

FRONTLINE



Annual Report
2019

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CHAIRPERSON'S REPORT



Aodan Burke, Board Chairperson

In this, my first year as Chairman, I am delighted to be able to highlight another year of strong operational performance for Frontline across all the services it provides to the community. Frontlines mission is to provide a quality service to those living with addiction and to promote local responses to these issues. Most importantly the needs of Frontlines clients are at the heart of the services the organisation provide. This year Frontline has increased its services by over 25% and is now delivering these across a greater geographic area including Inchicore, Bluebell and Kilmainham

Frontline devised a 3-year strategic plan in 2018 and I am glad to say that the key objectives of this plan are well on their way to being realised. The organisation continues to deliver best practice with robust governance and quality and safety policies. In addition Frontline has continued to develop its service level offering for its adult service users and for its Childcare Project.

In relation to future development one of the objectives of the strategic plan was to look at potential social enterprises that would fit well with the organisation and help clients to further their goals. I am delighted to say that progress has been made in this area and with the support of several grants it is hoped to open a new venture in Inchicore in 2020.

On behalf of the Board, I would like to extend our thanks to the management and staff team in Frontline without whom none of this is possible. Our thanks also to Stuart, the CEO, who leads the organisation with dedication, clarity of purpose and a strong team building approach.

I would like to thank those who support Frontline in particular our funders and donors. Members of the Board of Frontline contribute their time and expertise on a voluntary basis and I thank each one for their guidance to me and their strong commitment to achieving Frontline's objectives.

CHIEF EXECUTIVE OFFICER'S REPORT



Stuart Fraser, CEO

Another busy year for the organisation

During the year, the organisation recorded an increase in the use of its services across all categories. Addiction services had a 25% increase in numbers attending one to one support, group sessions and the 16-week psychoeducational stabilisation programme over the course of the year, whilst Childcare now has a waiting list operating for available places.

As we worked through our strategic plan, the organisation also undertook some research to look at diversifying service provision to provide another income stream and service user employment through the development of a Social Enterprise. Employment opportunities for our service users, who, after making the journey to drug free status still find employment a block in their recovery journey. However, by providing supported employment within a Social Enterprise this could be the bridging of the gap to provide practical work experience, learn new skills, provide a CV build, and hopefully move service users into further full-time employment.

This initiative has been financially supported by the Department of Justice Kickstart Fund and Inner-City Enterprise Social Enterprise Awards in which Frontline was a winner in 2019 and supported by the HSE as a further rehabilitation strategy.

In Kavanagh House, in the last quarter 2019, we undertook significant building works to improve the working environment for the staff team and also for the clients to have a modern up to date building to come into, which was a great success and looks fantastic. We look forward to more organisational development in 2020 and hopefully the opening of our first Social Enterprise

NI Neart Go Cur Le Cheile

Stuart

In 2019 we helped
294 people make
positive changes
in their lives



ABOUT US

Our Vision

Our Vision is to help people reach their full potential.

Our Mission Statement

Our Mission is to provide effective, evidence based services that have impact by not only improving the health of the individual, but has a lasting positive impact on the wellbeing of their families, friends and the communities in which they live.

Our Values

Frontline is a value driven organisation. We are committed to change, quality, honesty, innovation and integrity. These strong values are at the heart of all we do, because we believe in people's capacity to change. People who use our services are not just people with problems, they are partners, fathers, mothers, sisters, grandmothers, children, brothers, friends, work colleagues and carers.

Our Target Group

- 1 Those who struggle with a wide variety of substance misuse issues
- 2 Parents coping with substance misuse and their children
- 3 Family members
- 4 Inter agency / Community work.

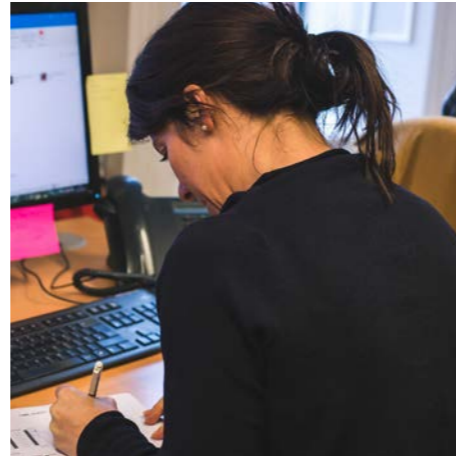
Our Strategic Goals

- 1 To provide a safe environment where people affected by substance misuse can explore in a non-judgmental way the issues that are impacting on their lives.
- 2 To promote opportunities for individuals to move out of the cycle of addiction.
- 3 To develop opportunities for children and young people to reach their full potential.
- 4 To identify gaps in service provision and initiate local and national responses.
- 5 To promote a better understanding of how the substance misuse problem impacts locally and increase the community awareness of drug and alcohol issues.
- 6 To develop the structures, roles and responsibilities in accordance with the strategic plan.

