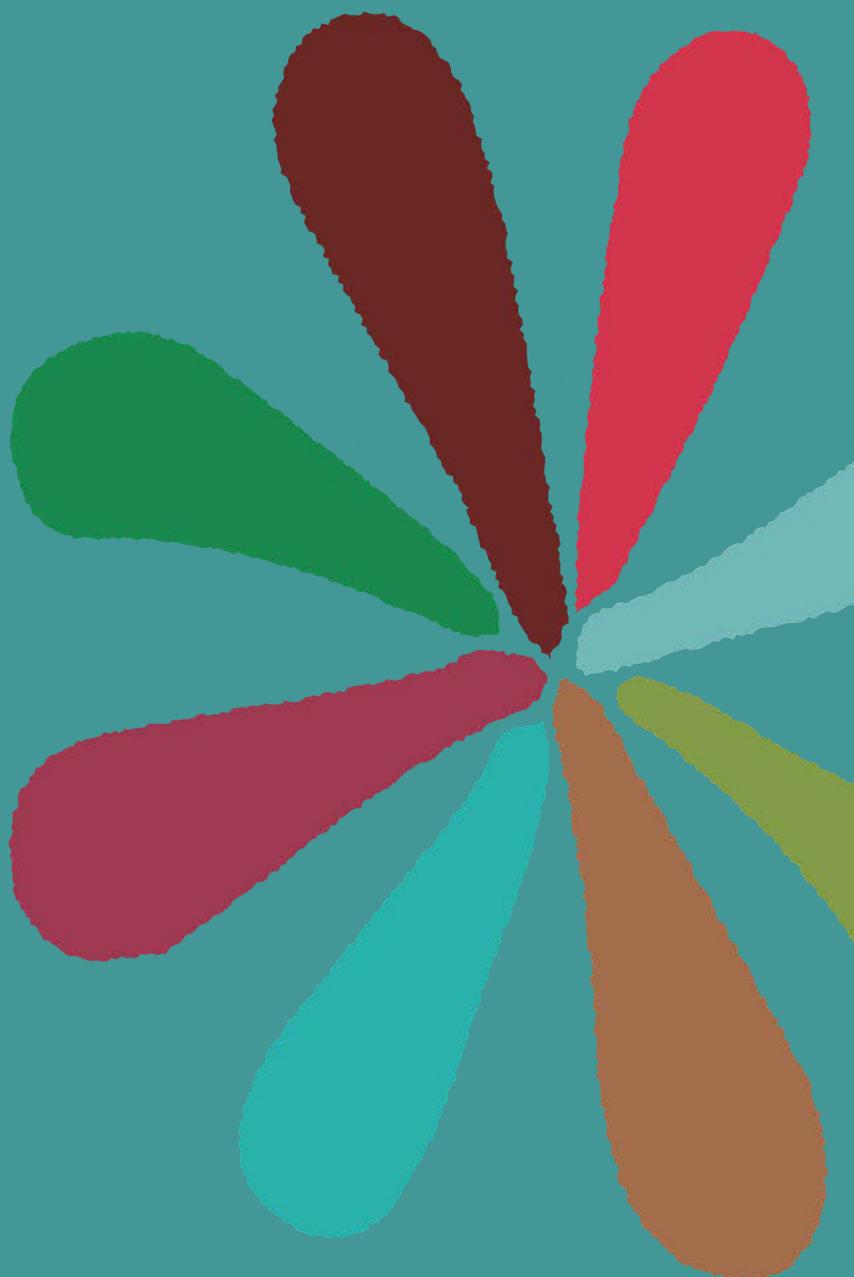




# ANNUAL REPORT 2019

Standing Stronger Together



## VISION

Coolmine believes that everyone should have the opportunity to overcome addiction and lead a fulfilled and productive life.

## MISSION STATEMENT

Coolmine provides a range of quality community and residential services to empower people and their families overcome addiction and support long term recovery.

## Our VALUES

**HONESTY, CONSISTENCY and RESPONSIBILITY** is our **CORE VALUES**, demonstrated by accountability and transparency in all areas of our organisation.

### **DIGNITY & RESPECT**

We ensure the dignity and respect of individuals by actively listening and holding a non-judgemental attitude supported by our service standards.

### **COMPASSION**

We believe that compassion is demonstrated through responsible love, concern and understanding for each other.

### **SAFETY & SECURITY**

We believe in the physical and psychological safety and security for all through the implementation of sound policy, procedure and practice.

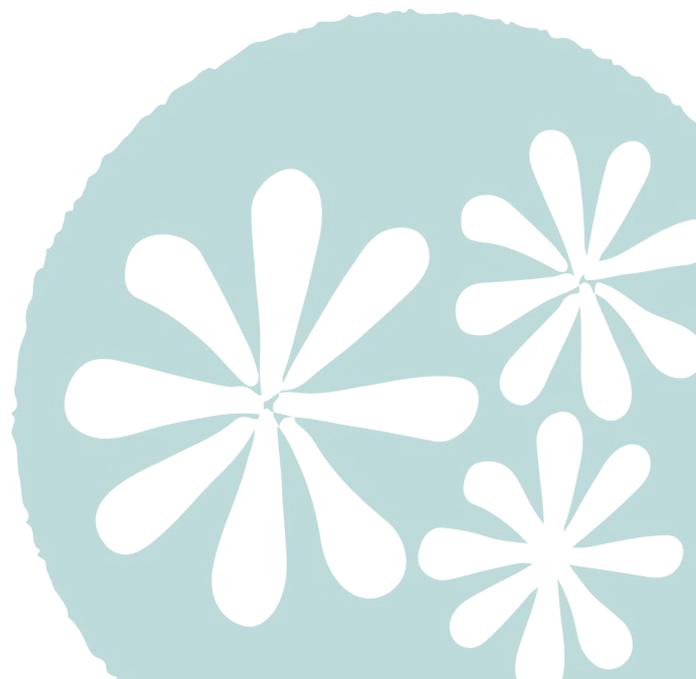
### **QUALITY & RESEARCH**

We are committed to quality through evidence based practice, research and continuous improvement of our standards and resources.



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## CHAIRMAN'S FOREWORD

Coolmine's Vision is clear. We believe that abstinence is not enough. Coolmine's Board members, management and staff are committed to a vision of recovery where everyone has the opportunity to overcome addiction and live a fulfilled and productive life. In practical terms this means creating pathways to treatment and developing recovery capital for our clients and their families. Our services are targeted at improvements in physical health and well-being, re-engagement with family, developing positive peer relationships, access to housing, gaining employment and accessing training and development. We are proud of the positive outcomes delivered in 2019.

Located in seven sites, we work with people who are vulnerable, marginalised with lived experience of trauma. Mental health issues, homelessness and physical health issues are prevalent. We also see a prevalence of second and sometimes third generation families with addiction problems. Our work, provides us with the opportunity to break that generational cycle of addiction, especially through working with mothers, fathers, and their children.

In 2019, we introduced additional outcome focused services to reach traveller community members and the homeless. Our service delivery includes, outreach, assessment, stabilisation services, detox placements, contingency management, cannabis and alcohol programmes, residential therapeutic community centres, through to aftercare and family support services, in line with our new Strategic Plan.

### STRATEGIC PLAN

In May 2019 we launched our 2019-2022 Strategic Plan: Pathways to Recovery. Our strategic plan represents the culmination of collaborative work by management, staff, clients and board members – in consultation with partners and key agencies.

Leadership and ownership of strategic actions are taken by Subcommittees across the organisation who agree actions, identify challenges, make recommendations and review progress on key performance indicators. This work feeds into our

Strategic Plan Implementation Group who evaluates progress of the entire strategy, The Board monitors progress of our Strategic Plan at every Board meeting.

