in no small part by the support of three volunteers who committed several hours every week. Their continued involvement allowed the project to maintain a presence in the community throughout 2016 and their input provided added value to the work of the CBDI. Without such support and dedication the provision of some of the services detailed would not have been possible. One highlight was the development of a Coping Skills Group which was co-facilitated by a HSE Substance Misuse Service addiction counsellor and the project worker. Throughout 2016, 15 individuals learned specific skills, within a group setting, to help them deal with their emotions and to replace problematic substance misuse with alternative skilful behaviours.

Southside C.B.D.I.

2016 was a unique year for Southside as a project. The long-term worker spent 7 months on maternity leave and the project was maintained in a holding capacity through the support of a new worker and a team of 8 volunteers. The volunteers played an instrumental part in keeping the community holistic clinics in operation providing low cost, no cost stress relief to the Sacred Heart and Dunmore Road neighbourhoods.

Southside worked with 136 people during 2016. The majority of these people accessed the project in an informal manner through holistic therapies. More intensive interventions were accessed by twelve women attending Southside's weekly family support group. 14 males and 4 females accessed the project for support in reducing and or abstaining from alcohol and drug use and a further 12 individuals sought out one to one family support. In addition Southside continued to support Brooke House with providing acupuncture to participants in their after care group every six weeks. The methadone clinic was allocated bi-weekly support for 5 months.

The highlight of the year for Southside CBDI was the strength at which the volunteers took on a leading role in the absence of the long-term worker, not only providing services in their community but allowing the new worker to concentrate her focus on co-ordinating the other areas of work within the project. It was apparent that all of the training and investment into volunteers really paid off and could be seen and felt at a grass roots level. Relationships with other internal projects, statutory organisations and community groups were kept due to the dedication of the replacement worker.

The challenges are similar to those of years gone by. The community appears to have access to a wide variety of drugs which keep adapting and changing. Anecdotal evidence suggests that synthetic drugs such as M1 are being used recreationally with many people of all ages using benzo's. Each type of drug brings with it its own set of complications which is made even more difficult by the fact many people are often involved in poly-substance-abuse. Staying informed about these changes and imparting the right information to others is often a challenge.

The project itself was in a phase of transition this year, which was of course a challenge, but one that the project tackled quite well. This was in part due to the level of planning in preparation for maternity leave that took place. The hiring of a suitable replacement who demonstrated great heart and the long-term commitment of the volunteers. As a result the project dealt with the challenges it faced in a timely and purposeful manner.

The project continues to tackle these challenges through a community development model with a holistic ethos. Encouraging the involvement of volunteers where appropriate to deliver services. Utilising all areas of training, allowing individuals struggling with alcohol and substance misuse to name their level of use and devise their own care plans through setting realistic goals based on the individuals defined need. Most importantly the project realises the importance of identifying supports at a community and local level to encourage reduced use and/ or abstinence and live a healthier life.

2017 will look at putting more of an emphasis on information sharing with other groups, in a direct attempt to deal with the ever changing landscape of drug use.

Suir Valley C.B.D.I.

2016 was a busy year for the Suir Valley CBDI with many challenges and highlights during the year. Below is a brief outline of the year for the project.

In 2016 once again the larger percentage of those looking for support did so around their own or another's Alcohol use, this was often the main substance of those who also presented with a cocktail of substances (poly drug use).

During 2016 the project saw an increase in service users who died either from their substance misuse or through suicide. In 2016 the project was affected by the death of 5 service users. Three were from suicide, one from an overdose and one from a tragic road accident. All the service users to die in 2016 were male and in the age group 25-40.

During 2016 the worker engaged with 19 concerned persons re another's substance misuse, 4 of which were male and 15 were female. This breakdown continues to support the theory that it is mothers who are the first to seek support for their children.

Auricular acupuncture was offered as a means of reducing stress and remaining drug/alcohol free and also as a means of support for those wishing to make positive life style choices. This was offered at three different clinics within the area covered by the Initiative and on an individual needs basis. Thirty seven service users availed of acupuncture on a needs basis and an average of 12 people per week attended the local clinics. These clinics were supported by a volunteer who has trained in Auricular Acupuncture and without her help it would be impossible to maintain the high volume of people availing of this service.

