

ANNUAL REPORT

2020

HERE FOR YOUTH

TABLE OF CONTENTS

CHAIRPERSONS ADDRESS	3
COMPANY SECRETARY REPORT	4
YOUTH CLUB DEVELOPMENT	12
COMMUNITY YOUTH PROJECTS	14
GARDA YOUTH DIVERSION PROJECTS	17
YOUTH INFORMATION SERVICE	22
WOODSTOWN RESIDENTIAL & ACTIVITY CENTRE	24
WATERFORD COMHAIRLE NA NÓG	25
EUROPEAN YOUTH WORK	26
PRYSM (PROVIDING THE RIGHT YOUTH SUPPORT FOR ME)	28
WSTCYS/LE CHEILE MENTORING PROJECT	29
COMMUNITY DRUGS PROJECTS	30
OUTREACH PROJECTS	34
INTERCULTURAL HEALTH HUB	36
MAKING CONNECTIONS LOCAL TRAINING INITIATIVES	39
SAOR (SPECIAL COMMUNITY EMPLOYMENT SCHEME)	41
WSTCYS COMMUNITY EMPLOYMENT SCHEME	42
FINANCES 2020	43
FUNDERS & PARTNERS	45

CHAIRPERSONS ADDRESS

It gives me great pleasure to address you, our members, in this report of Waterford & South Tipperary Community Youth Services activities for the year ending 31 December 2020. And what a year it has been! I am sure that none of us expected 2020 to pan out the way it did with unprecedented changes being made in our social and health environments. January and February were in stark contrast to the following ten months! Covid-19 has certainly impacted on each and every one of us and had a major impact on our organisation.

In spite of this we managed to maintain our service delivery on all levels. As a board we really appreciate the commitment, resourcefulness and resilience of every Young Person, Service user, Volunteer, Staff Member, Line Manager and the C.E.O. who have consistently shown up throughout the challenges presented. We understand the difficulties placed upon everyone trying to navigate a healthy work/life balance. Please be assured your wellbeing has been and is of the upmost importance to us and as we slowly start to welcome people back to your places of work as restrictions are lifted, that will remain a priority. We know that by creating a healthy, positive, transparent environment where our volunteers as well as workers are valued and respected, young people and service users benefit hugely from the services provided by you to them, so thank you.

Our Board this year said goodbye to two dedicated, loyal and experienced members Fr. Paul Murphy and Mr. Sean O' Halloran, who, after 57 years of service collectively, retired from the Board. The work they have done throughout their service will always be appreciated and their efforts will be continued through the dedicated Board we have in place now. Also this year to enhance the vast skillset, we were delighted to welcome to the Board Dr. Sheila O' Donohoe, who brings with her many accolades in Business, Finance and Economics. Thank you for joining us we are thrilled to have you with us.

I would especially like to remember those who have passed away in the last year, young people and adults who were connected with our service. It is always very sad to hear that vulnerable people have died but the impact of the pandemic and the lack of opportunity for us to mark their passing makes it even sadder. We will remember them. I would like also to mention Colin Carthy who also passed away. Many of you will have known Colin as the Treasurer of W.S.T.C.Y.S. for many years. Colin was a gentleman who gave of himself to this organisation freely and with great commitment, leaving a long lasting legacy behind. May they Rest In Peace.

Most of you will be aware of the workings of the Board which is a voluntary commitment given to W.S.T.C.Y.S. by a dedicated team of people with various skills, who cohesively oversee the governance of the organisation in terms of the legal and statutory compliance required of us as a charity. The Board ensures W.S.T.C.Y.S. meets an excellent standard of governance in all aspects of our service and I want to personally take this opportunity to thank every Board member for their vital contributions. This year a new sub-committee has been formed, the Child Protection & Safeguarding Committee. This committee has adopted a collaborative approach between staff and board members, which represents best practice in the area of Child Protection. W.S.T.C.Y.S. remain consistent with developing strategies and mechanisms to meet statutory requirements to ensure adherence to the ever changing responsibilities placed upon us as an organisation.

The Board is well aware that our Volunteer Led Youth Club sector was particularly impacted by the pandemic as clubs were forced to close as there was no access to community facilities. This has been particularly painful as Youth Clubs are our foundation and are very much at the heart of our organisation. A huge focus will be placed in the coming year both locally and nationally on reigniting our Voluntary Youth Clubs Sector which has suffered massively during this crisis. No effort will be spared to get this vibrant sector back to the level of service which is needed in communities, especially for those who can not avail of others services in rural locations.

We are thankful to all our funders and stakeholders who have continued to support us, to ensure we remain functional during these unprecedented times. This support guarantees that we can meet our obligations to all young people, service users, communities and dedicated staff.

I would like to thank you all for the support you have given to me in my role as chairperson and I hope I am fulfilling the trust you have placed in me. It really is an honour. May I take this opportunity to wish you and your loved ones the very best as we come out of this pandemic and if we concentrate on treating each other with respect and empathy, we will achieve our goals for the coming year.

COMPANY SECRETARY REPORT

The Board, Staff and Volunteers of Waterford & South Tipperary Community Youth Service worked very hard during 2020 to maintain continuity of a high quality service to young people and adult service users in the community, in the context of the Covid-19 pandemic. Resourceful, innovative responses were required to maintain contact with those most vulnerable and in need of our services through a blended approach of remote working and crisis face to face work during the strictest lockdown phases, and through providing a carefully controlled environment at all times, when centres and programmes were open to in person responses.

W.S.T.C.Y.S. is a complex organisation delivering an integrated service which in normal times takes careful management and co-ordination to maximise the resources and the impacts and outcomes they deliver. In spite of the pandemic, service delivery was maintained extensively and indeed in some areas, contact with service users was increased. Services and facilities were delivered through 72 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. In contrast with previous years, the involvement of volunteers from the local community was severely impacted by the restrictions the pandemic required, the impact of the stay home directive and the fear of transmission and serious illness. Nevertheless, with the assistance of 300 community volunteers, the organisation reached in excess of 8,000 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 34 hours between Board and Committee meetings, with a total of 145 hours of personal time being committed to the work of the organisation by the Directors collectively. The Board itself met on 8 occasions with an overall attendance rate of 78% demonstrating the level of commitment by Directors. The number of Board Meetings was less than previous years as it took some time to set up remote meetings after the initial shock of the first lockdown. The Board held its Annual Review Day on Sunday 9th of February, and a facilitated training session was delivered by the C.E.O. of Youth Work Ireland, Dr. Patrick Burke, on the strategic environment impacting on W.S.T.C.Y.S. and the Charities Regulators Governance Code. Membership of the Board for 2020 included the following 14 people: Chairperson – Karen Doyle; Treasurer - Sean O' Callaghan; Secretary – Fr. Paul Murphy; Seamus Mc Grath, Sean O' Halloran, Joanne Walsh, Clive Smith, Mick Nevin, Andrea Bourke, Dylan Roche, Katrina Magoran, Rhiannon Kavanagh, Pat Walsh and Dr. Sheila O' Donohoe. During the year two long term Directors retired from the Board after 57 years of service collectively between them. The Board was sad to lose Fr. Paul Murphy and Sean O' Halloran and would very much like to thank them for their invaluable service over the years. Dr. Sheila O' Donohoe was recruited to the Board in the last quarter and is a very welcomed addition.

The Board continued to manage and monitor the complex work of the organisation, deploying its resources as effectively and stringently as possible in the best interest of the membership. The Board now has in place a robust system for identifying and addressing risks to the organisation at all levels and careful attention is given to developments and changes in the policy environment that impact on the organisation. In order to focus efforts in crucial areas, the Board operated three Board Committees during the year: The Finance, Audit & Special Purposes Committee, the H.R. Committee and the Governance Committee. A Board appointed Quality & Safety Committee was also in operation during the year.

Finance, Audit & Special Purposes Committee

The Finance Committee held 9 meetings during the year prior to each board meeting and had a 93% attendance rate. The Committee contributes approx. 40 hours of their personal time and while normally made up of three directors, five directors contributed during 2020: Sean O' Callaghan (Company Treasurer), Sheila O' Donohoe (Board Member), Andrea Bourke (Board Member), Paul Murphy (Board Member) 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 €93,727 to €464,702.36. Additionally, the 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 both the January & February 2020 meetings. These were strictly monitored on a monthly and quarterly basis to ensure they were in line with funding.

In 2020 our long serving board & FASP Committee members Sean O' Halloran & Paul Murphy announced their retirement from the board of WSTCYS. We thank both Sean & Fr. Paul for their hard work and long term dedication to not only the board but also the finance committee over the years. They were both valuable additions to the finance committee team and their skills and expertise were much appreciated. The FASP Committee wish both Sean & Fr. Paul their very best for an enjoyable retirement.

In July 2020, existing board member, Andrea Bourke, temporally stepped into the FASP committee while the board recruitment process was ongoing and for the remainder of the year. In August 2020, FASP Committee Chairperson, Sean O Callahan, officially proposed Sheila O Donohoe, for board membership, and as a member of the FASP Committee. Sheila's experience and expertise was recognised as a great addition to the FASP Committee and to the Board and she was welcomed unanimously.

In Jan 2020, WSTCYS received notice that the D.J.E. funding to the Youth Justice Projects would be cut significantly (by approx. €19k). D.J.E. (Funder) managed this cut by capping the Management fee rate paid to the organisation. This posed a detrimental blow to cash flow and unrestricted funds available to WSTCYS. It also resulted in many of seven the D.J.E. funded projects operating at a deficit. This cut to management fees and budget was disputed at national level throughout 2020. After discussions with IYJS regarding the needs of the projects and the complex management nature of these projects, they reversed the cut applied in 2020. We were also successful in securing an increase in the IYJS project funding for 2021, this was done through the budget application process, which brought the projects back to viable levels.

Additional once off funding was secured from the H.S.E. for the Intercultural Health Hub, once again, to allow for additional, highly qualified personnel to be hired for a set contract. We also received once off funds for Youth Employability Initiatives and European projects through Leargas.

WSTCYS regrettably had to make two posts redundant during 2020. These redundancies were unfortunately unavoidable due to cuts in funding to our centres over the last 5 years. The organisation were unable to maintain the high levels of deficits within these centres and had to make the difficult decision in early 2020. These redundancies were actioned in February 2020 and all redundancy payments and entitlements were overseen by the FASP committee and payments discharged in full to staff.

Negotiations were held with the H.S.E. regarding S.39 pay restoration. WSTCYS engaged with this pay restoration process throughout 2020 and provided all information and calculations requested. This process remained ongoing throughout 2020 and a final decision was awaited on our application entering into 2021.

Several small grants were received from H.S.E. lottery fund, Art grants, Waterford City and County Council, In particular, €7500 was received into the SHY account from the Waterford County Council for building Railings at the SHY Centre which are badly needed. All of these grants are in addition to main funder grants, which aided the development of programmes within each project.

As a result of Covid-19 implications and on the H.S.E.'s request, the FASP committee oversaw the redeployment of two WSTCYS staff from H.S.E. funded projects to other duties temporarily within the H.S.E. This was only done where staff volunteered to this process and where willing to be transferred temporarily (As agreed with HSE).

The Covid-19 pandemic imposed a significant financial burden on the organisation throughout 2020. Each building had to be adapted to meet government protocol and guidelines. The total cost stood at €38k at the end of 2020 however due to the ongoing nature of this virus and the replenishment of P.P.E. this will unfortunately be an ongoing financial burden for some time.

Some additional key actions taken over the year included;

An extensive investment continued into our buildings during 2020. This investment was mainly targeted at improving space and usage of our building:

- Significant additional works were undertaken in our Rinnasilloge building in Dungarvan at a cost of €25k. These works maximised space available and ensured we could extend our tenancy contract with WWETB Youthreach. WWETB contributed to half of these renovation costs and agreed to a significant increased rental agreement going forward. This much needed rental income will secure building maintenance going forward.
- An additional room and conservatory extension were constructed at the North Suburb premises at a cost of €48k. The organisation was successful in securing a capital grant from DCYA/Waterford Wexford ETB in the amount of €36k towards the sunroom extension. A funding shortfall was met from WSTCYS resources as the works were essential and badly needed to extend space for the project.
- The committee spent a significant amount of time examining our insurance requirements for 2020/2021. There was a significant increase in our organisational insurance premiums in 2019 after which our combined premium costs exceeded €100,000. This high level of insurance costs continued into 2020. Combined premium increased by €4,000 on the previous year. Total 2020/2021 premium costs at €104,762.64. 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 and we are hoping to introduce a change in the way we insure the organisation for 2021/2022 renewal.

H.R.

The Board H.R. Committee supported the management of the organisation's staff structures and met 5 times during the year with an 88% attendance rate. Chaired by Seamus Mc Grath, membership included three other directors – Pat Walsh, Andrea Bourke and Mick Nevin. The C.E.O. attended at each meeting. Of particular concern during 2020 was the safety of staff and continuity of services during the pandemic. This committee was particularly active regarding the move to remote working by staff and returning to base once restrictions were lifted.