### NATIONAL RESPONSE

Following a strong campaign by Coolmine, we welcomed the commitment by the HSE National Service Plan 2020 to provide €1.2 million in additional resources to deliver on the provision of additional supports for homelessness and addiction services in 2020. This included the establishment of a residential treatment service for homeless women and children in the mid-west region, commencing on a phased basis in 2020 with full year implementation in 2021. This will increase the number of treatment beds for homeless pregnant women and women with young children by 45% nationally.

### QUALITY ASSURANCE

Coolmine is committed to having safe and effective practices in place to ensure that quality and evidence-based care is provided for our client base. Clinical governance and reporting structures include a Board Clinical Quality and Safety Subcommittee and a Clinical Quality and Safety Group, Coolmine's processes, procedures and reporting structures include client and staff feedback, to ensure continuous improvement of our services. Client feedback is reported directly into Board meetings by the Client Coordinator.

In 2019, Coolmine was accredited by the Royal College of Psychiatry UK, with CCQI accreditation having met the highest quality Therapeutic Community service standards in our residential services, Ashleigh House and Coolmine Lodge. We are the only service of our kind in Ireland to achieve this accreditation.

### CONTINUING RESEARCH

Coolmine has an established research culture and is committed to providing evidence and sharing knowledge of the impact of our services, our practice and also to influence national drug policy. Coolmine's submission to the EU Civil Society Forum on Drugs as a Best Practice example on the implementation of research on EU and national drugs policy titled 'Engaging with Drugs Research

to Influence & Implement Policy: A Case Study of Coolmine, Ireland' has been successfully published. In 2019 our Chief Executive delivered a keynote address at the 26th European Cities Against Drugs (ECAD) Mayors Conference titled Pathways to Recovery.

In addition the Drugs Research Network Scotland invited us to deliver a keynote address at their symposium titled Whole-family interventions for children and families affected by parental substance use. Coolmine management and staff also delivered six presentations at the 17th European Federation of Therapeutic Communities Conference "Everything Flows: Change in the Therapeutic Community for Addiction" in collaboration with KETHEA and ARGO in Thessaloniki, Greece. Further research papers are in progress and overseen by our Research Advisory Group.

## GOVERNANCE

Coolmine has a relentless approach to governance. We are working under the guidance of the Charities Regulator's Governance Code. Board members are appointed on the basis of skills, knowledge and experience. Systems and procedures are in place to ensure safety of our clients and also to ensure internal controls and manage risks through our Board sub-Committees: Clinical Quality & Safety, Finance, Audit & Risk, Research Advisory Group and Nomination & Evaluation.

Progress on the implementation of our Strategic Plan is monitored at every Board meeting. An annual evaluation of the effectiveness of our Board and sub committees takes place and is reviewed at our annual board away days. In 2019, this was conducted by an external consultant. A Board succession plan is annually reviewed.

A comprehensive staff training and development programme is implemented throughout the year, including mentoring and leadership programmes for management. We comply with the triple lock of good governance recommended by the Charities Institute of Ireland and the Charities Regulator. We comply with the Guidelines for Charitable Organisations on Fundraising from the Public, the

Charity SORP Statement of Recommended Practice for Accounting and Reporting and the Charities Regulator Governance Code.

We would like to thank all of our stakeholders, our funders, donors and strategic partners for their continuing support and engagement with the work of Coolmine.

On behalf of the Board, I want to acknowledge and extend our thanks to our team in Coolmine. Staff bring an unshakable conviction, compassion and professionalism to their role every day. Our thanks also to our Chief Executive Pauline McKeown who provides strong and dynamic leadership.

Members of the Board of Coolmine contribute their time and expertise on a voluntary basis and I thank each one for their guidance to me and their strong engagement and commitment to achieving Coolmine's objectives.



**Alan Connolly**  
**Chairman**

## CHIEF EXECUTIVE'S OVERVIEW

We present our 2019 Annual Report as we embark on our sixth month of Covid-19 pandemic service delivery in Ireland. Covid-19 has brought an unprecedented public health threat that has touched all our lives. However, it has been felt most keenly by vulnerable members of our society, and their families, who rely upon our services to stay safe and recover.

Coolmine's services have faced unprecedented challenges in the last six months. We have expanded and adapted our community, day, residential and recovery services to reflect the new normal of Covid-19. We have seen an increasing demand for our services nationally, during the last 3 months, as a result of rising problem drug and alcohol use.

Recent research tells us that drug use in Ireland is increasing. In 2019 Coolmine continued to see increasing poly drug use and the devastating consequences of problem drug and alcohol use for individuals and families throughout Irish society. In 2019, we supported over 9200 individuals and their families impacted by addiction.

In May 2019 we launched our new 2019-2022 strategic plan Pathways to Recovery. Our plan makes specific commitments to improve our core services, grow new services, drive engagement, fund for the future and excellence in service delivery.

### PATHWAYS TO RECOVERY

From our work in Coolmine we know that people can and do recover from problem drug use and associated needs. We also know that individuals recovering from addiction require appropriate housing, access to career guidance, education and employment opportunities as well as case management for high risk families back in their local community.

In 2019 we achieved a 75% positive progression rate to employment, training and education for our clients. In addition, 55% housing move-on outcomes post residential treatment. Housing move on remains the most significant challenge in

2020. On average 6 treatment beds in our residential, representing nearly 10% of placements are primarily for housing clients who have completed treatment but are homeless.

In 2020 we shall continue to engage with local authorities and housing providers to meet this need.

During 2019, 8236 medical assessments, 672 psychiatric reviews, 117 housing outcomes and 117 employment/education outcomes were evidenced. In addition, 336 volunteer hours were invested in our Recovery Through Nature programme. Such care plan outcomes provide our clients the best possible opportunity to maintain and strengthen their recovery. In 2019 Coolmine strengthened delivery of our evidenced based Parents under Pressure (PuP) programme for high risk families impacted by problem substance use. PuP programmes were delivered to 120 high risk families. In addition, the first PuP training hub in Ireland facilitated by Coolmine, delivered training to 32 professionals.

### NEW SERVICE DEVELOPMENTS

In 2019 demand doubled, with over 63 women (80% mothers), seeking placement daily in Ashleigh House from all over Ireland. We have committed to delivering, in partnership with HSE Mid-West, Limerick City and County Council and local agencies, 40 additional high-risk family placements in the Mid-West. Positive progress was made in 2019, most notably a funding commitment in the national HSE Service plan 2020 for funding to establish a community-based service in 2020 and funding for staffing and operational costs in 2021. Since the end of 2019 we have been actively engaged with Limerick City and County Council to identify a suitable residential premises for the new the service.

In 2019 our range of evidence based, quality assured community, day and residential services grew in response to presenting need. We enhanced and created new pathways to treatment through targeted service delivery for travellers and new community members, homeless clients, young people and families. This included expanding our community and day services into Cork and Kerry.

### IMPROVING CORE SERVICES

Our outreach services provided over 1,600 pre-entry group support placements and referral interventions to 983 individuals. 50 clients were supported in our Traveller and New Communities Assertive Outreach Service in North Dublin Regional Drug and Alcohol Task Force area. 44 individuals were case managed and supported with pathways to further treatment including detox, stabilisation and drug free treatment programmes.

In July 2019 an Assertive Homeless In-reach Service was implemented in the North East Inner City (NEIC). This service provided clinics in homeless hostels offering brief interventions, keyworking and case management. 39 individuals across homeless and addiction services were supported. 32 individual progressions to further treatment were evidenced, resulting in an 82% positive progression rate.