Education and awareness sessions were held in each area covered by the Initiative, with coffee/information mornings proving a successful way of engaging with communities. The worker took part in the transition to secondary school programme in 2 primary schools in which 46 young people took part. During this time the worker met with 19 parents of children transitioning to secondary school.

The worker attended meetings where the needs of the area could be highlighted and remain on the correct agenda's is important to progressing the local needs, and progressing them regionally and nationally. The worker continued to do this by supporting community members to identify and report issues in their own locality.

Highlights: for the project this year were the increased contact with young people through education and awareness programs and also supporting the during various summer programs such as Carrick United soccer blitz and NYP'S summer games on the greens programme. These times were used to build relationships with young people and build the profile of the project.

Challenges: By far the biggest challenge in 2016 was the increase in deaths of service users, many of whom were presenting with mental health problems.

Waterford C.B.D.I.

2016 was a challenging, busy and productive time for the Waterford Community Based Drugs Initiative (WCBDI). The Initiative continued to deliver a flexible, comprehensive and service user centred approach to the communities of Ballybeg, Larchville and Lisduggan and surrounding areas. In doing so the Initiative strengthened relationships with a wide variety of statutory, community and voluntary groups and also developed new relationships with new partners. The Initiative continued to work under the banners of Individual, Family and Community. The following synopsis will provide the reader with a brief insight into the complexity of responding to a multitude of identified substance misuse issues within the community.

Individual

In total the Initiative engaged with 105 individuals in 2016 who were directly or indirectly (11 concerned persons) affected by substance misuse. Individuals received interventions that were suited to needs such as Harm Reduction, CRA, Education and Awareness, Auricular Acupuncture, Screenings, Assessments and Referrals to appropriate services within the continuum of care. Of these 105 individuals 83 would have received interventions (278 in total) on the frontline in the community while the remaining 22 would have received interventions as part of a community and statutory partnership response in a weekly HSE opioid substitution programme. In terms of gender and substance of choice the breakdown is as follows: Male 82 / Female 23. Primary Substance on Presentation to Service: Heroin 50/ Cannabis 7 /Alcohol 20/ Cocaine 10/ Benzodiazepine 5 and Crystal Meth 1. As highlighted Heroin is prominently the substance of choice and for the second consecutive year it has eclipsed alcohol as the prominent primary substance. This may be due to a number of factors, however this does not represent the true figure in terms of substance which would be prominently used within the community. The volatile cognitive and physical factors associated with heroin may explain the high numbers presenting to the Initiative and potentially skew the perception of other substances in the community.

Family

23 individuals received interventions and support from the initiative who were indirectly affected by substance misuse (family member/concerned persons). Interventions provided included Education and Awareness, MI and information and capacity building, Acupuncture and finally access to a peer led Family Support Group which met 42 times during 2016. Individuals have an option of a one to one support service or peer led group support from trained volunteers/facilitators who can offer support, information and an empathetic, confidential and non-judgemental space for family members to explore their concerns. 2016 also saw the Family Support Group welcome a male facilitator which has added an extra dynamic to the group, this in turn has seen an increase in male participation within the group. Finally two volunteers/group facilitators completed training in Reiki which now adds an extra intervention and treatment for members of the group.

Community

2016 was a very busy year for the initiative in terms of providing a wide variety of Primary, Secondary and Universal sections of the community with education and awareness that covered topics as diverse as Treatment, Health and Safety Responses to Needle Litter, Blood Borne Viruses, Drug Policy, Service

Provision, Psychological and Physical Effects of Drug Use, Criminal Aspects of Drug Use, Cognitive Behavioural Techniques, Self Esteem and Assertiveness, Self-Management and Recovery Training (SMART Groups), Relapse Prevention and Harm Reduction. A wide dynamic of groupings availed of structured response to identified needs these included BALL Youth Diversion Project, Waterford City and County Council, Ballybeg Action Group, Lisduggan and Larchville Residents Association, Brook House ACCEPT Service, Joint Policing Committee, Public Participation Network (PPN), Waterford Institute of Technology (WIT) Students Union, Waterford and Wexford Education Training Board (WWETB), Millennium Youth Project and CDPs. Other outputs included members of voluntary, statutory and community services avail of 3 SAOR Training Programmes which focuses on Brief Intervention skills when working with individuals whom may be experiencing substance misuse, a four paged newsletter that was researched, designed and delivered to approximately 1500 home in the wider community by volunteers and a weekly SMART Recovery Group that was facilitated by the Initiative and volunteers during the second half of 2016. Finally volunteers carried out a comprehensive community consultation process with a wide variety of community groups that contributed to the upcoming National Drug Strategy in 2017.