The Committee provided input into management of staff recruitment, including participating of interview panels; the handling of difficult H.R. issues; assistance with the management of rationalisation where necessary; the wellbeing of staff and WSTCYS E.A.P. during Covid-19; Review of Sick Leave Policy; hearing of special applications from staff such as Education Assistance or Leave of Absence; and monitoring of staff health and safety in the new climate.

Governance

The Governance Committee was made up of four directors during the year including Fr. Paul Murphy (Chair), Dylan Roche, Rhiannon Kavanagh and Clive Smith. The C.E.O. attended at each meeting. The committee met 4 times during the year with an attendance rate of 88%. This Committee undertook major work of reviewing W.S.T.C.Y.S. Governance through the process of engaging with the Charities Governance Code now required by the Charities Regulator. The Committee addressed each of the core standards, gathering the evidence and making improvement to demonstrate W.S.T.C.Y.S. compliance under the following six principles:

PRINCIPLE 1:

Advancing charitable purpose

PRINCIPLE 2:

Behaving with integrity

PRINCIPLE 3:

Leading people

PRINCIPLE 4:

Exercising Control

PRINCIPLE 5:

Working Effectively

PRINCIPLE 6:

Being Accountable

Some of the major areas of work that the Governance Committee oversaw in 2020 were:

- **THE DEVELOPMENT OF W.S.T.C.Y.S. STATEMENT OF STRATEGY 2020 – 2024**
- **OVERSEEING OF W.S.T.C.Y.S. RISK REGISTER & RISK MANAGEMENT PROCESS**
- **REVIEW OF W.S.T.C.Y.S. CHILD PROTECTION & SAFEGUARDING POLICY & PROCEDURES**
- **REVIEW OF W.S.T.C.Y.S. MEMORANDUM & ARTICLES OF ASSOCIATION**

The Governance Committee also oversaw W.S.T.C.Y.S. compliance in areas such as the Lobbying Register and the Charities Regulatory Authority.

The Impact of Covid-19

There is no doubt that Covid-19 had a serious impact on W.S.T.C.Y.S. during 2020. Some of the main impacts include:

- Disruption of our normal ways of working and delivering services. Staff were required to innovate and unlock new ways of working including remote working and online delivery. Additionally, changes brought by frequently moving restrictions and public guidance made it very difficult to gain traction on re-building at any time.
- We have been keenly aware of the stress and collective trauma the pandemic has created not only for those accessing our services but for staff too. The complexity of need and levels of support required through daily contacts were challenging high. While overall there may have been a reduction in numbers accessing our services, the levels of contact increased.
- The digital divide was very much brought to the fore – some young people and adult service users simply did not have the resources to access services online and many did not have the space in a family home to participate privately when they needed support.
- Volunteer involvement has been hampered as health risks prevailed and overall community engagement has been affected.
- Our Volunteer Led Youth Club sector was particularly impacted as clubs were forced to close as there was no access to community facilities. This has been particularly painful as Youth Clubs are our foundation and are very much at the heart of our organisation.
- Our buildings, which provide vibrant hubs in local communities, were closed to public access
- A high level of investment was required to make our centres safe and to comply with Covid-19 related health and safety standards. Staff took up extra duties to ensure safety at all times.
- Our European and residential programmes were halted as travel and accommodation was restricted.
- There was a shift in funder expectations as staff facilitated and supported testing clinics, food drops, substance misuse services in the community, care packages to those in particular need and sought new innovative ways to enhance engagement.

In spite of all of the above, W.S.T.C.Y.S. as an organisation operated throughout and continued to deliver our essential services to those who were most vulnerable in our communities. It is important that in the aftermath of the pandemic, services are supported to reignite and reengage rather than facing any austerity. Otherwise the social cost will be even more far reaching than it has been.

Staff

The Board recognises the quality and calibre of W.S.T.C.Y.S. staff that serve the organisation and see the staff team as one of the organisation's greatest assets. Their dedication and commitment is exemplified every day in their sustained delivery of careful work with vulnerable people. The organisation's team of 51 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 2020. The central focus of all of the work undertaken was on young people, adult service users, volunteers, and communities. The Board recognises the many challenges faced by the organisation's staff in the everyday work of service delivery and in particular in the context of Covid-19. Our staff, like so many others, worked from home at some stages, at the same time as running a family home without childcare assistance. This added an extra dimension of stress and forced people to dig deep into their internal resources to meet the demands of their daily work life. W.S.T.C.Y.S. staff were superb in maintaining, delivering and indeed developing much needed essential services to the most vulnerable young people and adults in their communities. The Board is very proud of the Management Team and Staff Team alike who worked hard together to sustain the work of the organisation at an almost impossible time.

In 2020, W.S.T.C.Y.S. lost six staff members – Niamh Hogan, who left the Dungarvan Community Youth Project, Jen Hannon, who left the Farronshoneen Centre, Kelly Chester who left the SAOR Project, Brian Cuddihy who left the PACT Project, and Thomas Galvin and Debbie Norris who were employed in the Farronshoneen Centre and Manor Street. The Board thanks each person for their contribution to the work of the organisation and wishes them every success in the future. There were four new additions to the staff team in 2020: Tracy O' Grady who took up the lead at Dungarvan Community Youth Project, Barry Whelan and Catherine Smith who took up posts at the TYRE Project and Rob Kirwan who joined the team at the Farronshoneen team. The Board extends a warm welcome to our new staff, wishes them well in their efforts working with young people, service users and volunteers in a community context, and hopes that they will be happy in their challenging roles. W.S.T.C.Y.S. congratulates our staff who welcomed new members to their families during the year – Amy O' Doherty, Louise Brennan and Claire O' Neill. Our thanks also extends to the staff who provided maternity leave cover during the year – Rachel Mc Loughlin, Aoife Ryan and Carrie Mc Loughlin.

Programmes and Services

W.S.T.C.Y.S. delivered our work in 2020 through an integrated services delivery model combining Community Youth Projects, Volunteer Led Youth Clubs, Youth Justice Work, Community Based Drugs Initiatives and Drugs Outreach Projects, Intercultural Health Hub, Education Projects – L.T.I's and through partnering with the XLc Project, and through special services – Youth Information and Woodstown Residential & Activities Centre. The overall reach in the year was 8,000 individuals, many of whom availed of multiple points of contact.



COMMUNITY YOUTH PROJECTS

WATERFORD

SHY Project
Ballybeg CYP
Inner City CYP
Farranshoneen CYP
Axis Project
Millennium CYP
North Suburbs CYP
Manor Street Centre
Farranshoneen Youth Centre
Frontline Project

CO. WATERFORD

Dungarvan C.Y.P.

ST. TIPPERARY

Clonmel C.Y.P.
Cahir C.Y.P.

CHILLOUT LGBTQ+

YOUTH JUSTICE PROJECTS

WATERFORD

Ball Project
S.W.A.Y. Project
P.A.C.T. Project

CO. WATERFORD

D.A.Y. Project, Dungarvan
T.Y.R.E. Project, Tramore

ST. TIPPERARY

C.Y.D. Project, Clonmel
E.D.G.E. Project

COMMUNITY DRUGS INITIATIVES & DRUGS OUTREACH PROJECTS

WATERFORD

Waterford C.B.D.I.
Southside C.B.D.I.
Cityside C.B.D.I.

CO. WATERFORD

Co. Waterford C.B.D.I. (East)
Co. Waterford C.B.D.I. West
Waterford Drugs Outreach

ST. TIPPERARY

Suir Valley C.B.D.I.
Clonmel C.B.D.I.
Tipperary Drugs Outreach Project

MAINLINE SERVICES

Volunteer Led Youth Clubs

EDUCATION & TRAINING

XLc Project

LOCAL TRAINING INITIATIVES

Making Connections Tipperary
Making Connections Waterford

SPECIAL SERVICES

Woodstown Residential &
Activity Centre
Youth Information Services

INTERCULTURAL HEALTH HUB

Full details of W.S.T.C.Y.S. Programmes and service delivery during 2020 can be found in the body of this W.S.T.C.Y.S. Annual Report 2020.

Youth Work Ireland

W.S.T.C.Y.S. participated as an active member in Youth Work Irelands structures during 2020. The C.E.O. of WSTCYS actively engaged as a Director on the Board of Y.W.I. for the fifth year in 2020. The Board of Y.W.I. met on 12 occasions, which was more frequent than previously, to respond to the emergency situation that arose. The main focus of this involvement during the year was leading the work of the federation as protected and guided the work of member Youth Services during the stresses of the pandemic. This required a high level of engagement both within Y.W.I. and in terms of national fora. The C.E.O. and Youth Justice Sector Lead also participated in Y.W.I. Youth Justice Working Group, which met on 13 occasions. The focus of this work was on seeking to redress cuts and to agree a funding model on an interagency basis going forward. The Child Protection & Safeguarding Working Group, was chaired by the C.E.O. and met on 4 occasions. The purpose of this group was to guide and ensure quality standards and compliance throughout the federation especially at such a difficult time.

The Regional Directors Meeting was held on 17 occasions during 2020, which was an exceptional frequency. Particular attention at this forum was paid to the position of Volunteer Led Youth Clubs which have been disproportionately affected by the pandemic. This was due to the fact that clubs could not access their rental premises and the restrictions on social gatherings. Through the R.D. forum, Youth Clubs have been secured additional representation at national level through the National Youth Council of Ireland, of which Y.W.I. is a member. Youth Clubs will be prioritised for regeneration and every effort will be made to support the opening of those clubs which existed before Covid-19 and indeed on opening up new clubs where young people do not have such a service.

Youth Work Ireland provided an important structure through which W.S.T.C.Y.S. at Board, Management, Staff, Volunteer & Young person levels could continue to feed into the transfer of projects over to the U.B.U. Your Space Your Place funding scheme under D.C.E.D.I.Y.

Youth Work Ireland has provided an opportunity for a collective voice, strengthening the influence of all Member Youth Services. Never was it more important that Youth Services work together to ensure that young peoples' needs are being seen and heard at a national level. Many meetings have been held with DCEDIY and strategic relationships have been strengthened and forged at national level. Participation at national level will be a priority over the coming year.

Statement of Strategy 2020 - 2024

W.S.T.C.Y.S. Statement of Strategy 2020 – 2024 has built on our previous Interim Strategic Plan and guided the work of the organisation in 2020 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

Central to the strategic goals in place at present is the task of achieving unity and a sense of identity among all members of the organisation. This will require a robust review of our mission, vision and values so that we revisit and achieve a shared sense of purpose, enhancing our integrated services model.

Funders, Partners and Interagency Work

W.S.T.C.Y.S. collaborated with a wide variety of partners at local, regional and national level in order to deliver appropriate services and supports and to maximise outcomes for young people, their families and communities. Our main funders in 2020 included: The Health Service Executive, The South East Regional Drug & Alcohol Task Force, The Department of Children, Equality, Disability, Integration and Youth, Department of Justice, Waterford Wexford E.T.B, Tipperary E.T.B., Waterford County Council, Tusla, Leargas, B.T.E.I., and The Department of Employment Affairs and Social Protection. Without the financial support of these agencies, the work would not have been possible.

As part of its commitment to achieving the best outcomes for young people, their families and communities, W.S.T.C.Y.S. engaged considerable and with tremendous commitment in working with interagency partners and through various forums. In 2020 these include: Waterford and Tipperary Children and Young Peoples Service Committees; Waterford City & County Council LCDC/LAG/PPN & LCDC SICAP Oversight Committee; Tipperary County Council; BRILL; Ucasadh; Le Cheile; Citywide National Drugs Network; SECH LGBT+ Health Steering Group; and Youth Work Ireland. W.S.T.C.Y.S. recognises that no one organisation or agency can deliver everything on its own and therefore appropriately is committed to interagency and partnership working.

Premises and Facilities

Maintenance and development of premises and facilities were a priority as usual for the organisation during 2020. 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. The Covid-19 Pandemic posed an obvious threat and disruption at centre level throughout the organisation which required careful management. Each Centre was assessed to identify shared spaces and how these could be more effectively managed, identifying and reducing impediments to flow and unnecessary furnishings, locking down and reducing facilities to create a more manageable space and the obvious need for signage and sanitising facilities. Additionally, staff facilities were addressed to reduce shared spaces, create safety screens and to provide for personal hygiene and sanitising procedures. The staff in all buildings took on additional roles to share in the care-taking of the facilities.

As mentioned in the finance section above, the North Suburbs Community Youth Project required additional space to allow young people to participate more safely in a small community house. To address this an additional room and conservatory extension were constructed at the premises creating a much extended building from which services can be provided and young people engaged.

Capital grants were once again secured towards the cost of the building works at the North Suburbs from DCEDIY, from Waterford County Council for installations of railings at the SHY Centre. These grants are vital assistance and serve to greatly enhance the safety and security of the centres. In light of the Covid-19 pandemic, I.C.T. grants were secured by 13 U.B.U. Projects from DECDIY and W.W.E.T.B. by Making Connections Waterford at a value of €27,250, and €9,045 was received towards PPE, sanitising and signage costs from Waterford City Council.