Our Community Addiction Team in Dublin 15 (D15CAT) supported a total of 229 individuals in 2019. 1:2:1 key-working and case management was provided to 68 individuals. 52 family members were supported, 72 individuals attended the Alcohol Programme and 37 individuals were supported in the Cannabis Programme.

### LOOKING TO THE FUTURE

During the course of our last strategic plan 2016-2019, Coolmine innovated to respond to presenting client and their family's needs. This was from within our limited resources, and resultant from staff flexibility, drive and commitment. Coolmine now need to generate resources for any service adaption and growth.

We shall fund for the future and have set specific targets including delivery of 7% unrestricted annual income and 2% annual capital investment for our facilities. At year end 2019 a targeted community fundraising schedule was developed as well as a strategy to drive real meaningful Corporate Social Responsibility partnerships with 5 CSR partners per annum.

Coolmine would not exist without our dedicated and skilled staff. Their well-being is of great importance to us. Our 2019 staff satisfaction survey

confirmed that 77% of Coolmine Staff are satisfied to work for the organisation and 94% are motivated to see the organisation succeed.

Our staff continually go above and beyond for our clients so we try our best to actively promote healthy activities. This was clearly evidenced in 2019 as we received a Silver Active @ Work Award from the Irish Heart Foundation for many health-related events including our cycle club, Fit for Life & Work programmes, Step Challenge and a Couch to 5k challenge. We also engaged in Operation Transformation with corporate partners CJK.

I would like to take this opportunity to thank the Coolmine team including staff, board members and volunteers for your commitment, dedication and hard work made 2019 such a successful and memorable year for Coolmine. I would also like to thank also our supporters as your generosity, in so many ways, you help us to provide our services. We look forward to strengthening our relationship with you in 2020.



**Pauline McKeown**  
**Chief Executive**

## LAURIE'S STORY



After spending some time through homeless services, I was never able to truly commit to staying off the streets. My addiction was my priority until eventually I hit my rock bottom. I was told about Coolmine TC and although I did not really understand what the programme was about, I knew I had to choose between my addiction or life. I graduated from the programme in 2016 and today I am 6 years clean. I cannot express enough what Coolmine have done for me from helping me to build my self-esteem, in building relationships to seeing and believing in my full potential.

Without them, I would not be where I am today. Six years on I am 3 years into third level education, and well on my way to achieving a degree in Psychology and am already thinking about progression routes. I am a mother to a beautiful little girl, and I have a great support system around me which allows me to continue developing to my full potential. Staff from Ashleigh house used say "if you put half of the energy into recovery as you did in your addiction the results will be endless" and today I can stand proudly and say that the Coolmine TC programme works, if you work it!

## 2019 HIGHLIGHTS

### STRATEGIC PLAN LAUNCH

In May 2019 we launched our 2019-2022 Strategic Plan: Pathways to Recovery. Our strategic plan represents the culmination of collaborative work by management, staff, clients and board members – in consultation with partners and key agencies. The Plan has five strategic objectives with twenty one key actions:

- Create Pathways to Recovery - education & career supports
- Scale to Develop New Services – expand services for pregnant and postnatal women
- Innovative Performance Value Led – staff development & wellbeing
- Generate Resources for Growth Capability – grow restricted and non restricted funding
- Drive Governance Excellence – strengthen compliance, risk and audit structures



### NEW MID-WEST SERVICE

For many years, we have evidenced an ever increasing demand for access to Coolmine Ashleigh House, the only mother and child residential treatment service, in Ireland. The women we work with, and their children, have all experienced significant adverse childhood experiences. The core aim initially is to provide a place of safety for the families, to enable trust to develop, for both mother and child. An integral part of the service is the onsite dedicated Early Years and Pre-school Service which is accessible to all parents participating in the programme. Mothers can feel safe in the knowledge that whilst they are engaging in our programme, their child is being looked after in a safe, secure, caring and nurturing environment.

We have advocated for the need to invest in treatment placements for homeless pregnant women and women with young children since 2016. Our new strategic plan made a commitment to deliver an additional 40 residential placements for high risk families in 2021. In December 2019 we welcomed the commitment in the HSE Service Plan 2020 to resource and develop a 20 unit high risk families service in Limerick addressing the need for mother and child residential treatment placements in the Mid-West.

Coolmine Ashleigh has evolved into a quality and evidence-based treatment for vulnerable high risk families in Ireland. It is this model, which has worked and is working, that shall be replicated in the Mid-West in close collaboration with partners including Health Service Executive Mid-West, Drug Liaison Midwifery; Tusla; homeless service providers, community drug teams and Limerick City and County Council. A core element of the family service is the Parents under Pressure (PuP) programme. PuP strengthens the attachment between mother and child that can be strained due to problem substance use. PuP is an internationally evidenced based programme that combines psychological principles relating to parenting within a case management model. Research into the PuP programme to date has demonstrated that it produces an enduring change in high risk families impacted by problem substance use and associated complex needs. It breaks the generational cycle.

We look forward to progressing service delivery in the next two years to better meet the existing demand for homeless pregnant women and women with young children seeking treatment and to break generational cycles of homelessness, addiction and associated issues in society.

## ANNUAL SPORTS DAY

We were delighted to be joined by Brian Kerr (former Ireland and St Pats Manager) and Johnny MacDonal (Former Irish league player and St Pats Manager) at our Annual Sports Day, which has been a joint effort with An Garda Síochána since 1989. The match between Coolmine and Blanchardstown Gardai was a 1-1 draw, but the Gardai took the cup home after penalties.



## EFTC CONFERENCE

We were delighted to have the opportunity to present at the 17th EFTC Conference in Thessaloniki Greece. The European Federation of Therapeutic Communities (EFTC) Conference facilitates member organizations and colleagues from all disciplines of drug treatment provision the opportunity to present, question, clarify and communicate the results, and evaluation of the processes of addiction recovery achieved in TCs.



Tom Kearns presenting on the service provision of our Dublin 15 Community Addiction Team.



Our clinical lead Dr. Joanne Fenton chaired the Thematic Session



Anita Harris presented on working with clients with complex needs within the Therapeutic Community Structure



Coolmine Warrior Women's Basketball Team playing in Thessaloniki in Greece at the 17th #EFTC conference.

## 2019 STAFF AWAY DAYS



Brian Kerr speaking to staff at our Winter Away Day



Summer Away Day

## COOLMINE ACTIVE AT WORK SCHEME



Cycle Club



Coolmine proudly achieved the Silver Award at the Irish Heart Foundation Active at Work Awards.

## LAUNCH OF PUP TRAINING PROGRAMME



Coolmine, in collaboration with Griffith University Brisbane, announcing the launch the first Parents Under Pressure (PuP) training hub in Ireland.