In conclusion 2016 was a busy and productive time for the Initiative in terms of meeting a multitude of substance misuse needs within the community and this synopsis provides a brief insight. However these needs would not have been met and responded to on such a comprehensive level without the skills, knowledge, time, commitment and laughter that the seven volunteers attached to the Initiative bring with them. I would like to take this opportunity to thank them for their support over the last twelve months the service you provide your community is immeasurable.

Waterford Outreach Drug Project

The project provided a service to over 120 individuals in 2016 and there were over 800 visits to the service from these individuals. In response to the needs of 120 individuals with a substance misuse issue, over 200 referrals were made to 28 different services concerning the individuals' treatment and rehabilitation needs. Under the NDRIC system, 50 initial assessments were carried out and 40 care plans were developed with service users, identifying their goals and ways of addressing their needs. Working closely with other agencies was an integral part of this process. Harm reduction interventions were provided for 420 service users.

Highlights /Challenges in 2016

1. Homelessness

Homelessness was a major issue for service users, 30 people presented as homeless in 2016 with a number of others at risk of homelessness. This adds to the difficulties clients face in struggling to address their drug use. Stable accommodation is a vital component to any treatment plan. The housing options available to them are extremely limited and often unsuitable.

2. Mental Health Supports

36 service users presented with mental health difficulties along with a substance misuse issue. Of great assistance to the service users of the project was the Self Harm Intervention Programme (SHIP), 6 service users availed of their services.

3 .Misuse of Benzodiazepines and Lyrica

2016 saw an increase in the misuse of Lyrica, a prescribed med which is now being sold on the street. It is addictive and a quite a few service users have presented for help in coming off Lyrica. As it is a relatively new issue there is no agreed protocol on how to manage the issue.

Misuse of benzodiazepines continues to be an issue for a large cohort of service users, with an increasing supply now coming from the internet market. Diazepam and Xanax are those most used by service users of the project.

4. Child protection/child welfare

In 2016, 22 service users were working with the social work service regarding the welfare of their children, a number of these service users were pregnant women. There was an increase in referrals to support services for those experiencing domestic violence. 5 service users were referred to these support services in 2015.

Highlight for Waterford Outreach Project 2016

The highlight for the project in 2016 was seeing the establishment of the TREC LTI in Dungarvan and the development of the Special CE scheme. This has been a great progression route for service users of the project. Waterford Outreach Project enjoys very good working relationship with the scheme has referred a number of its service users in various stages in their recovery.

South Tipperary Outreach Drugs Project

The Outreach Project's overall aim is to provide services & responses for persons 13 years of age & upwards who are involved in high-risk substance misuse. The service aims to minimize the harm that services users can do to themselves through substance misuse and to support and encourage them to begin to address and manage such issues in their lives.

2016 was a positive year for the outreach project. In respect to this, service user (s/u) engagement and 1-1 work continued to be the primary focus throughout the year.

Over four hundred and twenty 1-1 interventions with consistently attending service users occurred throughout 2016.

In addition to this, the Outreach project provided weekly support to the 2 methadone clinics servicing the Tipperary area. Approximately 70 clinics were attended, where key working and brief interventions focused primarily on harm reduction, were provided by the service on a weekly basis. The outreach project worker also provided support to the HSE in the provision of the NDRIC process, spending 2 days a month facilitating screening and initial assessment for individuals who are new to the substance misuse services.

The outreach worker trained in the provision of SAOR, which is a screening and brief intervention training tool to encourage communities to respond appropriately to alcohol misuse. A training programme was delivered by the worker to relevant community services in the area in 2016, which further enhanced multi-disciplinary working and encouraged referral to the service.