As always, it is very important that WSTCYS is ready to exploit capital funding opportunities whenever they arise to support our work with young people by improving the premises and facilities we offer as an organisation. Every effort will be made to benefit from these funds going forward. Additionally, 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.



YOUTH 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 local volunteers.

2020 was a particularly difficult year for the Club Development Sector, due to the impact of the Covid-19 pandemic and the associated Public Health Guidelines and restrictions, which meant that clubs were essentially closed for three quarters of the year. However, in spite of the prevailing health crisis, WSTCYS' Club Development Sector remained active and endeavoured to support the affiliated clubs through the pandemic. WSTCYS supported 16 volunteer led youth clubs in 14 communities, catering for 300 young people which was facilitated by 96 volunteers.

Activity & Development Overview

- The establishment of new clubs was a priority for 2020 and in quarter one two new clubs in Kill, Co. Waterford & Ballyneale, Co. Tipperary were established. Volunteers were recruited, vetted and trained however due to the introduction of a National Lockdown both clubs were unable to open their doors to young people.
- The continued development of volunteers through training provision and upskilling was a key priority for 2020 and a suite of training programmes were delivered:

14

LEADERS ATTENDED CHALLENGING BEHAVIOUR WORKSHOP
FACILITATED BY NATIONAL YOUTH COUNCIL OF IRELAND

11

LEADERS ATTENDED CHILD PROTECTION
AWARENESS PROGRAMME TRAINING

21

LEADERS ATTENDED VOLUNTEER LEADER
INDUCTION TRAININGS

08

8 LEADERS ATTENDED FIRST
AID RESPONDER TRAINING

12

LEADERS ATTENDED GAMES ACTIVITY WORKSHOPS

- Ignite Youth Club successfully continued to operate in line with Public Health Guidelines, when it was safe to do so. This meant a reduction in the number of young people attending the club in order to adhere to guidelines but they offered two time slots to accommodate more young people. They also completed a film project during this time.
- A key focus of the work in 2020 was maintaining the links with affiliated clubs and leaders by supporting them through the pandemic by ensuring that they were kept up to date with all relevant guidelines, policy development and ultimately keeping them connected to WSTCYS. The Club Development Meetings moved online and seven meetings occurred in 2020. The Club Development Worker remained in constant contact with all clubs and leaders and when restrictions allowed all clubs were visited by the Club Development Team and formal and informal meetings were held with volunteers.
- Volunteer recognition continued to be a key priority for the sector and this was demonstrated in the informal face to face meetings with leaders as well as the inclusion of a volunteer wellbeing section the club development meetings. An online recognition event, in the guise of a Quiz Night was organised for December, however leaders decided that they would rather postpone the event until it was safe to have it in person. Therefore, to acknowledge the commitment the club leaders demonstrated throughout this unprecedented and difficult year, particularly for voluntary led youth clubs, the Club Development Team gave each leader a personal card of thanks and a small token of appreciation at Christmas.
- 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 different communities, networking and developing strategic relationships with key stakeholders in these communities, utilising local resources and knowledge

and using social media as tool for outreach. Outreach was particularly challenging in 2020 due the Covid 19 restrictions in place and the majority of this took place remotely using Social Media platforms as mean to access communities. While a lot of time and effort went into targeting and researching different area across the region, the uncertainty in relation to the easing of restrictions and the ever evolving nature of the national lockdowns meant that this outreach was futile as there was no guarantee as to when clubs could open their doors, so therefore no clubs could be established.

- An online Art Competition was organised by the Club Team for young people in Q2. There were two winners of the competition who were awarded vouchers for a pizza delivery of their choice. The Club Development Facebook page was used to connect with young people on WSTCYS Clubs and this was updated with games, activities and positive mental health messages.
- Clubs were supported in devising and submitting various funding & grant applications. All clubs applied for the Local Youth Club Grant and received €600 each. Six Clubs applied for the ETB ICT Grants and received €400 each. Eight Clubs applied for the local Covid Grants ad received €100 each.
- In line with WSTCYS Covid Response Plan, a specific Club Development Covid Response was developed. Covid Packs were developed for all clubs which included; - WSTCYS Covid 19 Clubs Manual, WSTCYS Covid Response Plan, Individual Local Covid Response Plans for each Club, Individual Building Risk Assessments, Various Forms, Logs & Consents, Posters & Signage, Activity Risk Assessments and online training links. These were distributed to all clubs in September/ October and 6 clubs were due to reopen their doors in October however the reintroduction of a National Level 5 lockdown meant that this could not happen.

HIGHLIGHTS

- The establishment of 2 new Clubs
- The various training opportunities provided to club leaders
- Ignite Youth Club continuing to operate safely in line with Public Health Guidelines
- The engagement of Club Leaders in the sector even when clubs were closed

ISSUES/CHALLENGES

- 2020 was an extraordinarily challenging year for clubs, as most were closed for the majority of the year. What was particularly challenging, was that on a number of occasions it looked like clubs were able to reopen, albeit with restrictive guidelines only for this to be changed last minute due the evolving nature of the public health crisis. Significant work was put into reopening clubs safely but this opportunity was never forthcoming. It was extremely hard for volunteers to maintain motivation during this time however, we are fortunate in WSTCYS to have a team of dedicated volunteers who persevered and remained resolute in their commitment to the young people living in their communities, by continuing to engage with the organisation to ensure that their clubs would reopen when it was safe to do so.
- In the short time that young people were able to attend their WSTCYS club they took part in activities which allowed them to develop both personally and socially, they had fun, were provided with safe spaces to be with friends, they were challenged and encouraged and they were listened to and heard. Young people were still contacted throughout the closure of the clubs; they were given the opportunities to take part in different challenges and activities, positive mental health & wellbeing were promoted and they were ensured that their local club and leaders would be ready and waiting for them when they were allowed to reopen.
- This year, more than any other it is imperative to thank all the Club Leaders. Thank you for your commitment, dedication, patience and steadfastness. You have remained committed and loyal to the young people you work with and the organisation, and you have stuck with it in the most challenging of times. We look forward to continuing to work closely with you and ensuring that all clubs reopen, when possible and returning to the delivery of quality youth work within your local community.

COMMUNITY YOUTH PROJECTS

THE 13 COMMUNITY YOUTH PROJECTS MANAGED TO ENGAGE AND INCLUDE 1,114 YOUNG PEOPLE THROUGHOUT 2020 WITH THE SUPPORT OF 70 DEDICATED LOCAL VOLUNTEERS.

This was a huge feat given the nature of the year and the impact of the global pandemic on young people, volunteers, staff and communities. For most of the first quarter the projects engaged young people in a variety of recreational, educational and developmental groups and programmes. Young people were supported to identify needs/interests and developmental group work continued to be at the core of service delivery. However, in March all projects followed government guidelines and began to work remotely. This was a huge shock for all involved as the relational core of the work requires that face to face connection. Each project took a week to allow time to meet at project, centre and sectoral level and put a plan in place for the continuation of quality service delivery while working remotely. All staff worked tirelessly to assist in the development of a range of Risk Assessments and Policy Development both at local and national level to guide the remote work.

Remote Work

From March to July all service delivery took place remotely. An in-depth consultation process took place with young people to firstly identify support needs and then to begin a process to co-create what way/means of working would be most effective while working remotely. Initially support needs were low and the co-creation piece was full of energy while staff and young people began to identify platforms which would be most suitable for the various types of work. As the lockdown continued support needs of both young people and staff increased significantly and there was a severe dip in energy for being creative as well as in the beginning of June a reluctance to engage remotely on line. Staff then used ordinary calls and messages to sustain contact with some young people who were really struggling with engaging online. However, it would be important to highlight that the projects managed to maintain engagement with the majority of young people throughout the lockdown.

Return to Centre (Restricted)

The projects returned to working from centre at the start of July. Everyone involved was so excited as well as a little concerned around the safety measures needed to ensure people's safety. Staff played an integral role in the creation of the Local Safety Plan for each centre as well as guiding young people and volunteers through their return to centre. Groups were small (strictly adhering to the then DCYA Roadmap) and supplemented with additional one to one supports. One to one work greatly increased at this time which reflected the level of need as a lot of young people were adversely affected by the lockdown and ongoing restrictions. This was a unique year with one of the key highlights unable to go ahead, the summer programme. Some projects managed very small little trips but the costs involved to travel even small distances were extremely prohibitive. All the projects focussed on the re-establishment of core groups which were often split into two and sometimes even three due to the restriction on numbers. This continued for most of the year, with the exception of about 3-4 weeks in October.

Staff & Sector

This was an extremely challenging year for everyone especially staff. Not only were they going through the pandemic personally they also had to be able to quickly and successfully adapt to remote working and develop a range of programmes/groups that would hopefully engage young people. They also had to quickly develop a range of IT skills to manage working remotely. This did/does not fit well with the relational core of the work which requires face to face, human contact. However, staff adapted so well over a very short amount of time. The year took a real toll on staff but it also showcased the wonderful level of trust and respect evident within the sector. People met weekly to give and receive the peer support necessary to help them get through the year. The capabilities and willingness of staff was mind blowing throughout the year. Whilst all the time keeping young people at the centre!

Strategic Developments

All projects made the successful transition to UBU in July. This was preceded by the completion of an application process which was based on a clear set of Service Requirements set by the local ETB's. The Service Requirements were based on a community profile completed by the Youth Officers in both ETB's. Both projects based in Tipperary (Clonmel & Cahir CYP's) began full involvement from July. However, in Waterford informal meetings were held with the Youth Officer and WWETB decided to roll out the full UBU process next year.

All projects participated in a number of consultation processes on behalf of the ETB's, DCYA, HSE, YWI and NYCI. This was crucial to contribute to the overall gathering of impacts of the pandemic on young people and communities. As well as showcasing innovation and creativity which took place rapidly in response to the emerging needs within lockdown. However, some of the expectations were unrealistic and not in keeping with expectations from other funders during such a difficult time for all.



HIGHLIGHTS

- Axis CYP – Return to centre & creating safe space for exploration of people's experiences during lockdown.
- Ballybeg CYP - Working with smaller numbers. This enabled the leaders to spend quality time and to be very present with the young people. Spending time in a different way deepened the relationships with the individual young people.
- Cahir CYP - The leading highlights was that of teamwork. The support, motivation and dedication demonstrated within both the project and wider sectoral team ensured that young people's needs were met with flexibility, energy and compassion at a time of unprecedented uncertainty.
- Clonmel CYP – The Christmas parties we held on Friday 18th and Saturday 19th December as these were a little different to the party the year before due to social distancing. All three parties were a major success and we were overwhelmed by the generosity of our local Tesco store and our local Rotary club who gave very generous donations to help us carry out the Christmas parties.
- ChillOUT - Young people from CHillOUT running an online festival with Pride of the Deise in June.
- Dungarvan CYP – The renovations of the centre was a great highlight for all involved.
- Farronshoneen Centre Project- The sense of community that was brought about when the centre organised the centre hoodies, the young people felt a sense of belonging to the organisation.
- Farronshoneen CYP - The young people and volunteers working through online work and being adaptable and resilient when the centre needed to operate under strict Covid19 Guidelines ensuring the strictest protocols were adhered too.
- Frontline – A diverse range of support and educational programmes that focused on young people's personal development and in particular their experiences of lockdown.
- Inner City CYP - For all of the young people, volunteers and staff, the biggest highlight of the year was returning to centre based work in July and being able to see each other face to face and enjoy being in the youth centre again.
- Manor CYP - Trip to Coumshinguan Lake with our young migrants' group in August.
- Millennium CYP - During remote working the relationships with the leader team and young people strengthened so much. Young people availed of consistent and committed contact with staff and volunteer team while working in equal partnerships during these hard times.
- North Suburbs CYP - The project was successful in securing the DCYA Capital Grant which was used to update the project and build an extension onto the existing building. In addition, a new shed was bought for the garden which will be used to further increase space available to engage young people.
- Shy CYP – Returning to face to face work was the biggest highlighted however, the successful recruitment of 5 new volunteers to support the work was huge. Two of the new volunteers are young people who have progressed through the project, while the other 3 volunteers include past members and people from the local community.

ISSUES/CHALLENGES

- Working through the immediate impact of the pandemic on the social, emotional, mental and physical health and wellbeing of young people, their families, volunteers, our community, ourselves and our families has been the biggest challenge for the sector. High levels of anxiety, feelings of extreme isolation and an increase in poverty and deprivation were a constant throughout 2020.
- IT Poverty was clearly evident with little recourse available due to inadequate funding opportunities.
- The impact of home schooling on young people, relationships with their parents/guardians and the school staff itself was a huge challenge.
- Staff's limited knowledge of technology and suddenly being expected to become proficient to engage young people placed severe stress on staff and volunteers.
- Screen fatigue became more pronounced as the year progressed which deeply impacted people's energy and motivation.
- Hard to reach and vulnerable young people were the most difficult to engage over the year.