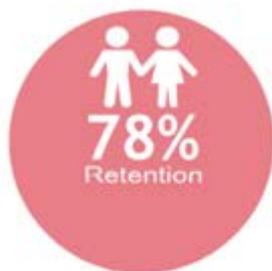
# 2019

## Human Impact

### Outreach, Assessment and Stabilisation



### Community and Day Services



# 2019

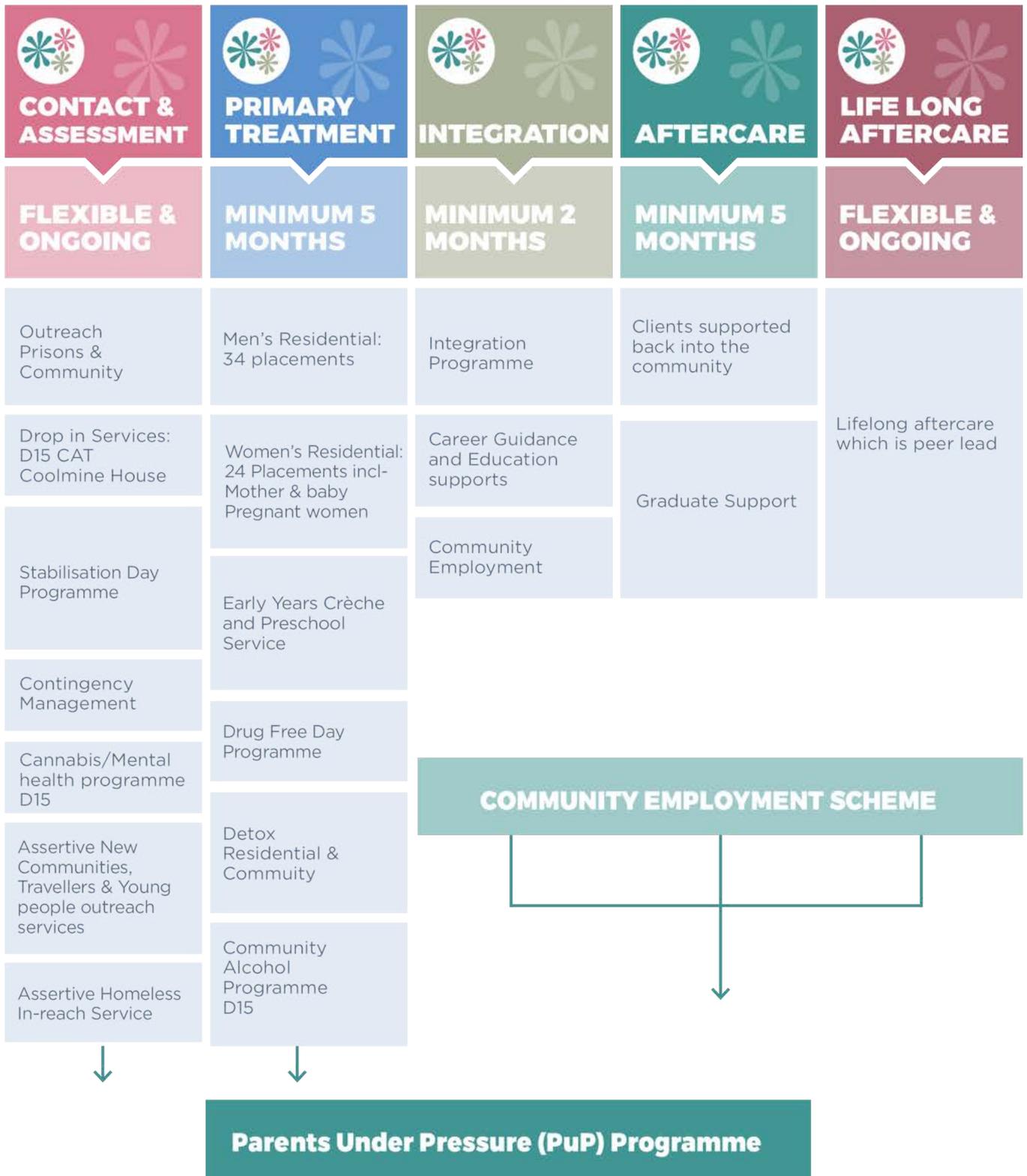
## Human Impact

### Residential Services



### Recovery Support Services





**RECOVERY SERVICES**  
 Nursing and medical services  
 Counselling and Psychotherapy support  
 Housing and Resettlement support  
 Client Participation Strategy- weekly service user feedback meetings & six weekly organisation wide client forum meetings  
 Psychiatric Services

**FAMILY SUPPORT SERVICES**  
 Weekly open support groups; one to one support  
 Mindful based Stress Reduction

## CONTACT, ASSESSMENT & STABILISATION

### Services Provided:

- Outreach and assessment in the Irish Prison estate
- Outreach and assessment in the community
- Assertive Outreach Travellers and New Communities (North County Dublin & D15)
- Assertive Homeless In-reach worker North and South Inner-City Dublin
- Assertive Homeless In-reach team North East Inner City
- Drop in service and HSE needle exchange at Coolmine House, Dublin 2
- Pre-entry groups in Dublin 1, Dublin 2, Dublin 15 and Cork
- Stabilisation Day Programmes
- Drop in service at D15 Community Addiction Team

# 9000+

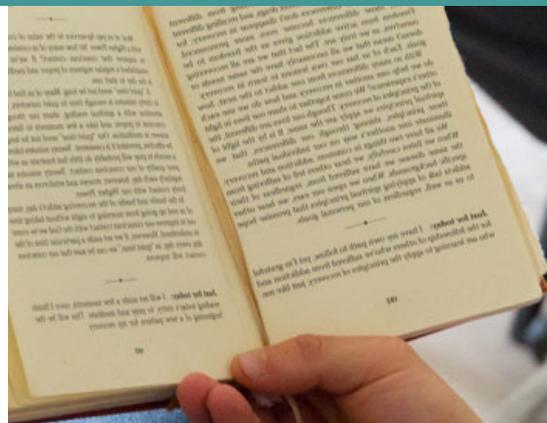
Support Contacts Provided

# 77

Clients supported by our  
Assertive Homeless In-reach  
service

# 94

Individual engagements  
Assertive Travellers and New  
Communities Outreach  
service



*The environment we live in has a huge influence on our well-being, this is particularly so for individuals in recovery. The ability to be able to move away from friends and environments that are associated with trauma and drug use is a huge recovery capital resource.*

## PRIMARY TREATMENT SERVICES

### Services Provided:

- Residential methadone detoxification placements
- Men's residential service, Coolmine Lodge
- Mother & Child and Women's residential service, Ashleigh House



# 180

Men & Women supported in residential treatment

# 40

Female clients were mothers and engaged in Parents Under Pressure Programme

# 64%

Retention Rate

”

*It is much easier to hold onto your recovery when you have responsibilities, and meaningful connections with others, and a good sense of your own identity, skills and positive attributes.*

## COMMUNITY & DAY SERVICES

### Services Provided:

- Contingency Management Programme
- Assessment for residential and/or community detox
- Cannabis Mental Health Programme
- Community Alcohol Programme
- New Communities & Travellers Outreach Service
- Community Case Management
- Stabilisation Day Programme
- Drug Free Day Programme

# 1600+

Pre-Entry Group Support  
Placements

# 188

Step down, Aftercare &  
Graduate progressions

# 229

Individuals supported in D15  
Community Addiction Team



”

*"We experience responsibility in roles in the community, and this builds up trust between the clients and staff. Your peers come to trust you and each other. We get the opportunity to run our own groups, so we're supporting each other at all times."*

## GOVERNANCE

Coolmine Therapeutic Community CLG (Coolmine) is constituted as a company limited by guarantee without a share capital. Its purpose, objectives and how it conducts its business are set out in its Memorandum and Articles of Association which establishes the objects and powers of the company. The Company is registered with the Charities Regulator and has charitable tax status with the Revenue Commissioners CHY 5902.

Coolmine's Board members, management and staff are focused on delivering quality outcomes. Our vision is that everyone should have the opportunity to overcome addiction and live a fulfilled and productive life – in practical terms this means being with family, friends and positive relationships, in housing, with a job or in education or training. This is where our services are targeted.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

Coolmine is committed to maintaining high standards of corporate governance and stewardship and has taken action to ensure that the organisation is fully compliant with the principles outlined in the requirements of The Governance Code for the Community, Voluntary and Charitable Sector, and the Charities Governance Code issued by the Charities Regulator.

