

ANNUAL REPORT

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CHAIRPERSONS ADDRESS

2019 has been a very fruitful year for Waterford & South Tipperary Community Youth Service and I would like to extend on behalf of the Board, our sincere gratitude to every young person, service user, volunteer, staff member, Line Managers and our C.E.O. Chris, who is guiding the process of tackling the challenges this pandemic is presenting W.S.T.C.Y.S. with. Collectively every one of you creatively, innovatively and professionally have kept the organisation functioning and operating safely to ensure we could continue our vital work. We recognise the personal sacrifices that are required especially at this time, which is evidence of one of the key priorities W.S.T.C.Y.S. places on well-being holistically. I believe the strength of W.S.T.C.Y.S. is represented by everyone, and has shone through despite these unprecedented events, through the commitment, dedication and flexibility shown by you as a strong, hard-working team. We want to acknowledge the extensive effort made by our staff in order to ensure the safe reopening of our centres.

I would like to thank my fellow board colleagues who have supported and encouraged me to carry out the role of chair, and I have been truly honoured to do so. New board members, Katrina and Rhiannon have been welcomed and together we have a strong board working on your behalf. It is a board where questions are encouraged and answered with complete transparency. We function successfully because of the work carried out together and individually through Sub-committees, producing reports, sharing knowledge, experience and skills collectively to ensure our board meets the legal requirements in a relaxed, friendly, safe environment. So thank you for your safe hands.

Our Annual report contains a comprehensive financial account and reports from across the various sectors, including Volunteer Led Youth Clubs, Community Youth Programmes, Youth Justice and the Drugs projects. I urge you to take the time to read these as they reflect some of the highlights and challenges regarding services being offered to young people and adult service users throughout Waterford City, County and South Tipperary. Looking back on 2019, our 50th year, you will see that once again our wide range of services reached many vulnerable young people and service users. One of the key development we achieved in addition to service delivery, was concluding our re-branding process as captured by our New Logo, which is vibrant, bright and relevant and represents the people - young people and adult service users whom we have the pleasure of serving. Our new logo is on display on all signage externally and ensures we are visibly planted in the communities we serve. It is hoped that this consistency will assist in building our identity as an organisation further and this will be accompanied additional enhancements such as work wear etc. Our new user friendly, information packed Website has created more awareness of our work and achieving our goal of making WSTCYS a household name in the community. After 50 years in existence we have certainly shown that we continue to learn, grow, adapt and strengthen as a service.

There are two Board Members not present here this evening – Sean O' Halloran and Fr. Paul Murphy. It was with regret that the Board accepted the resignation of Sean O' Halloran in February after over ten years of service. We are sorry to see him go but deeply appreciate the enormous contribution he has made to the organisation and will certainly miss him. Fr. Paul Murphy who, following an incredible 45 years of service to W.S.T.C.Y.S., has tendered his resignation as he has now retired. Fr. Paul has been extremely loyal, committed and dedicated to W.S.T.C.Y.S. and will be truly missed especially for his attention to detail I am sure you will all agree. We wish him all the very best and sincerely thank him for everything he has done for our organisation. The Board will be dedicating the Board Room at the Manor in his name.

On behalf of all of us at W.S.T.C.Y.S. I would like to thank our various funders whose support allows the organisation to execute its strategy. We continue to honour our commitment to all our many partners and to fulfil and exceed the terms of our Service Level Agreements. We are proud of our reputation and track record and actively work to maintain and develop our strategic relationships. In line with our commitment to adhere to best corporate governance practices, much work has been undertaken this year to achieve compliance with the new Charities Regulator's Governance Code for Charities, for which reporting and accountability systems will be introduced in 2021. As an organisation we must continue to ensure that governance, transparency and communication are to the forefront of our work as regulations and society evolves. Now more than ever we must be committed to respecting and instilling public confidence.

On behalf of the Board I want to welcome the staff who have joined us recently. We value the diversity and contribution new staff make and hope they will be with us for many years to come. To those staff who have decided to move on to new ventures – thank you for your commitment and hard work and we wish you every success for the future.

We are all keenly aware of and living with the impact of the Covid-19 pandemic. This has affected us all but W.S.T.C.Y.S. as an organisation is keenly aware of the impact it has had and is having on those most vulnerable young people and service users who are struggling with the punishing limits and isolation it has created. Youth work and our support services were never more important than they are now and W.S.T.C.Y.S. will remain an important contributor in addressing the issues it has created. Looking to the future, I call on all members of the organisation to strive to go that extra mile for our young people, to listen, to advocate for and to empower those you are working with.

WE DO NOT KNOW YET WHAT THE OVERALL IMPACT OF THIS VIRUS WILL BE AND FOR HOW LONG WE WILL BE RESTRICTED BUT WE CAN BE SURE THAT IT WILL HAVE SERIOUS RAMIFICATIONS SOCIAL AND ECONOMICALLY. THE BOARD WILL BE DOING EVERYTHING IN ITS POWER TO MAINTAIN A STEADY COURSE THROUGH THE NEXT FIVE YEARS IN PARTICULAR IN ACHIEVING THE GOALS OF OUR NEW STRATEGIC PLAN 2020 — 2024. WITH THE CO-OPERATION OF EVERYONE WE WILL WEATHER THIS STORM.





COMPANY SECRETARY REPORT

The Staff and Volunteers of Waterford & South Tipperary Community Youth Service worked very hard during 2019, our 50th year anniversary, to ensure the delivery of a high quality integrated services to young people and service users in the community. With the support of the Board, relevant, innovative and responsive services were delivered at all times. The complexity of the organisation demanded astute management of 82 full and part time staff, 32 C.E. workers, 43 projects with different thrusts and emphasis, all funded through as many as nine funding streams and the management of 15 premises and facilities. The organisation's record of accomplishment and quality service delivery as maintained in 2019 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 13,000 young people and adult service users throughout the year through clubs, projects and services.

Board

The Board were as usual very active during the year meeting for a total of 35 meetings held between Board and Sub Committee, representing 182 hours of personal time contributed by Board Members at this level. The Board itself met on 10 occasions with an overall attendance rate of 76% demonstrating the level of commitment by Directors. The Board held its annual Review and Planning Day on Sunday 10th of February, which provided an ideal opportunity to take an overview of the achievements made during 2018 and to set priorities for 2019. Membership of the Board for 2019 included the following 14 people: Andrea Bourke (Chairperson Jan to Sept.); Treasurer - Sean O' Callaghan; Company Secretary – Fr. Paul Murphy; Crena Morrissey, Seamus Mc Grath, Sean O' Halloran, Joanne Walsh, Clive Smith, Mick Nevin, Karen Doyle (Chairperson Sept. onwards), Dylan Roche and Pat Walsh. Katrina Magoran and Rhiannon Kavanagh joined the Board in the Autumn and together they ring considerable experience as volunteers and ex participants in W.S.T.C.Y.S. programmes and services. During the year Crena Morrissey retired from the Board having served 25 years. While the Board was sad to lose her, her contribution was very much appreciated and the occasion was marked with a special presentation.

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 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, Audit & Special Purposes Committee

The Finance Committee held 10 meetings during the year prior to each board meeting and had a 98% attendance rate. The Committee contributes 45 hours of their personal time and was made up of three directors: Sean O' Callaghan (Company Treasurer), Paul Murphy (Company Secretary) and Sean O' Halloran (Board Member). The Committee was chaired by Sean O' Callaghan and was attended by 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. 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 €92,631 to €558,429. 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 February 2019. These were strictly monitored monthly and quarterly to ensure they were in line with funding.

Throughout the year there were several funder audits of the WSTCYS finance systems, procedures and transactions. These included significant detailed external audits from Irish Youth Justice Service, an external appointed auditor on behalf of the European social fund, Department of Employment Affairs & Social Protection and the HSE national internal audit division in 2019. These audits were conducted by independently appointed auditors lasting days and weeks in some instances, all of which had positive results with no issues reported. This highlights the high level of governance and financial structures in place and continually maintained by the staff and Board of WSTCYS.

Negotiations were held with some funders to increase grant allocations or to amalgamate and share resources between projects to increased their viability; Successful negotiations with the IYJS/ESF in mid-2019 allowed WSTCYS to begin the process of amalgamate the Profit & Loss reports for the Garda youth diversion Projects (IYJS Projects) to allow pooled resources and a greater ability to cost save and optimally utilise grant funding in full each year from 2020 onwards. We were also successful in securing an increase in the IYJS project funding which reversed the cut applied in 2018 and brought the projects back to viable levels. Additional once off funding was secured from the HSE for the Intercultural health hub to allow for additional, highly qualified personnel to be hired for a set contract. These resources were badly needed.

Several small grants were received from HSE lottery fund, Art grants, Waterford City and County Council, all in addition to main funder grants, which aided the development of programmes within each project.

Some additional key actions taken over the year included;

An extensive investment continued into 2019 for the Elm park building, the organisation was successful in securing 2 capital grants from Tipperary County council and DCYA/Tipperary ETB. A funding shortfall was met from W.S.T.C.Y.S. resources as the works were essential in areas of heating, ventilation, roof repairs, floor replacement and general building up keep to ensure the building is compliant with all health and safety standards.

The committee spent a significant amount of time examining our insurance requirements for 2019/2020. 2019 saw a significant increase in our organisational insurance premiums with combined premium costs exceeding €100,000. The committee viewed and investigated these increasing premiums in full. This involved the committee discussing a number of issues currently affecting the fluctuation in our premium year on year. The committee is currently working on a number of ways to reduce cost where possible.

With the FASP Committee's agreement a significant investment was made in organisational branding in 2019. This involved upgrading the organisations branding in all buildings with new signage and outside logos.

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 100% attendance rate. Chaired by Seamus Mc Grath, membership included three other directors – Pat Walsh, Karen Doyle and Mick Nevin. Karen Doyle resigned from this Committee to take up the post of Chairperson in September. The C.E.O. attended at each meeting. The Committee contributed to the management of any staff matters including recruitment of new staff during interview processes, implementation of policies and procedures/processes, overviewing staff retention issues, reviewing staff terms and conditions, and handling redundancy situations. This Committee also contributed to the management of staff requests regarding leave of absence and education assistance.

