

Waterford & SouthTipperary  
Community Youth Service

# ANNUAL REPORT

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Waterford & South Tipperary  
Community Youth Service



**Directors:** Andrea Bourke; Fr. Paul Murphy; Sean O' Callaghan; Seamus Mc Grath; Sean O' Halloran; Dylan Roche; Karen Doyle; Joanne Walsh; Crena Morrissey; Patrick Walsh; Michael Nevin; Clive Smith.

**Chief Executive Officer** Christina Fogarty

Waterford & South Tipperary Community Youth Service Company Limited by Guarantee  
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The organisation operates with values that are very similar to my own values e.g. fairness, openness, justice, trust. I read the quote "It is better to light one candle than to curse the darkness" a number of years ago. WSTCYS enables me to make small differences in the lives of young people, my own community and society in general; and my work allows me to "light some candles".

Staff member

I come to the youth club because its fun and all the leaders are nice. We have all sorts of activities and we are never bored and we make new friends and learn new things each day. If you ever need to talk, the leaders are always there.

Young person

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## 1 Chairpersons Address . . . . .

The Annual General Meeting signals the fact that another year is fast coming to an end and simultaneously presents me with an opportunity to speak to you again. It has been an absolute pleasure to serve you as a Chairperson for the second year running. Much has happened during the past year and I am happy to announce Waterford and South Tipperary Community Youth Service is developing in leaps and bounds.

I want to begin by thanking the Board of Directors, the management team and staff of the organisation for your hard work, dedication and commitment to the young people we serve. The work of any youth service can be difficult and complex in an ever-changing environment. I want to acknowledge the work of our staff who are the most important drivers of success. As a youth service we will continue to put the right tools and supports in place so that you are empowered to excel in your role. I would like also to thank our funders without whom such work would not be possible.

I want to especially thank the many volunteers in our organisation. Volunteerism is the foundation on which the Youth Service is built. From the board who give their time and expertise to the community activists who believe in young people and also give so generously of their time, you are shaping lives and communities. So, volunteers out there I salute you and wish to express my sincere gratitude.

When I reflect on the past year, I realise there is a huge depth and breadth to the work of the organisation and there have been many positive developments. A highlight was the visit by Minister Katherine Zappone to the Manor Café in September last. This allowed us to showcase our Centre, the work that we do, the calibre of young people involved and what they can achieve. The visit raised the awareness of the work of Waterford and South Tipperary Community Youth Service and provided an insight into the excellence and professionalism within our organisation.

Our services have continued to expand throughout the year with the new Value For Money Sample Service located in Cahir. This project has proven to be an exceptional development and was only one of five projects piloted nationally during 2017. The staff team and manager did an excellent job in demonstrating the model and approach to service delivery that is unique to W.S.T.C.Y.S. Feedback has been extremely positive and everyone in the organisation can be very proud.

While we have and continue to make great strides, we cannot afford to be complacent. There continues to be huge gaps in services, especially for adolescents in crisis and I am aware we have lost several people, including young people through suicide and substance misuse across the region. Our role as a youth service is to provide services to young people and their families in their communities – to give people a place to belong and to create a community where people can be seen and heard. To that end we must continue to act as a protective factor in their lives and to strive for better outcomes for young people and their communities.

Finally, I am delighted that the remaining provisions of the Children First Act 2015 were commenced in December 2017. These provisions outline our duties in relation to mandatory reporting of child abuse and place a legal obligation on organisations providing services to children to prepare and publish a Child Safeguarding Statement. Such developments remind us of the ongoing need for protection of our children and young people.

I have no doubt, in the year ahead W.S.T.C.Y.S. will continue to build on the progress made to date and I assure you that this organisation will continue to advocate for additional services for those we serve.

*Andrea Burke*

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Chairperson

## 2 Company Secretary Report . . . . .

The Board, Staff and Volunteers of Waterford & South Tipperary Community Youth Service worked very hard during 2017 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 76 full and part time staff, 20 C.E. workers, 43 projects with different thrusts and emphasis, all funded through as many as nine funding streams and the management of 16 premises and facilities. The organisation's record of accomplishment and quality service delivery as maintained in 2017 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 300 community volunteers, the organisation reached in excess of 13,500 young people and adult service users throughout the year through clubs, projects and services. A significant development during the year was the funding by Tusla of tailored one to one support in the community through the PRYSM Project. PRYSM (Providing the Right Youth Support for Me) allows W.S.T.C.Y.S. to respond innovatively to young people's needs on a sustained basis. This project commenced with three young people and has been expanded under the Creative Communities Approach in recognition of the special conditions and outcomes brought about by the unique approach that is Youth Work. W.S.T.C.Y.S. innovation at all levels and our Integrated Youth Service Approach continue to bring many benefits for young people, their families and their communities.

### Board . . . . .

The Board were as usual very active during the year meeting for a total of 46 hours between Board and Committee meetings. The Board itself met on 11 occasions with an overall attendance rate of 74% 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 2017 and to set the priorities for 2018. Membership of the Board for 2017 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. The Board lost Michael White when he retired at the A.G.M. in April after thirteen years' service. Michael made a vast contribution to W.S.T.C.Y.S. through his role on the Board as Chairman and through his input on various committees and will be missed. The Board held an event on his retirement to thank Michael for his work and to honour his contribution. Pauline Power also stepped down on the grounds of ill health in April having joined the Board in June 2016. The Board thank Pauline for her contribution and wish her well in her recovery. The Board continued to manage and monitor the complex work of the organisation, deploying its resources as effectively and stringently as possible in the best interest of the membership. The Board now has in place a robust system for identifying and addressing risks to the organisation at all levels and careful attention is given to developments and changes in the policy environment that impact on the organisation. In order to focus efforts in crucial areas, the Board operated three Board Committees during the year: The Finance, Audit & Special Purposes Committee, the H.R. Committee and the Governance Committee.

## Finance . . . . .

The Finance Committee chaired by Sean O' Callaghan held 11 meetings during the year prior to each board meeting and had a 96% 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 focused on reviewing the accounts in detail, preparing reports for the Board and advising on all matters related to the financial affairs of the organisation. 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 by €92,000 to €743,000. 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 2017. 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 a full review of the organisations motor vehicles was conducted including their maintenance, running costs and health & safety compliance issue. In light of this review the FASP committee made a decision to dispose of all vehicles and a new ford transit 161 maintenance Van was purchased by the organisation; the committee successfully implemented an organisational reserve policy for all future cash flow contingencies that may arise. A monthly standing order of €2,500, from our rental income is being paid into this specific reserve/contingency fund; Throughout the year there were several funder audits of the finance systems and files, these include audits from Youth Work Ireland, Irish Youth Justice Service, Solas and the Department of Social Protection, all of which had positive results with no issues highlighted; Negotiations were held with some funders to increase grant allocations or to amalgamate and share resources between projects to increased their viability and to offset shortfalls in 2017; Project funding was secured for two new services/programmes - Comhairle na nÓg project through DCYA & Waterford City & County Council, and The PRYSM Project from The Child Family Agency (Tusla).

The 2017 audit was conducted by Drohan & Knox and the accounts are fully SORP compliant. The auditors are satisfied with WSTCYS financial controls and procedures and had no significant audit issues to note.

## H.R. . . . .

The Board H.R. Committee supported the management of the organisation's staff structures and met 7 times during the year with a 94% attendance rate. Chaired by Seamus Mc Grath, membership included three other directors – Pat Walsh, Karen Doyle and Mick Nevin. The C.E.O. attended at each meeting. The Committee oversaw the review of staff policies, procedures and terms and conditions over the year. One of the highlights was the adoption of a new Employee Wellbeing Policy, which now guides the organisations approach to employee welfare. Additionally the committee contributed to the management of any staff matters including recruitment from a governance point of view. This Committee conducted the recruitment campaign for the new Centre Manager with responsibility for Club Development, which was concluded in December with the appointment of Michelle Kelly to the post.

The H.R. Committee has provides time and space dedicated to looking after and overseeing how W.S.T.C.Y.S. engages with its staff. This has resulted in improvements in policy consultation, development of new policies where gaps were identified, and improvement in some terms and conditions where this was possible.



## Governance . . . . .

The Governance Committee, chaired by Michael White was made up of four directors including Paul Murphy, Dylan Roche and Clive Smithy. Accompanying this Committee was Margaret Flanagan who is a member of the Management Team and the C.E.O. The committee met 6 times during the year with an attendance rate of 84%. Michael White stepped down from the Committee in April following his retirement from the Board. This Committee undertook major work in leading the organisation over 22 months to achieve full compliance with the Governance Code for the Charity & Voluntary Sector in October 2017. Additionally the Committee led the organisations compliance with The Statement of Guiding Principles for Fundraising, which was achieved in February '17. This Committee mainly worked on building the governance structures through Policies & Procedures and structures and through building and reviewing terms of reference for Board Committees. A new structure – W.S.T.C.Y.S. Board Quality & Safety Committee was implemented in 2017. This Committee is made up of Management and Staff and is responsible for ensuring the organisations compliance with the H.S.E.'s Safer Better Health Care standards.

Now more than ever the Charity Sector of which W.S.T.C.Y.S. is charged with being accountable and transparent in our dealings with people, public funding and charitable resources. The Board of W.S.T.C.Y.S. is committed to ensuring that a strong Board leads our organisation, has robust structures in place and works within clearly defined policies and procedures. This is not only to safeguard the organisation and the sector – but also to ensure the quality of service to those young people and adult service users availing of our services.