Frontline Bikes
Social Enterprise
began its journey
during 2019.



OUR TEAM



Project Director

Stuart Fraser

Addiction Team

Greg Christodoulou - Operations Manager

Tom Long - Senior Addiction Practitioner

Alison McNulty - Addiction Practitioner

Benedikt Rigny - Progression & Aftercare / Addiction Practitioner

Michelle Moran - Addiction Practitioner

Leticia Ortega - Addiction Practitioner (Bluebell)

Paul Cunningham - Community Prison Links / Addiction Practitioner (Bluebell)

Sabrina O'Neill - Addiction Practitioner

Childcare Team

Orlagh McDonald - Childcare Manager

Rachel Wasser - Childcare Worker

Nicola Curran - Childcare Worker

Administration & Household Team

Eleanor Burke - Finance and Administration (part-time)

Jenny Banks - Project Innovation Officer (part-time)

Sessional Staff

Mick Murrin - Counselling

Andrew O'Shaughnessy - Counselling

Lisa McMahon - Childcare Relief Worker

Community Employment

Catherine Kane McDonagh (C.E.)

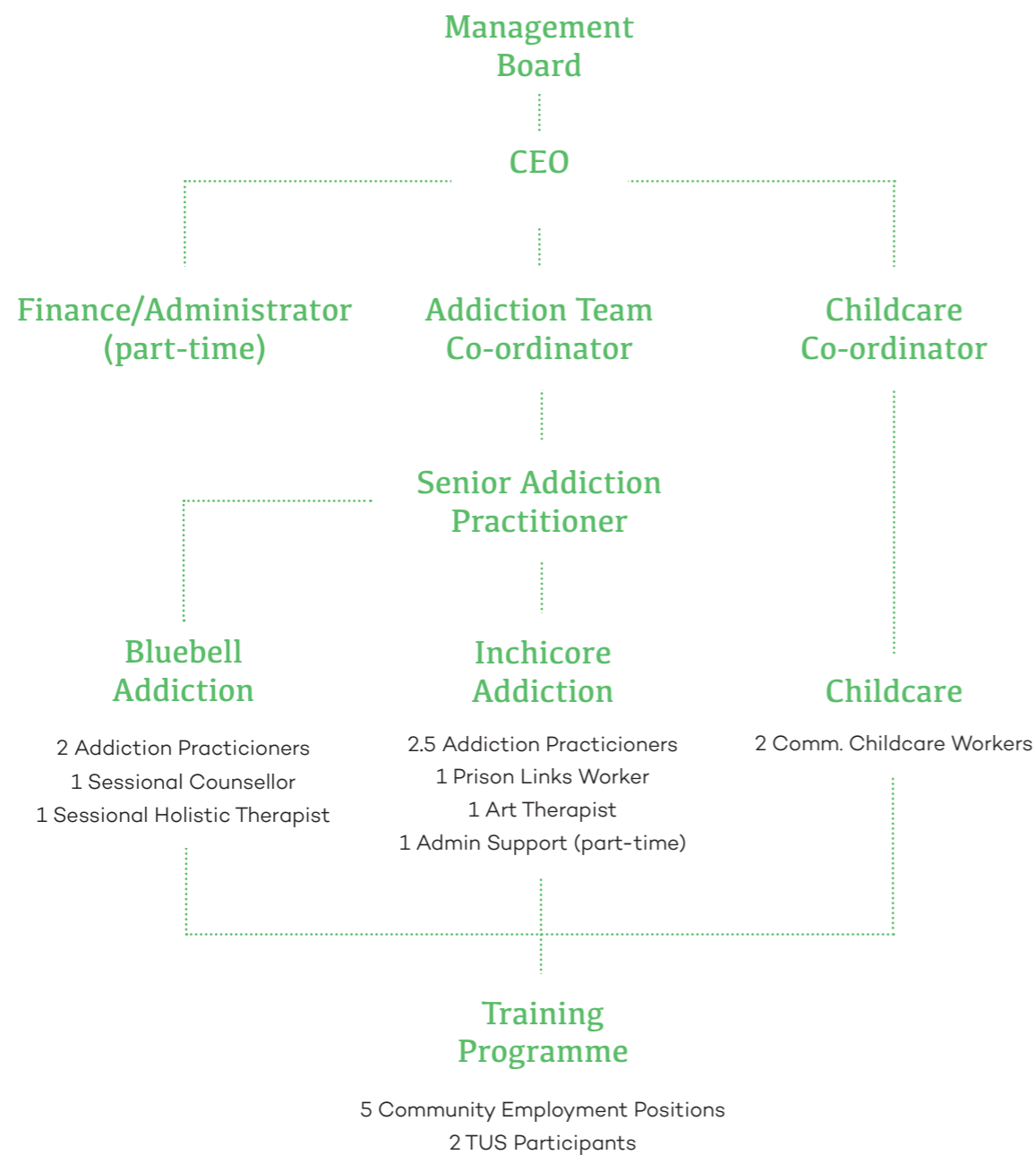
Nicola Whelan - Reception (C.E.)

