

The Good Shepherd Centre Kilkenny Ltd.



*Annual Report
For
2011*

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1.0 Chairpersons Introduction:

2011 was another challenging year in caring for the homeless of Ireland and we have been very lucky in the Good Shepherd Centre in that we have a very hard working and dedicated staff who are always ready to adapt their working practices to fresh challenges. The centre provides a dynamic client based service based upon the needs of the individual clients who attend and those needs have changed over the years and in recent times we have had increasing numbers of clients presenting with opiate addiction and other addictions.

We are fortunate to have a very close working relationship with the HSE and we are able to tap in to the local services particularly the services provided by Ardu for opiate and other drug addiction and the services provided by the Community Addiction Service (CATS) for alcohol addiction and we now have a fully comprehensive range of services available to meet the needs of our clients.

The service is no longer strictly based in the Good Shepherd Centre itself as we now provide follow up services to clients both in the Good Shepherd Centre, in Brother Thomas Place and in private rented accommodation and in the last year we have also acquired three housing units through the Capital Assist Programme with the help of Kilkenny Local Authorities who continue to provide financial support and other expertise as required and we are fortunate that we continue to have a representative of the local authority Martin Mullally on our Board to assist us in our work. We hope to acquire another two housing units in the next year to continue to work to reintegrate our clients back in to the community.

We recognise that in the challenging times ahead that the financial needs of the Good Shepherd Centre can no longer be exclusively met through the tax payer and we will need the continuing ongoing good will and financial support of the community in fund raising efforts as we work in to the future.

2.0 Emergency Service User Activity:

The following section looks at the activity with regards to the emergency aspect of the service.

2.1 Referrals:

Year	Numbers
2010	220
2011	181

Fig 2.10

There has been a steady increase in referral to the service, with a high in 2010 of 220 referrals.

In 2011 we saw the referrals decrease but again the overall trend has been one of increase for the last couple of years.

Further analysis of the referrals is given below in Fig 3.12 with regards to source of referral:

Source	Number	Percentage
Self	92	51 %
Kilkenny Local Authority	25	14%
Other Local Authorities / Homeless Services	16	9%
Hospital	10	5 %
Treatment Services	9	5 %
Mental Health Services	8	4 %
Other	8	4 %
Gardai	7	4 %
Probation / Prison	6	4 %
Total	181	100%

Fig 2.12

Just over half of all referrals are self referrals and the second highest referral source is Kilkenny Local Authority.

Outcomes for referrals are outlined below in Fig 3.13:

Outcome:	Number	Percentage
Admitted to service	83	46%
Offered Service	25	14%
Awaiting further information	14	8%
Not offered Service	35	19%
Referred to other service / agencies	15	8%
Other	9	5%
Total	181	100%

Fig 2.13

When you combine the following outcomes:

- Admitted to service (46%)
- Offered a service (14%)
- Referred to other agencies (8%)

Nearly **70%** of all referrals to the service receive a positive outcome in relation to service provision.

With regards to referrals that are not offered a service further analysis indicates the following reasons for the inability to offer a service directly.

- Health & safety issues
- Referral not in Kilkenny
- Referral is not homeless
- Person under 18.

8% of referrals were referred to other local authorities / services including Amber women's refuge and the transitional service offered by the Good Shepherd Centre (Brother Thomas Place)

2.2 Admissions:

Year	Admissions	New	Repeat Admissions
2010	116	107	9 (8%)
2011	96	90	6 (6%)

Fig 2.2

Total Admissions:

In total we had 96 admissions to the service last year, which is down on previous years but again the trend since 2005 has been an increase in admissions. Repeat admissions are also dropping and the repeat admissions for 2011 can be attributed to a small number of clients with a high complexity of need.

Repeat Admissions:

The decrease in repeat admission can be attributed to the integrated approach in dealing with people experiencing homelessness in Kilkenny through the Kilkenny Homeless action Team (KHAT)

2.3 Length of Stay:

	<1 Week	2-13 Weeks	14-26 Weeks	27-39 Weeks	40-52 Weeks	> 53 Weeks
2011	40%	16%	40%	0%	0%	0%

Fig 2.3

60% of service users are stay more that 2 weeks in the Centre and the longer the stay in the Centre the better the outcome for the service user. There are no service users staying beyond 40 weeks in the Centre.

2.4 Length of Stay - Outcomes

There is further analysis in relation to length of stay and outcomes that service user experiences below fig 3.32.

Length of Stay	Housing Out Come	
<1 Week 37 service users	No Forwarding Address 54%	Other 0%
	Treatment 8%	Local Authority Housing 0%
	Referred to other service 22 %	Transitional housing 0%
	Private rented 16 %	Still resident 0%
2 -13 weeks 54 service users	No Forwarding Address 35%	Other
	Treatment 5 %	Local Authority Housing 5%
	Referred to other service 15%	Transitional housing 1%
	Private rented 35%	Hospital 4%
14 -26 weeks 5 service users	No Forwarding Address	Other
	Treatment	Local Authority Housing
	Referred to other service	Transitional housing 40%
	Private rented	Still Resident 60%

Fig 2.32

54% of service users who leave the Centre after just one week give no forwarding address, while **46%** have a more positive outcome, such as PRA, treatment etc.