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 was made up of three directors including Fr. Paul Murphy (Chair) Dylan Roche and Clive Smith. The C.E.O. attended at each meeting. The committee met 7 times during the year with an attendance rate of 88%. This Committee contributed 26 hours of personal time to the organisation in this area of work. Having guided the organisation's process to reach compliance with the Voluntary Governance Code for Charities in 2017, this committee undertook the process of engaging with the Charities Regulator, Charities Governance Code for Charities on behalf of the Board and set about assessing the organisations governance compliance against the new code. The Code considered the following six principles:

PRINCIPLE 1:

Advancing charitable purpose

PRINCIPLE 4:

Exercising control

PRINCIPLE 2:

Behaving with integrity

PRINCIPLE 5:

Working effectively

PRINCIPLE 3:

Leading people

PRINCIPLE 6:

Being accountable & transparent

Overall the Committee assessed the organisations compliance as high with some minor areas of improvement. The next step is for the Board to sign off each principle over time as the evidence and actions are reviewed and implemented.

The Governance Committee oversaw the review and updating of the organisations Risk Register, preparation of Motions and hosting of the A.G.M., the development of WSTCYS new website at www.wstcys.ie and the organisations new branding.

The Board of W.S.T.C.Y.S. acknowledges that it 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.

The organisation's team of 61 full time staff, 21 part time staff and with the support of 20 Community Employment staff, delivered high quality, meaningful and relevant programmes and services to communities throughout the region during 2019. The central focus of all of the work undertaken was on young people,

Staff

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 2019, W.S.T.C.Y.S. lost two long-term staff - Sarah Hearne who left the Cityside C.B.D.I., and Niamh Hogan who left Dungarvan Community Youth Project. The Board thanks them for their combined 21 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 2019: Graciela Polania took over the lead at Co. Waterford C.B.D.I. West; Tracey O' Grady was recruited to the Youth Work Post at Dungarvan Community Youth Project; Barry Whelan took up the position of Youth Justice Worker at the TYRE Project; Sarah Power joined the Youth Work Team at Manor Street; Carly Daly and Elwira Pawelczuk joined the teams at the Shy Project and North Suburbs Community Youth Projects respectively. Dara Arrigan took up the role of pioneering our family support model for Youth Justice Projects in through the EDGE Project. Others who contributed during the year were - Georgiana Chitas at the TYRE Project, Shane Mc Grath at Co. Waterford CBDI East, Michael Mc Guinness and Catherine Smith at the Farronshoneen Centre and Karen Johnston at the Intercultural Health Hub. Some internal movement also occurred with Jay Collins took over the reins at Cityside CBDI. 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. 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

Youth Work Ireland

work with vulnerable people.

W.S.T.C.Y.S. participated as an active member in Youth Work Irelands structures during 2019. These included Y.W.I. Youth Justice Working Group, the Child Protection & Safeguarding Working Group, the Targeted Youth Funding Scheme Group, Club Development Sector meetings. 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 continued consultations regarding the Targeted Youth Funding Scheme and general dealings with funders such as D.C.Y.A. There was a high level of participation in this year's Youth Work Ireland Week, which was held in May and focussed on the theme "Youth Work Works"!

Youth Work Ireland has been concentrating on advocacy on behalf of the Member Youth Services particularly in the context of the Targeted Youth Funding Scheme and forthcoming changes in the Youth Justice Projects and potential reform of the Youth Service Grant Scheme. Many meetings have been held with DCYA and strategic relationships have been strengthened and forged at national level. Participation at national level will remain a priority over the coming year.

Interim Strategic Plan 2017 - 2019

W.S.T.C.Y.S. Interim Strategic Plan 2017 – 2019 guided the work of the organisation in 2019 through five main goals as follows:

GOAL 1:

Unity & Identity: Developing a greater sense of identity and inter-connectedness as a whole organisation and making this visible

GOAL 2:

Looking after the core of our work: Protecting our ethos by contributing to the evidence based discourse and by recording, owning and championing our practice

GOAL 3:

Stability & Sustainability: Ensuring the sustainability of our staff and volunteers by investing further in capacity building at all levels

GOAL 4:

Building participation and influence: Increasing participation and influence from within the organisations membership and increasing engagement of those who are currently on the outside

GOAL 5:

Prioritising Wellbeing: Fostering the theme of well-being as a whole organisation in programme design and service delivery

It is expected that the extensive work programme to be achieved under each goal will continue over the next five years through WSTCYS Strategic Plan 2019 – 2023.

Premises and Facilities

Maintenance and development of premises and facilities were a priority as usual for the organisation during 2019. Considerable resources were spent on maintaining and improving health and safety and to maximising layouts/flow and usage of facilities, in order ensure service delivery and sustainability. Every centre received attention and indeed more is needed in all of them as they provide very busy focal points in communities with a high volume of footfall on a daily basis. A maintenance schedule was implemented to ensure grass was cut, repairs were conducted and painting and decorating was conducted at numerous settings. In line with rebranding, new signage was placed on the exterior of each Centre, brightening up the appearance of each and building a corporate identity. The Elm Park premises was at the forefront again this year as every attempt was made to bring the building up to standard. This included putting in a new floor in the sports hall along with a new heating and ventilation system. Hopefully this will mean that the hall is usable on a sustained basis going forward. Heating systems were replaced in four Centres – The Manor, Farronshoneen, The Wilderness Centre, Dungarvan Youth Information and finally, a new heating system was installed to service the remainder of the Elm Park Centre. Some funding was raised for these building projects through Tipperary County Council, Tipperary E.T.B. and W.W.E.T.B. and the remainder was provided for W.S.T.C.Y.S. resources.

The Board recognises its responsibility to protect the resources of the organisation as a charity and will continue to implement safeguards where needed in the coming year.

In conclusion, 2019 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.

CLUB DEVELOPMENT

The Club Development sector of WSTCYS aims to support people within communities to establish and facilitate Voluntary Led Clubs to meet the needs of young people in their area. It is supported by one part-time Club Development Officer, a manager with responsibility for Club Development and a dedicated team of volunteers. Over the last year, W.S.T.C.Y.S. supported 15 volunteer led youth clubs in 13 communities, catering for 310 young people and facilitated by 85 volunteers. The number of young people attending W.S.T.C.Y.S. youth clubs increased significantly in 2019 from 220 young to 310 with an additional 9 volunteers supporting their engagement.

Activity & Development Overview

- Volunteer recruitment was the main focus of Club Development in the first quarter of 2019. A number of
 clubs saw the departure of leaders at the beginning of the year, therefore the recruitment of new volunteers
 to support the continuation of these clubs was essential. The Club Development Officer, in conjunction with
 a number of long term volunteers successfully recruited new leaders across the region and all clubs remained
 opened.
- Identifying the training needs of volunteer leaders and implementing a suite of programmes was a priority for 2019. A number of training opportunities were provided throughout the year:



LEADERS ATTENDED "PAUSE TEEN" THE BULLYING AWARENESS
PROGRAMME FACILITATED BY NATIONAL YOUTH COUNCIL OF IRELAND



VOLUNTEER LEADER INDUCTION TRAININGS
– 24 LEADERS ATTENDED



CHILD PROTECTION AWARENESS PROGRAMME TRAINING
- 35 LEADERS ATTENDED



LEADERS ATTENDED THE FIRST AID RESPONDER TRAINING REFRESHER

- An Advanced Volunteer Leader Training was designed and developed. This training is a follow on from Induction training and is aimed at leaders who have been volunteering for 12 months or more. The aim of this training is to build on volunteer experience; by refining key skills and gaining a deeper understanding of youth development processes in a club setting. This training will be rolled out in 2020.
- Acknowledging the hard work and dedication of Club Leaders and their invaluable contribution to WSTCYS was a key theme for the year, the culmination of which was a Volunteer Recognition evening in December.
 15 volunteers from 10 clubs were in attendance. It was an opportunity for the Club Sector to express its gratitude and appreciation for the commitment the club leaders have demonstrated throughout the year. It also afforded leaders an opportunity to further develop relationships with each other, to share their experiences from the year and develop closer links with other clubs.
- Extensive work was carried out across the region with the aim to open new clubs in identified areas. This development work included: conducting a needs analysis of the areas, networking and developing strategic relationships with key stakeholders in various communities, identifying key areas to target, utilising local resources and knowledge and conducting extensive outreach. Outreach consisted of leaflet drops, face to face meetings, information stands and use of social media platforms. 9 communities across the region were targeted. These communities were: Kilmeadean/ Ballyduff, Cheekpoint, Faithlegg, Crooke/Passage East, Ballymacarbry, Kill in Co Waterford and Ballyneale, Grangemockler and Carrick on Suir in Co. Tipperary. Passage East Youth Club was established and opened its doors in September. Kill and Ballyneale Youth Clubs will open in 2020.
- Four regional events took place in 2019.
 - A Dodgeball Tournament was held in March with 68 young people participating. This event saw an increase in attendance from 2018 and was once again enjoyed by all who took part.
 - The Annual Barbeque saw a change of venue and took place in Seaview Youth Club, in September. 57 young people and 18 volunteers attended and thoroughly enjoyed the array of facilities on offer in Annestown. Activities included soccer, board games, karaoke, pool, scalextrics and just dance.

- Due to the success of the BBQ, Seaview was the venue for the end of year Youth Club's Got Karaoke Competition which took place in November. 58 young people were attendance on the day and great fun was had by all. This event not only provided an opportunity for young people and leaders to meet members and volunteers from other clubs but also let the young people (and some leaders!) showcase their talents.
- The final event of the year was the Christmas Colouring Competition. 22 entries were received and the winner was from our newest club in FerryKidz in Passage East.

Overall 205 young people participated in events organised by Club Development in 2019. Once again this is a significant increase on last year's figures, with an extra 81 young people attending regional events compared to the previous year. A massive well done and thank you to all the leaders who contributed to these events.