## Staff . . . . .

The organisation's team of 49 full time and 27 part time staff delivered high quality, meaningful and relevant programmes and services to communities throughout the region during 2017. 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 2017, W.S.T.C.Y.S. lost three long-term staff – Shane Curtin who left the Manor Street Youth Project, Pamela Lanigan who left the North Suburbs and Iain O' Byrne who left the TYRE Project. The Board thanks them for their combined 20 years contribution to the work of the organisation and wishes them every success in the future. There were numerous new additions to the staff team in 2017: Sheila Hall joined the Finance Team; Amy Doherty joined the Shy Project team; Karen Johnson and Moira Grace joined the Health Support Project team; Debbie O' Rourke joined the Manor Street team; Donna Ferris and Rachel Walsh joined the North Suburbs team; Fiona Treacy joined the AXIS Project team; and Jane Hayes joined the DAY Project team. The Board extends a warm welcome to our new staff, 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. Michelle Kelly left the Clonmel Community Youth Project to take up a Centre Manager post with responsibility for Club Development.

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. Their dedication and commitment is exemplified every day in their sustained delivery of careful work with vulnerable people.

## Youth Work Ireland . . . . .

W.S.T.C.Y.S. participated as an active member in Youth Work Irelands structures during 2017. These included Y.W.I. Integrated Youth Service Working Group, Irish Youth Justice Service Working Group and the Child Protection & Safeguarding Working Group. In addition, the C.E.O. of W.S.T.C.Y.S. contributed as a member of the Board of Y.W.I. Quarterly meetings of the Regional Directors/C.E.O. of member youth services were also attended and provided a platform for identifying and addressing common issues. Youth Work Ireland provided an important structure through which W.S.T.C.Y.S. at Board, Management, Staff, Volunteer & Young person levels could feed into the consultations regarding the Value for Money Policy Review process in 2017. This is a very important process and it was very important that influence be brought to bear on the process in as many ways as possible. There was a high level of participation in this year's Youth Work Ireland Week, which was held in April and focussed on the theme of Equality! The E.G.M. of Youth Work Ireland was held on the 27th of May and representatives of the organisation took part. A motion of no-confidence brought against the Board of Y.W.I. was defeated.

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, the Call to Market regarding the IYJS funded projects and possible re-engineering of the funding scheme for DCYA funded projects 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. Participation at national level will be strengthened further over the coming year.

## Comhairle Na nÓg . . . . .

Comhairle Na nÓg are local councils for young people aged 12 to 17 years that give them a voice on the development of local policies and services. They are the recognised key national structure for participation by young people in local decision-making in all 31 local authorities of the country. As W.S.T.C.Y.S. agreed to facilitate the operation of Waterford Comhairle Na nÓg in Sept 2017, and helped the 2017 group of young people finish a promotional video, entitled 'No Fear of the Other' on the topic of Challenging Stereotypes, which was presented at the Comhairle AGM in October. Over 100 young people from schools and youth groups across the county attended the A.G.M., where the young people debated, voted and decided to work on the topic of 'Homelessness in Waterford' during 2018.

35 young people were elected to Comhairle, representing a diverse range of young people, with over half coming through schools, and the other half from youth projects based across the city and county. Since then, they have participated in and volunteered at various local events with organisations like Waterford Sports Partnership, Dungarvan Aglow Christmas Celebrations and the City Centre Purple Flag Initiative. In researching their chosen topic of Homelessness in Waterford, the young people have sent delegations to meet the Council Housing Department, to Leinster House to quiz the politicians, and to Waterford Men's Hostel to meet with people who have experienced homelessness. Comhairle is going from strength to strength in Waterford under the guidance of W.S.T.C.Y.S., and the young people are participating and representing their peers at many levels in local decision-making.



## Interim Strategic Plan 2017 – 2018 . . . . .

A consultation process was held seeking input from all stakeholders on the strategic direction of W.S.T.C.Y.S. until the end of 2018. A full strategic planning process will be undertaken in Q4 of 2018 to bring the organisation in line with Y.W.I. and other member regions. In the meantime, the organisations Interim Strategic Plan 2017 – 2018 was drafted and guided the work of the organisation in 2017 and into 2018 through five main goals as follows:

<b>GOAL 1:</b>	<b>Unity &amp; Identity:</b> Developing a greater sense of identity and inter-connectedness as a whole organisation and making this visible
<b>GOAL 2:</b>	<b>Looking after the core of our work:</b> Protecting our ethos by contributing to the evidence based discourse and by recording, owning and championing our practice
<b>GOAL 3:</b>	<b>Stability &amp; Sustainability:</b> Ensuring the sustainability of our staff and volunteers by investing further in capacity building at all levels
<b>GOAL 4:</b>	<b>Building participation and influence:</b> Increasing participation and influence from within the organisations membership and increasing engagement of those who are currently on the outside
<b>GOAL 5:</b>	<b>Prioritising Wellbeing:</b> Fostering the theme of well-being as a whole organisation in programme design and service delivery

## Premises and Facilities . . . . .

2017 was an eventful year in terms of premises and facilities as usual. The organisation manages 16 premises, all of which require ongoing maintenance. In 2017, the organisations Health & Safety Policy & Procedures were reviewed to bring them up to standard and Health & Safety Audits were conducted on each premises. Work is under way on implementing improvements highlighted. Many positive developments were implemented in the year including the renovation of the Youth Café in the Manor and the re-location of the Youth Information Centre in the building. The Farronshoneen Centre was fitted with a new kitchen and the Ballybeg Centre had the grounds and fencing improved. The footpath, footings and car park around the Elm Park Complex were finished greatly improving the look of the centre. The flower box outside the SHY Centre had a face-lift and the Abbeylands Centre had considerable improvements undertaken including a new kitchen, reshuffling of internal spaces and painting/decorating. A new colour scheme has been incorporated into the centres where work has so far been undertaken and this will follow to each centre over the next few years.

Of considerable note, this year is the fact that sadly the Elm Park Complex experienced a considerable setback in October when a section of the roof blew off during Hurricane Ophelia! This was a devastating occurrence for the young people and community as well as staff and volunteers. The subsequent damage to the internal floors was immense. It has taken some time to work through the insurance process. However, work is about to commence on repairing the building and it is hoped that it will be back to full capacity by the summer. The Board asks the many people affected by this disaster to hang on in there!

In conclusion, 2017 has been a very fruitful and eventful year with clear evidence of many successes. 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.

### 3 Club Development Report 2017 . . . . .

Youth Club work is at the very heart of the organisation and with the additional resource of a new Centre Manager with responsibility for Club Development working alongside the Club Development Officer, it is hoped that the base of this work will broaden considerably over the next few years.

This year W.S.T.C.Y.S. supported 12 volunteer led youth clubs catering for 250 young people. There was a total of 57 volunteers supporting this important work.

A number of training opportunities were made available to club volunteers during the year:

- ⊙ Thirteen volunteers completed First Aid Response (FAR) Training. This foundation first aid course trains course participants to provide first aid for a person who becomes suddenly unwell or injured until the arrival of emergency medical services. This has replaced occupational first aid.
- ⊙ Eight volunteers completed Manual Handling Training
- ⊙ Nine volunteers completed Improvisation Training. This training focused on possible scenarios which may occur within the club setting and how leaders should constructively manage these.

Volunteers were also afforded the opportunity to take part in a self-care weekend in Woodstown Residential Centre. This weekend is a recognition event for volunteers, to acknowledge the hard work and dedication they displayed throughout the year. It is also used as an opportunity for volunteers to develop peer relationships, develop support networks across the region and to have fun.

Volunteers were supported on an ongoing basis by the Club Development Officer. This support was delivered in person, by phone, email & site visits to clubs. Support centred on recruitment of new volunteers, grant applications, administration, training & development needs and the day-to-day running of a club.

#### Activity & Development Overview

**Three new clubs were established in 2017:**

- ① Corbally Clowns in Ballymacaw
- ② Hillboi in Hillview/Cleaboy
- ③ Annestown

All new volunteers within the club development sector completed 6 weeks of induction training. All new volunteers also completed training in Child Protection Awareness Programme.

A number of Regional Events took place over the year. These included a colouring competition, which saw 82 entrants from 9 clubs. The annual BBQ was held in Woodstown in April with large numbers in attendance. In total 122 young people and 29 volunteers were present on the day. The day was a huge success. Young people enjoyed team games and fun activities on the beach and had the opportunity to make new friends from across the region. Many young people stated it was the highlight of their year.

In the latter half of 2017, a once off equipment grant was made available through the Education & Training Boards. Clubs who applied for the grant received extensive support from the Club Development Officer. All clubs who applied successfully received the maximum amount of 5,000 euro. Examples of equipment purchased was, bike stand, ice hockey table, sports equipment and games. This grant was a great boost for clubs and it provided essential and vital resources to aid clubs in the running of their weekly activities.

All clubs submitted applications to the annual youth club grant scheme administered through their local ETB. To qualify for this funding stream clubs needed to complete the National Quality Standards Framework for Voluntary Groups. With the support of the development officer all clubs successfully completed this process and received their grant funding for 2017.