Shauna McKeever - Reception Bluebell (C.E.)

Kate Murphy - Childcare (C.E.)

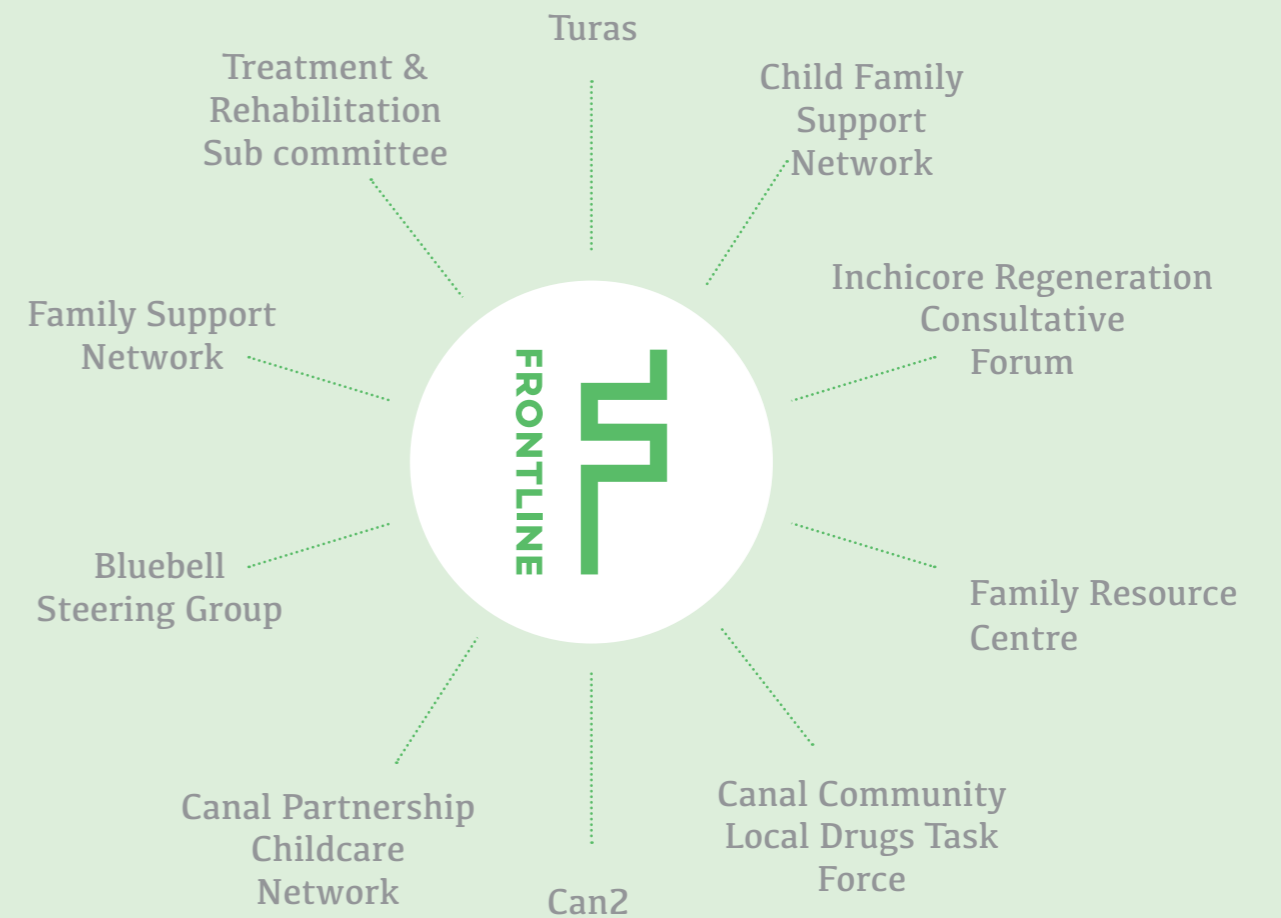
David Bissett - Addiction (C.E.)