We comply with the Statement of Recommended Practice for Accounting & Reporting by Charities (SORP) alongside the Governance Code and Fundraising Principles and the General Data Protection Regulations. Members of the Board of Directors, all of whom are non-executive, are drawn from diverse backgrounds and bring a broad range of experience and skills to the Board's deliberations.

A review of the organisation's compliance with the principles of each Code is conducted annually.

Coolmine recognises that active compliance is an ongoing and continuous task where, as an organisation, we seek to achieve constant standards of excellence.

### BOARD STANDING COMMITTEES

The board is assisted in its work, ensuring good governance and quality service delivery is maintained, through sub committees and working groups. Board sub-committees comprise of Board Directors and external co-optee's for expertise, where required.

In 2019, the following Board Standing sub-committees met quarterly:

#### Audit & Risk Committee

Patricia Doherty (Chair), Sean Hosford, Eddie Matthews and Seamus Dillon (Chief Risk Officer, Rehab).

#### Finance Committee

Jim McKeon (Chair), Carthage Conlon, Brendan Rogers, Eoin O'Loughlin, Liam Bergin and Pauline McKeown (in attendance).

#### Nominations And Evaluation Committee

Alan Connolly (Chair), Carthage Conlon, Patricia Doherty, Pauline McKeown (in attendance).

#### Clinical Quality And Safety Committee

Dr Sarah Morton (Chair), Jo Hanna Ivers (TCD), Suzi Lyons (HRB), Mark Kennedy (MQI), Lisa Larkin and Pauline McKeown in attendance.

#### Research Advisory Group

Dr Mary Galvin (Chair), Anita Harris and Pauline McKeown (in attendance) Terms of Reference for all sub committees of the board were reviewed in 2019.

### BOARD OF DIRECTOR CHANGES

In 2019 there were ten directors who served on the Board of Coolmine.

- Neil Bolton resigned from the board March 2019.
- Sean Hosford resigned from the board September 2019.

Board Director	Meetings Attended (Eligible meetings in 2019)	Subcommittee Meetings Attended (Eligible in 2019)
Alan Connolly (Chair)	5 (5)	1 (1)
Neil Bolton (Vice Chair)	0 (1)	0 (0)
Carthage Conlon (Secretary)	4 (5)	5 (5)
Eddie Matthews	4 (5)	2 (3)
Dick Brady	4 (5)	0 (0)
Sean Hosford	1 (2)	1 (2)
Patricia Doherty	4 (5)	4 (4)
Jim McKeon	5 (5)	5 (5)
Mary Galvin	4 (5)	4 (4)
Sarah Morton	4 (5)	4 (4)

## BOARD OF DIRECTORS

### STRATEGIC PLAN IMPLEMENTATION

Our 2019 to 2022 Strategic Plan, Pathways to Recovery was launched in May 2019. The Strategy has 5 core objectives and 21 key performance indicators with target dates which are monitored through a Strategic Planning Implementation Tracker.

A Strategic Planning Implementation Group (SPIG's), led by the Head of Services, meet quarterly to monitor and ensure the implementation of the strategic objectives. There is a subcommittee assigned to each of the 5 objectives who meet regularly to ensure KPI's are met. To date we have achieved more than 50% of our Strategic actions with 11 of the 21 KPI's complete. A report on Strategic Plan implementation is a key item on every Board meeting.

### QUALITY AND STANDARDS

Coolmine is committed to upholding the highest quality, standards and compliance in our service delivery.

We work within the following quality standards and compliance:

- Royal College of Psychiatrists (UK) Community of Communities Quality Standards (CCQI)
- Quality in Alcohol and Drugs Service Standards
- Safer Better Healthcare
- Children First Guidelines
- Tulsa Early Years and Pre-school Service Inspection
- National Social Inclusion Office – Competencies Framework
- SICDATF Quality Framework Project

Coolmine maintained professional, collaborative and responsive relationships with statutory funders during 2019. This included regular meetings with Health Service Executive National Social Inclusion and Community Healthcare Areas, Probation Service and various government departments.

Coolmine is a leading provider of treatment and rehabilitation services in Ireland and values the close working relationship with peer organisations to ensure that pathways of care for our clients and their families are provided in their community. Coolmine furthers this aim through our membership and representation at the National Voluntary Drug and Alcohol Sector, East Coast Cluster Sector, Homeless Network and Local Drug and Alcohol Task Forces. These forums provide opportunities to enhance care pathways, explore collaborative partnerships to improve service delivery, receive updates and legislative and policy changes. In addition, clinical expertise at our Clinical, Quality & Safety Board Sub-Committee safeguards Coolmine's adherence to compliance and legislative changes.



Alan Connolly  
Chairman



Carthage Conlon  
Company Secretary



Eddie Matthews



Dick Brady



Sarah Morton



Mary Galvin



Patricia Doherty



Jim McKeon

And our sincerest thanks to our  
resigning board members:



Sean Hosford



Neil Bolton

## PARTNERS, FUNDERS & SUPPORTERS

Coolmine supporters are our lifeline. Some have been with us from the very start and others have donated funds to support us with specific projects over the decades. In 2019 our partners, funders and supporters helped us to stand stronger together.

Amongst all our funders and partners we would like to say a specific thank you to:

- Department of Justice and Equality via Probation Service
- Health Service Executive
- Department of Health
- Fingal County Council
- Dublin City Council
- Department of Social Protection
- Local Drug and Alcohol Task Forces
- Community Foundation Ireland
- Léargas
- Dublin Port Company
- Mallinckrodt
- Mediolanum
- CJK Engineering
- Strandum HR
- Tradfest
- Deloitte
- Kidology
- Alexion
- Harvey Norman
- Workday

Throughout 2019 we worked with several agencies who enable us to provide the high standards of recovery services for which Coolmine is known. These include Ana Liffey Drugs Project, Arbour House Cork, Business in the Community, Community Employment Schemes, CKU Addiction Counselling Service, De Paul Ireland, Dublin Simon Community, Focus Ireland, Irish Prison Service, Merchants Quay Ireland, Novas, Probation Service, Peter McVerry Trust, Tallaght Rehabilitation Project and Tolka River Project.

Coolmine had a busy events schedule in 2019 which would not be possible without key supporters. A sincere thank you to our Voyage of Recovery partners, Dublin Port Company and Sailing into Wellness. Your generosity has enriched the recovery journey of our clients. We would like to thank St Brigids Choir and the Blanchardstown Brass Band for their participation in our annual Christmas Gala Concert.

We would like to thank all of you who generously donate monthly through our 'Friends of Coolmine Campaign'. We would also like to thank our community of fundraisers who took part in challenges, shook buckets and packed bags in order to raise money for Coolmine. Thanks also to all the clients and staff who go beyond the call of duty by giving of their time and energy to help out at fundraising events.

Coolmine express a sincere thank you to staff of CJK Engineering, Alexion, Deloitte, Mallinckrodt Pharmaceuticals, Mediolanum, Strandum HR for their appreciated support. For the volunteer hours and resources given to upgrade our facilities we are deeply grateful. Also, we extend our thanks to our partners Mediolanum, Mallinckrodt and CJK Engineering for their support to the management team in our public relations, communication and promotions- thank you.

We, as always, would like to thank those in the media who helped us highlight the issues surrounding addiction and our work helping and supporting people through recovery. Finally we would like to thank everyone who supported Coolmine in 2019 – every donation, big and small, makes an important difference in vulnerable lives. Thank you all.