Young people who attended Waterford & South Tipperary Community Youth Service clubs in 2017 developed skills in; communication and planning & problem solving. Through their participation, they build confidence & agency, resilience & determination. They were provided with opportunities to use their imaginations and explore their creativity. They developed emotional intelligence and formed meaningful and trusting relationships with positive adult role models and peers. Members of the clubs had fun and made long lasting memories.

### Highlights

- 129 young people attending the annual BBQ Woodstown
- €5,000 awarded to clubs to buy essential equipment
- 3 new clubs established

### Issues/challenges

The main challenge for club development in 2017 was the retention of quality volunteers. In January, a number of volunteers disengaged for personal reasons from long established clubs. Recruiting quality volunteers in their place proved difficult. The Club Development Officer, with the support of dedicated volunteers spent a substantial amount of time conducting outreach and visiting communities to try to source volunteers. 400 flyers were distributed in Dunmore East alone. This resulted in the recruitment of five volunteers, with two still actively engaged.

The Club Development Officer also implemented the use social media as a tool to aid recruitment.

*I like being involved in the organisation as I feel it's rewarding as I am giving back to my community. I feel by getting involved and teaching the young people of this organisation life skills, new experiences, seeing a smile on their face, makes me know that I am doing something right.*  
volunteer



## 4 Community Youth Projects . . . . .

There are 12 Community Youth Projects operating as part of W.S.T.C.Y.S. These projects engaged 1,448 young people in a wide variety of recreational, educational and developmental groups and programmes in 2017. In addition, ChillOUT included and supported 15 young people and Woodstown included 1,012 throughout the course of the year.

Young people were supported in core groups/programmes to identify needs and interests using creative means. The programme design was then structured based on the following three themes:

- ① Social & recreational programmes
- ② Educational and developmental programmes
- ③ Issue based work

The stage of group development, level of trust and depth of relationship influenced programme design/delivery as well as the community context at any given time... All programmes were young person centred and young people guided and directed the work of each project. The levels of commitment, participation and engagement of young people across all the projects remained consistently high throughout 2017. There was also a notable presence of emergent Youth Leadership within projects, which added to the richness of programme delivery as well as contributing to increased capacity building in local communities throughout Waterford and South Tipperary. Young people were actively involved in or led thematic pieces of work for Youth Work Ireland Week in April and World Mental Health Week in October. Both weeks focussed on promoting awareness of the issue of young people's mental well-being as well as developing effective coping strategies and building personal and collective resilience.

It has been a challenging year for the sector with the knowledge of the upcoming Reform initiated by DCYA and the significant impact that will have on the sector as a whole as well as on each individual project. Within the internal Community Youth Work Sector of WSTCYS all staff have been learning from the Sample Service in Cahir to be as prepared as possible for the future changes. This has been an unsettling time for all staff but staffing levels remained consistent overall with three notable changes; Cahir CYP (Sample Service) 3 new positions (1 Full Time and 2 Part Time Workers), North Suburbs (1 new Full Time Worker and a new Part Time position) and Axis CYP had a new Part Time Worker take up position.

All staff in the projects adhered to the highest standards of compliance and ensured all administrative requirements for SLA's and best practice were completed on time and to a quality standard. The commitment, dedication and professionalism of the staff continued to contribute to the overall development of the sector and ensured some of the most vulnerable young people were included, respected, heard and supported in the most meaningful and appropriate ways in response to their needs and interests.





## Volunteer Involvement



The on-going sustainability and development of the sector was bolstered by the continued dedication, commitment and support of 138 volunteers who were involved in the delivery of quality youth work on a weekly basis. The integral role community volunteers play in the delivery of a quality, responsive and appropriate youth work service was evident throughout the year. Local people are best placed to respond effectively to the needs present within their own communities. WSTCYS staff continued to prioritise local people's voluntary involvement through face-to-face delivery, participation on Advisory Groups, involvement in Fundraising initiatives and where appropriate encouraging and supporting voluntary involvement in the Board of WSTCYS.

### Key areas of development

- ⊙ The projects provided a consistent, quality service with and for young people in the hearts of communities across the region.
- ⊙ **Sample Service & Reform:** The priority was to establish, develop and support the growth of the Sample Service in Cahir with a view to informing practice across the whole sector. The service has gone from strength to strength targeting some of the most vulnerable young people living in Cahir town. The service also participated in a trial of measurement tools for DCYA as part of the sample process. The learning from which will help to influence and shape the approach to measurement once the reform is initiated across the wider sector. In addition, all the Community Youth Workers participated in a national consultation process with DCYA, which will also inform the overall Reform of the Youth Sector in Ireland.
- ⊙ **Youth Work Ireland Non-Formal Learning Pilot:** three of the community youth projects (including the sample service) participated in a pilot focussing on trialling a non-formal learning measurement process. The projects used the summer period to pilot the process and participated in an in-depth review and evaluation process.
- ⊙ **Training:** This was a priority in 2017 to support the personal and professional development of the sector and to invest in the upskilling of staff and volunteers. Staff and volunteers participated in a wide range of training. The highlights of which were the Friends (Resilience Programme) and Hear4U both of which were rolled out across the sector and have had a very positive impact in young people's lives. Another highlight in terms of staff's PPD was the Leadership in Action (residential) training programme, which focussed on identifying and developing effective leadership skills. This training not only equipped staff with a range of awareness, knowledge and skills but also importantly had a huge impact on the positive team development of the sector.
- ⊙ **NQSF:** five of the community youth projects continued their involvement with the NQSF process. One project completed their initial assessment and one project began their second round of the process. The other three projects stepped into year 3 of their Continuous Improvement Plans. The projects met with the ETB Youth Officer on a quarterly basis to provide updates on progress and to identify areas for development. All projects submitted an end of year report through the ETB.

## Project Highlights

All the staff agreed the levels of meaningful participation and youth leadership displayed by young people demonstrated clearly some of the positive outcomes for young people and communities from involvement in local community youth projects. The long-term investments in communities and in young people have positively impacted young people's lives and helped build resilience, autonomy and courage in moving forward into adulthood.

The summer programme which has changed (and is continuing to change) over the years continued to offer young people the opportunity to engage in new experiences which is fundamental to young people's development and offer places for hopes to be realised and fears to be overcome. A trip to Tramore and Splashworld provided one project with their highlight of the year and not in the way, you may think. The bus broke down for over an hour and a half and the discussion, craic and banter that took place was consistently highlighted by all the young people in the evaluation as by far the best part of the whole seven-week programme!

For Woodstown when the Youth Employability Initiative finished a core group of very vulnerable young people remained with limited options to move forward. Through the Steeping Stones Programme a youth led, youth centred support process was initiated from an identified need which provided a longer term support which enabled young people to receive additional support and then to move on when ready and able. This worked extremely well and was a hugely positive and developmental experience for all involved.

The annual Christmas Show for a number of the projects showcased young people's varied and wonderful talents and provided a space where family and friends could gather and celebrate the end of the year in a safe, welcoming young person's space!

The addition of the new sample service in Cahir town was a welcome and significant development after years of trying to deliver a very small and extremely limited service with young people. Which also brought with it three new staff members to the team. There was also a welcome inclusion of a 24hour per week Part Time worker for the North suburbs, which will aid and enhance the development of the project going forward.





## Issues/Challenges

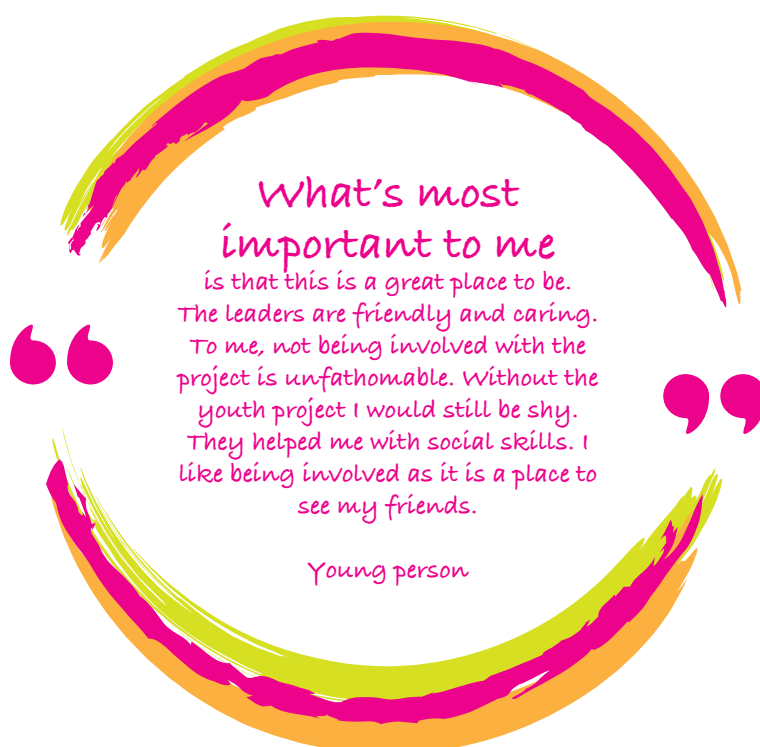


The recruitment of new, suitable and committed adult volunteers proved to be a continuing challenge across most of the projects this year. The reluctance of new people to get involved has hampered the development of some the projects and prevented expansion of much needed programmes/groups in some communities. This may be due in part to the increasing expectation of volunteer involvement in areas they are not interested in e.g. (NQSF, Governance/ compliance issues) this will need further investigation and a strategy will need to be developed to redress this critical situation next year.