OUR ORGANISATION STRUCTURE IN 2019

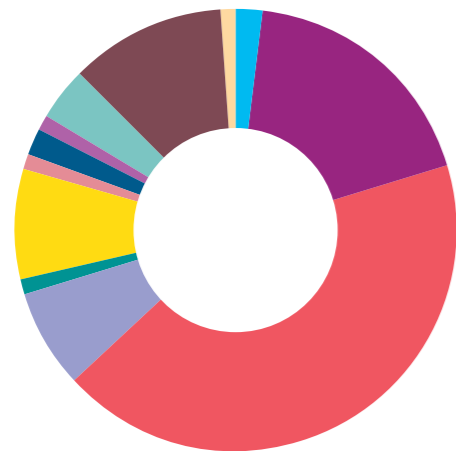


OUR COMMUNITY INVOLVEMENT IN 2019

We continued to be the voice of those struggling with substance misuse and their families throughout 2019. We represented Frontline in the following areas;



OUR SERVICES DELIVERED IN 2019

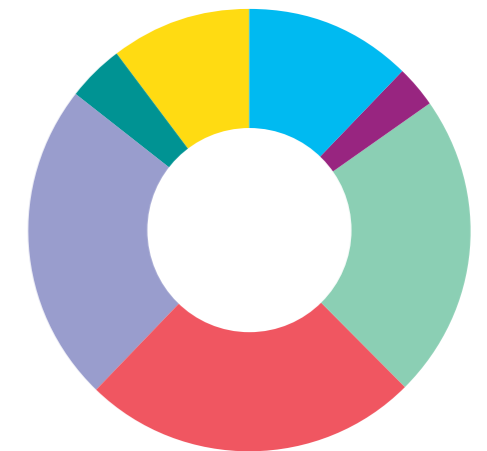


Main Areas of Focus for 2019

1%	102	Accommodation
17%	1,191	Alcohol
0%	20	Child Protection
45%	3,170	Drugs
8%	569	Education & Training
0%	19	Employment
6%	569	Family & Relationships
1%	50	Gambling
2%	103	General Health
1%	46	Income & Financial Situation
4%	254	Justice & Legal Issues
13%	935	Mental Health / Wellbeing
2%	121	Social Supports

Interventions with Clients in 2019

16%	890	Brief Intervention
3%	197	Counselling
16%	932	Drop In
20%	1,155	Key-working
28%	1,622	Phone Call
5%	269	Professional Phone Call
12%	660	Other



Friday art therapy provides an emotional outlet, a means of self expression



ADDICTION **SERVICE** REPORT

Strategic Targeted Outreach

Alcohol Support Group

During 2019 we provided an alcohol support group for the long-term residents of Sundial House, James' Street. The participants of this group are homeless and access Sundial for long term supported accommodation.

Two groups took place of twelve and five weeks respectively and ran for one hour once a week. Topics covered included; effects of long-term alcohol misuse on physical and mental health, motivation to change, safety plans and self-care. This group operated on a peer support basis and many participants derived great benefit from a safe space to discuss their alcohol use.

Cannabis & Mental Health Inter-agency Initiative

This group took place on an outreach basis weekly in conjunction with the Mental Health Services in Inchicore. The need for the group was identified due to more and more Cannabis Users suffering with mental health issues.