Particular challenges identified throughout 2016 were as follows:

- An increase in the number of complex cases, particularly those with mental health issues, child protection related concerns and violent tendencies.
- Lack of cohesion within services and the difficulty of accessing appropriate assistance for clients within an appropriate timeframe (e.g. mental health care/specific family supports) Lack of cohesion within frameworks of work and duplication of same in some instances (e.g. Meitheal/NDRIC)
- Concerns for service users and the wider community who are accessing their methadone through the designated prescribing GP's and in particular challenges pertaining to support/accountability/safety in relation to this.
- Large volumes of paperwork with the development of recording system (ECASS) both paper and electronic recording required for HRB reporting mechanism.
- Homelessness and generic difficulty accessing housing, particularly pertinent for service users who would be seen to be socially disruptive.
- Increase in benzodiazepine and pregabalin presentation and issues relating to chaotic attendance, crisis management, combined with the challenge of accessing medical support and detox facilities for such service users.

SAOR Programme

Introduction

This programme targets individual's recovery from substance misuse in Waterford City and County also South Tipperary areas.

Rollover commence on 19th March 2016 with one supervisor (Kelley Hall) and one assistant supervisor (Lesley Hanrahan) and 20 participants.

Breakdown of Positions as follows

- 1 X Secretarial/Administration Workers
- 3 X Maintenance
- 3 X Kitchen Assistant
- 3 X Care takers
- 2 X Retail Workers
- 3 X Youth workers
- 4 X General Operative
- 2 X Support workers
- 5 X Ware house workers

During the year a total of 20 participants availed of the training activities supplied within the Individual Learning Plan (ILP). This training course covered a wide span from; First Aid, Health & Safety, Substance Misuse, Driving Licence, Diploma in Drugs Counselling, EDCL, Manual Handling, Sports & Leisure, sports Massage, FAI Training. All were approved FECTAC certificate. Social care, Youth & Community, Barbering, personal effectiveness, Art and Health & Fitness, Fork Lift Licence

- (1) Each Participant spent 11.5 hours based in their specific Work Placement.
The remaining 8 hours were spent within the (ILP).

Summary

Overall a very successfully year for all participants as they availed of further training, education and employment placements available to participants within the project. Three participants went on to 3rd level education and four secured employment. The programme SAOR 10 was approved for rollover commencing 19th March next year.

Making Connections Waterford

Brief Overview

Making Connections Waterford provided QQI Level 3 Major Award Employability Skills training to individuals who have experienced substance/alcohol misuse, homelessness or substance related mental health difficulties. It is a flexible training programme that works on individual learning needs in small groups or 1:1.

The programme saw a number of changes in 2016 with the introduction of a greater number of group work sessions with our service users. All subjects can now be catered for in a group class. 4 Major Awards were achieved by individuals as a result of long term engagement, increased completion of modules and a greater number of hours offered to the learners.

Quantitative information

37 registered for the programme during 2016
2 progressed to the Saor Special CE Scheme during 2016
3 progressed into employment during 2016
23 went onto to further education/training during 2016
9 continued with Making Connections from 2015 into 2016
4 Major Awards achieved in 2016
51 minor awards were achieved during 2016

Groups/Programmes for the year

Making Connections increased group classes as per ETB funding requirements. The programme has a continual intake of learners during 2016, therefore the number of groups' change throughout the year; Learners have minimum of 2 classes a week. The project outreached to both the Men's hostel and Aiseiri Women's Home during 2016 and this assisted with an increased engagement.

Highlights for 2016

Making Connections Waterford held a very successful awards ceremony where a number of learners were presented with their certificates.

Making Connections South Tipperary

Making Connections South Tipperary is a local training initiative that provides QQI Level 3 training in Employability Skills to individuals who have experienced substance/alcohol misuse, homelessness or substance related mental health difficulties. It is a flexible training programme that works on individual learning needs in small groups or 1:1. 2016 was busy with regular classes running throughout the year. 3 Major Awards were certified in addition to many minor awards. There has been good engagement with learners whom often struggle with attendance and motivation due to personal and socioeconomic difficulties.