## VOYAGE OF RECOVERY 2019

We were delighted to set sail on our 3rd Irish Sea Voyage of Recovery, on the evening of 25th September, 2019, involving 24 clients who participated in a sailing 4 day round voyage from Kinsale harbour to Dublin and back on board a 37ft yacht.

The Voyage of Recovery is a programme which provides opportunities for those with drug and alcohol addiction problems to develop skills and build confidence through sailing. The programme, a partnership between Coolmine and Cork-based Sailing Into Wellness, supported by Dublin Port Company, had its inaugural Voyage in 2017.

Sail training refers to time spent at sea designed to develop personal growth and social change. Sail training is internationally recognised as a

therapeutic tool for addressing issues such as social inclusion, mental health and addiction issues.

The live-aboard voyage gives clients an experience of freedom and self-sufficiency as we live, eat and sleep on a boat. On-board everyone is treated equally (skippers, group leaders, participants) and we all join in on all aspects of life at sea. Clients develop their sailing skills, are introduced to navigation and become involved in controlling the yacht and decision making.

There is a tangible sense of positive physical and mental well-being from the voyage. Mutual respect, building confidence and sharing positive social experiences are key outcomes.





## ERICA'S STORY

My name is Erica Prendergast and I am a graduate of Coolmine. I came in to Ashleigh House in 2018 because of addiction. My life was unmanageable and I had to do something about it.

While in the second phase of Coolmine I was offered a place on the Sailing into Wellness Programme. This was to be four days training in Howth Marina learning how to sail. Coolmine knew I had a passion for water and this was to be the start of something magical. While I was doing this I received a phone call from my key worker to ask would I like to join a tall ship sailing from Belfast to Liverpool.

I honestly had no idea how much life was about to change for me when I went on that first voyage. After that voyage I got in touch with Sail Training Ireland to thank them for the opportunity to sail.

Since that voyage I have been on four others and one which was a voyage to Santander in Spain. Sail training Ireland gave me a chance to do work experience in Malahide Marina.

Since that first time with Sailing into Wellness I knew I wanted a career at sea. I am now currently working my way up to become an able sea woman. Recently, I passed my efficient deck hand course in Donegal. I have a bit to go yet but I'm getting there.

Recreation and leisure in recovery is important as it shows the client that there can be fun in recovery. Sailing into Wellness introduced me to something I would never have dreamed of. Thanks to them and Sail Training Ireland I now have a direction and a passion in life.

## FINANCIAL REVIEW

The statement of Financial Activities and Balance Sheet for the year ended 31st December, 2019, are set out on pages 25 to 28. The deficit for the year after providing for depreciation amounted to €57,300 which compares with a surplus for the prior year of €11,778.

### Incoming Resources – Where we received our income

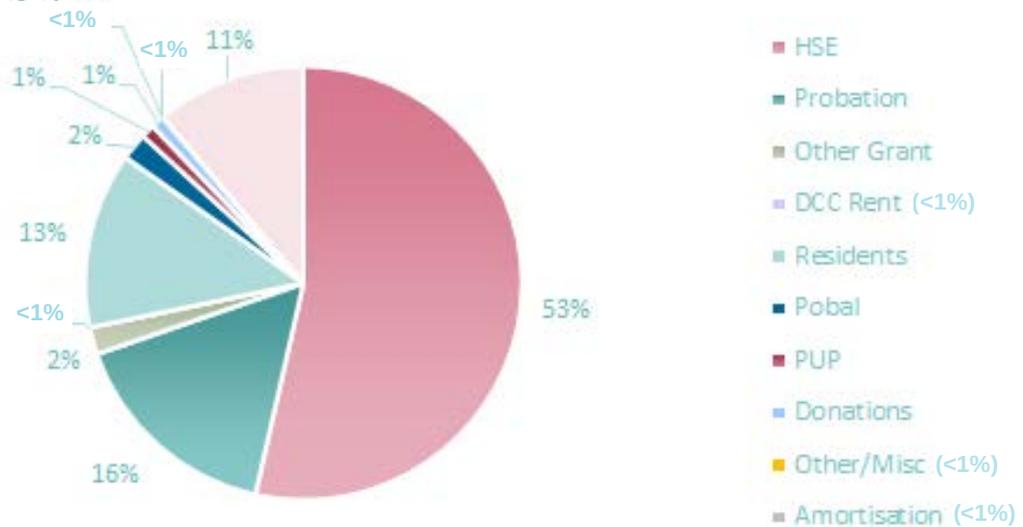
Income for 2019 was €3,735,864 compared to €3,507,814 in 2018.

The work of Coolmine would not be possible without the continuing support of funders. Principal funders include

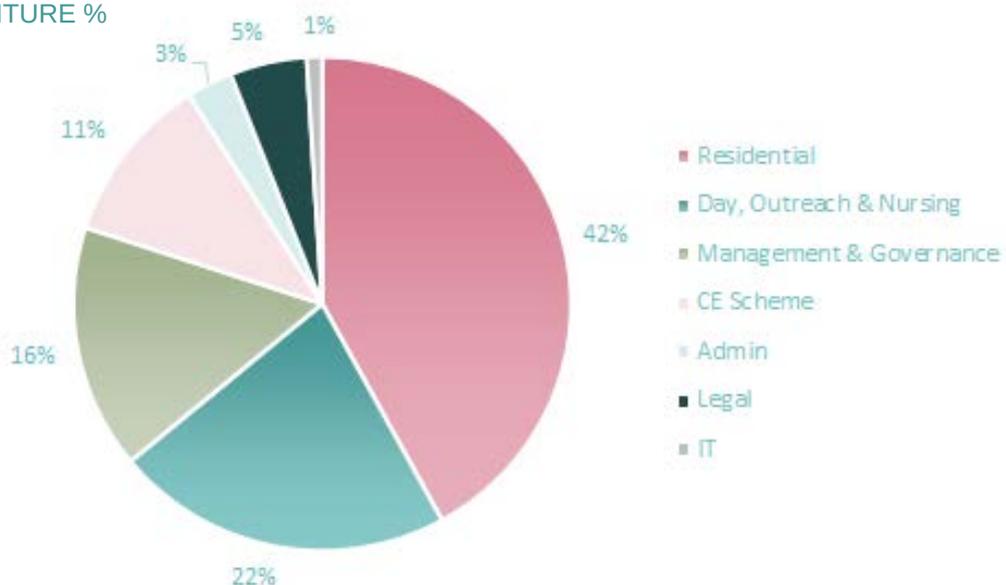
Health Service Executive/Department of Health (53%), Department of Justice & Equality via the Probation Service (16%) Department of Social Protection — CE Scheme (11%) and Dublin City Council (<1%).

In addition, Coolmine's income is supported by resident contributions (normally the redirection of welfare benefit to Coolmine whilst they are in our residential services) (13%), Parents Under Pressure income (1%), Pobal income (2%), other grant income and capital grant income (2%) and community fundraising and donations (1%).

### SOURCES OF INCOME AS %



### AREAS OF EXPENDITURE %



### Resources Expended – Where we expended our Funds

Expenditure incurred for 2019 was €3,793,164 compared to €3,496,036 in 2018, an increase of €297,129. The incoming resources are wholly applied to support the mission of Coolmine and to ensure that robust governance and stewardship procedures exist to safeguard clients and other stakeholders.

Income is adequate to maintain services, but resource constraints do restrict the nature of the service and there is scope to do more if resource provision increased. Likewise, we carry some risks due to funding constraints and these are outlined in the Governance Section under Principle Risks & Uncertainties.