The initiative provided a safe space where cannabis users could explore their cannabis use and make more informed choices. They learned how to set goals around reducing their use and skills on avoiding situations of risk. There was opportunity to hear their peer's experiences and support each other and increased awareness of their responsibility. They became aware of the impact of their cannabis use on themselves and others



Prison Links

Throughout 2019 our prison links service supported service users currently in prison through to their release and beyond. The service is an essential part of their reintegration into society. We continue to work pro-actively to develop an open and trusting relationship with these clients and their referrers. We believe that positive relationships with internal prison sentence management staff is vital to supporting the client while in prison and offers the client the easiest community reintegration plan possible on release. Referrals come from many sources, such as Prison Staff, Family Members, Self-Referral, Solicitors, Probation Services or other Statutory or Community Agency Staff/Services.

Our Community Prison Links Addiction Practitioner supports service users to make the most of their time in prison, availing of services within the prison system. We also support clients upon release with support around positive reintegration into the community and use evidence-based practices to support clients with any substance misuse, housing, jobs/training, physical and emotional health. Our Community Prison Links Addiction Practitioner also networks with other Community Prison Links workers in the greater Dublin area and with the Probation and Welfare services on behalf of the project.

Aftercare Programme

The Aftercare Programme caters for clients who are in sober recovery from their addiction. They have either moved from the Progression Programme or have been referred in to Kavanagh House from other services specifically for this programme.

Within the programme, clients avail of one-to-one key working sessions, they can also avail of counselling and alternative therapies, and referrals to other relevant services. Furthermore, there is an Aftercare Support Group running every Thursday all year round. Every second week, the group is peer led with an open format and facilitated by a group member further fostering empowerment and a sense of belonging. It allows participants to explore their self-care, life challenges that might have arisen throughout the week and possible healthy coping strategies. The core values of the group are to be a safe and non-judgemental space for participants to support one another around their recovery.

The programme itself is an essential part of the service and the organisation altogether as it adds yet another step in the continuum of care. It provides support to clients who are moving from a life of addiction and recovery into a life, where recovery is merely a part of one's everyday goings. Return to education, to paid employment or work schemes, but also restoration of relationships with close ones, are some of the many challenges that arise, that our clients successfully manage also thanks to support from this programme.

Make Change Programme

The Make Change Programme is a part of the service for clients who want to put concrete steps towards recovery or harm reduction. Clients are referred into this programme both internally and externally. The level of change is dependent on the individual's needs and wishes and could cover any area of their lives that might have been affected by their life in active addiction. Some may want to stabilise, engage in a community detox, work towards going into treatment, some might want to focus on harm reduction, others might be looking to move into recovery and look into progression in their professional and personal lives.

The programme offers weekly one-to-one key working sessions, access to counselling and alternative therapies, and referrals to other relevant services. As part of the key working support, care plans are developed based on the clients' needs, wishes and situation.

As part of the programme, a Make Change Group was run. This was a series of psycho-educational workshops focused on their progression towards the individuals' goals as well as offering a safe space to get peer-support. It was run as an eight to ten week course twice this year.

Art Therapy:

Art therapy serves as a vehicle for the psychological component of recovery by providing an emotional outlet and a means of self-expression. Feelings or experiences that are too painful or shameful to articulate can be expressed through ink, paint, clay, or other media. When combined with other recovery services, such as detox, individual therapy, support groups, and family counseling, art therapy can be a powerful way to promote healing.

Counselling

During 2019 our counselling service continued to provide a safe and confidential space for individual service users and families to examine painful, confusing and uncomfortable issues emanating from addictions, traumas, bereavement, depression, anxiety, phobias, suicide ideation and self-harm. Counselling assists service users in recognising any life stage developmental psychological issues such as sexual/physical/racial abuse, eating disorders and educational deficits that may debilitate their ability to reach their full potential.

The service continued to support service users in bringing about effective ways to enhance their lives and create pathways to facilitate positive change for themselves, their families and the community.

Drop In

Throughout 2019 we continued to provide a drop-in service for our clients. It operates daily from 2.00 - 4.30pm and operates from a harm minimisation ethos. Clients are offered a hot meal and cup of tea (Mon to Thur), smoothies, tea and biscuits on Fridays.

Throughout the year we offered workshops and information sessions for clients. Some of the areas covered included Self Esteem, Keeping Safe, Support Systems in the Community, drug & alcohol awareness talks and our very popular movie day.

Wednesday Drop-In consists of a structured group for an hour covering various relevant topics such as Life Skills and Harm Reduction topics.

The annual client Christmas dinner was again held in Bluebell this year and was open to all service users.

Clients are welcome to avail of Auricular Acupuncture which is offered by trained staff. This has been proven to be very beneficial for relieving stress, detoxification from substances and reducing cravings.

