

# ANNUAL REVIEW 2019

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[www.mqi.ie](http://www.mqi.ie)



**Merchants Quay Ireland**  
Homeless & Drugs Services



## Company Structure

Three companies operate under the banner name of Merchants Quay Ireland. The projects detailed in this review are interoperable across the three companies.

### Merchants Quay Ireland, Homeless & Drugs Services, PO Box 11958, Dublin 8

Merchants Quay Ireland  
Merchants Court  
24 Merchants Quay  
Dublin 8

Services: 01 524 0160  
Donations: 01 524 0139  
Volunteering: 01 524 0934

Email: [info@mqi.ie](mailto:info@mqi.ie)  
Web: [www.mqi.ie](http://www.mqi.ie)  
[Facebook](#) Merchants Quay Ireland  
[Twitter](#) @MerchantsQuayIR  
[Instagram](#) @MerchantsQuayIR

**Merchants Quay Ireland Clg**  
CRO Number: 176421  
Revenue CHY Number: 10311  
CRA Number: 20026240

**St Francis Housing Association Clg**  
CRO Number: 449783  
Revenue CHY Number: 18159  
CRA Number: 20069117

**Merchants Quay Project CE Scheme Clg**  
CRO Number: 533762  
Revenue CHY Number: 21187  
CRA Number: 20084325

## Board of Directors

Mr Mick Price  
Mr Derek Bell  
Rev Kieran Cronin OFM  
Dr Joanne Fenton  
Dr Siobhán Garrigan  
Mrs Margaret Hennessy  
Mr Ray Langton  
Br Pat Lynch OFM  
Dr Brian Melaugh  
Mr David Kiely  
Dr Clíona Ní Cheallaigh

Chief Executive: Paula Byrne

## Secretary

L&P Trustee Services  
75 St Stephen's Green  
Dublin 2

## Auditors

Deloitte  
Deloitte & Touche House,  
Earlsfort Terrace,  
Dublin 2

## Solicitors

Marcus A Lynch & Son  
12 Lower Ormond Quay  
Dublin 1

## Bankers

AIB  
7/12 Dame Street  
Dublin 2

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MQI clients at Riverbank Centre in Dublin 8

Cover photo: © Tom Honan

*"There's not many other places like Merchant's Quay. When you're out on the street during winter, it's freezing. It's just nice to have somewhere to go and have someone to chat to. The staff will go out of their way to have a chat and see that you're all right. It gives people that step up that they need, that helping hand to turn their lives around. It really gives you a chance. You can see a future."*

Craig, MQI client

# Our Vision, Mission and Values

An inclusive society that supports the integration and well-being of all.

We believe in a just society where no-one has to face homelessness or addiction alone, and where everyone has the support they need to reduce the harm caused by homelessness and addiction and to build a better life; an inclusive society where everyone is treated with dignity and respect.

## Our Mission

We work as a collaborative community to reduce the harm caused by addiction and homelessness.

Our mission is to offer people dealing with homelessness and addiction in Ireland, accessible, high quality and effective services, which meet their complex needs in a non-judgemental and compassionate way.

## Our Values

**Passion** - We are committed to supporting and empowering all people who use our services.

**Openness** - We believe in each person's unique potential and welcome all, regardless of circumstances.

**Excellence** - We continue to develop our service to deliver the highest standards.

**Collaboration** - We recognize that we are stronger when we work collectively; we are committed to developing partnerships to deliver our vision.

**Adaptability** - An openness to change allows us to find solutions to emerging challenges.

**Integrity** - We act with personal responsibility; we treat everyone with dignity and respect.



# CEO's Introduction



Merchant's Quay's clients are the visible face of homelessness; people for whom homelessness means daily exposure to weather conditions, inadequate clothing, poor nutrition. Often this is compounded by addiction to drugs or alcohol and mental

health issues. While clients gain respite from the streets, our service is so much more than a hot meal. It is the very foundation of all our ancillary services, where staff build trusting, empathic and respectful relationships with our clients, allowing them to support the client in exploring and seeking assistance in addressing their issues and needs.

Unfortunately, drug and alcohol problems are commonly experienced. However, people can and do recover and go on to live full and active lives if they can access the support they need when they need it – yet there's an urgent need for further investment in accessible residential and community detox services.