- Clubs were supported in devising and submitting their applications for the Local Youth Club Equipment Grant Scheme. All clubs who applied were successful and on average clubs were awarded €600 each to purchase new equipment.
- The development of national links with the Club Development sectors of Youth Work Ireland and other member services through the Club Development Officer & manager's participation in national meetings and working groups continued. The Club Development Sector of W.S.T.C.Y.S. actively participated and contributed to the re design of Youth Work Ireland National Club event Youth Wave, as well as participating on the working group who designed the activity packs for Youth Work Ireland week 2019.
- The development of a Club Development Facebook page. The aim of the page is to use social media as a platform for outreach, to attract new volunteers, target new areas and showcase the work of existing clubs.

HIGHLIGHTS

- 90 additional young people attending W.S.T.C.Y.S. Youth Clubs
- 205 young people attended Regional Events
- Increase in training opportunities for new and existing leaders
- Development of social media platforms

ISSUES/CHALLENGES

- The most significant challenge for Club Development in 2019 was the recruitment of quality volunteer leaders in targeted areas. A considerable amount of time and effort was spent in communities trying to recruit leaders and establish new clubs. All areas had great interest in developing a club in their community but securing commitment from local volunteers was difficult.
- Young people who attended Waterford & South Tipperary Community Youth Service clubs in 2019 developed skills in; communication and planning & problem solving. Through their participation, they built 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.
- Once again it is imperative to acknowledge the hard work and dedication of all Club Leaders. They work tirelessly throughout the year to ensure that young people in their communities have access to a safe, fun space where they can develop both personally and socially. Sincerest thanks to all Volunteer Leaders, old and new, for your delivery of quality youth work in 2019 and the positive outcomes it elicited for young people in your communities.

COMMUNITY YOUTH PROJECTS

The 13 Community Youth Projects engaged 2,668 young people in a wide variety of recreational, educational and developmental groups and programmes in 2019. 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.

It was a busy year for all involved across the sector. The year brought a number of changes to core staff members with a total of 5 new Community Youth Workers becoming involved over the course of the year. The change was unsettling at times especially for some young people who had developed strong relationships with key staff members. However, with an openness from young people and a careful and thoughtful approach by new staff trust was developed and the projects grew in new ways.

The heart of the work continued to be core groups supported and facilitated by adult volunteers from the community in partnership with staff. The integral role of community volunteers is critical to the model of best practice across WSTCYS Community Youth Projects. The invaluable contribution of community volunteers is a highlight each year across the projects. What has become evident though is the increasing difficulty in recruiting and maintaining new volunteers in the work. This issue has come to the fore over recent years. This has and continues to place a strain on project development.

There were more opportunities for staff and volunteer training in the year which enhanced and further developed skill and competency levels across the sector. People participated in a number of training opportunities including Youth Identity Training, Trauma Informed Practice, Work with Young Men and Inclusion Training. This demonstrates the commitment to continuous professional development, growth and learning. Fundraising was a key part of each projects timetable to supplement the programme budgets. It was noted that communities experiencing disadvantage continued to be remarkably generous when our projects required additional funds throughout the year.

The CEO and a representative of the Board met with the sector to discuss people's concerns over terms and conditions. Subsequently the Board ensured all staff members on the old pay scale of P.1 was transferred to the new pay scale rate. Even though this was a small adjustment it was very much welcomed by staff.

A sub group of the sector worked on creating a short film on the impact WSTCYS has had in the lives of young people, service users and communities across Waterford & South Tipperary over the last 50 years, which was premiered at the AGM in May. This short film showed the depth of practice, the love of the youth service and the unwavering commitment by young people, volunteers, staff and management to the growth and development of opportunities with and for young people and service users. It was a resounding success and brought many a tear and fond memories to the fore on the night.

Strategic Developments

Staff and management contributed to the Youth Work Development Plans for WWETB and TETB by consulting with young people and volunteers around the key areas for youth work development in Waterford and South Tipperary. Both ETBYO's from Waterford & Tipperary met with the staff to inform them on the upcoming reforms of the sector under TYFS.

Staff, management, CEO and Finance Officer delivered a workshop for Youth Work Ireland member services in Limerick in April to share learning from the Sample Service and offer guidance on navigating the forthcoming change with TYFS.

DCYA issued a new financial template which had to be completed for all projects for the first six months of next year, before the projects transfer to the new scheme.

All existing YPFSF Projects 1 and 2 transferred over to the ETB in January. All the projects participated in a new cycle of the NQSF (with the exception of Dungarvan as core staff was on Maternity Leave) and agreed to do complete in within the calendar year. This was a challenging task given the cycle is usually for 3 years. So with commitment and hard work all projects took up the challenge and successfully completed most of the cycle within the year. Any small outstanding residual tasks will be completed in the first quarter next year.

The Sample Service completed its 3 year cycle very successfully at the end of December. Staff and management were invited to present at the official launch of the new UBU Scheme (previously known as TYFS) in December in Dublin. Feedback from DCYA and TETB was extremely positive.



HIGHLIGHTS

There were many highlights across the sector during the year:

- Woodstown's highlights included hosting an Erasmus+ "Visualise the Invisible" training which included 23 youth
 workers from across 9 European countries and focussed on developing their personally and professional skills.
 This training programme was a huge success! They also facilitated the "Power Up" exchange which included
 young people from Ireland, Estonia and Armenia in a 3week youth exchange programme. This was a fantastic
 opportunity for all involved.
- Sustained outreach which resulted in a significant increase in project participants was a very much welcomed outcome in the Manor Street CYP. As well as the in-house live room re-vamp of Studio X91.
- ChillOUT's successful launch of their Storytelling booklet brought great awareness to the sector and beyond of what works well for working with young LGBTQI+ people.
- For Farronshoneen Centre the first ever project Colour Run to raise much needed funds was a brilliant day for all involved.
- For Farronshoneen CYP after years of involvement, much hard work, saving and planning a trip with young people and volunteers to Paris was a great achievement for all involved.
- In the Inner City CYP the young people involved in the Intergenerational Group created in partnership with older community members a collection of stories "A Trip Down Memory Lane" which they designed and launched successfully in the Manor Youth & Community Centre.
- Two new additional part time workers for the Frontline Project and the North Suburbs CYP was the highlight for the year. This put the work on more solid footing. Also the North Suburbs CYP worked in partnership with Waterford County Council, Carrickphierish Library and Waterford Sports Partnership to host a Community Festival which over 900 attended in the North Suburbs.
- The young people involved in the Millennium CYP were much deserved winners of the Waterford Youth Work Alliance group prize in the annual art competition.
- The Annual Christmas events of Christmas Shows, Food Appeals, and Christmas Dinner were the highlights for the year in the Shy Project, Clonmel CYP, Axis and Ballybeg CYP's. This is a very exciting and potentially difficult time for young people and community members. The thoughtful and considered approach of these projects made another Christmas time in the projects a warm, caring and supportive place to be involved in. the talent of the young people was showcased to a rapturous applause by friends and families across the projects.

ISSUES/CHALLENGES

- The ongoing difficulty with volunteer recruitment continues to place a strain on project development. In addition, the difficulty for projects who have access to CE staff in finding suitable recruits to fill positions is becoming increasingly difficult. Given that some projects are still one worker this is a significant challenge.
- There are huge gaps in other service provision especially around mental health services particularly for young people, homeless services and still no women's hostel within Waterford. Young people living in unsustainable living environments and the hidden homelessness of young people couch surfing. In addition, if there are (limited) services available transport continues to be a huge block for young people in rural areas of West Waterford and South Tipperary.
- Trying to engage young people living in Direct Provision is extremely difficult as access to young people is often prohibitive from the outset when staff can't even get letters to young people (lock door system, no reception). This is a priority to redress next year.
- Project resources are already spread so thin it can be difficult to find time to provide additional supports to young people when needs arise.

Overall 2019 was a year of great change, growth and development as a sector. Staff supported each other in preparation for the reform which will take place next year. Staff were open and willing to learn from the Sample Service experience which gave W.S.T.C.Y.S. projects a unique insight into the change coming. It galvanised people's expertise in youth work, peer support and resilience skills and has formed a solid base from which the projects will transition next year. The young people, volunteers, communities and staff are ready for what the future may bring and we are in this together.

YOUTH INFORMATION SERVICE (YIS)

The Youth Information Service continued to work with young people across Waterford and South Tipperary. Young people that engaged with the service were supported to identify the many opportunities available to them and supported to develop their skills, ability and confidence to fully avail of these opportunities.

A total of 6,590 information related queries were answered by Youth Information workers and support staff. The majority of those queries came from targeted young people aged 15-24 years of age. Youth Information Staff continued to do outreach to local schools, colleges and training centres promoting the service and delivering information sessions to students and staff. The information sessions varied from Body Awareness workshops, Road Safety talks and European Volunteering opportunities.

YIC Centres continue to engage young people through Social Media platforms. Waterford City and regional centres have their own Facebook platforms. Other Platforms include Instagram, Twitter and Youtube. These platforms are used to engage with over 5000 followers/subscribers promoting job opportunities, training and updated information for young people and those who work with them.

Waterford Youth Information Centre had a change in staff after 17 years' service. This saw a huge shift to use Youth Work Methodology to engage targeted young people. Throughout the year the service was promoted throughout W.S.T.C.Y.S. to view Youth Information as an integral and worthwhile service for the young people we work with resulting in higher outreach sessions to young people within W.S.T.C.Y.S. Waterford Y.I.C. held drop in sessions for 18-24yr old and held Job Seeker sessions for young people 16-18yrs. Coderdojo was brought to W.S.T.C.Y.S. to engage young people in coding and programming in the IT Room. The Time to Move event held in October engaged over 300 young people in WIT & WCFE promoting European opportunities. Waterford Y.I.C. continued to support XLC Students throughout the year through Career Guidance and Job Applications.