The wholly inadequate budgets of the projects placed a huge strain and burden on all involved throughout the year. While there was a small increase last year and this year it did not mitigate against the huge cuts the projects experienced in the recession. The projects continued to provide a quality service to on average 100 people (each), some with a programme budget of €860 for the year. In turn a huge amount of time and effort had to go into fundraising which is time consuming and also the negative exposures in the Charity Sector is making it increasingly more difficult to fundraise successfully.

There is a huge drop in interest in filling CE places since the department-introduced changes a few years back. Some projects rely on CE support to maintain all the services/programmes within the project or to assist with the upkeep of the centres in which the projects are best. This is a significant difficulty.

Although overall, it was another successful year for all involved in the Community Youth Work sector within WSTCYS people are extremely mindful of the huge reform the wider youth work sector will undergo next year. To that end, they are working towards holding onto the heart of the work and what matters most, whilst maintaining a quality service and a high level of accountability to the funders.



## 5 Youth Information Service (YIS) . . . . .

In 2017, the Youth Information Service (YIS) 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. The Youth Information Staff provided a free, comprehensive and confidential Youth Information Service and played a pro-active role in alerting young people and those who work with them to the services, facilities and opportunities available to them.

The objectives of the Youth Information Service are:

- ☉ To build up and provide up-to-date information on a wide range of issues relevant to young people.
- ☉ To act in a central location, as a co-ordinating unit for the many sources of information available to young people.
- ☉ To actively encourage young people to use information sources and develop information skills as a basis for helping them to develop personal resourcefulness.
- ☉ To assemble information for use by all young people on matters relevant to their personal, social and vocational development.
- ☉ To disseminate information in a way that young people can understand and in a comfortable and friendly atmosphere.
- ☉ To provide youth leaders and those whom young people turn to for assistance with the necessary information to enable them to respond effectively.

### Service Statistics . . . . .

A total of 8,362 information related tasks were undertaken by the staff of the Youth Information Service as a direct result of contact from enquirers during 2017. 3,762 in Waterford YIC, 4,600 in the regional YICs. 3,897 males, 4,465 females. As a result of an extensive targeted outreach and engagement programme through schools, youth facilities and training facilities 7,085 of all engagement was with young people between the ages of 15 and 21.

An overall total of 5,001 one to one queries were dealt with in 2017. Top two categories were Education & Employment, followed by queries on Health & Mental Health. 989 young people were recorded under the heading of special services, which include secretarial services, photocopying, typing and CV preparation and supervised Internet Access.

368 young people had queries around youth work. 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.

### Engagement using new and innovative methods . . . . .

The service developed a safe and successful Social Media Engagement strategy based in each of the three geographical locations of our Youth Information Centres. The Waterford YIC now has 1,333 Followers on twitter, 3,467 Tweets, 5,502 individual likes on tweets and information posts. On Facebook in 2017, the Waterford YIC had 3,740 interactions and likes

on Youth Information posts on topics such as Education, employment, coping with exam stress, etc. One post in relation to information and supports around the Leaving Certificate had 1,562 views and a resulting 95 downloads of the hardcopy information from our website.

## Volunteer Involvement . . . . .

Eight volunteers from local communities participated in service delivery on a day-to-day basis. Three volunteers further developed their participation through active membership of the Youth Information Advisory Group, which held quarterly meetings throughout the year. Two volunteers are also key members of the Implementation Team of the NQSF.

## Overview of Activities & Developments . . . . .

Each centre hosted workshops on career guidance, equality, 3rd level option, grants & funding and opportunities for apprenticeships. Members of staff from WIT and WCFE visited the centres with information for the 2017/2018 academic year. The co-ordinator carried out outreach activities in WIT, local schools and youth facilities engaging with young people and informing them about opportunities, facilities and activities that might interest them in the city and in the youth service.

In relation to direct work with groups, in the first quarter in the Waterford YIC, the co-ordinator set up a new peer youth information group. Group meetings spanning approximately 40 hours of engagement were held to complete our information project.

The group was made up of six young women, age range of 16 to 21. In relation to the degree of diversity, one member identified as LGBT, one member was Polish. Of the six members, three were from the city and three were from more rural communities. There was a diverse age range and there was also diversity in where they were at in relation to education. Four were in Transition Year, one was in Leaving Cert Applied and the older member was in Waterford College of Further education. This group worked on issues in relation to Equality, stereotyping, community and their place in it, peer needs research and issues relevant to young people.

Staff established an integrated services project between Waterford YIC and the PACT Garda Youth Diversion project to design and develop a multimedia showcase for the work of the group and used the project to build on the strengths of the young people while also disseminating information about the positive outcomes of active participation and promoting inclusiveness and integration.

The Waterford YIC also worked with young people from Transition Year in the Presentation Secondary school in Waterford to produce online information and a video – produced, edited and directed by the young people to highlight the issues and pressures that they and their peers encounter in modern society and how they might cope with them.

During all meetings and activities with these youth groups and young people, the focus of the work was based on the needs of the young people themselves. The YIC use the Critical Social Education model of youth work and all the young people were actively engaged and participated in all decisions relating to group planning and development. All groups had a focus of discussing the inequalities in society and how the young people themselves could affect change.



## Examples of other groups include: . . . . .

- ⊙ The Stepping Stones youth employability group, a project that saw the YIC engage with members of the Youth Employability Initiative to research and discuss information that would better enable young people to become employed. Another element of this programme entailed the members gaining self-confidence and life skills to become peer leaders themselves.
- ⊙ In Clonmel YIC, a group of Gaisce participants worked with staff to design and deliver a survey on the Social Media Habits of young people. It was launched by the Youth Officer for Tipperary and two representatives from the Gardaí.
- ⊙ Staff also organised an integrated services project between the Garda Youth Diversion Project and the YIC and the High School in Clonmel, to visit the Army Barracks in Kilkenny for a tour and a presentation of opportunities for Apprenticeships in the army as part of an alternative path to qualifications and employment.

## A sample of the activities the YIS organised included:

The Launch of the Peer Youth Information Video about Equality and the experience of young people towards inequality - attended by young people, teachers, staff and management, approx. 30 people attended and the feedback was excellent for the young people involved. This group met with and spoke to Minister Katherine Zappone about their experiences during her visit to Waterford in September 2017.

During European Youth Week (EYW), the service set up EYW/Youth Information Interactive Displays and Information stands in areas including the central library.

The new Info Spot displays were managed by two young people and a staff member. The displays were updated on a weekly basis, based on needs surveys and feedback from youth workers and young people.

The IT facilities, managed by the YIC were in use over the last year. Usage was recorded from Youth groups, young people in the Manor Street Music group programmes, the PACT Garda Youth Diversion project and students from the XLC School.

## Highlights from the year . . . . .

### Dungarvan YIC

- ⊙ Facilitated two RSA Safe talks to students and young people in the Information Centre
- ⊙ Organised and facilitated two apprenticeships workshops in the Dungarvan YIC. Staff also organised and facilitated workshops in a local secondary school.

### Waterford YIC

- ⊙ Produced and launched a video on Equality as part of a Transition Year/Media Group Project for Youth Work Ireland Week
- ⊙ Produced information publications on; “Find that Job”, Summer Camps in Waterford and “Coping with Exam Stress”.

- ⦿ Worked with young people from the PACT GYDP to produce a multimedia presentation under the theme of Inclusiveness and their experience of designing a Community Garden for the Bloom Festival
- ⦿ Produced a video with the youth media group to investigate “The challenges of being a teenager in the 21st Century”.

### Clonmel YIC

- ⦿ Launched a Youth-led research report on the habits of young people’s use of Social Media in Clonmel
- ⦿ Facilitated Apprenticeship workshops with young people –alternative routes to employment
- ⦿ Organised an Integrated services project between the YIC, the High school and the CYD Garda Youth Diversion project to visit the Army Barracks in Kilkenny and participated in tours, presentations and workshops on employment and apprenticeships with the defence forces.
- ⦿ Hosted a European-themed Quiz organised during European Youth Week – teams of young people attended from four local secondary schools and prizes were donated by local business for the winners. This initiative was a PR success, generating queries and resulting in outreach invitations from schools where YIC staff promoted the service, opportunities for young people and disseminated relevant information requested by young people.

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, ERYICA and Eurodesk. 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.

### Challenges

Travel and support structures for the regional centres in Clonmel and Dungarvan were very restricted due to budget constraints. Travel cuts resulted in face-to-face support and training being limited to one day per month for Dungarvan YIC and one day per month for Clonmel YIC.



## 6 Garda Youth Diversion Projects . . . . .

In 2017, the seven Garda Youth Diversion Projects (GYDP's) of WSTCYS worked with a total of 285 young people aged 12 to 18 years across the Project catchment areas in Waterford City, County, and part of south Tipperary who were already engaged in and/or at risk of becoming involved in offending and anti-social behaviour in the community. There were 129 young men and 156 young women engaged during the year with the highest proportion of participants in the 15-17 age range. An overview of the referral breakdown across the seven Projects shows that five of the seven Projects worked with a higher number of secondary than primary referrals during the year. This reflects the relative number of Primary Referrals received from JLO's which tended to be lower than the level of Secondary Referrals received from all other sources. While engagement of Primary Referrals remained a targeting priority for all Projects, the effective identification and successful engagement of medium to high-risk Secondary referrals demonstrates the important role GYDP's play in intervening in the criminogenic risks and needs of young people at an early stage as a preventive strategy. The engagement levels of the Projects were very high across the board with the vast majority of young people who were referred to the Projects successfully engaged by the Youth Justice Workers.