Despite the difficulties faced by the whole world including all those involved in the work across the Community Youth Sector, young people, volunteers, staff and communities rose to the challenge and fostered a resilience and dug deep to support each other through one of the most challenging years of their lives. While there are ongoing concerns around some people's mental well-being overall people managed to make it through!

GARDA YOUTH DIVERSION PROJECTS

In 2020, the seven Garda Youth Diversion Projects (GYDPs) of WSTCYS worked with a total of 233 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. While this represented a reduction of 49 individuals on engagement levels in 2019, a cursory overview of annual figures for the previous 3 consecutive years suggest that the unique and very challenging circumstances of working through the pandemic are a key explanatory factor in reduced numbers for 2020. GYDPs reached an average of 33 young people per Project over the year with a range, minimum to maximum, of 28 to 40 young people. There were 171 young men (down 46 on 2019) and 62 young women (down 3 on 2019) engaged during the year. The highest proportion of participants (131) were in the 15-17 age range, reflecting the typical peak ages for youth offending in general. 70 young people aged 11 to 14 were engaged (30% of the total reached), demonstrating the continued emphasis placed by Projects on early intervention in and prevention of youth crime. The Family Support Worker in the EDGE GYDP based in Carrick-on-Suir with outreach to the CYD in Clonmel, grew and developed this response in its first full year of operation in 2020. By the year end, the Project had supported 25 participants from 22 families attached to the EDGE (2 siblings and 23 parents/guardians) and a further 9 participants from 9 families attached to the CYD (9 parents/guardians). Of the 32 parents/guardians supported, 31 were women, reflecting the common familial thread for participants of living in single parent households headed by mothers. The importance of supporting parents to build familial protective factors is critical to achieving better outcomes for children and young people who are at risk of coming into contact with the criminal justice system. This is recognised by the new Youth Justice Strategy 2021-2027. Our experience of developing an integrated Youth Justice response with young people and families in Carrick and Clonmel will be an asset as we look to future opportunities to expand and develop our GYDP sector.

An overview of the referral breakdown across the seven Projects shows that, consistent with 2018 and 2019 trends, five of the seven Projects worked with a higher number of secondary (non-JLO) than primary (JLO) referrals during the year. The continued high participation level of secondary referrals (non-JLO) demonstrates the vital contribution of GYDPs in identifying and engaging young people in the community at significant criminogenic risk as a preventative strategy. Two Projects reached more primary than secondary young people. Of the total number of new referrals received in 2020 across all Projects (61), 24 were primary and 37 were secondary. At Project level, number of referrals received ranged from 2 to 12. Comparing with 2019, there was an overall drop of 42 in numbers of young people referred; new primary referrals were down 50% on the 48 received in 2019 and secondary referrals dropped by 33%, down to 37 from 55 in 2019. Here we see evidence of the pandemic preventing young people at risk in the community being identified due to the combined effects of lockdown, school closures, curtailment of participation in our own and allied services and stay at home orders. While there is not scope here to contextualise these figures in terms of relative levels of detected youth offending for 2020, it is nonetheless important to bear in mind generally the escalation of dynamic risks for young people when normal contact points, access to services and breakdown of social supports is at play.

IN SPITE OF THE RESTRICTIONS OF THE PANDEMIC IN TERMS OF MAKING CONTACT AND INITIATING WORK WITH NEW REFERRALS (AT TIMES REMOTELY) AND STRINGENT CONTROLS ON FACE-TO-FACE WORK, ENGAGEMENT LEVELS (CONVERSION FROM REFERRAL TO PARTICIPANT) WERE REMARKABLY HIGH AT 89% + IN 6 OUT OF 7 PROJECTS. THIS REFLECTS THE COMMITMENT AND SKILLS OF OUR YJ TEAM AND THE TRUST ESTABLISHED WITH COMMUNITIES OVER TIME AS WELL AS THE MOTIVATION OF YOUNG PEOPLE AND THEIR FAMILIES TO AVAIL OF SUPPORT TOWARDS MAKING POSITIVE CHANGES IN THEIR LIVES. WITH ONLY FEW INDIVIDUAL EXCEPTIONS, PROJECTS 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 GYDPS CAN HAVE OPTIMUM EFFECT.

Activity and Development Overview 2020: The Youth Justice staff team remained unchanged in 4 of our 7 GYDPs. On the other hand, 3 of the Projects had changes in personnel during the year, resulting in periods within which the work had to be delivered by 1 YJ Worker and weathering staff adjustments in the restricted context of the pandemic. This was challenging at times but Projects and staff are resilient, successfully maintaining services and ensuring compliance as we navigated change. Jen Hannon (TYRE), Brian Cuddihy (PACT) and Veronika Myskova (DAY) left the organisation in 2020 and we thank them for their contribution. Barry Whelan and Catherine Smith formed a new staff team in the TYRE Project, Jane Hayes returned from Maternity Leave to her post in the DAY Project and Mary Aldridge filled the vacancy in the PACT Project as the year came to a close in December.

In the context of the upheaval of the Covid-19 pandemic, there is probably one word which captures the experience of our GYDPs in 2020; “rollercoaster”. As YJ Workers found themselves in at the deep end of remote working in mid-March, there was a steep learning curve in adapting our Youth Justice work and innovating to deliver interventions through digital youth work methods and other remote media. Initially there was a drive to get everything online, a challenge to which Projects rose admirably. Group work and 1:1s were set up through Zoom, WhatsApp calls, Facebook messenger and “good old-fashioned phone calls”. Social and recreational opportunities, including Special Interest programmes, were facilitated through such activities as online scavenger hunts, Kahoot quizzes, online gaming like Fortnite, Playstation and 8 Ball Pool, cooking and baking demos. Projects used social media platforms to post information, activity ideas and self-care messaging as another layer of reaching out to and staying connected with participants. Education and Employability supports were made available to young people remotely as staff continued to encourage young people’s formal learning and study and assist them with C.V. preparation, interview skills, job-seeking and goal-setting. The first lockdown between March and reopening in July demonstrated the adaptability and resilience of the Youth Justice sector and the strong relationships with young people and families which enabled continued meaningful intervention despite the restrictions. The experience of Projects was not uniform with different strengths and challenges coming to light. Some Projects reported high levels of remote engagement while others found uptake of intervention limited or dwindling over time. Many young people had access to some means by which they could be reached – for others, the digital divide loomed large and lack of access to technology, unreliable or no broadband and so on proved a barrier. Some participants did not have a conducive home environment for participation, lacking space or privacy to talk about what was going on for them. Some young people responded very well to the remote offer – others did not want to participate in this way and, when this was established, their choice was respected. The one constant that emerged during the lockdown was the perseverance of staff in reaching out to young people, building on what worked and constantly reviewing what did not with a view to trying something else. Staff continuously adapted the approaches used as they discovered with participants what was helpful/enjoyable for them. Participants who, for example, could be monosyllabic during phone calls might be discovered to be very animated and more comfortable on Facebook messenger so emphasis would be placed on this instead. Young people who would not join in for core group contact times might be found to turn up consistently for an online gaming session with staff so this was offered more frequently. As young people’s routines changed during lockdown, for example if some participants who no longer had the routine of school or training centres were more inclined to stay up late and sleep during the day, staff adjusted their timetables to contact them at a time when they would be up and at it, sometimes later into the evening. Letters and cards were sent to let young people know they were thought of, in particular those who were not actively engaging at different times.

The chance to reopen and ultimately remain open from July through to December was most welcome, though not without further challenges. Covid-19 restrictions meant that Projects could not deliver some interventions set out in Annual Plans and individual Case Management Plans due to limitations of numbers, transport issues and the necessity of non-contact engagement.

The strict controls that had to be placed on contact time also tested the relationship between young people and staff at times as there was a sense of staff having to be “Covid-19 police” and continuously requiring/ reminding young people to comply with guidelines on mask-wearing, social distancing, hand-sanitising and so on. While young people generally understood and cooperated very well with what was asked of them, there were frustrations and genuine self-regulation difficulties for some in attempting to adapt to a much less relaxed environment than they had been used to in our Centres.

One might expect that the unprecedented challenges of 2020 might have resulted in Projects being unable to meet the outcomes set at individual and Project level for the year. A review of Annual Reports and Annual Performance Reports for 2020 tells quite a different story. Overall, Projects succeeded in delivering robust intervention with young people across all of the Risk/Need Domains under the Youth Level of Service Case Management Inventory (YLS/CMI) Screening and Case Management system. Young people were worked with and supported around Family Circumstances/Parenting, Education/Employment, Peer Relations, Substance Abuse, Leisure/Recreation, Personality/Behaviour and Attitudes/Orientation. Projects sustained their contribution to multi-agency work which was crucial to enabling a wrap-around response to young people's needs, identifying gaps and problem-solving when the pandemic impacted certain progression routes such as training courses in WCFE or WWETB. Improvements were achieved with young people in a range of outcome areas, including skills development, educational attainment and employability, self-regulation and self-control, critical and reflective thinking, pro-social attitudes and behaviour, reduced offending, increased empathy, reduced impulsivity, enhanced civic engagement, growing confidence, self-esteem and self-efficacy, better physical and mental health, resilience and well-being and improved motivation to change.

Routines around compliance and reporting to the Funds Administration Unit were largely unchanged in 2020 with the exception that structural meetings such as Project Committees and Referral Assessment Committees had to be undertaken remotely. A new Non-Financial

(Participant) Data template was introduced and submitted in February 2020. There was a degree of "back and forth" to get these right and iron out glitches of understanding and data transfer on both our own and FAU side. Several Projects also responded to detailed Individual Participant Verification Checks. Staff met 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. Adaptations had to be made to facilitate the completion of some forms and paperwork remotely. Restrictions on face to face meetings, in particular during the first lockdown, did not prove an insurmountable barrier to receiving and initiating engagement with new referrals, although clearly this was not ideal.

Increased effort was invested into providing sectoral support and guidance to staff in addition to continuing engagement by individuals in internal and external supervision and support. During the lockdown, the frequency of Sectoral Team Meetings was increased to fortnightly instead of the 6-8 week cycle during normal operations. This allowed more frequent contact with peers and sectoral manager to foster connection, offer mutual support, discuss and develop practice and contribute to sectoral and organisational development. A WhatsApp group was established and remained in place as an additional communication platform with the YJ team, allowing for quick exchange of information, sharing of resources, expressions of mutual positive regard and a bit of fun! A 6-week Staff Well-Being Programme, entitled The Calm Sessions, was developed and delivered in June and July by Declan O' Driscoll, in which 11 out of 14 staff members took part. There are few silver linings to Covid-19 but one certainly was the opportunity for staff to develop their knowledge, skills and resources through taking part in a range of PPD opportunities during the year. Online courses, webinars and workshops abounded and there was more time available, during remote working in particular, to avail of these learning opportunities than would usually be the case when normal working is in full flow.



HIGHLIGHTS IN 2020:

TYRE GYDP; Design and delivery of a Knife Crime Awareness Programme with young people, based on their expressed interests following an incident in the community. A strong theme uncovered during this programme was the participants' individual and collective ability to challenge one another, make independent choices and, ultimately, stand up for what they believe is right.

CYD GYDP; A grant was gratefully received from Clonmel Council through Tipperary Public Participation Network with which Youth Justice Workers purchased household goods, personal care items, arts and craft materials and treats. 25 packages were prepared and delivered to families upon reopening of Centres in July after first lockdown.

EDGE GYDP; Garda Youth Award for Be Sober Be Safe Campaign: Young people won a 2020 Garda Youth Award for their work on an inter-agency pilot initiative under Tipperary CYPSC to reduce alcohol misuse in students receiving the Junior Certificate results. The young people developed a # and selected merchandise on which to put their message out #JC19MemsNotMemes in addition to facilitating a peer education programme in 3 local secondary schools. Garda feedback was that anti-social behaviour on Results Night was comparatively down on previous years.

BALL GYDP; 3 young men attained sustainable employment during the past year in essential worker roles; 6 young men completed second level education in 2020, 4 of whom applied for further education/training in WCFE and WWETB.

DAY GYDP; In the first midterm break of 2020, 14 young people (9 DAY and 5 DCYP) and 1 volunteer went on a day trip, using the Garda Bus, to Templemore Garda Training College. The trip was a huge success with the young people getting a tour of the training college, learning about the history of An Garda Síochána in Ireland, along with seeing a group of new recruits practicing for their marching out parade the following weekend. This helped improve relations between Gardaí and all the young people in attendance.

SWAY GYDP; The Project was successful in applying for funding to the Community Foundation for Ireland to complete a significant upgrade to our Centre's IT Room, which will be of benefit to SWAY Project participants and the wider community. Funding was also secured for gates and railings at our base in the Sacred Heart Youth Centre to make it safer and more secure.

PACT GYDP; 1 young person won overall in the Special Achievement category of the Garda Youth Awards for her role as Junior Leader in a community upcycling project which was based on the theme of the impact of plastic on

oceans, rivers and lakes, our wildlife, aquatic life/aquatic birds and ultimately humanity and the next generation. A group of 4 participants developed a Stay Safe in your own Home pack of resources for older people within their community.