Clients can have tea / coffee, a hot meal and a chance to socialise in a non-judgemental environment. The Drop-In is often the first port of call for new clients. Through this space they often engage further through key working and one to one sessions.





Christmas Tree Lighting Ceremony

Christmas Tree of Memories, Hopes and Wishes

Our annual Christmas Tree Lighting Ceremony took place on Monday 9th December. This is an important night in our calendar allowing us to remember those who have passed away and are no longer with us at Christmas Time. The night started with a Carol Singing Procession around the area ending at St. Michael Community Centre. There was hot drinks and sandwiches for all and we were treated to lovely music by the St. James' Street Brass Band.

We proceeded over to St. Michael's Church. There was poetry and song and finally some stars were hung on the tree by friends and family of those who have died.

Frontline Connections Programme

During 2019 we ran two Frontline Connections Programmes. Frontline Connections is a Psycho-educational 16-week Stabilisation programme which runs three mornings and two afternoons per week.

This programme is for individuals over 18 who are in recovery from substance misuse or who are motivated to change their substance use. They may wish to explore further education; training; employment or treatment. The therapeutic approach is through a Group Work Process and the use of evidence-based approaches such as Cognitive Behavioural Therapy; Motivational Interviewing and One to One Psycho-educational Support.

The programme focuses on four key areas of development, each key area is provided in a four-week block. The four key areas are Stabilisation, Health – Personal & Mental, Personal Development and Progression & Choices.

In 2018 we had 22 participants in the programme. There were over attendances on the programme. Some of the participants continued on to a CE programme with TURAS training, one into treatment and one participant returned to full time employment. The programme will run throughout 2020.

Family Support Group

Frontline's Family Support Group (FSG) is made up of individuals who have a common concern or issue re another's substance use and behaviour, the group process is a supportive process and is peer led. The group discuss their experiences and together provide support to each other. The core components of group work include Learning, both Personal and Shared; Resource Gathering / Pooling; Decision Making; Planning; Sharing Ideas; Brainstorming; Conflict Resolution and Support.

The group has a range of participants including adult family members; spouses; partners; parents; grandparents; children (Over 18); siblings and concerned individuals. Common presenting issues for family support group members include mental; emotional; physical; financial; spiritual impacts and consequence of another's negative behaviour linked to substance use.

The Frontline Family Support Group provides a welcoming informative and stimulating safe environment that provides a non-threatening atmosphere, the group is inclusive for all participants and non-judgment, the process has its roots in the humanistic person-centred approach.

The Family Support Group remained vibrant throughout 2019. They went on a respite break during the year and attended the National Conference.



Participants in the Womens Group participating in Art Therapy during 2019.

Women's Group

The Women's Group is a new initiative that was set up last year in partnership with the Family Resource Centre. In the group we have an average of 5-6 women from the community that meet every Wednesday morning.

The group is a safe space for the women to come and have time out from their hectic lives, it gives them opportunities to educate themselves, to make plans and goals, to look at what other supports are in the community and how they may access them if required, to get advice and to share their experiences with the group. The group has elements of fun, creativity and social interaction.

Some of the topics that we have covered and agencies that we have engaged with since starting up in September are: Managing and coping with stress, Self-esteem and how we value ourselves, Tree of life, Art therapy, Outing to Richmond Barracks and the graveyard, Input from the Mental Health Services and what they provide to the community, Agency visits to the Women's Outreach Centre and presentation from them. We also had a visit to Common Ground to see what they are providing to the community and opportunities for the women to take part. The women also had access to Acupuncture and attended a Christmas Breakfast.

Using the High
Scope Model we
help children to
reach their full
potential



CHILDCARE SERVICE REPORT

In addition to our usual service provision during 2019 we provided the following;

- 6 week Summer Project
- Summer Project Residential Trip to Carlingford Outdoor Education Centre (funded by the Local Drugs Task Force and the CDYSB)
- Toddle Waddle & Parents Picnic
- Easter Camp & Halloween Camp
- Christmas Party
- Parent / Child Messy Play Morning
- Visit by Dentist & P.H.N.
- E.C.E National Pyjama Day for the Hospice Foundation
- Parent Information Sessions
- One to One Parent Support
- Road Safety

Morning and Afternoon Groups

Our morning and afternoon groups continued to be very busy throughout 2019. The Morning Group works on a High Scope Model which supports the children to become more confident, more skilled and to meet their developmental milestones through the programme we offer.