The programme welcomed Deirdre Matassa who has taken on the role of Assistant Coordinator and has been a wonderful addition to the team.

Quantitative information

- 60 referrals in 2016
- 34 registered for the programme
- 16 did not engage
- 24 still engaged
- 7 progressed to further education or employment
- 3 on the waiting list
- 27 received Minor QQI certification
- 3 received Major QQI Award in Employability Skills

Groups/Programmes for the year

Making Connections ran small classes throughout a 4 day week and had a number of 1:1 classes also. The programme has a continual intake of learners therefore the number of groups' change throughout the year, approximately 8-12 classes per week.

Highlights for 2016

Making Connections South Tipperary was selected as one of two educational programmes in Ireland as best practice projects for people from vulnerable groups. This research was undertaken by Erasmus and looked at a variety of educational programmes across Europe.

The programme visited Crawford Art Gallery in 2016 to see artwork in the gallery and from the exhibition on display "Perceptions 2016". The group also had the opportunity to take part in a workshop, listen to a talk from artists showing in the exhibition and received a guided tour of the work on display. This was a fantastic opportunity to view some renowned artists work that participants had learned about within the art module.

We had a very successful awards ceremony where learners received QQI certification. John Lonergan ex-Governor of Mountjoy prison was invited to give a talk. This was a very enjoyable day where learners gained due recognition for their hard work and effort.

We also had a self-care day where we brought our learners to Woodstown Activity Centre to take part in yoga, beach walk and group work. Making Connections also held an end of year dinner where learners were involved in all aspects of the day from preparation of food to decoration of the room.

Volunteers/community involvement

Making Connections now has one volunteer. Stephen is a former learner and now gives his time every Thursday to the programme.

Health Support Project

The Social Inclusion Office of the HSE approached management of WSTCYS in early 2016, to seek support in setting up a new pilot project that would focus on giving practical support in relation to the health needs of Syrian refugee family members that were accommodated in Clonea, Co. Dungarvan. This pilot project began on 1 September 2016, with the employment of two part-time workers, one female worker who works 15 hours per week, and one male worker who works 22.5 hours per week. The purpose of this project is to assist clients access health services while in the EROC and the workers are based in the Dungarvan Youth Centre and provide an outreach service to the EROC at Clonea Strand.

The service advocates for clients with health service providers to ensure their health needs are met. They support and assist the clients to make and attend appointments. They organise transport with management in the EROC to attend appointments and arrange interpretation when required. The main health services providers that the project liaises with are: the GP, Practice nurse and practice staff, Public Health Nurse, Adult and children dental services, Opticians, School Nurse, OT and Cork and Waterford Hospital Services such as outpatients, A&E, dental and administration.

Staff liaise with Social Inclusion, Department of Justice, WWETB, Primary Care Team Lead, Management and Staff in the EROC and Interpretation Services. This provides the clients with a holistic approach to the needs identified and ensures information is passed on to the appropriate services when the clients resettle.

During the period September to December 2016 the project engaged 116 clients that have benefited from the service. They were assisted to attend GP appointments, receive vaccinations, assisted and facilitated to collect prescriptions from pharmacies. Clients with dental issues receive dental care and optician appointments were made when required. Clients received hospital and outpatients care in a timely manner due to the HSW liaising with these services. In addition, the HSW presented individual clients cases with their consent to primary care team meetings, this enable professionals in the areas to give advice and offer their services to the clients. A spreadsheet was compiled with all the services that each client accessed while in the EROC and sent to social inclusion to transfer to the services in the area, that the client were resettled. This was to ensure continuity of care for the clients. The project has supported people from 0 - 75 years of age with a complex range of health needs, during the reporting period.

The staff were on a huge learning curve during the first six months as this type of project had not been in existence at any other centre prior to this pilot. The project is now in the process of rolling out a number of new initiatives that will help further enhance the service provision to its service users, such as: (1) appointment cards in Arabic /English and also with accompanying diagrams for people with literacy issues, (2) specific classes in areas such as nutrition, basic health care, etc. (3) Also, specific orientation programmes in relation to using public transport to make hospital appointments/visits. It is envisaged that these initiatives will be delivered during 2017.