Clonmel YIC held talks on Internet Safety and Road Safety in conjunction with Local Garda and RSA. This was in response to increased online bullying in the local school and road traffic accidents. These were attended well by local secondary students. Clonmel YIC carried out a survey with local Traveller young men about discrimination and presented these to local stakeholders. Young people engaged with the Driver Theory Test Program provided in centre and a local TD presented the centre with up-to-date CD Roms.

Dungarvan YIC organised and facilitated 3 Apprenticeship Workshops engaging with over 90 young people. Bodywhys Workshops were conducted with Ard Scoil nDeise Dungarvan and St. Augustines College Dungarvan which were attended by over 240 young people. A survey was completed with a group of young people from 2 of the local secondary schools. Over 70 completed survey sheets were received from young people, the results were collaborated and returned to the schools. These surveys identified the needs of the young people in these schools and Dungarvan YIC developed the workshops to meet these needs.

Regional and city service recognised the changing nature of how young people access information as a challenge. The lack of funding to provide adequate identified program needs is an ongoing and continuous challenge in the service and creates barriers to engage target groups. Another worrying trend noticed by Clonmel YIC was the increase in the amount of homeless young people accessing the service and the limited services available in the town.



WOODSTOWN RESIDENTIAL AND ACTIVITY CENTRE

Woodstown Residential and Activity Centre (WRAC) provides a safe and secure environment of natural beauty, located on Woodstown Strand, which helps young people achieve a range of personal and social developmental outcomes through the methodologies 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 WSTCYS.

Statistics:

- The Centre was booked 61 times in 2019, with people staying an average of 2 nights.
- 50% of the bookings came from internal WSTCYS groups and 50% from external organisations.
- 1183 young people used the premises for a variety of purposes in 2019 (up 18% on 2018).

Volunteer Involvement:

There were 3 volunteers and 1 Community Employment Scheme employee involved in operating Woodstown during the year, and they used their wide array of talents to greatly enhance the impact that Woodstown had on the young people who used the facilities.

Overview of Activities and Developments:

- 1. As well as offering quality facilities to Groups who want to utilise residential group work methodologies, Woodstown also carried out a range of other activities that added value to the core work of Groups that used the premises, such as:
- Self-care days
- Team building exercises
- Outdoor days on the Comeragh Mountains
- 2. Woodstown commenced a second cycle of the NQSF process, ensuring that quality youth work is at the core of everything that we do.
- 3. Woodstown ran a very successful Erasmus+ Training Course for 23 Youth Workers from 9 different countries entitled 'Visualise the Invisible' focused on developing personal and professional strengths in youth workers so that they can be truly authentic with the young people with whom they work.
- 4. Woodstown ran a 3 week Youth Exchange called Power Up! with 30 young people who spent a week in each of Estonia, Armenia and Ireland, learning about the different cultures and creating memories for a lifetime.

Highlight of the Year:

The Irish young people who took part in the Power Up! Youth Exchange organised and ran the Irish leg of the Project magnificently! They demonstrated their planning, organisational, and communication skills (and some serious resilience and determination) by running a superbly warm and welcoming week-long trip to Ireland for their friends from Europe. The group enjoyed music and song, food and fun, and travel and adventure for a week in Woodstown and Waterford.

Challenges:

Recruiting volunteers has been a challenge. Although with a little bit of imagination, Woodstown has been able to manage so far.

YOUNG PEOPLE FROM ESTONIA, IRELAND AND ARMENIA DURING THE POWER UP! YOUTH EXCHANGE

GARDA YOUTH DIVERSION PROJECTS

In 2019, the seven Garda Youth Diversion Projects (GYDP's) of WSTCYS worked with a total of 282 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 217 young men (up 20 on 2018) and 65 young women (down 21 on 2018) engaged during the year with the highest proportion of participants (134) in the 15-17 age range. 88 young people aged 11 to 14 were engaged, indicating the emphasis placed by Projects on early intervention in and prevention of youth crime. Overall numbers reached were remarkably consistent with the previous 2 years (282 in 2019, 283 in 2018 and 285 in 2017). GYDP's again reached an average of 40 young people per Project over the year and successfully achieved a high level of compliance with the target numbers and targeting priorities committed to in their Annual Plans for 2019. The accuracy and effectiveness of targeting demonstrates that Projects have a strong evidenceinformed analysis of local needs and trends around youth crime in their communities built up over many years and can develop nuanced responses with young people, families and allied services on the ground. The new Family Support Pilot in the EDGE GYDP based in Carrick-on-Suir with outreach to the CYD in Clonmel, which started work in June, was a valuable addition to our Youth Justice response. By the year end, the Project had supported 12 participants from 10 families attached to the EDGE (2 siblings and 10 parents/guardians) and a further 7 participants from 6 families attached to the CYD (7 parents/guardians).

An overview of the referral breakdown across the seven Projects shows that, largely consistent with 2018 trends, five of the seven Projects worked with a higher number of secondary than primary referrals during the year. 1 Project reached an equal number of primary and secondary referrals and 1 Project engaged a higher number of primary than secondary referrals in 2019. For 4 of our 7 Projects, numbers of new primary referrals were broadly on a par with or exceeded secondary referrals but 2 Projects received only 1 JLO Referral in 2019. This can reflect underreporting of and undetected youth offending in the community, sometimes directly connected to low policing presence in the catchment areas. This is less of a concern where there are robust secondary referral levels and underscores the importance of Projects engaging with a wide referral community and not becoming overreliant on JLO referrals to ensure effective targeting of and response to youth crime and anti-social behaviour in the community. The continued high participation level of secondary referrals (non-JLO) demonstrates the vital contribution of GYDP's in identifying and engaging young people in the community at significant criminogenic risk as a preventative strategy. As expected, Projects primarily worked with young people identified as moderate to high risk using the YLS-CMI sv/YLS 2.0 assessment and case management system; the risk profile where evidence suggests GYDP's can have optimum effect. The engagement levels of the Projects were very high with the vast majority of new referrals successfully engaged by the Youth Justice Workers (6/7 Projects had an engagement level of >93% with 4 engaging 100% of new young people referred). This is a strong testimony to the approach of staff at initial engagement, securing buy-in and assent to get involved by young people, encouraging their participation, enlisting the cooperation of parents and ensuring the inclusion of young people at risk in the community in opportunities for growth and positive change in their lives.

Activity and Development Overview 2019: The Youth Justice staff team remained unchanged in 4 of our 7 GYDP's. Staff changes in 2 Projects, as a result of staff turnover and maternity leave, brought challenges and also opportunities for young people to get to know and build relationships with new YJ Workers. A new Family Support Worker joined the YJ Team in the EDGE from June 2019 and successfully established this pilot in the second half of the year, building supportive relationships and working to address familial risks with parents and siblings both in Carrick-on-Suir and Clonmel. The continuing Personal and Professional Development of staff was facilitated through internal engagement in Supervision, specific training/upskilling opportunities and Sectoral Team Meetings complemented by individual External Supervision and Support and periodic engagement in Community of Practice meetings operated by the Best Practice Unit within IYJS.

The work of the Garda Youth Diversion Projects was successful throughout 2019 in identifying and engaging young people involved in and/or at risk of offending and anti-social behaviour in line with local youth crime analyses, targeting priorities, outputs and outcomes set out for the year. Funded through the European Social Fund's Programme for Employability, Inclusion and Learning (PEIL), the GYDPs 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, 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. In practice, GYDPs were at the heart of enabling a wrap-around response to the needs of participants, bringing relevant allied services together, fostering collaboration, signposting and referring young people and families to additional services and supports and adopting a rights-based approach to advocating for young people in an inter-agency context. 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. The cornerstones of youth work underpinning W.S.T.C.Y.S. approach were fundamental to each Project's ability to reach, include and build consistent, trusting and supportive relationships with and between young people as the vehicle for individual growth and change. 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, Social and Recreational Programmes and Education & Employability Supports as programme pillars on a weekly basis, enhanced by a range of Issue-based responses, Civic Development activities, Seasonal/ Holiday programmes and new learning experiences 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 2019 include Motivational Interviewing, Restorative Practice, Pro-Social Modelling, CBT Skills and ACRA.

The question of effectiveness in our YJ Work is not measured by output but by the outcomes of the work, determining to what extent the intervention of the Projects has enabled young people to bring about a positive change in their lives. The list of outcomes is long and varied across the Projects but broadly included progress in such key areas as reducing offending behaviour, increased empathy, reduced impulsivity, better motivation to change, enhanced resilience, improved social, communication and self-regulation skills, growing parental effectiveness, improved educational attainment and employability and increased access to pro-social leisure activities and additional supports. The Case Study each Project presented in the Annual Performance Report 2019 tells the story of the work in a way that cannot be represented in Logic Models or bullet-pointed lists: a narrative of young people's creativity, contribution to community, resilience in the face

of significant adversity and trauma, willingness to grow and learn, acceptance of responsibility for harmful choices and proud achievements. These stories are vitally important to our understanding of the roots of youth offending (so often sown in adversity) and also to evolving our practice wisdom as to what works to divert young people from offending and come alongside them, their families and peers towards a better future.

Staff worked hard to ensure a high level of compliance with all administrative and audit requirements over the year, both in terms of a significant body of operational maintenance of individual files and the wider suite of reporting requirements on a quarterly and annual basis. Examples for 2019 include YLS Audit and OTS (On The Spot) Visit and Verification Check on Q1 Financial and Non-Financial Data (BALL YDP), Site Visit and Audit on 2015 Data (EDGE YDP), Participant Verification Checks and Information and Communications Returns. The scrutiny of ESF-funded work is increasing and there is little room for error in our data management systems and performance reporting. The staff team are to be commended for their attention to detail here and their continuous improvement efforts. The meticulous work of the Finance Team must also be noted here in ensuring that financial returns are completed on time and to an excellent standard.



HIGHLIGHTS IN 2019:

TYRE GYDP; The success of the Work to Learn Programme which saw 4 young people participate. 2 young people engaged in an overnight trip to Dublin to the Youth Work Ireland offices and 1 young person gained a part-time job after finishing the programme.