### Volunteer Involvement . . . . .

There were 35 volunteers active across the 7 GYDP's of WSTCYS in 2017, 14 male and 21 female. Working in partnership with staff and young people, the contribution and commitment of volunteers was instrumental to offering a wide range of responsive groups, programmes and activities to young people throughout the week, including at identified times of higher risk. Volunteers also constituted effective pro-social models for young people, supporting and challenging them to participate positively in the Project and to contribute to the development of their groups, Centres and wider community. Volunteers expanded opportunities for young people to be in association with peers and caring interested adults, developing positive, consistent and supportive relationships in their communities. In addition, volunteers enabled increased contact time with young people and/or introduced specific skills to the Projects which young people could draw on to advance their interests, educational/career goals, wider personal and social development and civic responsibility. Local volunteers in particular continued to bring their insight into and experience of what is happening on the ground in communities on a day-to-day basis, contributing to a more nuanced understanding of the familial, social and environmental context of youth offending and thereby informing effective targeting and local engagement strategies.

*I truly enjoy being a volunteer*

*and seeing the youth group participate and bond together in activities/programmes. It is great to see their confidence develop and the fact that they take part week after week means they must be enjoying the club. It helps build confidence and skills for both children and leaders. As a young person myself I attended a youth club and because I gained so much from it myself is the reason I joined this one.*

*Volunteer*



## Activity and Development Overview 2017 . . . . .

There was a high level of consistency of staffing across the cluster of 14 YJ Workers in the 7 GYDP's with the exception of the DAY Project, which saw 2 staff changeovers in 2017. The work of the Garda Youth Diversion Projects was successful throughout 2017 in identifying and engaging young people involved in and/or at risk of offending and anti-social behaviour in line with youth crime analyses, targeting priorities, outputs and outcomes set out in IYJS-approved Annual Plans. Funded through the European Social Fund's Programme for Employability, Inclusion and Learning (PEIL), the GYDP's worked on a multi-agency basis to increase young people's protective factors and decrease their risk factors across 7 dynamic risk domains set out in the YLS 2.0 Assessment Tool. New young people were initially engaged in the Projects based on an YLS-CMI sv assessment (Screening Version) undertaken by each Project's Referral Assessment Committee at point of referral. Where young people met the threshold for inclusion in a GYDP, Youth Justice Workers reached out to them and their families to gain consent to introduce them to the Project and to begin a process of relationship development with them based on their voluntary participation. The risks and needs of new and existing participants were assessed in more detail to complete the YLS 2.0 in the months following initial engagement, looking at the young person's strengths and risks in relation to Family Circumstances/Parenting, Education/Employment, Peer Relations, Substance Abuse, Leisure/Recreation, Personality/Behaviour and Attitudes/Orientation. YJ Workers engaged young people in creating an individualised Case Management Plan with a focus on addressing the specific risk/need/responsivity profile of each young person which was kept under regular review. Young people were typically engaged on a multiple contact basis with a blend of Developmental Group Work, 1:1 work, 2:2 work, Special Interest Programmes and Education/Employability Supports as programme pillars on a weekly basis, enhanced by a range of Seasonal/Holiday Programmes and additional learning opportunities throughout the year. Staff employed a range of tools and methodologies to impact on young people's thinking, feeling and action and to foster reflection on the connections between attitudes, emotions, behaviour and motivation to change, in particular with regard to each individual's specific circumstances and "triggers" for offending. Examples of methodologies/frameworks employed by Projects in 2017 include;

- ⊙ Motivational Interviewing
- ⊙ Solution-Focused Brief Therapy
- ⊙ Restorative Practice
- ⊙ CBT Skills
- ⊙ Developmental Group Work
- ⊙ Life of Choices
- ⊙ Pro-Social Modelling
- ⊙ Outdoor Education and Blended Learning
- ⊙ Real U
- ⊙ Reflective Practice

The cornerstones of youth work underpinning WSTCYS approach were fundamental to each Project's ability to reach, include and build trusting and supportive relationships with and between young people as the vehicle for individual growth and change. The continuing Personal and Professional Development of staff was encouraged through internal engagement in Supervision, specific training/upskilling opportunities and regular Sectoral Team Meetings throughout the year complemented by individual External Supervision and Support and periodic engagement in Community of Practice meetings operated by the Best Practice Unit within IYJS.

Projects maintained a strong focus on inter-agency work, both in terms of their core operational structures of Project Committee and RAC and day-to-day practice in relation to joined-up thinking and planning with allied services to address specific needs of young people, whether by way of collaborative working, referral and sign-posting, advocacy or representation on local multi-agency networks such as Child & Family Support Networks.

Projects maintained a high level of compliance with all administrative requirements over the year. Through the combined efforts of Project staff, WSTCYS Management & Finance staff and local AGS-led Committee structures, Annual Performance Data, Annual Reports, Quarterly Financial Reports, ESF Returns and all other requests for information/reports were delivered to a high standard and in a timely manner.

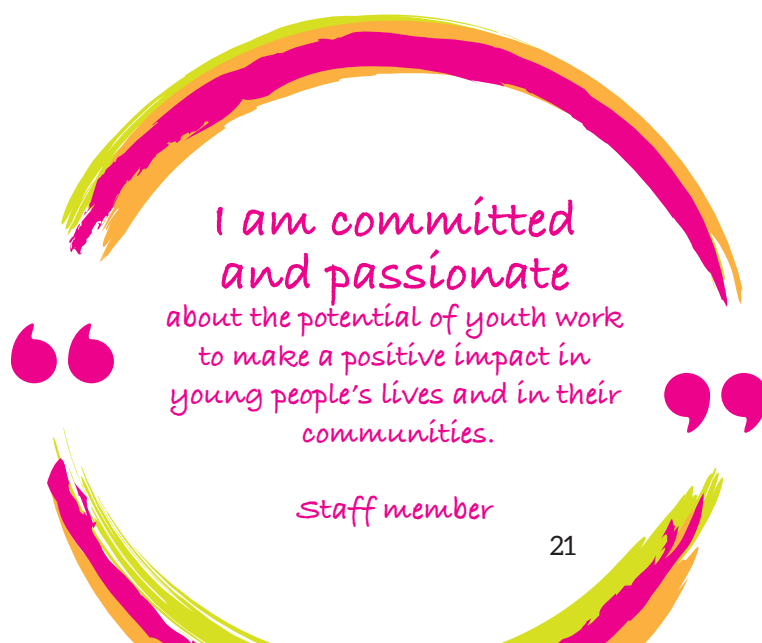
### Notable sectoral developments in 2017 were; . . . . .

**Establishing an effective working relationship with Le Cheile in terms of delivering on Year 1 of a DAF-funded Mentoring Pilot.** This required a focus on relationship development, both at management level and more importantly between YJ Workers on the ground and the Mentor Project Officer employed by Le Cheile to deliver the service. By the year-end, having come through a change of MPO and the teething problems of a new partnership, the Project had found its feet. While Year 1 targets were not met, participant numbers were gradually building over the year with good momentum established coming into 2018.

**An emerging picture of a national commissioning process for GYDP's to be rolled out in 2018 in line with EU funding requirements.** Focus for Member Youth Services of Youth Work Ireland in 2017 was on gaining an understanding of specific legal, financial and HR considerations that would be at play in a large-scale change process of this nature. Awareness of staff was raised about the impending process and initial internal consultation was undertaken with them around what makes our GYDP's unique and effective.

**Selection of WSTCYS GYDP's for ongoing audit and quality assurance processes operating under the ESF Managing Authority, IYJS and the Best Practice Unit.** Preparations were undertaken for Site Visit/Audit checks for the PACT and BALL Projects (which were ultimately deferred until the New Year). The DAY Project had a YLS Audit checking compliance, practice and recording matters around the application of the YLS Screening and Risk Assessment system. Some issues were identified here and a re-audit was scheduled for January 2018.

**Integrating opportunities for GYDP staff to connect with each other and get to know each other better;** The Great Escape (Coffee on the Prom), Outward Bound Team Development Day and Annual Christmas Lunch were built into the scheduled meeting calendar during the year.