CHALLENGES IN 2020:

TYRE GYDP; Two participants who had completed all stages of the Work to Learn programme (excluding physical work placement), were due to begin their placements in Q4 2020 which could not go ahead due to the 6-week lockdown which commenced in October and ran into the rest of the year.

CYD GYDP; Being unable to work face to face with participants, including new referrals and processing the paperwork through the post/e-mail.

EDGE GYDP; Mental health needs and concerns came to the forefront in 2020. The loss of freedom and reduced face to face interactions, coupled with increased online presence, took its toll on many young people. They struggled to maintain their moods and to process the enormity of the crisis. This at times led to young people feeling anxious, scared, lonely, bored and demotivated.

BALL GYDP; The suspension of courses in WWETB and WCFE presented challenges for the young people who were due to disengage in late 2020. The Project continued to support them and maintain motivation levels into 2021. Some had to make alternative arrangements due to cancellations and were disappointed, considering the efforts that were made in difficult circumstances to remain in 6th year education.

DAY GYDP; Staff changes and gaps arising from leave cover constituted a challenge for the DAY Project in 2020. While 1 long-term YJ worker was confident in holding the Project and completing all reporting paperwork required, working remotely during COVID has meant that numbers and referrals are lower than normal for the Project.

SWAY GYDP; Covid-19 restrictions meant that young people were unable to access usually available services/supports. Some young people and parents struggled to seek support via phone/online. This subsequently increased isolation and risk as well as depleted mental health.

PACT GYDP; Maintaining a physically safe environment for service users; Reinventing the methodologies of our work in order to work remotely to engage those young people most at risk who had little or no online accessibility.

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

Volunteer Involvement

Despite the challenges posed by the pandemic, volunteers continued to play a key role in the work of the GYDPs in 2020. There were 23 volunteers active across the 7 GYDPs, 10 male and 13 female. This is only 1 less than in 2019, indicating the commitment of volunteers to young people and Projects and the strong community response which exists to youth offending where we are. Many volunteers continued to work with their groups remotely until it was safe to reopen from July. In the second half of the year, volunteers returned to face-to-face work, starting back into Summer Programmes as the first lockdown ended. Volunteers continued to act as pro-social models for young people in their communities, contributing their local knowledge and experience, time and skills to enrich intervention and widen opportunities with young people, for example, 2 PACT volunteers who ran separate meditation and yoga sessions with participants. Volunteer involvement in some Centres was impacted by the restrictions on group sizes and limitations of space for 2 metre social distancing required. Some initiatives, such as Soccer, which volunteers were part of on a weekly basis, ceased due to Covid. Recruitment and induction of new volunteers was noted in some instances as challenging for Projects.

Key Sectoral Developments in 2020:

- **National Engagement on Management Fee Cut:** Contributed to a process over the year, through Youth Work Ireland, to seek a reversal of a decision taken unexpectedly by funders to cut project Management Fees, a decision which would have serious implications for CBOs in providing the necessary operational infrastructure for GYDPs. CBOs were notified in October by the FAU that Management Fees would be reinstated and any payments due made in October.
- **Developing a Funding Model for GYDPs:** Linked with but also separate from the above, contributed to discussions and follow-up work with Youth Justice Sub-Group of YWI, to inform a National Working Group set up to develop a clear funding model for GYDPs which is fit for purpose and recognises the actual costs of running the projects.
- **Report prepared for NYCI/DCYA at pandemic outset** about sectoral compliance with and adaptation to Covid-19 restrictions.
- **Projects' contribution to fortnightly Covid-19 survey by the UL-based REPPP Research Team** to look at behavioural trends and lockdown compliance by GYDP participants.
- **Collaboration with Community Youth Work Sectoral Lead and CYW colleagues to develop a Risk Assessment and Code of Behaviour for Remote Working** as a guide to staff now operating services in a digital space.
- **Internal consultation on and submission of detailed feedback about draft Youth Justice Strategy**, to form part of Youth Work Ireland's response to Department of Justice by 30th June 2020.



YOUTH INFORMATION SERVICE

2020 was a very difficult and odd year for everyone. It upturned the way we live, work and socialise. The YIS faced significant barriers to delivering work in the normal way. These were particularly problematic to overcome in terms of such pillars as outreach to and information provision in schools and third level providers, Centre-based events, European Youth Work development and large group workshops. Despite the challenge faced, staff adapted approaches within available resources and were already well placed to shift to digital youth work methods. Throughout the year, 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 to develop their skills, ability and confidence to fully avail of these opportunities.

The YIS engaged with young people and those in their community, totalling 4,299 information queries handled. The beginning of the year started off as any other with plans to offer a continuously improving youth work based approach to service delivery, especially through the Waterford Youth Information Centre, working more collaboratively and closely with the Community Youth Workers. Programmes included information workshops with the XLC Project and safety workshops.

At the end of Q1, the organisation had to turn to a remote working format as a result of the Covid-19 pandemic. This necessitated a complete switch in the way we operated, not just in the YIS but right across the organisation. With the support of management and colleagues, the difficult transition was made as smooth as possible. Information dissemination became thematically delivered through our respective social media platforms, 1 to 1 sessions online and engaging creatively with the young people in our communities. In April the Creative Competition was organised and run by Waterford YIC across the Community Youth Projects and engaged 26 young people, giving them the opportunity express their creativity under the theme 'My Planet, My Pledge'. The Quaranteen Challenge also ran online during the first lockdown, providing positive motivation and inspiration for everyday activities and memories with WSTCYS members. Regional Youth Information Workers reorganised their working hours (8 hours per Centre per week) to maintain a daily presence to online queries, posting information of interest, monitoring social media feeds and staying connected to young people and those who work with them to the best of their ability with the restrictions imposed.



The safe return to face to face work in July saw the beginning of a new model of work, provided in a safe and controlled environment to reduce Covid-19 infection risk in our Centres. In early August, Waterford YIC had a change in staff as the Youth Information Worker began her maternity leave following a handover process. Once the service commenced face to face once again, the Regional YICs in Clonmel and Dungarvan noted an increase in their phone calls/queries as their shop-front display was regularly updated with information of interest to young people around employment especially. The location of the Clonmel YIC underlines the need for a relevant shop-front display as it has a high footfall of second level students as well as local people in receipt of social welfare payments.

In Q4, Waterford YIC commenced group work with a weekly Lunch Club with young men aged 15-17 established and led by Inner City CYP as well as collaborating with the Manor Street CYP in the setup and running of a mixed group with young people aged 18-24. The purpose of such work is to put the YIS in contact with groups of young people who would benefit from the service, individually and collectively, as well as fostering integration between the YIS, co-located Projects and the wider organisation.

The image shows a woman in a light-colored sweater and a headscarf standing in front of a large projection screen. She is pointing at the screen with her right hand. The screen displays a presentation slide titled "Trans Inclusion in Schools". The slide includes a list of resources and a photo of a smiling person. In the foreground, there is a table covered with a rainbow-colored cloth, holding various workshop materials like papers and a small container. The room has a warm, orange-toned wall.

Trans Inclusion in Schools

- Independent's resources to inform:
- 1. Parents and Inclusion
- 2. Gender and Inclusion
- 3. Gender and Inclusion
- 4. Gender and Inclusion

For further info on supporting trans students visit www.transgender.org.uk

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 5 times in 2020 – in January and February only, as the Centre was closed for most of the rest of the year from March onwards.
- There were also 5 day-only bookings, as we moved between the requirements of the various levels of Lockdown.
- 99 people used the premises for a variety of purposes in 2020 (down 92% on 2019).

Volunteer Involvement:

There were 3 volunteers and 1 Community Employment Scheme employee involved in operating Woodstown during the year.

Overview of Activities and Developments:

1. Woodstown was almost booked out for the year by the end of February and the year was shaping up to be very busy, until the world changed. However, that pent-up demand has not gone away, and with the outdoor nature of the work at Woodstown, the Project will be in a better place once the pandemic subsides.
2. Woodstown continued with the second cycle of the NQSF process, ensuring that quality youth work is at the core of everything that we do.
3. The young people at Woodstown hosted the 'Local Climate Activists' Youth Exchange at the end of February (just before the Lockdown) for a week, with 32 young people from Finland, Spain, Portugal and Armenia, where the participants had an immersive experience in the wilds of Waterford, involving forest-bathing, mountain climbing and general adventuring!
4. The Project applied successfully for a large strategic partnership International Youth Work Project with partners from across Europe (in Spain, Finland and Armenia). 'Be Environmental!' started virtually in September, with the mobilities and activities involved postponed and planned across the latter half of 2021 and 2022.
5. A European Solidarity Project (Youth Climate Challengers) also operated out of Woodstown during 2020. This involved young people aged between 18 and 24 setting out to learn more about nature and the environment in Waterford. Many of the planned activities had to be postponed but the group learned much about teamwork and resilience.
6. Woodstown also successfully applied to the Irish Youth Foundation and Tusla for funding to run Youth Employability Programmes across the county – in Woodstown and Dungarvan. Again, these had to be postponed to 2021.

Highlight of the Year:

The highlight had to be the Local Climate Activists Youth Exchange held in February. Young people embraced the winter weather and visited the Comeraghs, the Copper Coast, Crough Woods, Lismore Castle and the Hook peninsula – seeking out the hidden heartlands of the county and learning about nature and the environment.

Challenges:

Like everyone in the world...the pandemic.



LOCAL CLIMATE ACTIVISTS AT WOODSTOWN

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.

- 35 young people formed the Comhairle Group for 2020 representing schools and 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 2 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.
- Comhairle was affected by the pandemic in many ways but the young people rallied around and participation was very strong all through the year, as connection and support became key for the young people. Trying to make sense of the world and to simply keep going were the priorities in 2021 and, to that end, Comhairle was a space where young people could learn from and support each other.
- In 2020, the young people decided to focus on the Environment and Climate Change for their Project work and with the pandemic raging, much of the work went online. The young people started work on two separate yet interlinked long-term Projects, each of which will take two years to deliver and will have impact further into the future;
- Designing and developing the Communitree App (which will be released in April 2021) to engage young people in making a difference to their environment across Waterford city and county.
- Designing and developing a Native Irish Tree Trail (starting in March 2021), which will be used as an educational resource for young people from Waterford for the next 100 years.
- Comhairle also acts as a representative forum that adult decision makers can engage with to access the views of young people. In this role, Comhairle members contributed to and worked with the WWETB Youth Work Committee, Waterford City and County Council, Waterford Sports Partnership and Waterford CYPSC.
- The young people created and ran a superb online AGM for 50 other young people in November; and also attended the Comhairle National Showcase, where they showed off their Project work from previous years.

Highlight of the Year:

- The highlight had to be the AGM. While it was challenging to deliver an engaging and informative AGM over Zoom, the young people carried it off in style!

Challenges:

- There really can be only one candidate for the challenge of 2020 – the pandemic.



YOUNG PEOPLE FROM WATERFORD COMHAIRLE NA NÓG ATTENDING DAIL EIREANN WITH THEIR COLLEAGUES FROM ACROSS THE COUNTRY

EUROPEAN YOUTH WORK

In 2020, WSTCYS further expanded its work in creating European Youth Work opportunities with young people. We had a total of 6 Projects fully funded and ready to go, ranging from Youth Exchanges in Denmark and Estonia, to Training Courses in Georgia and Woodstown but the pandemic stopped us in our tracks, until we figured a way around it (as much as possible at least).

Youth Climate Challengers (European Solidarity Project)

A group of 10 young people, aged 18 to 24, who had participated in Youth Exchanges during 2019, took on the challenge of running a European Solidarity Project themselves. Focused on making a difference in the area of climate change, the aim was to learn about the local environment, about how fast fashion impacts on the world and how food and the way it's farmed can have a devastating impact on the environment. The young people started with great energy, learning about how teams form and uncovering new methodologies....and then Covid-19 hit in March, resulting in a series of stops and starts for the rest of the year. While the Project was challenging, the participants learned much about themselves, how they operate in teams and how to be resilient.



LEARNING HOW TO MEASURE TREES IN JFK ARBORETUM, CO. WEXFORD

Local Climate Activists (Youth Exchange)

The one and only surviving Youth Exchange of 2020 took place at Woodstown in February (which seems so long ago now). A total of 32 young people from Spain, Portugal, Finland, Armenia and Ireland spent a week in Waterford examining how Irish people interact with their natural environment.

The participants immersed themselves in the wintry February landscape – climbing mountains in the Comeraghs, 'Forest-bathing' in Crough Woods and discovering the Hook peninsula and Waterford's beautiful Copper Coast. They also sampled the pre-Covid-19 hospitality, music and story-telling of Waterford, as well as meeting the local people.