CYD GYDP; Art exhibition for a week during April 2019 which was well attended.

EDGE GYDP; The Project was successful in our funding application for the Family Support Pilot Project, which commenced in June 2019. Work also got underway for the YJW's who are participating in the Research Evidence into Policy, Programmes, and Practice (REPPP) Action Research Project (ARP), which began in March 2019.

BALL GYDP; One young man who had anger management issues and was not able to manage himself as part of a team has gone on to represent his county in both soccer and Gaelic Football. Another young man who was in conflict with his boxing coach has gone on to win the Irish Championship.

DAY GYDP; 5 young people engaged and supported by the Project successfully completed their Leaving Certificate in June and went on to third level in September. One of these young people is now launching her music career through college with another studying music in University, one young woman is studying art, one young man is doing social care and one young man progressed to WIT to study another form of music. These young people still link in with the Youth Centre and staff there.

SWAY GYDP; 5 participants engaged in an older teen skills group which was completed in 2019. Interventions such as support around CV prep, finance and budgeting, opening bank accounts and improving employability skills were a focus for this group. All of those participants were positive planned disengagements in Q4 2019 after completing successful pieces of work, all of whom went on to access further education or gain full time work.

PACT GYDP; 12 young people organised and hosted a fundraising event, 'Come dine with Me' for the XLC Manor School. The night was a great success, raised €250 and received positive feedback from parents, the XLC and other community stakeholders. Throughout the development of the programme, the young people demonstrated improved abilities and skills, including enhanced civic responsibility. 11 of these young people disengaged positively from the Project gaining work, PLC or apprenticeship placements.

CHALLENGES IN 2019:

TYRE GYDP; Staff changeovers in 2019, in particular following a similar challenge the previous year, affecting the development of consistent relationships of trust with young people and the formation of a staff team.

CYD GYDP; Lack of resources in Clonmel for young members of the Travelling community to progress to further education/employment; the need for a resource worker.

EDGE GYDP; Reduced Garda Presence; There continues to be a widely publicised reduced Garda presence in the town, reflected in continued low numbers in primary target group.

BALL GYDP; Young people out of school awaiting places in training centres under the age of 16; Increased number of young people on reduced timetables in school leading to low motivation levels in attendance.

DAY GYDP; One staff member went out on Maternity Leave in May. This was difficult for the young people at first. This midyear change also led to added pressure on other staff around annual reporting.

SWAY GYDP; Intimidation of young people and spiralling drug debt were issues highlighted for many young people and their families during 2019. Unwillingness to engage with the Project and other supports available to them by Gardaí around this risk/need area can be as a result of fear for both young people themselves and their families. The Project submitted concerns in this regard to the Joint Policing Committee in early 2020.

PACT GYDP; Lack of Community Garda presence within the catchment area.

Volunteer Involvement

There were 24 volunteers active across the 7 GYDP's of WSTCYS in 2019, 8 male and 16 female. This is only 1 less than in 2018 and indicates an improvement in recruitment/retention of volunteers since the 2017-2018 period when there was a year-on- year reduction of 10 in volunteer levels. Volunteer involvement and local insight are the essence of our community response and volunteer development is an ongoing focus of Project effort. Working in partnership with staff and young people, volunteers made it possible for Projects to offer 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, enabled increased contact time 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.

Key Sectoral Developments in 2019:

- Commencement of Family Support Pilot: Staff member recruited and work commenced from June 2019 to offer a range of programmes and supports to families of young people attached to the EDGE and CYD Projects in Tipperary. Based in Carrick with outreach to Clonmel. 16 families reached and supported by year end. This Pilot recognises the influence of family risks on youth offending, the strengths of families in achieving change and also the evidence base that, in order to successfully interrupt youth crime, intervention with the family alongside work with the young person is key.
- WSTCYS/Le Cheile Mentoring Project: Increase in annual funding from €61,300 to €77,000. Improvement in caseload numbers over the year, including a strong recovery from a dip in referrals and active cases in the summer. Introduced a small number (4) of Parent Mentoring spaces alongside the 14 Youth Cases (minimum annual caseload target). Presented Waterford experience to Youth Work Ireland RD's to inform strategy regarding national roll-out of Mentoring.
- REPPP Project: Work got underway in the EDGE Project on a long-term Action Research Project (ARP) being led by Dr. Sean Redmond in UL under the REPPP (Research Evidence into Policy, Programmes and Practice project) on behalf of IYJS.
- Work to Learn: TYRE Project secured funding to run WTL with young people for a second successive year.
- **IYJS National Conference:** Strong attendance of our team at the conference in Dublin in November and contribution to facilitation/note-taking at workshops.
- "Stronger Together": Engagement with JLOs and Best Practice Development Team to complete survey and participate in workshops exploring the working relationship between GYDPs/YJ Workers and JLOs.
- Transformation process in DJE: National restructuring of departmental functions and responsibilities in Youth Justice context. Most reporting lines now are to assigned Contact Person in new Funds Administration Unit.
- Temporary catchment area extension of SWAY Project: to respond to the emerging criminogenic risks and needs of a group of young people in Dunmore East. Provision for the continuation of this work was made in 2020 Annual Plan.
- Involvement of Deaglain O' Briain, DJE Head of Young Offender Policy and Programmes in recruitment process for TYRE YDP: This was his first such involvement in any recruitment process and his feedback about WSTCYS approach was very positive.
- **Negotiation of new Grant Agreement for GYDPs:** Contributed to this process through Youth Justice Sub-Group of Youth Work Ireland and through CEO involvement at national level.

WATERFORD COMHAIRLE NA NÓG

Comhairle na nÓg (www.comhairlenanog.ie) are local councils for children and young people, aged 12-17, that give them a voice on the development of local policies and services. They are recognised key national structures for participation by children and young people in local decision making in all 31 local authorities of the country. Comhairle na nÓg provides a forum for young people to identify and work on issues of importance to them, before working with key local decision-makers, in a bid to achieve their desired outcome, impact or change.

- Over 100 young people from youth groups and schools attended the AGM which was held in Dooley's Hotel in Waterford city.
- 35 young people formed the Comhairle Group for 2019 these represented every school and many of the youth groups from all across the county.
- One third of the places on the Comhairle Group are reserved each year for young people from seldom heard communities, so that the organisation is truly representative of all the young people in the county.
- Comhairle is operated with the help of a group of 3 volunteers, and a Steering Committee of 15 people representing a wide range of stakeholders

Overview of Activities and Developments:

- Comhairle meetings are run by the young people themselves with the support of an adult coordinator.
 The young people set their own agenda, and decide on areas of interest where they would like to use their significant energies.
- In 2019, the young people decided to work on the topic of 'Mental Health with a link to Substance Abuse'. In order to reach a wide audience, they created a short movie 'The Blind Spot' about self-awareness, isolation and ignorance. They then disseminated the movie through their schools and youth networks, and through social media.
- Waterford Comhairle was nominated for an award in the Pride of Place Awards 2019, and the young people spent an enjoyable evening representing themselves at the ceremony.
- Comhairle also acts as a representative forum that adult decision makers can use to access the views of young people. In this role, Comhairle members contributed to and worked with the WWETB Youth Work Committee, Waterford Council, Waterford Sports Partnership and Waterford CYPSC.
- The young people attended Dáil na nÓg in December 2019 which took place at Leinster House. They sat in the chairs of the TDs on the floor of the house and contributed to the debate around Climate Change.

Highlight of the Year:

• Two of the young people presented the work of Comhairle in 2019 to the full sitting of Waterford Council in December 2019. They spoke with the Councillors about the issues that affect young people in Waterford, and they played their short movie for the assembled grouping.

Challenges:

• Managing and recruiting volunteers is a real challenge at the moment. With such a large grouping, the need for support is significant.



PRYSM (PROVIDING THE RIGHT YOUTH SUPPORT FOR ME)

It was a difficult year for all involved in the PRYSM Programme. At the very end of last year there was serious doubt cast on whether the programme in which PRYSM is a part (CCA – Creative Community Alternatives) would continue.

Despite initial indications the programme was allowed to continue for 2019. This did affect programme participants and in particular their families and foster families. The programme provided support to 6 young people and one parent (officially) throughout the year. In addition, support workers and the PRYSM co-ordinator provided a lot of informal and ongoing support to parents. This was in addition to the core work which was taking place with the young people. At the start of the year Tusla introduced a new portal system and there were some difficulties encountered in trying to upload the annual plan and proposed financial costings for the year, this was eventually resolved. In February PRYSM participated in an overall review of the CCA to capture evidence of impact/outcomes to see whether the CCA would continue into the future. The feedback of the PRYSM Programme specifically was extremely positive.

A meeting was also held with the Commissioning Manager of Tusla, the CCA Co-ordinator, the PRYSM Co-ordinator and W.S.T.C.Y.S. CEO in April. This was to clarify information provided in the plan and agree the budget proposal. From WSTCYS point of view it was also to clarify that if the overall CCA was to cease a strategic and thoughtful winding down process must be implemented for W.S.T.C.Y.S. to continue its involvement with the programme. WSTCYS Board would not stand over involvement in work with very vulnerable young people and families that could be stopped at a moments' notice. This was agreed and so the work continued.

The work with young people and families was extremely difficult and challenging and presented the programme with key crises over the year, to which the staff and management responded with great care, professionalism and commitment. What became evident was even the programme may have been only working with one young person in a family there was often bigger crises in the wider family that warranted a response. The programme had to make Safeguarding notifications in relation to two cases (not the young person involved, but siblings) and follow up in relation to these. The staff and co-ordinator attended CPC's and additional meetings with social workers/CCA co-ordinator on a needs



COMMUNITY BASED DRUG INITIATIVES

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 and the new Initial Comprehensive Assessments and case management. 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 FOR 2019:

Sectorial Statistics:

Total of 581 service users were engaged with CBDI's in 2019



YOUNG PEOPLE IN THE 10-15 AGE GROUPS



YOUNG PEOPLE IN THE 19-25 AGE GROUPS



YOUNG PEOPLE IN THE 16-18 AGE GROUPS



ADULTS 25 + AGE GROUP

2771 individual sessions undertaken in 2019, this was on par with the previous year 2018. A total of 1621 session hours in groups were attended by service users in 2019, which was below the number for 2018, but can be account for in large part due to group services in Dungarvan having been reduced due to staff changes, but within the project and working partners.