Our Afternoon Group which focuses on the primary school age group provides school collections, supports home work time, daily nutritious meals, small group work, sensory, play and art work where children can express themselves in a safe space. We work in partnership with parents and other childcare agencies to support the needs of the children in this group.

Minding Caterpillars

Both our morning and afternoon group loved this experience. Over a period of 5 weeks we got to see the life-cycle of 5 butterflies. They arrived as tiny caterpillars and we set them free as big butterflies. This links with Aistear's theme of exploring an thinking, where the children got to experience new things and learn about the world around them.

Each day they would come in and check on the caterpillars to see how big they had gotten and if they had turned into butterflies. It was a great learning experience for both the children and the childcare practitioners



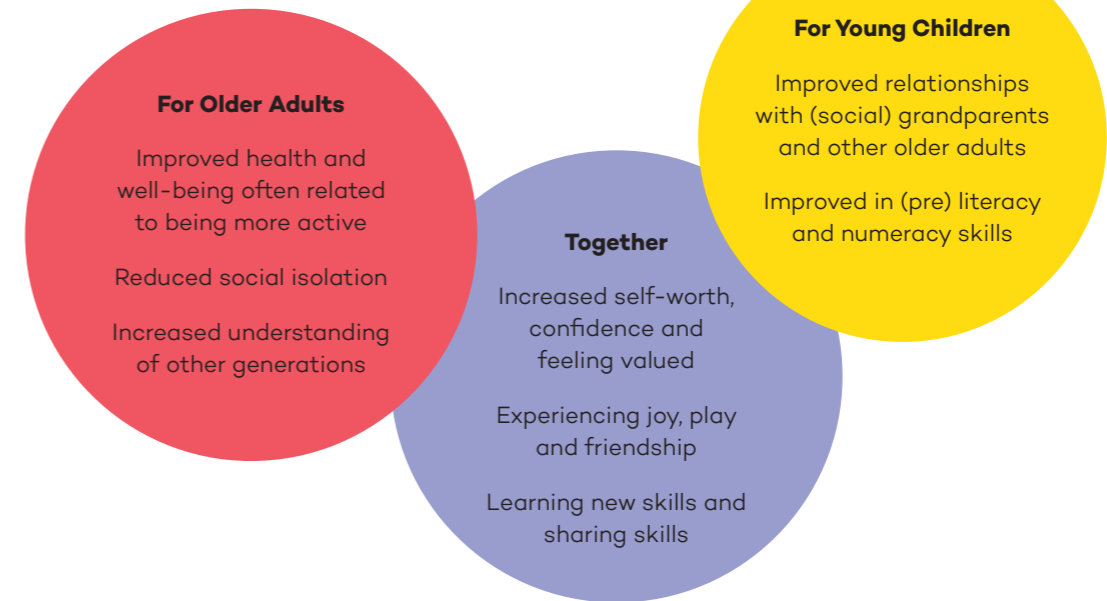
Our little Caterpillars!





In 2019 we continued with our Intergenerational Work.

It has been hugely successful for both young and old!





DSPCA Field Trip



Tractor Ride at Causey Farm

Carlingford Outdoor Adventure Respite Trip

This year we went on our annual residential trip to the Carlingford Outdoor adventure Centre. Giving the children a chance to experience new things and enjoy the countryside for a few days. The staff to child ratio gave the children a chance for one to one time over the duration of their holiday.

We stayed in a self-catering apartment located in the centre of the town which gave the children an opportunity to integrate and socialise in a very healthy way.

Children experienced a wide variety of outdoor sports in a natural environment beside the coast. The children learned to master new skills both independently and as part of a team such as learning to kayak, high ropes and zip lining.

Other day trips as part of our summer project were to Causey Farm, Clara Lara and a visit to the DSPCA.

The children mastered new skills that will stay with them for life.
Confidence grew in the children and positive role modelling and healthy attachments were formed.



Carlingford Outdoor Education Centre

OUR FUNDERS IN 2019

Many thanks to the Oblate Community of St. Michael's for their support and who continue to facilitate us with the use of the DeMazenod Centre for our group work.

Pro-bono work by a number of organisations greatly appreciated.



**An Roinn Dlí agus Cirt
agus Comhionannais**
Department of Justice
and Equality



**An Roinn Leanaí
agus Gnóthaí Óige**
Department of Children
and Youth Affairs



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Bluebell, Dublin 12
tel 01 426 5970

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