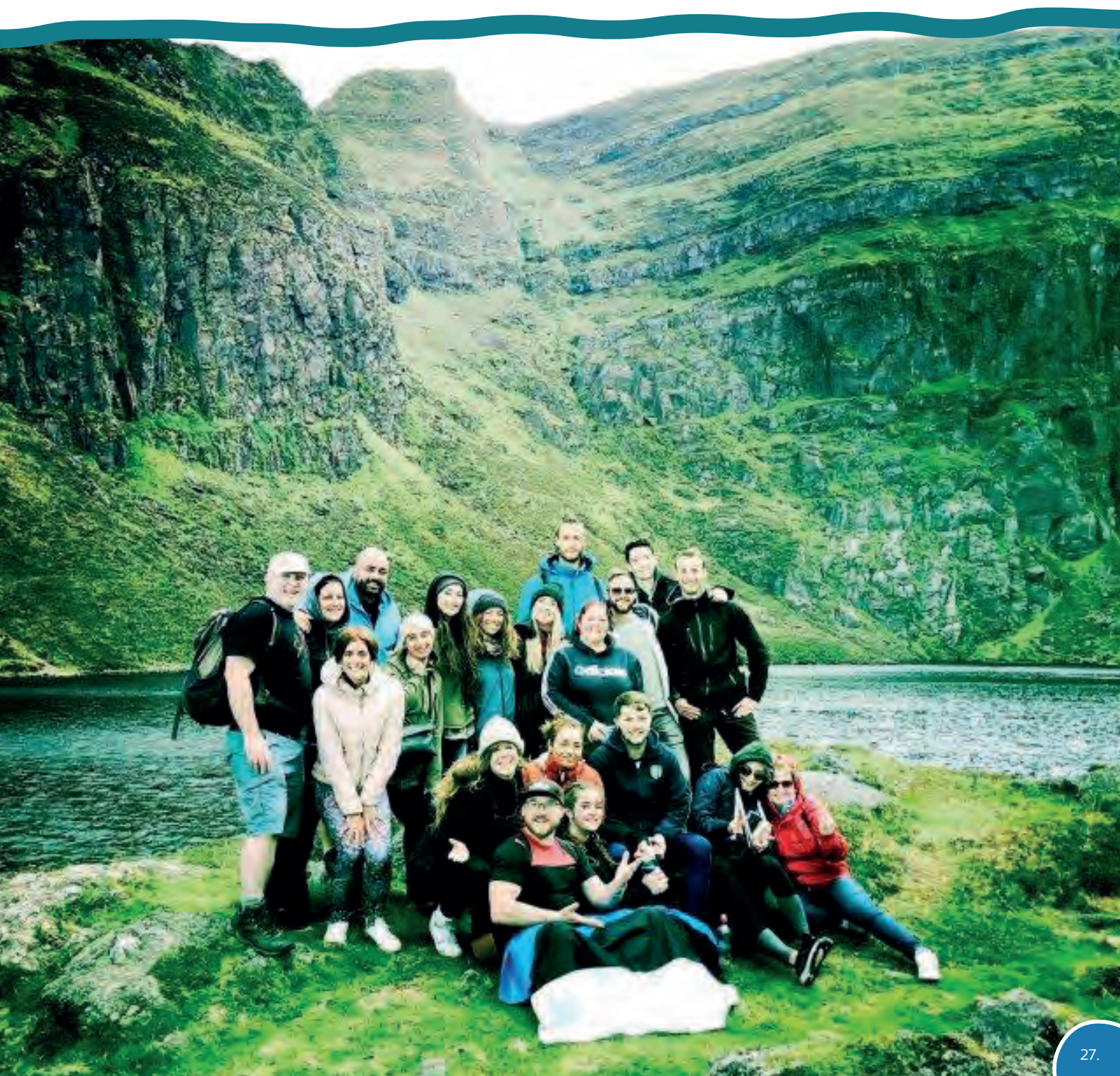
EXPLORING THE MYSTERIES OF WEST WATERFORD

Be Environmental! (Strategic Partnership Project)

Following the success of the 'Local Climate Activists' Youth Exchange, 4 of the 5 participating organisations (WSTCYS; Metsakartano from Finland; ARML from Murcia in Spain; and InMotion from Armenia) decided to make an application to work together on a 2-year environmental project, where we would travel to each other's countries, learn from each other and implement new ideas in our own countries. This started in September 2020 and while the work has been online to date, (resulting in the usual Zoom challenges), we are hoping to start the travelling and training aspects of the project as soon as possible.

Future Plans:

While international travel has been deeply affected by the pandemic, we have managed to maintain relationships online (and through the old fashioned means of telephone and text as well!). Our pipeline of projects has merely been postponed rather than cancelled and we will continue working on 'Be Environmental!', creating opportunities with young people to travel, have adventures and develop friends from across Europe.



PRYSM (PROVIDING THE RIGHT YOUTH SUPPORTS FOR ME)

It was clear from the start of the year that PRYSM was coming to an end this year as there was no additional funding allocated to the programme from the C.C.A. (Creative Community Alternatives) in 2020. Tusla believed that shorter term interventions should be put in place, completed and then new young people should be included. This differed greatly from W.S.T.C.Y.S. commitment and long term approach with and for very vulnerable young people.

A number of informal discussions took place with the C.C.A. Co-ordinator in relation to agreeing a winding down process with the young people and families still involved.

At the beginning of 2020 there were only two young people still involved in the programme. A clear and thoughtful winding down process was agreed between each Youth Support Worker, the programme Co-ordinator and most importantly the young people and families engaged. In particular, there was serious concern about the disengagement of one young person and the possible negative impact it could have on his mental health. There were also wider concerns around the impact on his mother and wider family group. A letter was sent to Tusla which highlighted the concerns and every effort was made to secure additional resources for the family and especially the young person. In the end W.S.T.C.Y.S. made the decision to include the young person under another one of our own projects (Woodstown) to maintain a lower level of engagement with the young person involved. This has continued and ensured a consistency in the young person's life that has been a vital support to him.

The other young people worked to a slow disengagement plan with their Youth Support Worker and all work under PRYSM ceased by the end of August.

OVERALL, PRYSM HAS BEEN VERY EFFECTIVE IN PROVIDING ESSENTIAL SUPPORTS TO VULNERABLE YOUNG PEOPLE AT SIGNIFICANT TIMES OF CRISIS IN THEIR LIVES. HOWEVER, A REVIEW OF THE PROGRAMME ALSO HIGHLIGHTED THE FACT THAT THIS SHORTER TERM INTERVENTION, WHILE USEFUL, DOES NOT NECESSARILY FIT WITH THE MISSION, ETHOS AND APPROACH ADOPTED BY OUR YOUTH SERVICE.



WSTCYS/LE CHEILE MENTORING PROJECT

Le Chéile Mentoring and Waterford and South Tipperary Community Youth Service have been successfully working together in the delivery of a young person mentoring service with young people aged 12-18 years throughout the WSTCYS region since 2016. In 2019 we introduced Parent Mentoring to the supports available to families. Funded by the Department of Justice, the focus of the Mentoring response is on young people aged 12-18 years who are at criminogenic risk but are not involved in WSTCYS GYDPs for a variety of reasons and/or, in exceptional circumstances, GYDP participants for whom Mentoring is deemed by the Referral Assessment Committees to be a needed additional support.

Le Chéile Mentoring believes that young people can make positive changes in their lives when supported by others and their community. To deliver our service we recruit, train and support volunteer mentors from the community our young people and families live in. Mentors and mentees meet weekly for a couple of hours and work on relationship building and support towards goals that have been identified using the Outcome Star. These goals can be around areas such as education, positive use of time, family relationships.

KEY ACHIEVEMENTS OF 2020:

- 11 young people actively mentored throughout 2020
- 5 parents actively mentored throughout 2020
- 3 young people successfully completed mentoring
- Development of remote mentoring strategies due to Covid 19 restrictions
- Maintained volunteer mentor pool via remote supports including supervision, on-going training and wellbeing support.
- Continued to take new referrals throughout lockdowns and maintained case numbers.
- Worked collaboratively with GYDP staff, Tusla and local training centres.

HIGHLIGHTS OF 2020:

- 1 young person mentee was nominated and successfully became a member of the Youth Advisory Panel for the Ombudsman for Children.
- 2 young person mentees successfully completed their Leaving Certificates.
- 2 young person mentees successfully completed their Junior Certificates.
- 1 young person mentee, on completion of LC went into employment.
- 1 young person mentee moved to a local youth training centre (WYTEC) and is enjoying and sustaining their place.
- Embedded the Parent Mentoring Service
- Supported a parent through the Meitheal process via Parent Mentoring

Both mentees and mentors have risen to the challenge of keeping their mentoring relationships going, even when this seemed impossible given no face-to-face meetings could take place for so much of the year. Overcoming reluctance to talk on the phone has been difficult for some of our mentees. Mentors persisted and were creative in making

a space to allow the mentee to know they were not alone and each Mentor moulded to what mode of communication suited their mentee – call, text, WhatsApp chats, video calls – whatever suited the mentee. Examples of activities carried out with remote mentoring included quizzes, weekly baking challenges, healthy eating challenge, weekly cooking challenge – including budget shopping, online gaming sessions. Other times, it was a chat on the phone and a simple bar of chocolate in the post to remind them someone was thinking of them and act as that gentle reminder to link in as support was there.

CHALLENGES OF 2020

Covid 19 was the challenge and the massive curve ball we were all faced with. How do you deliver what is built on face-to-face meetings? The connection and energy that comes from human beings meeting up and taking part in an activity, having a chat, having a moan, having the craic? This was the biggest challenge.

Sustaining motivation due to the longevity of the restrictions for mentees and mentors was a major focus for the Mentor Project Officer during this time. The Project Officer kept in touch by encouraging mentors and stepping in with the mentee when needed to supplement the role of the mentor. We took a holistic approach, taking into consideration the effects lockdowns had on family relationships, including mental health. We tailored supports to suit the family's needs, from practical care packs to sign-posting onto local and national supports. This experience has proved to further strengthen the working relationships built with the families we work with.

Where there is a will, there is a way. With the strong working relationship we have with WSTCYS, the perseverance of volunteers, staff and mentees to keep going, it showed that strong relationships had been built and we had the structure to overcome the unprecedented challenge of the pandemic.

COMMUNITY BASED DRUG INITIATIVES

W.S.T.C.Y.S. currently 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 an agreed 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 aspect of the 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.

Sectorial Statistics for 2020:

TOTAL OF 527 SERVICE USERS WERE ENGAGED WITH CBDI'S IN 2020

(4)

YOUNG PEOPLE 10-15 AGE GROUP

(94)

YOUNG PEOPLE 19-24 AGE GROUP

(31)

YOUNG PEOPLE 16-18 AGES GROUP

(398)

ADULTS 25 + AGE GROUP

- A combined total for both the CBDI's and Outreach Projects was 4066 sessions for individual work was recorded in 2020, an increase of 68% on the previous year.
- A total of 1240 session hours in groups were attended by service users in 2020, which was below the number for 2019 as a result of the impact of COVID 19 lockdown restriction. The change of operation from centre based to multi-media platforms from 11th March 2020 had an effect on group attendance, as not everybody had access to computers /smart phones, or even the knowledge to engage with such platforms, however given all the interruption's during 2020 the difference between the previous year and the current year was a decrease of only 23.5%.

Volunteer Involvement: 19 volunteers supported the work of the CBDI's during 2020, facilitating family support groups and SMART recovery groups, etc. Projects continued to engage with volunteers through regular check in's and some appreciation events.



Overview of Activities and Developments: A range of activities were undertaken by CBDI's during 2020 as per the agreed Logic Model, however many of these were curtailed or alternative delivery methods adopted from March 2020 as a result of Covid-19 on the work: Individual Support Level – initial assessments/brief interventions/key working/care planning/etc. at Group Level: family support/ auricular acupuncture up to March 2020/ Smart Recovery groups. At Family Level: Individual Support/Family Support Groups.

- All projects were very busy and saw an increase in numbers of those accessing the projects for support during 2020.
- Teleworking and remote working became part of our service delivery which acted as a barrier for some while also made it easier for others to engage – particularly those who had to travel or were anxious about approaching the project in person.
- Two of the project workers were redeployed during part of 2020, with service provision been covered by our other projects.
- Many CBDI projects provided a “holding place” for service users who could not access other services such as mental health or pro-social activities, and this holding of service users helped manage recovery and/or mental wellbeing during these difficult Covid-19 restrictions.
- Many projects had a return of previous service users to their service, as many struggled with the Covid-19 restrictions and were in need of support.
- A number of the CBDI's had new referrals from HSE Substance Misuse Team, Primary Care Service, Focus Ireland, GP's, Tusla, Drugs Outreach, Treo Probation Services and An Garda Siochana during 2020, with a continued increase in interagency work resulting from high need clients engaging with the service.
- Child welfare meetings moved to the online environment this may have hampered the ability of individuals to advocate for themselves as some reported that they found it quite difficult attending online - remote meeting.
- The project workers continue to represent the frontline workers at the SERDATF.
- A SMART recovery group ran weekly for parts of 2020 once the restrictions had eased and was a facilitated collaborative piece of work by Cityside and Southside CBDI workers.
- Annual re-assessments in Auricular Acupuncture for staff & Volunteers were not completed in 2020, due to the on-going Covid-19 restrictions. It is hoped to complete them in 2021.
- The management team met on 8 occasions between May and August to respond the amount of work required to make the centres safe for staff /service users to return, with drug projects being one of the frontline services needing to meet service users face to face, hence priority was given to this very important health and safety issue.
- Continued support afforded to staff with: Monthly Peer Support Meetings, Monthly external supervision, Monthly Case Management meetings.