A continuing theme raised by our clients is a lack of housing for people exiting treatment. Aftercare programmes and supported housing are vital for people to maintain and build on the positive gains they make while becoming drug free. Many clients can't secure suitable accommodation on completing treatment. Tragically, they often end up back in emergency accommodation or on the streets, putting their recovery at risk.

The National Drug Strategy acknowledges the barriers women experience in accessing homeless, addiction and health services. MQI secured funding through the South Inner-City Drugs & Alcohol Task Force to explore these barriers in research conducted by Dr Sarah Morton, Director of Community Partnership Drug Programmes, UCD. We believe this research will contribute significantly to how we engage with women in services. Funding is needed to develop this initiative further.

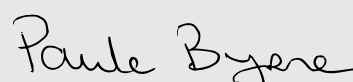
On Christmas Eve, An Bord Pleanála granted planning permission for the Medically Supervised Injecting Facility, a service which will save lives, that could otherwise be lost to overdose, and link people in with vital services. MQI acknowledge the support of the Minister for Health, Simon Harris and his colleague Minister of State, Catherine Byrne. Thank you to those who supported our social media campaign to raise awareness of this vital link to recovery services – especially our neighbour Brendan Courtney, who played a major part in this campaign.

Let us not forget about the many families across the country who are looking for support in dealing with the trauma of having a loved one caught in addiction. 112 people accessed our family support services in Dublin and the Midlands in 2019.

The shame and stigma around addiction can be powerful silencers. In collaboration with our clients and our Dublin family support group, MQI explored the lived experience of addiction through stories and photography. Our hope is that these powerful stories will deepen understanding and empathy for everyone who is affected by addiction. I would like to thank everyone who courageously participated in the project and to extend our gratitude to Dr. Maria Quinlan and Patrick Bolger for facilitating it with such compassion.

Finally, I want to thank our dedicated staff, for supporting the needs of people who often have nowhere else to go. Merchant's Quay Ireland meets clients where they're at. Everyone knows the challenges are great. We certainly see that in our services each day.

But equally, we see people overcome incredibly difficult circumstances who are now thriving. We know these challenges can be met with the right supports – access to services across the continuum of care (from initial contact to detox and rehab), to health and housing.

  
Paula Byrne, CEO

# Merchants Quay Ireland 2019



**16,652**  
nights safe sleeping in our  
Night Café



**5,070**  
visits to the GP



**109,010**  
meals for people who are  
homeless and hungry



**139**  
people supported by our East  
Coast Community Recovery &  
Integration Supports Project



**112**  
people supported through  
the pain of having a family  
member suffer with addiction



**2,371**  
people supported through  
In-Prison Counselling



**564**  
young people aged 18 to 25  
supported by our team



**787**  
people supported in the  
Midlands



**433**  
people supported by our  
mental health team



**181**  
people admitted to detox and  
rehab



**3,004**  
visits to our nurses



**3,140**  
people supported by our Health  
Promotion Unit on how to  
minimise the risks of drug use

# Finances

## INCOME



**59%**  
Statutory Funding  
**40%**  
Donations & Legacies  
**1%**  
Other

## EXPENDITURE



**82%**  
Charitable Activities  
**10%**  
Fundraising  
**8%**  
Governance & Admin

## SERVICE PROVISION AS A % OF TOTAL EXPENDITURE



### Governance

Merchants Quay Ireland is dedicated to achieving the highest standards in corporate governance. MQI is fully compliant with the Code of Practice for Good Governance, our accounts are SORP compliant and we are fully committed to achieving the standards contained within the Guidelines for Charitable Organisations Fundraising from the Public.



*"Thank you for the wonderful work you do with all the people to whom you give a second chance and a place where their dignity is respected."*

Suzanne, MQI donor

# David's Story



I had cancer twice in my twenties. I was used to being healthy and strong, so finding out I wasn't, it was a shock and it knocked me sideways. I got very sick like, I went down to under five stone and was in hospital for months.

I know I'm not the only one, lots of people have to go through it, but I really struggled. The cancer destroyed my body and my confidence. My mental health suffered the most, and I suppose I started using drugs to cope.