## Highlights . . . . .

- ◎ **TYRE GYDP;** The TYRE Project along with 16 other project sites in Ireland were awarded funding to roll out the Work to Learn programme for young people. The Project will have four young men engaging in this process in 2017/18. Work to Learn is a work experience programme for young people who have struggled in mainstream education and who are at risk of becoming involved in the juvenile justice system. The programme exposes young people to the world of work and the skills required to operate effectively in it, through a structured and supported process.
- ◎ **CYD GYDP;** An overnight camping experience where a boys group camped under Mahon Falls and took part in outdoor activities in the rain!
- ◎ **EDGE GYDP;** The input and presence of local Gardaí in the Project is consistently a positive intervention for all aspects of Project work. Our local Gardaí also took key roles in the delivery of interventions to participants and supported staff in programmes and activities. Participants engaged directly with local Gardaí through group work programmes and activities such as One Punch Assault with Ins. White and Fireworks and Bonfire Safety with Grd. Roche. This encouraged the development of positive relations between young people and Gardaí and resulted in the breaking down of some tensions and pro criminal attitudes and behaviours towards Gardaí.
- ◎ **BALL GYDP;** The highlight is when high risk young men start at the Project and have very little respect for boundaries and slowly settle down as a functioning group. One significant highlight would be for a past participant becoming a valued member of the volunteer team and having a positive impact on young Project members. Two young men who were in danger of being excluded from school really settled down and the incidents of their challenging behaviour significantly reduced.
- ◎ **DAY GYDP;** Throughout 2017 staff worked with a young person starting into his Leaving Cert year to identify possible career paths and encouraged him to examine requirements for required college courses. As part of his Case Management Plan, he completed a work experience placement with the Dungarvan Youth Project, which influenced further his career path of choice in becoming a youth worker. During this work placement, he developed a range of new skills. As a result of developing a more positive work ethic, he now works part-time in a local fast food takeaway shop. He attended school more regularly and was supported with interview preparation to apply for a Social Studies and Psychology Course, in the College of Commerce, Co. Cork.
- ◎ **SWAY GYDP;** 6 young people returned to education and training this year having been disengaged from school for a considerable period. A further 3 young people completed their Leaving Certificate, including one young person who went on to take up a PLC course.
- ◎ **PACT GYDP;** Participation in Bloom Festival 2017 for the impact it had on the personal development, teamwork, communications, CV development and PR of the Project.

It is a very safe place. If there are rough times at home you can come to the group and talk with friends about stuff. If this group wasn't here I would not know what to do without it.

Young person

## Issues/Challenges . . . . .

- ◎ **TYRE GYDP;** The issue of early school leaving young people between the ages of 13 and 16 years who wish to access alternative schooling proves a difficulty. The age criteria of being 16 years to access alternative education resources limits a young person.
- ◎ **CYD GYDP;** Mental health services for under 18s; it was very challenging to locate appropriate services which were accessible. A counselling service in Clonmel Resource Centre was discontinued.
- ◎ **EDGE GYDP;** Hard to reach areas / young people: reports from the community say that there are high levels of unattached young people engaging in anti-social / criminal activities in certain areas of the town. However, these young people proved difficult to engage in 2017, despite staff's efforts through outreach work, working from local community house, varying times from day to afternoon to night.
- ◎ **BALL GYDP;** Trying to engage in a meaningful way young men who have obvious addiction problems and not willing to take part in any form of intervention to address what is causing them significant problems.
- ◎ **DAY GYDP;** Managing the delivery of the Work Plan in a context of 2 staff changes in the Project during the year.
- ◎ **SWAY GYDP;** Drug debts and associated intimidation hindered workers' capacity to meet with young people in a way that ensured their safety and placed additional stresses on already vulnerable families.
- ◎ **PACT GYDP;** Working around significant building and improvement works at the Project's main Centre; a challenge at the time but with a very positive outcome in terms of the Project's operational environment.
- ◎ **WSTCYS/Le Cheile Mentoring Pilot;** Having commenced in the final quarter of 2016, the Dormant Accounts Funded Mentoring Pilot under the auspices of IYJS was a new branch of service delivery for WSTCYS in 2017. The focus of the early stages of the pilot was on relationship development at management level and also, crucially, between the Youth Justice Workers on the ground and the Mentor Project Officer employed by Le Cheile to deliver the Project. There were some teething issues in regards to communication, referral management, gaining buy-in from prospective referrals, drawdown of funding and clarifying expectations of both parties to the Service Level Agreement. Some of these issues were crystallised at a review held in May 2017 with a view to assessing progress and identifying areas for improvement and development. The Mentor Project Officer resigned from her position shortly thereafter, necessitating a new recruitment drive in the third quarter. A new MPO commenced in the role in October and hit the ground running to connect with Project staff and increase momentum on referral and matching of young people in need of this response. While the target for Year 1 of 15 cases was not reached by the end of December, indicators were good that it would be reached early in 2018.



## 7 Community Based Drug Initiatives 2017 . . . . .

W.S.T.C.Y.S. manages 7 community based drug project in the areas of Waterford City, Co. Waterford and South Tipperary. The objective of CBDI's is to support individuals, families and communities to overcome issues related to substance misuse use through provision of information and education referral, group and individual supports. The CBDI's work has a logic model with 13 actions listed and work with people from 13 years old and upwards. Increasingly over the last number of years the individual work has increased. Specifically the individual aspect of the work is to provide needs based key working to service users who require it in line with NDRIC protocols. Each Project has one staff member and a team of local community volunteers. The projects are community based services working within a community development model. CBDI's work.

### Sectorial Statistics:

Total of 1918 service users were engaged with CBDI's in 2017

- ✓ 278 young people in the 10-15 age groups
- ✓ 729 young people in the 16-18 age groups
- ✓ 336 young people in the 19-25 age groups
- ✓ 575 adults 25 + age group

### Volunteer Involvement:

32 volunteers supported the work of the CBDI's during 2017, delivering a range of holistic stress relief treatments, delivering awareness sessions, facilitating family support groups and SMART recovery groups, etc.

### Overview of Activities and Developments:

A wide range of activities were undertaken by CBDI's during 2017: at Individual Support Level – initial assessments/brief interventions/key working/care planning/etc. at Group Level: family support/auricular acupuncture/various community awareness events/coping skills group/smart recovery groups/SAOR Training/etc.

- ⊙ Establishment of Substance Misuse Team meeting in Dungarvan from April 2017 and has proved to be very beneficial for the co-ordination of services in the area for substance misuse.
- ⊙ Auricular Acupuncture annual practice assessment certification took in April with 35 staff /volunteers currently delivering the service.
- ⊙ An organised meeting between Drug Project staff and TUSLA social work representatives took place in April, to explore issues in joint working.
- ⊙ The final Guideline Booklet on the MOP/SOP Review and Quality Improvement Process was issued in July 2017. As part of this process WSTCYS has two nominees sitting on the review committee: Implementation process agreed for the S.O.P's (Standard Operational Procedures) and regular meeting planned for 2018.



- ② Training and continued development / implementation of eCASS client recording system, two training days completed by staff during 2017.
- ② Quality and Safety Committee established with HSE representative attending first meeting in Feb 2017 for guidance. All sub-groups of the committee have met at regular intervals during 2017 and work on Theme1: Person Centered Care and Support , was completed.
- ② Clonmel/Dungarvan projects meeting with the Area Lead for Service User, Family Member and Carer Engagement with the HSE- to explore developing responses with service users to include mental health.
- ② The WSTCYS workers completed the Meithal Training and are now equipped to partake in the Meitheal Process alongside TUSLA and other agencies.
- ② Continued support to staff: Monthly Peer Support Meetings, Monthly external supervision, line management meetings, reflective practice meeting.

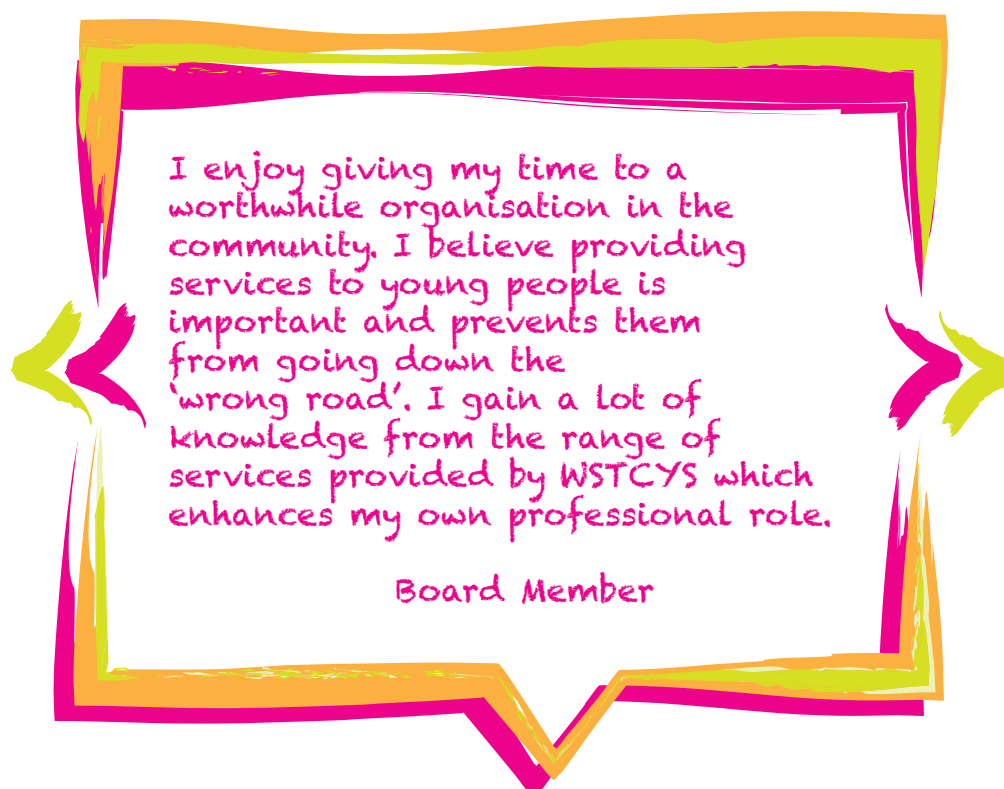
## Highlights:

- ⦿ Staff of WSTCYS Drug Projects delivered a number of sessions in Waterford City/County /South Tipperary in SAOR Training to other professional groups.
- ⦿ Launch of the Waterford CBDI Newsletter by the Mayor at City Hall in June 2017.
- ⦿ “Sober” social events group started in Dungarvan with the support of Co. Waterford CBDI (West).
- ⦿ International overdose awareness day on 31st Aug 2017 – two projects Co. Waterford CBDI and Waterford staged awareness events in local shopping centres.
- ⦿ Continued development and roll out of SMART Recovery Groups were available on a weekly basis to members of the community and were supported by CBDI projects / co-facilitated by volunteers in many cases.
- ⦿ A number of CBDI projects supported family members to attend the National Work Conference on 4th November in Dublin.
- ⦿ Waterford CBDI delivered an awareness talk at a Mental Health Event in the Sanofi factory Sept 29th, in association with Suicide Resource office.
- ⦿ Co. Waterford West CBDI delivered an awareness event for parents on 18th September in the GSK facility in Dungarvan as part of their Health Awareness Week.
- ⦿ Continued high engagement in services provided by CBDI’s from the community with positive attendance rates.