HIGHLIGHTS

- The overwhelming highlight for 2020 has to be the innovative responses made by all projects to being subjected to a global pandemic. All projects continued to operate despite new challenges from COVID 19 and adapted their methods of service delivery and increased the numbers of individuals and family members accessing support from the services.
- Clonmel CBDI ran a C.R.A.F.T. (Community Reinforcement and Family Therapy Programme) seminar online at which 12 service users attended. The project also continued to run the CRA Programme online throughout 2020 with 6 service users attending at any one time. The project also facilitated a Recovery Group online throughout 2020, with between 5 -8 service users attending.
- The Co. Waterford CBDI East started a walking group in the final quarter of the year. This activity counteracted the impacts of some of the restrictions and was a great outlet for service users, when other social supports were restricted.
- A joint effort between Cityside and Southside CBDI's saw the development of a women's cooking group in which 5 individuals attended during weekly sessions, with a focus on food for recovery, while also offering a very practical social respite. They also initiated the Yoga for Recovery Group.
- Suir Valley CBDI managed to establish 2 new groups during what had been a very hectic year.
- The pandemic has showed an increase on anxiety and mental health issues, so, in response to these needs, the Co. Waterford CBDI West started a Tapping and Mindfulness group in October 2020 which has become an important part of the project and has attracted the attention of the community and other agencies.

ISSUES/CHALLENGES

MENTAL HEALTH:

- Levels of stress and anxiety have escalated rapidly, with significant increases in self-harm and suicidal feelings, leading both to suicide attempts and completed suicide. A quote from one of the workers: "For the people we are working with, anxiety has gone through the roof."
- Dual diagnosis is already a major issue for people in addiction and the combined pressure of coping with scaled back services and being confined to the home is leading to a significant deterioration in people's mental health.
- People who rely on the social aspect of projects are struggling. A number of Fellowship Groups went online for part of the year, but human interaction is hugely missed, and often people don't have credit to go online, or digital knowledge to engage. Loneliness and isolation as a result of groups not meeting is identified as a big issue both in urban and rural areas and there is a major challenge in delivering outreach supports in non-urban communities

DRUG USE:

- People are likely to use more drugs to help them to cope with the pressures and drug use may become more chaotic and increasingly risky, making people less likely to comply with the current COVID19 restrictions. There are people going through withdrawals without appropriate supports and/or detoxing inappropriately by using different medications, against advice given by staff.
- There is concern about an older generation of people who are going back using, having been off all drugs for some time, especially as we are now entering a 3rd lockdown at the dreariest time of the year (Winter), with even less opportunities for any social contact.
- People in abstinence-based recovery are really struggling, with fellowship meetings gone online and drug-free day programmes closed.
- The increasing incidence of chaotic and more high-risk drug use is also linked to the insecurity of drug supply resulting from COVID19. Disruption to the usual supply channels, through more visible policing and significant seizures, can lead to stockpiling, switching to different drugs based on what is available and taking whatever they can get.
- There are reports in all our communities of a significant rise in alcohol use in the home and people are slipping and relapsing in their drug use as a result.
- Treatment centres were closed for parts of the year and people who were due to be in there continue coping with the pressures of living at home with their addiction.

DRUG-RELATED INTIMIDATION:

- At the same time as there is insecurity of drug supply, there is also a big increase in drug debt intimidation being reported to Projects.

DOMESTIC VIOLENCE:

- Projects are reporting a noticeable increase in domestic violence as a result of confinement in the home; this includes violence against women and against adult parents by young men. Increased levels of drug use by people cooped up in the home can contribute to increased aggression that presents a physical risk that can be potentially life-threatening to other people in the home.
- Parents are finding it hard to manage teenage children who are drinking or using drugs, leading to violence in the home and anti-social behaviour when they go out.

FAMILY AND CHILDCARE:

- Parents in addiction are finding it increasingly difficult to manage the care of their children without the supports that are normally in place i.e. provision of hot meals by schools, supports for children with special needs, afterschool services and homework clubs.
- Many of the parents we are working with are not able to home-school their children; they don't have the literacy and educational levels themselves and they are living with children with behavioural issues and support needs which they are not able to manage in the home.
- Many young parents are struggling to manage their children in the confined space of a flat/apartment and the absence of childcare supports during Covid-19 is leading to concern about child protection issues.
- Family members sharing the home with a person in addiction are experiencing huge pressures in coping with the impact of Covid-19 on that person. Additionally, they often have their own health issues which make them vulnerable to Covid-19 and there are increased tensions when someone is not complying with Covid-19 regulations as a result of their drug use.
- Reduction in stress supports:
- Due to Covid-19 restrictions Auricular Acupuncture sessions have been cancelled since March, and service users have stated that they have really missed this important level of support.

REDUCTION IN STRESS SUPPORTS:

- Due to Covid-19 restrictions Auricular Acupuncture sessions have been cancelled since March, and service users have stated that they have really missed this important level of support.



OUTREACH DRUGS PROJECTS

W.S.T.C.Y.S. manages two Community Based Drug Outreach project that cover the areas of Waterford City, Co. Waterford and South Tipperary. The overall aim of the Outreach projects is to provide services and responses for people 13 years and upward who are involved in high-risk substance misuse and are experiencing social exclusion because of their substance misuse and socio-economic background. The service also aims to minimize the harm that people can do to themselves through uninformed substance use and to encourage/support them to begin to address the issues presenting in their lives. The outreach projects have 4 Logic Model actions:

- 1. THE PROVISION OF BRIEF INTERVENTIONS WHICH SUPPORTS CLIENT MOTIVATION, BEHAVIOURAL CHANGE, AND ENGAGEMENT WITH RELEVANT SERVICES, ADVOCATING ON BEHALF OF SERVICE USERS TO ENSURE APPROPRIATE SERVICE PROVISION.**
- 2. THE PROVISION OF A NEEDS BASED KEY WORKING AND CASE MANAGEMENT STRUCTURE TO SERVICE USERS WHO REQUIRE IT IN LINE WITH NDRIC PROTOCOLS.**
- 3. TO SUPPORT A NEEDLE SYRINGE PROGRAMME/METHADONE CLINICS 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.**

Sectoral Statistics

TOTAL OF 148 SERVICE USERS WERE ENGAGED WITH OUTREACH PROJECTS IN 2020:

(1)

YOUNG PEOPLE 10-15 AGE GROUP

(7)

YOUNG PEOPLE 16-18 YEARS OLD

(20)

YOUNG PEOPLE 19-25 YEARS OLD

(120)

ADULTS IN THE 25 + AGE GROUP

Overview of Activities and Developments:

A wide range of activities were undertaken by Outreach projects during 2020 and all work was at the Individual Support Level – with initial assessments/brief interventions/key working/advocacy/ care planning/relapse prevention / family support/etc.; This year had been particularly challenging for our service as most services provision has been restricted and altered due to the Covid-19 pandemic. Outreach workers undertook the following work:

- Case Management of service users under the agreed NDRIC model continued in 2020.
- Staff attended regular shared care meetings with service users and relevant other working partners, however many of these meeting were held remotely due to Covid-19 restrictions in operation for most of 2020.

- Staff attended the Substance Misuse Team meetings during 2020 to facilitate the co-ordination of services for substance misuse clients in the County Waterford area in particular, however fewer meetings took place and a number were via video conferencing.
- Staff completed all mandatory training, especially related to keeping safe in the Covid-19 pandemic and the Public Service Duty training.
- The Tipperary Outreach staff member acted as the Liaison Representative for our drug projects on the Regional S.O.P.'s representation group under the auspices of the HSE Cho 5.
- Both staff continued to be actively involved in: Monthly Peer Support Meetings, Monthly external supervision, Case Management meetings, and line management meetings.
- Staff continued providing support to service users at the methadone clinics, and at the Dungarvan clinic the staff member supported in excess of 20 service users on a regular basis throughout 2020.

HIGHLIGHTS IN 2020:

- Engagement with High risk drug users increased during 2020, despite the numerous lockdowns, with an increase in the number of sessions undertaken with service users.
- There was an increase in referrals, mainly via self-referrals, particularly in the Co. Waterford area.
- A number of service users engaged with the online Better Together range of support services as a result of encouragement from the outreach workers.
- Despite the Covid-19 restrictions a number of service users became drug/alcohol free, with some completing residential treatment.
- A number of parents were reunited with their children following staffs involvement in shared care work with Tusla and service users.
- The outreach projects engaged in new exciting ways to engage with service users through various platforms such as Zoom, WebEx and video calls.
- In South Tipperary, the project worker supported the HSE in facilitating the delivery of methadone to vulnerable service users across South Tipperary, who were unable to access the methadone clinics for a variety of reasons. The worker also delivered food parcels on several occasions.
- The project worker in South Tipperary engaged with the St Vincent De Paul on several occasions and was able to source several household items (washing machine and cooker) and food for service users who were struggling financially as a result of Covid-19.

ISSUES AND CHALLENGES FOR THE PROJECTS INTO 2020:

Many of the issues and challenges have already been named in the section above for CBDI's as the work is very similar; however some more localised issues/challenges for Outreach Projects are as follows:

- Death of service users as a result of their drug/alcohol use, despite the available services /supports is a challenge for services. Dealing with the subsequent impact and fallout on families/friends is a challenge for projects. One project had three service users die in 2020.
- On-going challenge of remote working, particularly the March to July lockdown, with the impact on staff and service users, has been a challenge throughout 2020.
- The Dungarvan Methadone clinic had to secure a different building to operate from in 2020. The project in Dungarvan helped facilitate service users through the disruption by using the WSTCYS building for a period of time while a new location was sourced.
- Lack of Homeless services in the County continues to be an issue for many of our project service users.
- Child Protection issues with service users required a good deal of support in 2020, with a good deal of shared care responses with Tusla.
- Difficulty in accessing other support services for service users was an issue in 2020. Issues with accessing, in particular, residential and mental health services have been exacerbated in 2020.

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 at EROC 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, 1 full time Health Advocate (since August 2020), and 3 x part-time Intercultural Health Advocates.

Sectorial Statistics:

Total of 2,372 interventions were recorded by the Intercultural Health Hub with service users were in 2020.

Types of Interventions undertaken with Service Users	Number of Interventions
Health Interventions (Medical Cards, GP/Hospital and Dental Appointments, X-ray, vaccination etc.)	1,156
Social Protection interventions (PPSN appointments, travel refund	339
Housing support (Rent Allowance and HAP applications	122
Access to Education (information and referrals	127
Other services (Translating letters, Embassy, Revenue etc.) Link with other service providers	628
Total Interventions	2,372

In total, 102 Refugees arrived into EROC Clonea during 2020. 88 of these refugees were resettled during 2020 and the remaining 14 remained in the EROC at the end of the year.

Overview of Activities and Developments:

Support Work with Service Users in 2020:

- Adults and children in EROC were supported to access GP services, local dental services, Optician and hospital appointments.
- Families were supported to access physiotherapy, counselling and psychologist appointments.
- Developed and facilitated hospital travels plans for service users in EROC to attend their appointments; also to make sure translator is available if required on the date of hospital appointments.
- Update regular Covid-19 safety information on WhatsApp for all our service users.
- Liaise with resettlement worker to follow up on appointments for family's that were newly resettled in to the community.
- Outreach work to include delivery of food parcels to designated families from the Roma Community from April to December 2020.
- Follow up work with service users who were in recovery from Covid-19, by making regular checks online/ social media with residents and managers in all 9 Accommodation Centres.
- Continuously supporting Protection Applicants and Roma with applications for Medical Cards, GP & Hospital Appointments, JA, HRC, ENP, OPFP, Housing, access to education, Embassy appointment
- Made a range of videos and posted/contacted people on social media and by the phone updating them with all the information about COVID19 throughout 2020.
- Developed the Women Health Literacy programme.
- Supported Covid-19 testing in all Accommodation Centres and EROC at various times throughout 2020.
- Presentations of Toys/Gifts and One-for-All vouchers for Christmas to children in 3 DPC's.

- Workshop about Diet with EROC residents at Clonea, Dungarvan (prior to lock down)
- Meeting with representatives from Viking House and Birchwood House in May 2020 and followed up with a Zoom meeting where we agreed to work together in sharing health information to residents.
- Attended 2 zoom meetings with the HSE Social Inclusion and HSE Psychology Service for Refugees in EROC concerning mental health issues arising in IPAS centres.
- Organised a Zoom meeting with DPC's Managers and HSE Social Inclusion regarding health support for staff and residents.
- Facilitated a Zoom meeting with Schools Liaison Officers relating to working with Roma children and families.