When the LOS increase up to 13 weeks only **35%** of service users leave giving no forwarding address. The positive outcome increase to **65%**

3.0 Brother Thomas Place:

Brother Thomas Place was formally opened in 2007 by President Mary McAleese and in 2011 it had 10 tenants.

During 2011 there were new 5 tenants admitted to the service. Of the 5 new tenants 3 came directly from the Good Shepherd Centre, one was referred by mental health services and the remaining tenant was referred from a treatment service.

Unfortunately several apartments were damaged due to the severe weather experienced in 2010 /2011. This left several of the apartments unfit for purpose and major repairs had to take place. Fortunately our insurance covered the cost of repairs.

4.0 Community Houses:

In 2011 the Centre acquired 3 housing units in the community. The idea is for these housing units to be long term accommodation for service users. The housing units were acquired using the Capital Assist Program (CAS), using the special call program.

The housing units consist of 2 apartments and one town house. All are centrally located in Kilkenny City. Currently we have four tenants in the 3 housing units.

5.0 Life Skills Programme:

March 2011 saw the beginning of the Men's Shed. Initially the focus was on providing a space where adult males could come together, throughout the year the men worked on different projects i.e. a garden mosaic, a men's health course etc. In November plans were drawn up to start putting a workshop together. The project was also more widely publicised through the distribution of leaflets and flyers and registration with the Irish Men's Shed Association.

In June members of the Veg Shed and Men's Shed came together to partake in the Camphill Fair day, the stand consisted of brick-a-brack and baked goods, as well as a raffle, €582 was raised on the day. Half of which was donated to Camphill.

In July the Veg Shed held its annual open day, which was a success despite the bad weather, and received quite a lot of positive press in the local paper. The Veg Shed received funding from Agenda 21 for a second time and due to a donation received the polytunnel was completed at the beginning of 2011. The Meitheal Programme was also set up with Camphill participants, this proved very successful, with people from different backgrounds and abilities working together. Additionally it was recognised that at times, due to the somewhat chaotic lifestyles of the client group which the Life Skills Programme works with, attendance rates would fluctuate. Therefore having members in the group whose lives were perhaps not so chaotic and more adjusted to a daily working routine, proved very successful, with these members offering a more stabilising force to the project. In a sense this was a pilot for the Men's Shed, and the same model was replicated there.

In October, participants from the life skills programme helped with the apple pressing which was run through the 400 Fruit Tree Project, at the Savour Food Festival. The focus on the day was also raising awareness about the work of the Life Skills Programme and indeed the Good Shepherd Centre as a whole. A collection was made on the day and €270 was raised.

Also in 2011, an agreement was reached in relation to the land at the rear of B.T.P., this was as a result of the letter which I had sent to Bishop Burrows in August 2010, asking if we could use the piece of land for the Veg Shed Project. It was agreed that the land in question would be signed over to the Good Shepherd for the sole purpose of the Veg Shed in January 2013.

5.1 Update on Trainees:

The Life Skills Programme as a whole opened its doors to 63 adults.

Life Skills Programme:	41
The Veg Shed:	10
The Men's Shed:	12
Total number of Trainees on the programme:	63

Fig5.1

5.2 Up-take of Modules:

- The information below details the number of trainees who engaged in various modules (there has been a change in relation to the demand from trainees to complete FETAC modules in recent years, with trainees often meeting with staff (Ann) for a few sessions to complete non-modular work before moving on).
- The number of trainees who engaged in non-modular work is also detailed.
- To finish the number of trainees who received FETAC certification is highlighted

Number of trainees on programme in 2011	41
Modules:	No. of trainees:
1.Coping Skills	5
2.Food and Cookery (also looks at budgeting and household hygiene and using domestic appliances)	2
3.Self-Advocacy	-
4.Personal and Interpersonal Skills	-
5.Communications	-
6.Budgeting	7
7. Prep. For work	-
8. Computer Literacy	1
9. Maths	-
10.Art and Design	-
Total:	15
Non-modular:	No. of trainees:
Cookery classes	9
Painting lessons	2
Veg Shed	10
Men's Shed	12
Referral to MABS	3
Referral to CE Scheme	2
Referral to computer course/pathways	1/1
Handwriting support /literacy	2
Support re: voluntary work	1
Support re: flat cleaning	1
Cleaning rota	2
Support re: job application/college course	1/1
Men's Health Course	Up to 9
Healthy eating support	1
on-going support	2
Cv prep and interview skills	1
Once off support	1
Life coaching sessions	1

Fig5.2

No. of modules awarded FETAC Level three certification:	7
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Fig 5.21

5.3 Outside Agencies:

Relationships with all existing outside agencies i.e. VEC, MABS, low cost counselling, State Street etc. were maintained, and connections with other agencies i.e. Camphill, County Council, Irish Men's Shed Association, Health Tutors Ireland etc. were formed.