## Issues and Challenges: . . . . .

- ⊙ **Homelessness:** Extra time in supporting service users- no service in the County (Dungarvan). Waiting list for men's hostel is now 21 (Oct '17) so more sleeping on street including 2 in Dungarvan, same issues also in South Tipperary. These issues were constantly raised at H.A.T. (homeless action team) level throughout 2017.
- ⊙ **Child Protection Issues:** increasing issues for projects, notifications/ support/ attending case conferences/mediating/supporting substance users in understanding processes. Increased support to workers by D.L.P's and meeting with TUSLA senior social workers to highlight the issues.
- ⊙ **Mental Health:** On-going issue of dual diagnosis service for substance users and difficulty in accessing services for same. During 2017 the CBDI worker in the Cityside project began supporting service users at a mental health clinic in the substance misuse service in Waterford one afternoon a week, which has facilitated greater linkage with psychiatry services.
- ⊙ **Heroin Use:** Increase in those presenting with fentanyl laced heroin which has caused overdoses amongst service users. Issue was raised at various substance misuse meeting throughout 2017.
- ⊙ **Benzodiazepine Misuse:** Continued and increasing Benzodiazepine Misuse in all local communities. Following representation by frontline workers, the HSE wrote to all G.P.s to once again highlight the issue.
- ⊙ **Internet purchase of Drugs:** The availability of the so called "Head Shop Products", which are still widely available via on line purchase. Issue has been consistently highlighted at various meeting throughout 2017.



## 8 Drug Outreach Projects . . . . .

W.S.T.C.Y.S. manages two community based drug outreach project that cover the areas of Waterford City, Co. Waterford and South Tipperary. The overall aim of the Outreach projects is to provide services and responses for people 13 years and upward who are involved in high-risk substance misuse and are experiencing social exclusion because of their substance misuse and socio-economic background. The service also aims to minimize the harm that people can do to themselves through uninformed substance use and to encourage/support them to begin to address the issues presenting in their lives. The outreach projects have 4 logic model actions : (1) The provision of brief interventions which supports client motivation, behavioural change, and engagement with relevant services, advocating on behalf of service users to ensure appropriate service provision. (2) The provision of a needs based key working and case management structure to service users who require it in line with NDRIC protocols. (3) To support a needle syringe programme in partnership with the HSE or other providers as required. (4) To reduce drug and alcohol related harm for those using or at risk of harm through provision of information and development of service user capacities.

### Sectorial Statistics:

Total of 134 service users were engaged with Outreach Projects in 2017

- ✓ 4 young people in the 16-18 age groups
- ✓ 32 young people in the 19-25 age groups
- ✓ 98 adults 25 + age group

### Volunteer Involvement:

Due to the very confidential nature of the work undertaken by outreach projects at individual service user level, it is not appropriate for volunteers to be involved with these projects.

### Overview of Activities and Developments:

A wide range of activities were undertaken by Outreach projects during 2017 and all work was at the Individual Support Level – initial assessments/brief interventions/key working/care planning/ family support/auricular acupuncture etc.; and in addition the outreach workers undertook the following:

- ⊙ Substance Misuse Team meetings in both South Tipperary and Dungarvan during 2017 to facilitate the co-ordination of services for substance misuse clients in the area.
- ⊙ Both workers took part in the meeting in April 2017 between Drug Project staff and TUSLA social work representatives to explore issues in joint working.
- ⊙ Both worker took part in the induction training for S.O.P.s and will feed into the implementation process agreed for the S.O.P.'s (Standard Operational Procedures) and will feedback to their representative in advance of the regular meeting planned for 2018, to progress and review the S.O.P.s.
- ⊙ Both staff undertook two training days during 2017 in relation to the on-going development of the Ecass system.
- ⊙ Both workers are actively involved in the Quality and Safety sub-committees set up in 2017.
- ⊙ Workers completed the Meitheal Training and are now equipped to partake in the Meitheal Process alongside TUSLA and other agencies.
- ⊙ Both staff were actively involved in: Monthly Peer Support Meetings, Monthly external supervision, line management meetings, reflective practice meeting.

## Highlights: . . . . .

- ⊙ Staff attended a strategic planning meeting in New Ross on 27th March in relation to developing a strategic response for children with a parent who uses substances in the South Eastern Regional Drugs and Alcohol Task Force area, and were involved in supporting service users in attending individual consultation with the researchers prior to building the subsequent report.
- ⊙ The shared care approach worked well for a number of the service users during 2017.
- ⊙ A number of service users were trained in overdose prevention and administering naloxone in 2017 and a number of people successfully use the naloxone after opiate overdose.

## Issues and Challenges were the same as for other drug projects attached to WSTCYS:

- ⊙ **Homelessness:** Extra time in supporting service users- no service in the County (Dungarvan). Waiting list for men's hostel is now 21 (Oct '17) so more sleeping on street including 2 in Dungarvan, same issues also in South Tipperary. These issues were constantly raised at H.A.T. (homeless action team) level throughout 2017.
- ⊙ **Child Protection Issues:** increasing issues for projects, notifications/ support/ attending case conferences/mediating/supporting substance users in understanding processes. Increased support to workers by D.L.P.'s and meeting with TUSLA senior social workers to highlight the issues.
- ⊙ **Mental Health:** On-going issue of dual diagnosis service users and services for same. The CBDI worker in the Cityside project supports service users at a mental health clinic in the substance misuse service in Waterford one afternoon a week.
- ⊙ **Heroin Use:** Increase in those presenting with fentanyl laced heroin which has caused overdoses amongst service users. Issue was raised at various substance misuse meeting throughout 2017.
- ⊙ **Benzodiazepine Misuse:** Continued and increasing Benzodiazepine Misuse in all local communities. Following representation by frontline workers, the HSE wrote to all G.P. s to once again highlight the issue.
- ⊙ **Internet purchase of Drugs:** The availability of the so called "Head Shop Products", which are still widely available via on line purchase. Issue has been consistently highlighted at various meeting throughout 2017.



## 9 Making Connections Programmes . . . . .

Making Connections Programmes in both Waterford and South Tipperary provides 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 low entry level and flexible training programme that works on individual learning needs in small groups or 1:1. The programme saw a number of changes in 2017 with the introduction of a larger amount of group work. All subjects can now be catered for in a group class.

### Sectorial Statistics:

- ✓ 71 registered for the programme, with 55 undertaking training modules
- ✓ 2 progressed to the Saor
- ✓ 5 progressed into employment
- ✓ 9 went onto to further education/training
- ✓ 32 continued with Making Connections
- ✓ 9 Major Awards achieved
- ✓ 49 Minor awards were achieved

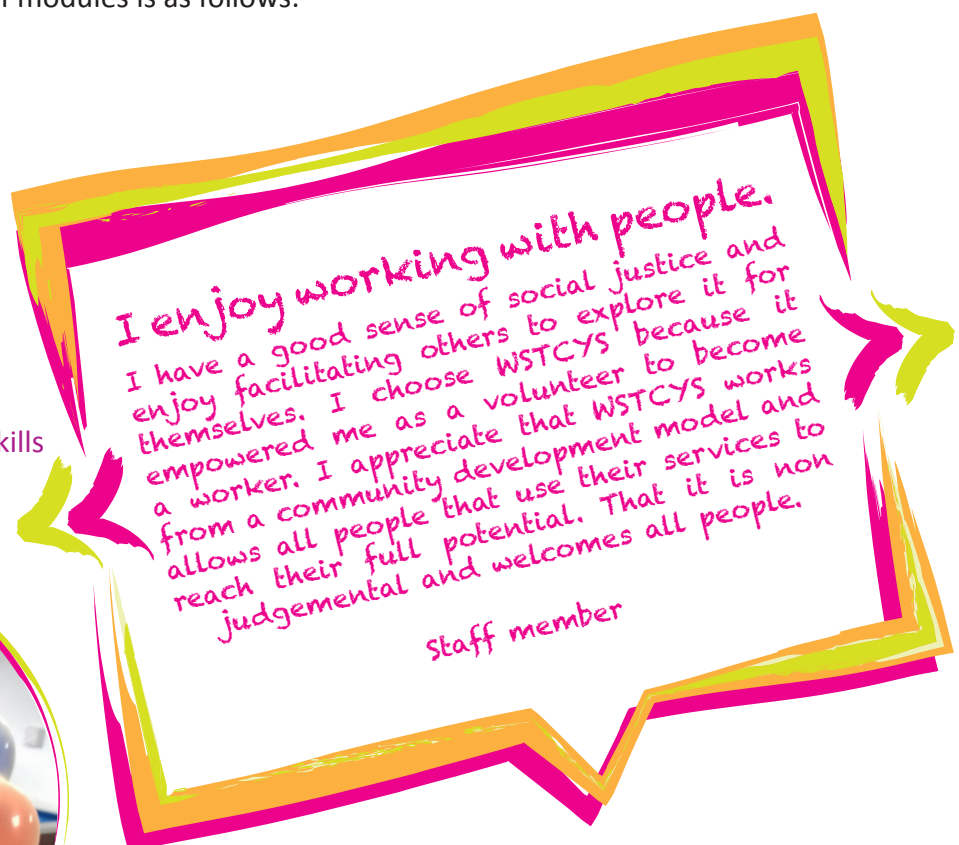
### Volunteer Involvement:

One volunteer supported the work of the Making Connections during 2017, helping in delivering a range of modules.