Volunteer Involvement:

25 volunteers supported the work of the CBDI's during 2019, 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 range of activities were undertaken by CBDI's during 2019 as per the agreed Logic Model: 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. At Family Level: Individual Support/Family Support Groups/ Respite /Awareness Training:



- A significant development at Cityside CBDI in 2019 was a change of staff as Jay Collins took over from Sarah Hearne who left the project in Feb 2019 to take on a new role. This led to a transition period during which the project operated on reduced hours and returned to full operational hours in April 2019. Sarah's hard work prior to leaving and the commitment of volunteers allowed for this transitional period to run smoothly with minimal disruption to service provision.
- Case Management meetings with all staff continued throughout 2019.
- Cityside CBDI continued to attend the dual diagnosis Methadone Clinic weekly to engage with individuals, providing brief interventions and harm reduction approaches, supporting the provision of the needle exchange programme.
- A SMART recovery group ran weekly during 2019 and was a facilitated collaborative piece of work by Cityside and Southside CBDI workers.
- A collaborative piece of work between the Cityside worker and John Devlin HSE Homeless Services Hub
 delivered two one day SAOR training programmes to a total of 25 frontline workers from a range of services
 including Homeless Services, Training and Education services, Mentoring services, Community Employment
 Services and Probation.
- MAPA (Managing Actual and Potential Aggression) Training was delivered to 15 WSTCYS workers from the Drugs and Allied Services and Intercultural Health Hub projects during 2019.
- Both Waterford CBDI and Cityside CBDI facilitated 2 Drug Education and Awareness workshops with 30 workers from frontline services.
- Annual re-assessments in Auricular Acupuncture for 23 staff & Volunteers were completed on the 11th April 2019.
- A "Food is Mood" programme was organised in collaboration between Cityside CBDI and Southside CBDI which ran over 6 weeks and focused on the relationship between healthy eating and mental wellbeing. 3 individuals successfully completed the course and 2 have gone on to participate in a weekly cooking group.
- Waterford CBDI ran a number of Community Education / Awareness Programme for groups such as, WIT, Men's Shed Ballybeg, National Learning Network, and TREO during 2019. Also, delivered a series of training sessions on 1) Prescription meds 2) Heroin and Methadone 3) Cocaine, in TREO in conjunction with Cityside CBDI.
- In the Co. Waterford CBDI East the volunteers' commitment to this project was demonstrated by their establishment of a monthly Reiki clinic as from August 2019.
- Co. Waterford CBDI West delivered education and awareness sessions on substance misuse in Dungarvan College for students and teachers, Dungarvan CBS, DAY Project Drop In, Youthreach and GSK Pharmaceutical and each session was designed and delivered to meet the specific needs of each group.
- Four meetings of the WSTCYS Quality and Safety Committee took place during 2019, and a number of working subcommittee meetings also took place in the same period. The committee are happy with the progress made on the 2019 Continuous Improvement Plans for Themes 2/3/5/6, those were developed at the start of the year, and action on Theme 4 has been deferred into 2020. Also it is hoped to start on Themes 7 and 8 during 2020. The Intercultural Health Projects have begun this same process with the 8 themes under the National Standards for Better Safer Healthcare, and have a draft version of Theme 1 completed during 2019.
- Continued support to staff: Monthly Peer Support Meetings, Monthly external supervision, Monthly Case Management meetings with each drugs worker, line management meetings, reflective practice meeting.

HIGHLIGHTS:

- The members of the Family Support Group had made a quilt to represent the group in 2018 and as a follow on in February 2019 those members were able to display their quilt at the National Family Support Network 20th Annual Service of Commemoration and Hope 2019.
- Southside CBDI continued with their annual team building experiences with it's the volunteers, which again proved to be very enjoyable. The project also provided Reiki Training for workers from a range of projects and services during 2019.
- In the Suir Valley CBDI For the 1st time in the history of the project the Carrick on Suir Rugby club engaged in education/awareness work and six trainers were trained to deliver the "Putting the pieces together" training programme.

- Waterford CBDI held an Awareness event in Lisduggan shopping centre which was supported by the worker Ursula and volunteer Nuala.
- In Clonmel CBDI all volunteers completed their volunteer training and (1) volunteer is progressing to CRA approach training. 5 Entered treatment and remain drug and alcohol free. 2 under 18's progressed back to fulltime education. 12 of those engaged have become drug and alcohol free since engaging.
- In Waterford CBDI the setting up of a new acupuncture group has been well received as well as joining both the Ballybeg Action Group and Housing and Community SPC adding a voice for the community and particularly those in addiction and as a representative for the WSTCYS and CBDI's on the committees.



ISSUES AND CHALLENGES:

- Presentations for cocaine use have risen dramatically and there appears to be a growing acceptance of cocaine use which permeates throughout all communities.
- Homelessness continues to remain a significant issue particularly among high risk individuals polydrug using who find it difficult to sustain housing. The development of the homeless hub has been of great benefit and W.S.T.C.Y.S. projects work closely with that service.
- Dual diagnosis presentations remain high, and although there are outpatient clinics, individuals often require support to access them and there is very limited options for people who require an inpatient service. The manager of the W.S.T.C.Y.S. projects was invited and attended a number of meetings in relation to dual diagnosis facilitated by the HRB unit in Dublin.
- Intimidation relating to drug debt is an issue for members reporting and a huge fear of getting

- The biggest challenge for the Suir Valley CBDI and Clonmel CBDI's in 2019 was the increase in deaths of service users. There were seven deaths in the wider area that the project covers, two of which were in a three day period. Many of whom were presenting with mental health issues, and further highlights the need for a dual diagnosis team that should be available in each area.
- Increase in young people presenting as homeless in South Tipperary area highlighted the lack of hostel services for both men and women in South Tipperary. In the later part of the year the "Housing first" Initiative came on stream in Clonmel and hopefully that will be extended throughout the
- Increasing numbers of service users attending receive Trauma Informed Care training as a matter of priority as highlighted through the strategic plan of the SERDATF.
- It continues to be a challenge for women to access the services with issues of childcare and access to transport to attend appointments, especially from rural areas, to be the main issues.
- Increase in Child Protection issues associated with service users attending our Drug Services.



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 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 166 service users were engaged with Outreach Projects in 2019:

3

YOUNG PEOPLE IN THE 16-18 AGE GROUPS

146

ADULTS 25 + AGE GROUP

YOUNG PEOPLE IN THE 19-25 AGE GROUPS

Overview of Activities and Developments:

A wide range of activities were undertaken by Outreach projects during 2018 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:

- Case Management of service users under NDRIC model continued in 2019.
- Attended regular Shared Care meetings with service users and relevant other working partners

 Attended the Substance Misuse Team meetings during 2019 to facilitate the co-ordination of services for substance misuse clients in the County Waterford area.

- Workers completed the Values/Ethics training.
- Both workers are actively involved in the Quality and Safety subcommittees throughout 2019, with one worker representative on the overall Q & S Committee.
- Both staff were actively involved in: Monthly Peer Support Meetings, Monthly external supervision, Case Management meetings, line management meetings.



HIGHLIGHTS:

- In South Tipperary, 4 individuals who had engaged for an extended period of time with the project successfully entered residential treatment throughout 2019, and are making good progress.
- Success of the Naloxone Training/Overdose Training to Service users during 2019 and supply of new naloxone nasal spray to service users, family members and friends, has continued to save lives.
- Drug Related Litter Campaign: A meeting was held in Waterford City with SERDATF, HSE, and Waterford City and County Council during 2019. The result of these meetings was an agreement by the council to respond to any report of drug related litter in the community by removing same ASAP. Waterford Council agreed to record all finds and liaise with HSE Outreach Worker re same. A training/ information workshop was given to all relevant staff in the Dungarvan, Waterford Council Chambers and Waterford Drugs Outreach Worker attended and contributed to same. Posters and information leaflets were again distributed with the phone number to ring if any drug related litter was seen in Waterford City and County.

ISSUES AND CHALLENGES FOR THE PROJECTS INTO 2020:

- Homelessness: was again a major issue for service users in 2019, this continues to add 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. Those from the County continue to have to travel to Waterford to present as homeless and to avail of homeless services. The projects welcome the development of the homelessness hub in Waterford City during 2019; however the issues in the county still prevail.
- Mental Health Supports: A high percentage of those engaged with the project, presented with mental health difficulties along with a substance misuse issue. With a limited dual diagnosis service available there continues to be the challenge for service users and for the project in addressing these needs. There has been a staff change in 2019 which saw some psychiatrists retiring. The Outreach Service has spent time trying to foster new relationships with the new Psychiatrists appointed in the area. In the South Tipperary area the lack of supports for individuals under 18 regarding mental health continues to present challenges.
- Misuse of Pregabalin (Lyrica): 2019 saw a continued number of service users presenting as a result of their misuse of Lyrica, a prescribed med which is now being sold on the street. There continues to be no protocols or agreed detox plans on managing Lyrica dependency which continues to cause great difficulties for service users. Many service users attempted to wean themselves off Lyrica which proved to be quite difficult, a number attended inpatient detox beds in Dublin during 2019.