STAFF REPRESENTATION ON VARIOUS GROUPS:

**NATIONAL ROMA
NETWORK**

**WATERFORD ROMA
INTERAGENCY GROUP**

**REGIONAL
INTERCULTURAL HEALTH
STEERING GROUP**

**CLONEA EROC
INTERAGENCY
MANAGEMENT GROUP**

ASTHMA PROJECT

**WATERFORD
INTEGRATION SERVICES
– LANGUAGE & TRANSLATIONS GROUP.**



HIGHLIGHTS IN 2020:

- Adaptability and willingness of staff in responding to working in these unprecedented times of COVID 19, with staff on site and seeing service users from April to December 2020.
- Engaging service users in new ways of working: Zoom Messenger, Facebook and WhatsApp.
- A visit by Minister of State for Health Mr. Frank Feighan, who has responsibility for the National Drug Strategy and Intercultural work, took place on 6th October at our premises in the Manor. The Minister heard presentation from the Intercultural Health Project.
- The Roma Health Project supported the delivery of weekly food parcels to 13 vulnerable families from the Roma community, while working closely with Ucasadh who delivered to a further 12 families.
- Successful repatriation of (3) homeless Roma from Clonmel to Romania following two weeks of support during their isolation.
- Intense support given to 3 Roma families while isolating with Covid-19 and facilitated their Covid-19 testing during these periods of isolation.

ISSUES/CONCERNS:

- The huge amount of time commitment in filling in forms, with some applications requiring over 20 pages, unfortunately has resulted in minimal results in applications for JSA, HRC and SWA.
- Issues from time to time in relation to transport to hospital appointments in Dublin and Cork for EROC residents.
- On-going issue of access to private housing has proven to be very difficult for our service users, especially but not exclusively those from the Roma community because landlords don't want to deal with Rent Supplement and HAP.
- Difficult to get GP and Dental services for new clients and as well as getting appointments to the ones already registered with a practice. One dentist in Dungarvan stopped working with EROC residents during 2020.
- In some cases, the Hospital, Caredoc and GP's don't avail HSE's interpreting services, causing problems for service users.
- Engagement with service users and explaining a range of complicated information remotely is very hard with those with limited English; hence the use of WhatsApp text so they can google translates the information texts, however this is time consuming.
- Difficulties in advocating for service users with some government agencies due to GDPR. They will not talk to workers, quoting that they can only speak to the individual themselves, even though the worker has permission from the service user. Getting additional documents especially for people with limited language is becoming very difficult and stressful.
- Difficulty in explaining to newly arrived members of the Roma Community in Waterford why they don't get Covid-19 payment.

CHALLENGES GOING INTO 2021:

- Remote work with our service users (especially those with limited English) and service providers via phone calls and WhatsApp texts/chats.
- Advocacy to government departments due to GDPR.
- Getting surgeries for GP and dental service in the whole of South East is proven very difficult for our target group; especially those with relocation issues. They are not accepting new entrants because of COVID Pandemic.
- Only one Dental Surgery service is seen patients with medical card in Dungarvan and one in Waterford, at the moment and it's difficult to get a quick/emergency appointments.
- Online delivery of information sessions is difficult due to lack of proper internet connection and sometimes IT equipment by service users.

MAKING CONNECTIONS

Making Connections Waterford and Making Connections South Tipperary provide QQI Level 3 Major Award Employability Skills and some Level 4 modules training to individuals who have experienced substance/alcohol misuse, homelessness or substance related mental health difficulties. It is a flexible training programme that works on individual learning needs in small groups or 1:1.

The programme saw a number of changes in 2020 with the introduction of instant online teaching methodologies due to the COVID-19 outbreak. Both the staff and the learners had to learn new skills quickly. The introduction of new Ed Tech initiatives such as Mentimeter and Jam board helped to keep some learners engaged. FaceTime cooking lessons happened and Skills Demonstrations where allowed were achieved face to face.

STAFF REPRESENTATION ON VARIOUS GROUPS:

68	REGISTERED FOR THE PROGRAMMES (33 FEMALE, 35 MALE)	7	WENT ON TO FURTHER EDUCATION/TRAINING	9	DID NOT CONTINUE WITH THE PROGRAMME DUE TO ADDICTION, ILL HEALTH OR UNKNOWN REASONS
6	PROGRESSED INTO EMPLOYMENT	34	CONTINUED WITH BOTH MAKING CONNECTIONS	41	MINOR AWARDS WERE ACHIEVED AND 2 MAJOR AWARDS.
1	WENT INTO VOLUNTEER WORK	2	IMPRISONED	6	RETURNED TO OWN EMPLOYMENT
1	DECEASED				

Overview of Activities and Developments:

Making Connections Waterford continued to engage online or with a postal system if learners had barriers to prevent them using or accessing technology. New ways of teaching and learning were delivered quickly and adapted over the lockdown period. When classes could safely continue face to face, the learners who had not engaged well over lockdown all returned where possible. Making Connections Waterford did not hold an awards ceremony; instead learners had their certificates posted to them and a congratulatory Zoom meeting was held. Making Connections Waterford had an external authenticator in June 2020 who awarded the highest mark to the programme stating "Very Effective: The training location is very effective at implementing the assessment process and procedures as required". Several points of good practice were noted and no recommendations for improvements. 3 new level 4 modules, Personal Development, Communications and Art were introduced during the year.

Making Connections South Tipperary had 4 learners progress to employment in healthcare, Glenpatrick and painting and decorating. The programme was granted funding from MAEDTF fund which enabled the purchase of laptops and IT related equipment to improve digital literacy skills of our learners. Deirdre Matassa finished up as Assistant Coordinator with Making Connections (ST) in March 2020. We wish to thank Deirdre for all of her hard work and commitment during her time and wish her the very best in her new position. The programme welcomed Karen Scully as the new Assistant Coordinator. Karen started in November 2020 and we wish her the very best in her new role.



Challenges:

- Our profile of learner often face difficulties in their everyday lives. 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.
- Online engagement has been a big challenge. Access to a device, connectivity and a quiet space has proved difficult for many learners in the further education sector. Keeping motivation and interest has been hard. Some learners have only received modules by post and then take a phone call to have the lesson that way.
- Teaching new Ed Techs online has been challenging but where the learner did understand how to use interactive apps such as Mentimeter, the lesson became more dynamic and enjoyable.
- A huge part of adult education is the social aspect. Adult learners want to meet up in the building. They do not want to continue long term online.
- The divides between the digital immigrant and the digital native had to be scaffolded. Including learners at their appropriate level whilst encouraging them to try new things has been important during this time.

SAOR (SPECIAL COMMUNITY EMPLOYMENT PROGRAMME)

SOAR 12 (Special Community Programme) 07/03/2020 to 05/03/2021. This programme targets individual's recovery from substance misuse in Waterford City and County along with the South Tipperary areas. In 2020, the SAOR Scheme had 20 participants engaged within the programme.

Breakdown of the Scheme Positions are as follows

Each participant spent 11.50 hours based in their specific work placement and the remaining 8 hours was spent working towards developmental goals set out in their Individual Learning Plan (ILP)

1 SECRETARIAL
/ADMIN WORKERS

2 MAINTANCE
WORKER

2 SUPPORT
WORKERS

2 KITCHEN
ASSISTANT

2 RETAIL
WORKERS

3 CARE
TAKERS

3 WAREHOUSE
WORKERS

2 GENERAL
OPERATIVE

3 YOUTH
WORKERS

During the year the participants were able to avail of the training activities supplied within the Individual Learning Plan (ILP). The training course covered a wide variety of options such as - First Aid, Health Safety, Substance Misuse, Driving Licence, Diploma in Drugs Counselling, EDCL, Manual Handling, Sports & Leisure, sports Massage, FAI Training. All were approved QQI certificate. Social care, Youth & Community, Barbering, personal effectiveness, Art and Health & Fitness, fork lift licence

Covid-19 impacted on the placement element of the scheme as due to restrictions and public health risks, participants were withdrawn from external work placements. It is hoped that placements will resume in the Autumn of 2021.

SAOR 12 WAS APPROVED FOR ROLLOVER COMMENCING 8TH MARCH 2021.



YOUNG PEOPLE FROM WATERFORD COMHAIRLE NA NÓG ATTENDING
DAIL EIREANN WITH THEIR COLLEAGUES FROM ACROSS THE COUNTRY

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

Much like the main faculty of the Youth Service, the Community Employment Scheme has had to adapt to the altered landscape that the Pandemic Era has presented. Stay home and stay safe has been the message to all CE participants for the times of lockdown during 2020. There were some notable instances of online engagement for those individuals interacting with young people, but other than this, CE operatives were restricted to quarters from approximately St. Patrick's Day until the end of June for the last calendar year.

Lock down has provided very limited scope to recruit new CE participants, and while there have been some notable vacancies at times, the contribution that CE personnel make to WSTCYS remains remarkable, to the effect;

In The Manor, CE workers provide; Staff for the Manor Cafe, they man, or woman (usually, but not always) its reception desk with its varied and multiplicities of tasks. They provide support in the Youth Information Centre in various guises, and they form a core component of the maintenance team, as well fulfilling the vital janitorial role for the building upkeep.

The information Centres at Clonmel and Dungarvan both have staff rotas that heavily feature CE persons for both cover on the desk and for outreach and community work.

The CE post at Woodstown has morphed from upkeep and cleaning of the environment to an aide de camp for Declan and his groups, and whether on site or on a windswept mountainside in the Comeraghs, CE has been a constant part of these successes.

CE participants have brought their individual skills and talent to the arena of youth work in Tramore, Carrick, Farronshoneen and Gracedieu/Logloss, where they support to the established youth worker allowing for the smooth running of the project and enhancement and greater connectedness for our service users.

In Dungarvan, as cited earlier, the Information Centre has a CE operative providing front of house cover as well as delivering outreach work on occasion, the main building at Rinnasilogue has three CE places, taking care of the homework club support, youth work assistance and the upkeep and cleaning of the building.

The BALL and The TYRE Projects have CE people on their schedules, and it is testament to the flexibility these individuals allow their tasks that they contribute so successfully to these projects, as this type of work can, on occasion, present a sharp learning curve for someone new to the vagaries of the participants on Garda Diversion Projects.

The duality of social issues and community participation that exists in Ballybeg continues to amaze those from without; this building has three CE positions, two in the mainstream youth project and one with the Axis Project. Ballybeg has repeatedly enjoyed a succession of CE participants from its environs, which is a particular benefit as they provide the project with vernacular knowledge and experience when interacting with young people.



Waterford and South Tipperary Community Youth Service Company limited by guarantee

Management statement of financial activities

(Incorporating an Income and Expenditure Account) for the year ended 31 December 2020

	Unrestricted Funds 2020	Restricted Funds 2020	Total 2020	Total 2019
	€	€	€	€
Income				
Generated funds:				
Donations and legacies	-	2,226	2,226	19,993
Income from Investments	25	-	25	21
Income from charitable activities	-	4,123,330	4,123,330	4,101,661
Other income	634,298	1,898	636,196	573,484
Total income and endowments	634,323	4,127,454	4,761,777	4,695,159
Expenditure				
Charitable activities	-	4,197,160	4,197,160	4,149,238
Other expenditure	499,549	-	499,549	534,138
Total expenditure	499,549	4,197,160	4,696,709	4,683,376
Net income/(expenditure) before gain/(loss) on disposal of fixed assets	134,774	(69,706)	65,068	11,783
Gain/(loss) on disposal of fixed assets	-	-	-	-
Net income/(expenditure) for the year	134,774	(69,706)	65,068	11,783
Transfer between funds	(62,634)	62,634	-	-
Net movement in funds	72,140	(7,072)	65,068	11,783
Reconciliation of funds				
Balances brought forward at 1 January 2020	1,799,400	16,500	1,815,900	1,804,117
Balances carried forward at 31 December 2020	1,871,540	9,428	1,880,968	1,815,900

Waterford and South Tipperary Community Youth Service Company limited by guarantee

Management balance sheet

as at 31 December 2020

	2020	2019
	€	€
Fixed Assets	5,592,107	5,719,646
Tangible assets		
Current Assets		
Debtors	20,306	30,722
Cash and cash equivalents	664,102	491,124
	684,408	521,846
Creditors: Amounts falling due within one year	(526,363)	(397,689)
Net Current Assets/(Liabilities)	158,045	124,157
Total Assets less Current Liabilities	5,750,152	5,843,803
Creditors		
Amounts falling due after more than one year	(370,502)	(465,229)
Grants receivable	(3,498,682)	(3,562,674)
Net Assets/(Liabilities)	1,880,968	1,815,900
Funds		
Restricted funds	9,428	16,500
General fund (unrestricted)	1,871,540	1,799,400
Total funds	1,880,968	1,815,900

FUNDERS & PARTNERS

We collaborate with a wide range of partners, funders and other agencies in our day to day work. Without their financial support and practical assistance, we would be unable to function. We are hugely grateful to them all and appreciate the enormous contribution they make.