### Overview of Activities and Developments:

Participants on the training programme can achieve a minor award in any of the modules listed below, to complete a Major Award they need to complete 7 modules of which 4 are compulsory modules, the choice of modules is as follows:

- ① Application of Number
- ② Career Preparation
- ③ Communications
- ④ Computer Literacy
- ⑤ Health & Fitness
- ⑥ Personal Effectiveness
- ⑦ Art & Design
- ⑧ Culinary Operations
- ⑨ Personal & Interpersonal Skills
- ⑩ Work Experience.





## Highlights: . . . . .

- ⊙ Making Connections Waterford achieved the highest rating on the external authenticators score sheet.
- ⊙ A day trip was organised to Mount Congreve gardens with a guided tour provided free to our learners by the Waterford County Council, 5 learners attended and enjoyed learning about the history of the gardens and all the plant life therein.
- ⊙ In the Waterford Making Connections there were 9 Major Awards achieved in 2017 by individuals as a result of long term engagement, increased completion of modules and a greater number of hours offered to the learners.
- ⊙ A presentation day was organised at Waterford Making Connections during 2017 with a high turnout was run and feedback given was that it was a very successful day.
- ⊙ Making Connections in Clonmel held its first public art exhibition, “Transforming Perspectives” in The South Tipperary Art Centre, Clonmel in March 2017. Art students work were presented for display, learners were involved from start to finish and input to display of work. One learner gave an insight about her learning experience on the programme. It was a very proud and positive experience to take students art work out of the centre for public viewing in our local town place.

## Issues arising and how they were handled:

- ⊙ Our learners often experience barriers to learning for a variety of reasons such as addiction related difficulties, social exclusion, stigma, lack of confidence and environmental issues. The Making Connections workers worked hard on relationship building with our learners and liaise closely with local agencies and services to support learners in areas outside of education and training where possible.
- ⊙ One staff member is on long term sick leave; however a sessional worker covering these hours has helped to keep the smooth running of the project during 2017.
- ⊙ There had been a gap/block with learners having to leave if they got on to a CE scheme however if they needed educational support this was an issue as they could not attend Making Connections. This was brought up at a committee meeting and the ETB have agreed to let learners continue on Making Connections if and when the need arises.



**It is nice  
to be involved**  
as we meet different people.  
I find that the acupuncture  
is very relaxing. The staff are  
very helpful and caring and  
are very good also to speak to  
when you may be having an off  
Monday. It is also nice to be  
involved in a different group.

Service User

## 10 Health Support Project . . . . .

Funded by the H.S.E., the Health Support Project coordinates an integrated health care to refugees living in the Emergency Reception & Orientation Centre (EROC) in Clonea Hotel, Dungarvan, Co. Waterford. The Health Support Project provides refugees with relevant health & wellbeing information to signpost access to health care and supports services; the project developed a support structure for refugees to access and engage in health care & other supports appropriately; provide health orientation sessions as part of the ETB training for clients from migrant communities; support health services providers in their health services & supports to the refugees living in Clonea EROC and conduct an evaluation of health outcomes for the refugees & the stakeholders when each family moves to their resettlement town, enabling a handover of health information and supports.

### Sectorial Statistics:

Total of 251 service users were engaged with Health Support Project in 2017

### Overview of Activities and Developments:

The objective of the Health Support Project is to provide support, advocate and assist clients to access health services while resident in the EROC at Clonea Strand Dungarvan.

The project staff also organizes transportation for appointments and arrange for an interpreter when required to attend appointments. Staffs liaise with external service providers, i.e. Opticians, Adult and Children Dental Services, Practice Staff, GP, Practice Nurse, Public Health Nurse, School Nurse, OT, to assist with appointments to Cork and Waterford Hospital Services such as outpatients, A&E, Dental. Undertake administration, maintain and update records including health outcomes reports, support staff/service providers in their engagement with this client group. Furthermore to monitor, evaluate and develop best practice guidelines for this new module of support.

### Highlights: . . . . .

HSW coordinate a very successful soccer match link with the community youth service at Dungarvan Youth Centre in order for the youth to build relationship in local community.

### Issues and Challenges and how they were handled:

- ⊙ The issue of high taxi travel expenses to Health Service appointments in W.U.H. was raised in a meeting with EROC Management and HSE. Following a successful application to the DOJ for orientation visits by residents to WUH, the Health Support Workers organised a number of travel Orientation trips from EROC Clonea Strand Hotel Dungarvan to University Hospital Waterford. The objective was to empower clients of the EROC to self - access Health Service appointment in the Community and in total 24 clients engaged in this project during 2017.
- ⊙ There have been dental issues with children appointments delayed and children can only be seen through emergency only with an interpreter present on sight.
- ⊙ Issues around dental hygiene had been raised during 2017. A meeting with HSE and DOJ to discuss the possibility of facilitating on-going dental hygiene sessions in the EROC, had a positive result and sessions will most likely take place in the 1st quarter of the new year. It is also likely that residents will have a visit from dental hygienist in January 2018, from HSE Dental Hospital Dungarvan, to promote good dental hygiene.



## 11 SAOR (Special Community Employment Programme) • • • • •

This programme targets individual's recovery from substance misuse in Waterford City and County and also the South Tipperary area. Rollover commence on 19th March 2018 with one supervisor (Kelley Hall) and one assistant supervisor (Lesley Hanrahan) and 20 participants.

### Breakdown of Positions as follows

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

During the year total 20 of these participants availed of 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 QQI certificate. Social care, Youth & Community, Barbering, personal effectiveness, Art and Health & Fitness, fork lift licence

Each Participant spent 11.5 hours weekly based in their specific Work Placement and the remaining 8 hours was spent on the (ILP).

Overall this was a very successfully year for all participants as they availed of further training, education and employment placements available to them within the project. Four participants went on to third level education. Four participants got jobs. SAOR 11 was approved for rollover commencing 19th March 2017, this project is ongoing.



## 12 W.S.T.C.Y.S. Community Employment Scheme . . . . .

W.S.T.C.Y.S. hosted 23 Community Employment places during 2017. Every effort was made to ensure all places were filled during the year and the staff were deployed in numerous roles throughout the organisation. These included: Administration & reception, Youth Worker position; Youth Information Workers; Maintenance Workers; Grounds keepers. Staff were deployed throughout the region in the City, County and South Tipperary areas and made a very valuable contribution to our work with young people and services users.

Significantly over the past year the Community Employment calendar has been dominated by an overhaul in the D.S.P. administrative system which resulted in direct contact moving from the Cork Road office to the Hebron Estate in Kilkenny and the roll out of the Welfarepartners@ website. As a result there has been a shift to a somewhat more impersonal operation with all wage and material claims, training and briefings being now logged onto one master site. While in essence this promises streamlined provision, the experience has not always made for simplicity of use because the DSP server is often overwhelmed. Feeding all training proposals into a learning portal poses difficulties at times particularly when training requests are denied and there is no explanation. There were some frustrations with recruitment this year. In particular finding eligible persons to work CE positions in more anti-social hours when youth work usually takes place remained an ongoing challenge. With all these things in mind the CE scheme still presents a regular number of participants that progress onto employment and study, it shows continual flexibility to the needs of its geographic sites and retains its good stead with the D.S.P.





## I love volunteering

with the youth club and I gain loads personally from the young people. I think it benefits the young people, having people in the community that they know care about them and have an understanding of what the needs are in our community. I am involved because I want to give back to my community and be a positive role model and support for the young people.

Volunteer

I have always been interested in youth project, working with the young people.

It's great to see them grow and be able to mix with other children and learn skills. I chose this organisation as it is close to home for me and both of my children have been involved.

It's good to give something back when you've seen your own children benefit from it.

Volunteer



Waterford & South Tipperary  
Community Youth Service



# YOUTH at the CENTRE

Waterford & South Tipperary Community Youth Service  
Edmund Rice Youth & Community Multiplex,  
Manor Street , Waterford , X91 TY8N

t: 051-872710

w: [www.wstcys.ie](http://www.wstcys.ie)