I managed for the first couple of years. I had my own place, I was working. I had money saved up for a deposit on a house. And then things just spiralled out of control. It got bad very quickly. I lost people around me, my job and my girlfriend. All those things vanished.

I was in my early thirties when I first became homeless. It's very hard out there. I spent a couple of years staying in hostels. I slept in doorways all around the city centre. Twice I woke up and a person was dead beside me.

I was going out of my head and taking drugs just to survive on the streets. I wanted to get help years ago but when you're in addiction, you just can't reach out and grab it. I couldn't even talk to anyone about it, that's how alone I felt.

Merchants Quay Ireland was a lifeline. Being able to come to Riverbank for a shower and something to eat kept me together. And the help I got there from the staff, the support they gave me when I needed it most... that's what kept me holding on I suppose.





I got septicaemia in my foot. It seemed like I just woke up with it one morning, but the injury itself had happened about a month before. I was taken to hospital and while I was there, I got onto methadone. From there I was able to get into detox at MQI's St. Francis Farm.

As soon as I arrived at St. Francis Farm, I felt safe. I felt people understood me. The staff can relate to how people's problems start. It's like unravelling a knot.

The main thing with me is sorting out my mental health, just accepting myself for who I am. I got a lot of stuff out during the one-to-one counselling. Being off drugs in rehab and doing all this work, it's like I've just been reborn.

I'm still learning to manage obviously. People see that I'm trying to help myself. I've got back to rebuilding relationships with my family in the last couple of months. Being in St. Francis Farm has opened my eyes. I am afraid of the future. But I am beginning to see life is worth living and I want to make it a nice life.

I made the choice to go to St. Francis Farm because I had to. I was definitely on my last life out there. If I hadn't the support of Merchants Quay, more than likely I'd be in ground. That's the truth of it. It's not a nice place to be, I definitely don't want to go back to it.

# MQI Nationwide



In response to the needs of those caught up in homelessness and addiction, Merchants Quay Ireland has, over the years, expanded from being Dublin based to providing services nationwide.

## Dublin

- Open Access Drugs, Homeless & Health Services, Riverbank Centre, Dublin 8
- Head Office, 24 Merchants Court, Merchants Quay, Dublin 8
- Drug-Free Day Programme, St. John Bosco Youth Centre, Davitt Road, Dublin 12
- Community Detox, High Park, Drumcondra, Dublin 9
- Residential Drug Free Rehabilitation Centre, High Park, Drumcondra, Dublin 9
- Aftercare Housing, Ballymount, Dublin 22
- Mountjoy Prison Complex, Dublin 7
- Dóchas Prison Centre, Dublin 7
- Cloverhill (Remand) Prison, Dublin 22
- Wheatfield Prison, Dublin 22

## Wicklow

- Shelton Abbey, Co. Wicklow
- Community Recovery & Integration Supports (CRIS) Project, Co. Wicklow

## Carlow

- Residential Detox & Rehabilitation Centre, St. Francis Farm, Tullow, Co. Carlow

## Cork

- Cork Prison, Co. Cork

## Limerick

- Limerick Prison, Co. Limerick

## Offaly

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Offaly

## Westmeath

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Westmeath
- Open Door, Payne's Lane/Irishtown, Athlone

## Laois

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Laois
- Portlaoise Prison, Co. Laois
- Midlands Prison, Co. Laois

## Longford

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Longford

## Roscommon

- Castlerea Prison, Co. Roscommon

## Cavan

- Loughan House, Co. Cavan

## Kildare

- Aftercare Housing, Leixlip, Co. Kildare



## Thank You

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, voluntary and statutory agencies, charitable trusts and foundations. Without their steadfast support, we would be unable to deliver our vital services to those in need in Ireland. To all our supporters – to you – we extend our enduring gratitude.

**Thank you for caring about Ireland's most vulnerable.**



**Merchants Quay Ireland**  
Homeless & Drugs Services

## Get in touch.

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Queries & Donations : 01 524 0139  
Volunteering : 01 524 0934



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Merchants Quay Ireland



[@MerchantsQuayIR](https://twitter.com/MerchantsQuayIR)



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