Areas of Expenditure 2019	Staffing & Related Costs €,000	Other €,000	Total €,000
<b>Residential Services</b>			
Coolmine Lodge (Men's)	552	244	796
Ashleigh House (Women & Children)	<u>565</u>	<u>223</u>	<u>788</u>
<b>Sub-Total</b>	<b>1,117</b>	<b>467</b>	<b>1,584</b>
<b>Day Services</b>	493	61	554
<b>Other Service Supports</b>			
Management & Governance (including Clinical Governance)	542	65	607
Nursing	132	11	143
Outreach & Community Houses	94	41	135
CE Scheme	<u>395</u>	<u>19</u>	<u>414</u>
<b>Sub-total</b>	<b>1,163</b>	<b>136</b>	<b>1,299</b>
<b>Organisational Support</b>			
Legal, Insurance, Audit & Depreciation	0	187	187
IT Systems & Support	34	10	44
Administration	<u>76</u>	<u>49</u>	<u>125</u>
<b>Sub-total</b>	<b>110</b>	<b>246</b>	<b>356</b>
<b>Total</b>	<b>2,883</b>	<b>910</b>	<b>3,793</b>

#### Reserves Policy

The Board of Directors have examined Coolmine's needs for reserves in light of the main risks to the organisation. It has established a policy that the charity should maintain available reserves (namely reserves not committed or invested in tangible fixed assets) at a level equivalent to 13 weeks expenditure, in order to meet the working capital requirements of the charity.

At 31 December 2019 these reserves stood at €581,014 representing 8 weeks of expenditure.

#### Designated Reserves

In addition to the general reserves policy above, Coolmine also has a designated reserve of €20,000. This represents the balance of an original amount of €50,000 which was a legacy from the estate of previous Chairman Bill Foley of which €30,000 supported the extension to the Creche in Ashleigh House completed in 2017 and the balance will support the work of the women's residential service by €5,000 per annum for the 4 years to 2021.

#### Auditors

BCK Audit Accounting & Tax Limited resigned as auditors and the directors appointed PKF O'Connor, Leddy & Holmes Limited.

PKF O'Connor, Leddy & Holmes Limited have expressed their willingness to continue in office in accordance with the provisions of section 383(2) of the Companies Act 2014.

#### Accounting Records

To ensure that adequate accounting records are kept in accordance with sections 281 to 285 of the Companies Act 2014, the directors have employed appropriately qualified accounting personnel and have maintained appropriate computerised accounting systems. The accounting records are located at the company's office at 7 Ringwood Centre, Damastown Close, Damastown Industrial Park, Dublin 15.

#### Future Developments

The principal objective of the business will remain as the operation, administration and support of therapeutic programmes.

## PRINCIPAL RISKS AND CHALLENGES

### FUNDING

The most significant risk facing Coolmine is unsustainable service delivery due a reduction in core funding. Coolmine is fully dependent upon it's current funding base to maintain services. Funding from state organisations accounts for 80% of our total income. This is just about adequate to maintain services at current levels and does not allow for increased support services needed in an increasingly compliance-driven environment. Any reduction in funding will threaten front line services. This position has resulted in the decision to suspend our Recovery through Nature (RtN) project in 2019 as it was operated from within existing resources. Any service adaptations or growth of new services shall be on a full cost model in 2020. In Coolmine we manage this risk through open, transparent and regular communication with our funders. In addition, we actively seek funding from alternate sources to safeguard service delivery. We have a clear target to deliver 7% new non-restricted annual income to sustain and grow service delivery.

### STAFFING

Coolmine expanded its service provision during 2019. In parallel with this process we have conducted a full audit and risk programme of work to ensure and safeguard that the best possible service is delivered to our clients and their families. Internal audit, Clinical governance, quality standards, compliance with legislative requirements and quality assurance are incorporated into operational practice and reviewed regularly. As a consequence of these developments an emerging risk is key person dependency.

In 2020, we shall continue the process aimed at defining the key tasks and competencies required in order to upskill staff and reduce key person dependency. A further risk for Coolmine is the loss of experienced staff due to increased employment opportunities, namely more attractive salaries, externally. It is expected wage movement will be a factor in future years and increased funding will be required if Coolmine is to meet reasonable expectations to secure and retain competent staff. At Coolmine, our staff represent our service provision. They deliver and require continual professional

development and supports to be innovative and strong in their performance. We are focusing on core staff training, development and well-being supports during 2019-2022.

Coolmine operates to the highest standards of governance and stewardship to ensure the highest level of care for people who are engaged with our services.

The Board of Directors has put in place appropriate systems and procedures to manage risks actively through

- Audit & Risk committee work programme
- Internal audit programme
- Clinical Quality & Safety Committee
- H&S programme
- Triple lock of good governance recommended by the Charities Institute of Ireland and the Charity Regulator – namely compliance with the Statement of Recommended Practice for Accounting & Reporting by Charities (SORP) and the Charities Governance Code.

Coolmine recognises that active compliance is an ongoing and continuous process and we seek to achieve continuous improvement.

During 2019 we have focused on our capacity to achieve compliance with legal, statutory and regulatory compliance and active review of our risk register. With increasing compliance for the charity sector in terms of governance and funder service arrangements, this is continually reviewed through the work programme of our Audit & Risk committee, internal audit programme, Health and Safety audits and workflow as well as our GDPR portal/action plan. During 2020/2021 we shall seek to increase resources for our compliance and quality standards work programme.

In 2019, we commissioned leadership and performance development specialist Corina Grace of Grace Consulting to review Board effectiveness at a specially convened Board away day where we also reviewed Directors' roles and duties.

## QUALITY ASSURANCE

Clinical risk management and clinical safety are reviewed quarterly at the Clinical Quality and Safety Board committee. This quality assurance work includes continual review of our safeguarding controls to mitigate against the risk of harm to any child residing and visiting our services due to the nature of our services. Quarterly reviews of Tusla Child Safeguarding standards, regulations and legal compliance are conducted to ensure compliance in our governance and operational practice, including Children First training for all staff and Designated Liaison Persons in place in Coolmine. In addition, we have a safeguarding vulnerable adults' policy, complaints policy, protected disclosures and disciplinary procedures in place.

For over a decade Coolmine has had an active client participation strategy in place. It has evolved and developed over the years, however the key component that has remained is the Client Coordinator. Their role is to facilitate bi-weekly client meetings across all our services and represent our client's voice to the management team each week and in quarterly reports to the Board. The aim of this strategy is to formally and informally exchange views,

monitor service delivery to all our clients, discuss difficulties in service provision, resolve problems and suggest improvements for Coolmine at both a local and strategic level. The Client Coordinator reports directly to the Board.

## HEALTH AND SAFETY

During 2019 we have seen an increase in challenging behaviour amongst our clients due to changes in drug of choice. In 2019 we reviewed our lone working policy and have increased our staffing presence at night in our residential services. In addition, we have implemented regular Managing Challenging Behaviour training for our staff, to mitigate further against this risk.

Our main operations take place in old buildings which require continuous maintenance to ensure they are fit for purpose. To a large extent this operational requirement is unfunded and presents a challenge to management to protect the health and safety of staff, clients and visitors. We need to ensure that adequate facilities are in place to conduct our service activity and provide safe, suitable and comfortable living accommodation in residential services.