- Lack of funded treatment beds: The challenge going forward is access to treatment beds for service users. There are lengthy waiting lists and costs are prohibitive for many. Also the cost of travel to treatment centres for people has been an issue during 2019.
- Child protection/child welfare: In 2019, there continued to be a number of service users and their families engaging with the social work service regarding the protection and welfare of their children, this is an ongoing challenge within Outreach Drug Services. The project had to make a number of child welfare notifications to TUSLA during the year. Also, there were a number of pregnant service users who were using drugs accessing our services. These cases were complicated and required much interagency work.
- Lack of SERDATF Frontline Workers meetings: The workers really feel the impact of the loss of these meetings as they were a forum to identify gaps/ issues and responses to drug related issues in our communities and the SERDATF held none of these meeting during 2019.
- Drug Debt: The collection and intimidation continued throughout 2019. In particular, clients in the South Tipperary area reported experiencing this from certain members of a minority community, for drug debt primarily connected to benzodiazepines

INTERCULTURAL HEALTH HUB

Funded by the H.S.E., the Intercultural Health Hub aims to improve the health outcomes of Protection Applicants, Refugees and Roma, by advocating and supporting access to health care systems in Ireland. The Intercultural Health Hub is funded by HSE Social Inclusion Southeast Community Healthcare who works towards achieving equality of health outcomes for minority and vulnerable communities in the Southeast. This is a project for W.S.T.C.Y.S, and this project encompasses the Health Support Project in Dungarvan, the support project to the Direct Provision Centres and the support to members of the Roma Community in Waterford. The project employs: 1 x full time supervisor, 4 x part - time Intercultural Health Advocates and 1 x part - time Refugee Liaison Community Mental Health Nurse up until 10th July 2019.

Sectorial Statistics:

Total of 2005 interventions were recorded by the Intercultural Health Hub with service users were in 2019.

		EROC	Protection Applicants	Roma	Total
Health Interventions	Dental Kids	53	0	0	53
	Dental Adults	72	9	5	86
	GP Appointments	720	26	17	763
	Optician Appointments	41	4	0	45
	Psychologist Appointments	45	0	0	45
	GP/Hospital Appointments	48	23	5	76
	Medical Cards applications/ renewal	0	156	11	167
	Health Staff support	0	43	0	43
	Health information to clients		77	6	83
	Vaccination	139	13	0	152
Social Protection interventions		0	205	19	224
Housing support	_	0	113	27	140
Access to Education support		0	128	0	128
Number of clients / interventions		1,118	797	90	2,005

In total, 186 Refugees arrived into EROC Clonea during 2019. 99 of these refugees were resettled during 2019 and the remaining 89 remained in the EROC at the end of the year.

Overview of Activities and Developments:

Support Work for Refugees in 2019:

- Facilitate appointments for Safetynet for all Refugees in the EROC; follow up work done re referrals
- Deliver health orientation to all new Refugees
- Support Refugees to access Vaccinations (Flu, Men C and Men B via GP)
- Twice weekly in-reach clinic held (GP, dental, Nurse, Optician, Physio, OT, Ophthalmology and Psychology);
 assistance given re getting medical forms stamped and making appointments
- Support translation and access to health services; support provided re consent to treatments
- Support Service Users with mental health issues to avail of Barnardos services
- Support women to see the Nurse in a culturally appropriate manner
- Facilitating appointments transport and translation for those referred to specialized treatment through national hospitals (Dublin/ Cork/ Waterford and Kilkenny)
- Facilitate the transfer of health files for families who have moved to new area
- Ongoing liaison with Pharmacies re meeting service users' needs
- Supports clients to see the Nurse (on site) for sexual health and contraception
- Support women to access the scheme and attend anti-natal appointments
- Support new mothers to register birth of babies

Support Work for Protection Applicants in 2019:

- Weekly outreach work and weekly drop in clinic to support access to health services
- Work out an agreed procedure with GP's to retain allocated spaces in GP practices for new clients coming in (Carrick on Suir).
- Continue to monitor access to GP's and report on same
- Support access to maternity services.
- Deliver workshops on How to access health services, Dental Hygiene, Sexual Health to PA taking literacy and language into account
- Support access to dental health when required
- Staff undertook relevant training and up skilling
- Support women to access smear tests with GPs and other national health screening programmes
- Support Protection Applicants to visit GP and hospitals when required especially around vaccinations.
- Deliver key health messages from the Traveler Health Programme (blue folder)

Support Work for Roma Community in 2019:

- Support access to GP, hospitals, and general health services
- General support and advocacy in accessing other services
- Link with U-casadh re supporting engagement in Roma Health Project
- Support Roma women to access maternity care; and support provided to women post birth
- Support access to dental health when required
- ICHA to support Roma with attending vaccination appointments
- Prioritize Retina screening and testing for diabetes
- Participate in relevant training and up skilling

Health Based Community Events during 2019

- Launch of the SECH Social Inclusion Intercultural Health Strategic Plan and EROC Model of work.
- Launch of the Atelier Roma Programme Evaluation
- HSE National Social Inclusion Intercultural Health Seminar Dublin
- Sickle Cell Information Workshops in Waterford and South Tipperary.
- Health Information stand at Africa Day
- Supported Akidwa on their Strategic Plan Launch in Waterford
- Managed an event for International Women's Day with Breastfeeding Waterford
- Assisted with the organizing a fashion show in Aid of Friends of Bridgewater.
- Organised meeting with the Roma community to explain the ICH Hub Project
- Music in Mind for Protection Applicants in Carrick on Suir
- Organised Zumba Classes for Waterford service users
- Co-organised Fitness programme for Asylum Seekers in Bridgewater House
- Co-organised Halloween Kids Disco for the residents of Bridgewater House
- Participation to the Launch of the White Ribbon Campaign MEND
- Participation to the Social Prescribing Ireland Conference
- Launch of the Dept. Justice Funding: AMIF + ESF
- WHO Seminar/Launch on Refugee and Migrant Health
- Meeting Dr. Margaret Fitzgerald National Public Health Lead, Social Inclusion and Vulnerable groups
- Launch of the E-Learning module of Intercultural Health Awareness training by Paul Reid CEO HSE.

STAFF REPRESENTATION ON VARIOUS GROUPS

- Regional Intercultural Health Group
- The SECH's Intercultural Health Peer Support Group
- U-casadh Steering Committee
- Clonea EROC Interagency Management Group
- Sexual Health Migrant Communications working group
- Roma Network Forum in Pavee Point
- Mental Health Engagement Waterford
- Clonea EROC service providers

- Regional Intercultural Health Steering Group
- Presentation at ISMS 2019 Cork
- Waterford Migrant Integration Strategy Group
- LGBT Health Steering group, Sexual Health presentation
- Launch of the E-Learning Intercultural Health Training
- Asthma Society Consultation group for new training in Waterford

TRAINING UNDERTAKEN BY STAFF INCLUDED:

- Intercultural Awareness and Practice in Health & Social Care
- Managing Aggression and Potential Aggression
- First Aid
- Manual Handling
- Engaging Young Men in Mental Health and Wellbeing
- Safeguarding vulnerable persons;

- Engage National Men's Health Training Workshop
- Self-Care when dealing with trauma and Understanding Trauma
- PTSD and Supporting Refugees
- National Health Screening training
- Public Service Duty
- Dental hygiene
- Women's Health and Menopause in Ireland

PLANNING WORK:

- Intercultural Health Strategy 2019 2022
- NSSBHC-on-going
- Sexual Health Programme

- Dental Hygiene Programme
- Music in Mind
- Staff Work Plan for 2020

HIGHLIGHTS OF 2019

- Organised and delivered 2 Sickle cell workshops in Waterford and Carrick on Suir, 38 people participated
- Organised a trip for Protection Applicants from the 2 DPC's in Tramore to Soccer fest and Dublin Zoo, 31 people participated.
- The supervisor of the ICH delivered a presentation on the Intercultural Health Hub at ISMS 2019 Cork.
- Organised and delivered a 9 weeks Zumba classes for Protection Applicants, on average 12 people participated each time.
- Organised and delivered an 8 weeks Music in Mind programme.

ISSUES/CONCERNS/FEEDBACK

- Language barrier and access to interpreters, some unhappiness among the Roma community.
- Cultural differences high expectations and understanding of how Irish health system works.
- Protection Applicants with 'status' have big challenges in finding affordable accommodation and employment.
- Travel reimbursement costs for medical appointments and IPO interviews.
- Mental Health is an issue recognized by more and more service users.
- Increasing number of service users presenting to our project with issues related to the social determinants of health that influence their mental and physical health.
- Fulfillment of Habitual Residence Condition for Roma is a barrier to access health and social supports.
- Protection Applicants are still getting pin number to check their eligibility online for renewing their medical cards and it doesn't work. We have to fill in forms manually.
- Issues from time to time related to the transport of residents from the EROC Clonea to hospital appointments.

CHALLENGES IN 2020

- Language barrier and literacy; most of the people we are working with have limited level of English Language.
- Lack of GP places for Protection Applicants (especially in Carrick on Suir area) and the understanding of cultural differences and how the health system works.
- Within the Roma Community, literacy and English Language are the main barriers.
- Complying with Habitual Residence Condition is another huge challenge for Roma.
- Engaging Roma women in any kind of activities is proving very hard because of their cultural and family traditions and beliefs.

 Dealing with Coronavirus issues (including work from home) and communicating with service users in different ways except face to face.

 Training staff as trainers in Intercultural Health and supporting them to deliver this training to others.

 Increasing number of service users presenting to our project with issues related to the social determinants of health that influence their mental and physical health.

 Lack of Mental Health support especially for Protection Applicants.



MAKING CONNECTIONS PROGRAMMES

Making Connections Waterford and Making Connections South Tipperary provide 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 programmes saw a number of changes in 2019 with the introduction of a larger amount of group work. All subjects can now be catered for in a group class. 11 Major Awards were achieved this year by individuals as a result of long term engagement, increased completion of modules and a greater number of hours offered to the learners.