November saw the presentation ceremony of FETAC certificates, in Hotel Kilkenny. Two trainees from the programme attended and the night was a success.

5.4 Student Placements and Volunteers:

In 2011 the Life Skills Programme supported two volunteers, one, which volunteered with the Veg Shed and the other who volunteered with the Men's Shed. Two students were also supported one specifically with the life skills programme (from the Vocational College, Carlow) and one with the Men's shed (from St.Patricks College, Carlow).

Volunteer (George Carpindale) continues, in his own time, to visit a past resident in his new accommodation in Troy's Court. George is available upon request to facilitate painting classes should the need arise.

5.5 Work to date:

- On-going development and delivery of the programme, including the Veg Shed and the Men's shed.
- All associated paperwork
- Sourcing donations and support from agencies and individuals
- Organisation of various events to promote social inclusion and raise awareness of the work completed by the Life Skills Programme
- Support sessions with trainees
- Field trips with trainees
- Structured sessions with trainees
- Meetings with outside agencies i.e. IMSA, NLN, MABS etc.
- Phone contact with outside agencies & trainees
- Support to outside agencies interested in setting up a Life Skills Programme/Men's Shed/Veg Shed.
- Correction of Modules etc.
- Supervision of students and volunteers
- Support to outside tutors

5.6 Future Aims:

- To continue to meet with potential funders and outside agencies
- To develop the programme as a whole
- Continued classes with trainees and associated duties
- Continued completion of all relevant paperwork

- Supervision of volunteer(s) and/or student(s).

6.0 Staffing:

In 2011 there no major changes within the existing staff team, with the exception of a member of the ancillary staff retiring. The only other exception was a member of the project staff team taking unpaid leave for 12 months.

7.0 Rental Properties:

The Centre continues to provide space for community based services to rent space, we endeavour ensure that services have a direct / indirect link to the work of the centre and contributes to the Centre. Such as agencies include:

- **Shine.**
Shine is the national organisation dedicated to upholding the rights and addressing the needs of all those affected by mental ill health, through the promotion and provision of high-quality services and working to ensure the continual enhancement of the quality of life of the people it serves.
- **Health Service Executive (HSE)**
The Health Service Executive provides addiction services from the Centre.
- **Alcoholics Anonymous (AA)**
Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism

Space is also provide to groups and services that may not meet that requirement but ensure that the Centre is dynamic in it work. The following groups would come under this category.

- **Barnstorm Theatre Company:**
Barnstorm endeavors to establish theatre practice which engages the wider community, with a positive bias towards access and provision for sections of the community not traditionally theatre-going, e.g. children, young people and local communities.
- **Marble City Boxing:**
Community based not for profit youth boxing club.

The groups also pay rent which contributes to the overall running of the Centre and its services.

8.0 Networking:

The Centre while a local service clearly under stands the need to maintain links both local and regionally to assist in the development of services / structures. To support this understanding the Centre is represented on the following:

8.1 Regional Homeless Consultative Forum:

The regional Homeless Consultative Forum was established in 2010 to replace the Kilkenny Homeless Forum. The regional consultative forum is a statutory structure which supports the development /implementation of the regional homeless plan. The Forum met 3 times in 2011.

8.2 Kilkenny Homeless Action Team (HAT)

The Homeless Action Team meets on a weekly basis and its members consist of both statutory & Community sector. Its aim is to meet the needs of person presenting or at risk of homeless in a co-ordinated and integrated manner.

8.3 Other Services / Networks:

The Centre is represented and active on the following:

- The Social Inclusion Measures Group, which is a sub group of the County Development Board with responsibility for social inclusion.
- The regional training and development group is a sub group of the Regional Homeless Consultative Forum which with the training and development needs of services providing homeless services in the South East.
- Kilkenny County Drugs Committee (**KCDC**) is a network of service providers, volunteer groups, and community representatives dedicated to tackling the drugs issue across Co. Kilkenny for a number of years.

9.0 Board of Management:

The Board of Management of management consist of the following members. Fig. 9.0

Name:	Position
Dr. Bill Cuddihy	Chairperson
Ian Coulter	Vice Chairperson
Paddy Kelly	Director
Martin Mullally	Director
Monsignor Kieron Kennedy	Director
Michael Lanigan	Director
The Very Reverend Catherine Poulton	Director
Fergus Keane	Secretary / Manager

Fig. 9.0

The board met 7 seven times in 2011 and prior to all meetings the financial subcommittee met and reported directly to board meeting.

The Board met twice outside of the 7 normal meetings. These meeting where for the Annual General Meeting in June of 2011 and there was also an emergency meeting in the year.

10.0 Students & Volunteers:

The Centre in 2011 accommodated several students from a range of colleges in the South east. These colleges include:

- St. Patrick's College Carlow
- Carlow Institute of Technology (CIT)
- Waterford College of Technology (WIT)

The Centre provides supportive and learning environment for students who are studying Social Care.

The Centre also uses volunteers but we endeavour to match volunteers with specific duties that match their skill set.