COOLMINE THERAPEUTIC COMMUNITY STATEMENT OF FINANCIAL  
ACTIVITIES (A COMPANY LIMITED BY GUARANTEE, WITHOUT A  
SHARE CAPITAL)  
FOR THE YEAR ENDED 31 DECEMBER 2019

	Notes	Unrestricted 2019 €	Restricted 2019 €	Total 2019 €	Total 2018 €
<b>Income &amp; Endowments from</b>					
Donations and sundry income	8	54,236	-	54,236	111,097
Resident Contributions	8	480,687	-	480,687	508,810
Government grants		-	3,200,941	3,200,941	2,887,694
Investment income		-	-	-	213
<b>Total Income</b>		<b>534,923</b>	<b>3,200,941</b>	<b>3,735,864</b>	<b>3,507,814</b>
<b>Expenditure On</b>					
Raising funds	9	518	-	518	1,888
Staff costs	9	351,066	2,561,909	2,912,975	2,638,393
Administration & Occupancy Costs	9	99,013	401,513	500,526	507,022
Direct Costs	9	43,155	258,239	301,394	275,669
Professional costs	9	11,133	66,618	77,751	73,064
<b>Total Expenditure</b>		<b>504,885</b>	<b>3,288,279</b>	<b>3,793,164</b>	<b>3,496,036</b>
<b>Net Surplus/(deficit)</b>		<b>30,038</b>	<b>(87,338)</b>	<b>(57,300)</b>	<b>11,778</b>
<b>Transfers between funds</b>		<b>(87,338)</b>	<b>87,338</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>(57,300)</b>	<b>-</b>	<b>(57,300)</b>	<b>11,778</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		649,469	821,421	1,470,890	1,459,112
Adjustments to balance brought forward	22	647,580	(647,580)		
<b>Total funds brought forward (restated)</b>	22	<b>1,297,049</b>	<b>173,841</b>	<b>1,470,890</b>	<b>1,459,112</b>
<b>Total funds carried forward</b>		<b>1,239,749</b>	<b>173,841</b>	<b>1,413,590</b>	<b>1,470,890</b>

COOLMINE THERAPEUTIC COMMUNITY  
(A COMPANY LIMITED BY GUARANTEE, WITHOUT A SHARE CAPITAL)  
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2019

	Notes	2019 €	2018 €
<b>Non-Current Assets</b>			
Property, plant and equipment	12	<u>1,958,349</u>	<u>1,982,258</u>
<b>Current Assets</b>			
Receivables	13	86,558	83,856
Cash and cash equivalents		<u>581,014</u>	<u>359,550</u>
		<u>667,572</u>	<u>443,406</u>
<b>Payables: Amounts falling due within one year</b>	14	<u>(552,013)</u>	<u>(264,164)</u>
<b>Net Current Assets</b>		<u>115,559</u>	<u>179,242</u>
<b>Total Assets less Current Liabilities</b>		2,073,908	2,161,500
Amounts falling due after more than one year	15	<u>(660,318)</u>	<u>(690,610)</u>
<b>Net Assets</b>		<u>1,413,590</u>	<u>1,470,890</u>
<b>Reserves</b>			
Restricted funds	22	173,841	821,421
Unrestricted funds	22	<u>1,239,749</u>	<u>649,469</u>
<b>Total funds</b>		<b>1,413,590</b>	<b>1,470,890</b>

COOLMINE THERAPEUTIC COMMUNITY  
(A COMPANY LIMITED BY GUARANTEE, WITHOUT A SHARE CAPITAL)  
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2019

	Notes	2019 €	2018 €
<b>Cash flows from operating activities</b>			
Surplus/(deficit) for the year		(57,300)	11,778
Adjustments for:			
Finance income		-	(213)
Depreciation		110,283	85,713
Amortisation of government grants		<u>(30,292)</u>	<u>(36,032)</u>
		22,691	61,246
Movements in working capital:			
Movement in receivables		(2,702)	21,948
Movement in payables		<u>287,849</u>	<u>(118,788)</u>
Cash generated from operations		<u>307,838</u>	<u>(35,594)</u>
<b>Cash flows from investing activities</b>			
Interest received		-	213
Payments to acquire property, plant and equipment		<u>(86,374)</u>	<u>(103,965)</u>
Net cash used in investment activities		<u>(86,374)</u>	<u>(103,752)</u>
<b>Net (decrease)/increase in cash and equivalents</b>		<b>221,464</b>	<b>(139,346)</b>
<b>Cash and cash equivalents at beginning of financial year</b>		<u>359,550</u>	<u>498,896</u>
<b>Cash and cash equivalents at end of financial year</b>	20	<b>581,014</b>	<b>359,550</b>

# INDEPENDENT AUDITOR'S REPORT

Report on the audit of the financial statements

## Opinion

We have audited the financial statements of Coolmine Therapeutic Community ('the company') for the year ended 31 December 2019 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Changes in Equity and the Statement of Cash Flows. The financial reporting framework that has been applied in their preparation is Irish Law and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In our opinion the financial statements:

- Give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2019 and of its surplus for the year then ended;
- Have been properly prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and
- Have been properly prepared in accordance with the requirements of the Companies Act 2014.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAS (Ireland)) and applicable law. Our responsibilities under those standards are further described in the

Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the Provisions Available for Audits of Small Entities, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAS (Ireland) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast

significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

## Other Information

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our Auditor's Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that:

- in our opinion, the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- in our opinion, the Directors' Report has been prepared in accordance with the Companies Act 2014.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit. In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited. The financial statements are in agreement with the accounting records.

## Matters on which we are required to report by exception

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors' Report. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of

directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

#### Respective responsibilities

Responsibilities of directors for the financial statements As explained more fully in the Directors' Responsibilities Statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to the going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operation, or has no realistic alternative but to do so.

#### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAS (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

#### Further information regarding the scope of our responsibilities as auditor

As part of an audit in accordance with ISAS (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive of those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume any responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Tony Kelly  
for and on behalf of PKF O'Connor, Leddy & Holmes Limited Certified  
Public Accountants and Statutory Audit Firm Suite 4&5,  
Bridgewater Business Centre, Conyngham Road,  
Islandbridge, D08 T9NH

## PADDY'S STORY

I arrived to Coolmine Treatment Centre on 14th February, coming from Castlerea prison. I came seeking help with my addiction problems, anger, trauma and loss in my life.

I've always wanted to help others avoid going down the same road I did in life. To do that, I knew I needed to learn how to read and write.

I chatted with Frank Torpey in Coolmine and told him that my goal was to work in Pavee Point supporting people in addiction. So he made an appointment for me with the adult learning centre in Blanchardstown.

It was so hard. I kept feeling that I couldn't do this and thinking I would never be able to as I have cerebral palsy and I always put myself down.

But I just kept listening and showing up and before I knew it, I started to understand. Then I started to do more work with two other Coolmine staff members, Lorraine and Tina who really helped me with reading and writing. They also helped build me up for my social studies. So many times, I felt like just giving up or walking out, but Frank would always tell me "You can do it!" And he was right.

Today I'm working in Pavee Point. My reading and writing has improved so much. I know I did most of the hard work myself but I would never have been able to get where I am today only for Frank, my keyworker Lisa O'Leary and the staff in Coolmine who helped me have a second go in life.



# With your help we can reach out and save more people's lives.

## FUNDRAISING

Volunteer with us to help fundraise

Fundraise for us through your own event

Take part in organised event (e.g. marathons, mini marathon)

## COMPANIES

Involve your company

Payroll giving

Partnering with Coolmine

Staff volunteering opportunities

## WAYS TO DONATE

Online, in person or by post

Set up a Friends of Coolmine standing order

Become a major donor

Donate in memory

Leave a gift in your will





**No 7 Ringwood Centre  
Damastown Close  
D15 E8FH  
Tel: 01 8270003  
[www.coolmine.ie](http://www.coolmine.ie)  
[info@coolminetc.ie](mailto:info@coolminetc.ie)  
[www.facebook.com/coolmine](http://www.facebook.com/coolmine) tc**

Coolmine is a registered charity  
CHY 5902  
Charities Regulator Number 20009687  
Tax Number 00090286F