72	REGISTERED FOR The programme (39 Female 33 Male)	3	PROGRESSED TO THE SAOR Special C.E. Scheme	19	PROGRESSED INTO EMPLOYMENT
	WENT INTO Volunteer work	6	RETURNED TO OWN EMPLOYMENT	7	WENT ONTO TO FURTHER EDUCATION/TRAINING
22	CONTINUED WITH MAKING CONNECTIONS	12	CEASED ENGAGING	Towns and the second	SERVICE USER DIED
- Company	SERVICE USER WAS IMPRISONED	Michael Parks	MAJOR AWARDS ACHIEVED		MINOR AWARDS Were achieved

Groups/Programmes for the year

Making Connections Waterford increased group classes as per WWETB requirements. The programme has a continual intake of learners therefore the number of groups changed throughout the year; Learners were offered a minimum of 2 classes a week. If required, lessons were available on an outreach basis within other W.S.T.C.Y.S. buildings.

Making Connections Tipperary ran a variety of small classes throughout a 4-day week and had a number of 1:1 classes also. The programme had a continual intake of learners therefore the number of groups' changed throughout the year, approximately 8-12 classes per week. The programme out-reached to Carrick-on Suir on a weekly basis.

11 learners achieved certification in 15 modules. The External Authenticator awarded the programme with a "very effective" result in 2019. She noted that the work of learners was exceptional, creative and reflective. This is the highest result that can be achieved and no recommendations for improvements were made as a result.

Volunteers

South Tipperary currently have one dedicated volunteer who assists with the Carrick-on -Suir outreach classes every week. Our volunteer was a former participant on the programme who progressed in education and training and has been volunteering with us for a number of years now.

Overview of Activities and Developments:

- Making Connections Waterford held 2 very successful awards ceremonies where learners were presented with their certificates. The largest amount of Major Awards in one ceremony was achieved this year.
- Groups enjoyed a trip to an art exhibition in Tramore Coastguard Centre and a coastal trip to gain inspiration from the scenic views.
- In South Tipperary there was an increase in progression to employment in 2019. Learners secured jobs with Tesco's, Elverys, Barbering and CE schemes.
- The South Tipperary programme held their annual award ceremony in December 2019. Our guest speaker
 for the day was Ashling Thompson, Cork Camogie All-star. She came to give us a talk. She spoke about her
 sporting achievements and how sport and health has helped her to overcome many challenges such as
 depression, anxiety and loss through suicide.
- In South Tipperary a 4-week print making workshop was held in February 2019. Our local art centres artist in residence, Aoife Barrett facilitated this workshop that linked with the Art and Design module. Her work was based on isolation and belonging.
- Both projects continued to outreach to other centres to deliver training during 2019, in South Tipperary the
 project outreached to the Carrick Youth Resource Centre one day a week. In Waterford the project outreach's
 to the Men's Hostel, Aiseiri Women's Home and the SHY Youth and Community Centre, as required.
- The Tipperary Making connections continued to break for the month of August as per agreement with the ETB for that area and that worked well this year, with good engagement by service users following the break.
- Both projects achieved the highest rating on the external authenticators score sheet during 2019.

Challenges:

 Our profile of learner often face difficulties in their everyday life. Addiction, relapse, homelessness, poor mental health, crime and many more factors impact their ability to engage in education and training. Hence attendance at times can be an issue.



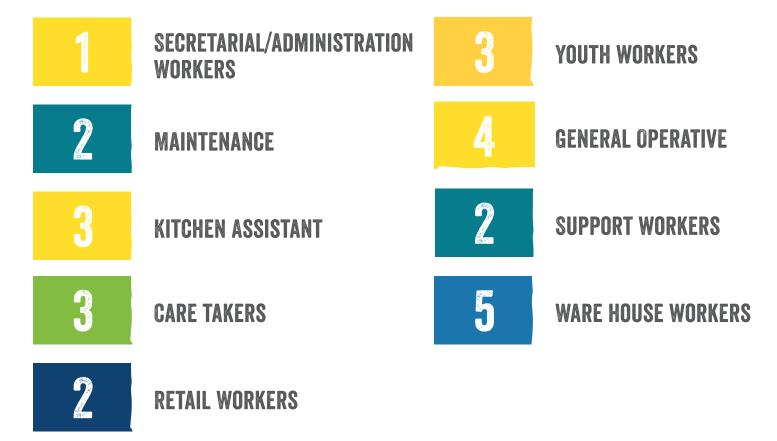


SAOR (SPECIAL COMMUNITY EMPLOYMENT PROGRAMME)

SAOR 12 (Special Community Employment Programme) 11/03/2019 to 06/03/20. This programme targets individual's recovery form substance misuse in Waterford City and County and also reaches South Tipperary areas. In 2019, the SAOR Scheme had one supervisor, one assistant supervisor and 23 participants were engaged over the year.

Breakdown of Positions as follows

Each Participant spent 11.5 hours based in their specific Work Placement and the remaining 8 hours was spent working towards goals on the (ILP). Work placements included:



During the year the participants availed of training opportunities under their Individual Learning Plan (ILP). This training covered a wide span from: First aid; Health & Safety; Substance Misuse Awareness; Driving Licence; Diploma in Drugs Counselling; EDCL; Manual Handling,; Sports & Leisure; sports Massage; FAI Training; Social care; Youth & Community; Barbering; personal effectiveness; Art and Health & Fitness; fork lift licence. All training provided was QQI certificate approved.

Summary

Overall it was a very successfully year for all participants as they availed of further training, education and work experience/placement. 5 successfully gained full-time or part-time employment during the year. Unfortunately 2 participants were disengaged due to relapse and disruption of their recovery.



W.S.T.C.Y.S. COMMUNITY EMPLOYMENT SCHEME

The scheme continued to enjoy a diverse geographic spread across centres in 2019, extending from Clonmel to Woodstown and most WSTYCS points in between.

The most populous CE role is that of Assistant Youth Worker. This role is often used an entry level position for persons that are exploring if their grá for engaging with young people might be coupled with qualification and progressed into full time work. This route of progression has been fruitful on a number of occasions in the past. Farranshoneen, Tramore, Carrick, Dungarvan, Lisduggan, Ballybeg and Logloss have persons engaged in this line of direct work.

Throughout 2019 the Youth Information Service had sustained close links with the CE Scheme, enjoying the travails of four positions, particularly in Dungarvan and Clonmel. This is a role that has mutated considerably in recent times to stay abreast of usage patterns in the centres.

Maintenance and Caretaking is a department that drew from CE resources throughout 2019 with operatives taking care of buildings in John's Park, Dungarvan, Farranshoneen, as well as the Manor, not forgetting the operatives that assist Garry in the multifarious tasks that his role throws up.

Two roles that rose in prominence during 2019 were that of Centre Worker notably in the Manor and at Woodstown. These placement require a high level of flexibility from personnel as they can have their hours and duties dictated by the flow of service users. The Manor Cafe has peaks and troughs of traffic in line with the XLC calendar and other users, while Woodstown follows steady week end usage woven around a manic flurry of summer visitors that need to be facilitated. Thankfully 2019 saw the CE operatives in these roles rise to the occasion and take on their team tasks to keep the ship afloat and see off any issues that may have proved problematic excepting their ability to grasp the wider picture of things.

In an anomaly of unprecedented merit 2019 saw the mainstream Community Employment Scheme score a 100% success record, this due in no small part to the fact that during this twelve month cycle only one person left the scheme, that individual progressing directly into full time employment.





Waterford and South Tipperary Community Youth Service company limited by guarantee

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an Income and Expenditure Account) for the year ended 31 December 2019

		Unrestricted Funds 2019	Restricted Funds 2019	Total 2019	Total 2018
	Notes	€	€	€	€
Income					
Generated funds:					
Donations and legacies	4	8,849	11,144	19,993	30,630
Income from Investments	5	21		21	21
Income from charitable activities	6		4,101,661	4,101,661	3,987,626
Other income	8	556,619	16,865	573,484	573,930
Total income and endowments		565,489	4,129,670	4,695,159	4,592,207
Expenditure					
Charitable activities	9		4,149,238	4,149,238	4,107,883
Other expenditure	9	534,138		534,138	456,203
Total expenditure	_	534,138	4,149,238	4,683,376	4,564,086
Net income/(expenditure) before gain/(loss) on disposal of fixed assets		31,351	(19,568)	11,783	28,121
Gain/(loss) on disposal of fixed assets	-				
Net income/(expenditure) for the year		31,351	(19,568)	11,783	28,121
Transfer between funds	13	(17,740)	17,740		
Net movement in funds		13,611	(1,828)	11,783	28,121
Reconciliation of funds					
Balances brought forward at 1 January 2019	22	1,785,789	18,328	1,804,117	1,775,996
Balances carried forward at 31 December 2019	22	1,799,400	16,500	1,815,900	1,804,117

ALL INCOME AND EXPENDITURE RELATE TO CONTINUING OPERATIONS.
THERE ARE NO RECOGNISED GAINS OR LOSSES OTHER THAN THOSE
INCLUDED IN THE STATEMENT OF FINANCIAL ACTIVITIES.

APPROVED BY THE BOARD ON 16 JULY 2020 AND SIGNED ON ITS BEHALF BY:

Andrea Bourke

Sean O'Callaghan

BALANCE SHEET

As at 31 December 2019

		2019	2018
	Notes	€	€
Fixed Assets			
Tangible assets	15	5,719,646	5,848,383
Current Assets			
Debtors	17	30,722	8,000
Cash and cash equivalents		491,124	507,636
		521,846	515,636
Creditors: Amounts falling due within one year	18	(397,689)	(372,070)
Net Current Assets/(Liabilities)		124,157	143,566
Total Assets less Current Liabilities		5,843,803	5,991,949
Creditors			
Amounts falling due after more than one year	19	(465,229)	(558,960)
Grants receivable	27	(3,562,674)	(3,628,872)
Net Assets/(Liabilities)	_	1,815,900	1,804,117
Funds			
Restricted funds		16,500	18,328
General fund (unrestricted)		1,799,400	1,785,789
Total funds	22	1,815,900	1,804,117
iotai iulius		1,013,700	1,004,117

APPROVED BY THE BOARD AND AUTHORISED FOR ISSUE ON 16 JULY 2020 AND SIGNED ON ITS BEHALF BY:

Andrea Bourke

Ardrea Barke Low

Sean O'Callaghar

