



# Merchants Quay Ireland

*A Community of Hospitality, Hope and Justice*

## Annual Review 2002

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*The Merchants Quay Project is a company limited by guarantee. Reg Charity No CHY 10311*

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# Who Are We? ■

Merchants Quay Ireland (MQI) is a community of hospitality hope and justice.

We are an independent voluntary organisation committed to providing support to homeless persons and drug users and towards working for social and economic justice for all.

MQI has its roots in the justice work of the Franciscans at Merchants Quay who have been working on the side of those suffering poverty and oppression for more than 700 years.

In this review you will see that there remains a strong link between the message of hope and justice being preached in Adam and Eve's Church and the work undertaken with homeless persons and drug users in our services around the country.

The MQI mission is to

- Create a place of safety, compassion and welcome for all who enter our doors and for those who live in the local community.
- Meet the needs of all service users through the imaginative development of high quality services.
- To establish support structures and resources for all who work at Merchants Quay to enable us all achieve our full potential in our various roles.
- To work for justice in our society to ensure that those who are excluded are given opportunities to recognise their value and worth as human beings.
- To collaborate with organisations and agencies, both statutory and voluntary, in advocating social change, in the service of our clients and in the creation of a more just and inclusive society.

We believe in and cherish the value of every human being in keeping with our commitment to social justice coming from our origins in the Franciscan Tradition.

## Our Values

- A commitment to justice and respect for all.
- Openness to listening and learning from those who come to us.
- The creation of structures that give voice to those affected by homelessness and drug use.
- Commitment to seeking consensus and ownership by all.
- Positive focus on the needs of clients who receive our services and the staff who provide them.
- A commitment to providing best quality of services for our service users
- The promotion of an ethos of justice within the working community and resident fraternity that will share resources and power and will promote mutual understanding of our common vision.

## Organisational Structures:

Merchants Quay Ireland consists of two companies (Franciscan Social Justice Initiatives and Merchants Quay Project) which are currently wholly owned by the Franciscans at Merchants Quay.

A single **Governing Body** with certain reserved functions (appointment of Directors, approval of organisational budget, purchase and sale of buildings, raising of loans) is responsible for the management of both companies. This is made up of five persons, three Friars and two non-friars. The Governing Body has charged the **Justice Management Team** with responsibility for overseeing the implementation of the organisations strategic plan.

# 2002 - The Year in Review ■

Looking back 2002 was an extremely busy year for Merchants Quay with a number of significant events and themes.

We started the year with a high profile visit from HRH Charles, Prince of Wales. He was here to see the work we do and meet some of our clients as part of his commitment to promoting corporate social responsibility with the “Business in the Community” organisation.

In the summer we hosted a hugely successful international conference on the issues of homelessness and drugs in Dublin Castle. It brought together international experts in these fields along with service providers from around the world to look at innovations in service development and best practice. The conference received much high profile media coverage and was instrumental in keeping the issues of drugs and homelessness in the public domain and on the political agenda.

These high profile events did not distract us from the main focus of our work – the provision of services to homeless people and drug users. We consolidated the relationships across our open access programmes with the appointment of a single manager for these services. This has helped us to enhance the services we provide to both homeless people and drug users by recognising the enmeshment of these issues and ensuring the transference of skills and support across the various programmes.

Our Open Access services provide the first point of contact for homeless people and drug users with support and treatment and represent the sharp end of our interaction with these issues. They remain extremely busy with approximately 1,600 individuals availing of our homeless facilities and a total of 3,842 individuals accessing our drug services of which 678 were new presenters. The continued high level of uptake of these services highlights in many ways the failure of current Government policy to adequately address these issues. While there has been a substantial and welcome increase in the level of service provision for homeless people and drug users, there still are large numbers of people in crisis and with nowhere to go, especially during day time, but also at night. Many of the drug users and homeless people who are still sleeping rough or who are visible on the streets during the day have multiple problems. Addressing the needs of this group presents the greatest challenge and it is in this area that the greatest deficit in service provision remains.

Here at Merchants Quay Ireland we are working with the most disadvantaged people in society. However, the recent economic downturn has led to Government cutbacks, leaving fewer resources to deal with the issues of homelessness and of problem drug use. It is the most vulnerable members of our society who suffer as a result of these cutbacks. This need not be the case. The decision to address poverty, to end homelessness and to effectively tackle the drugs crisis is a political choice rather than an economic one. The Government has promised that money will not be a barrier to addressing these problems and I call on them now to honour their commitments and ensure the funding of these vital social services.

*Tony Geoghegan*

**Director**  
**MQI**

# Services for Drug Users

## Reducing Harm

### Open Access Services

#### The Contact Centre

Here we work with drug users experiencing real crisis in their lives. Not all become drug free or progress onto other programmes but all are supported in striving for a better quality of life and receive help in minimising drug-related harm. Services include health promotion, needle exchange, advice on safer sex and safer drug use, safer injecting, general advice, information, referral and advocacy as well as holistic therapies.

**Health Promotion Unit:** The overall purpose of the Health Promotion Unit is to offer support and advice on a range of issues and to promote healthy behaviour among IV drug users. Ideally the Unit strives to eliminate risky injecting drug use. Where this is not possible, the Unit achieves its objectives by reducing the frequency of intravenous drug use, eliminating the sharing of injecting equipment, reducing the incidence of risky behaviour etc. There has been a sharp rise in attendances at our health promotion unit over the past three years:

Table 1. Attendance at HPU between 2000 and 2002.

	2000	2001	2002
<b>Total Visits</b>	15,512 M:12,361 F:3,151	20,262 M:16,767 F:3,495	24,058 M:19,727 F:4,331
<b>Regular Clients</b>	2,715 M:2,172 F:543	2,965 M:2,372 F:593	3,164 M:2,594 F:570
<b>New Clients</b>	645 M:507 F:138	683 M:550 F:133	678 M:570 F:108

**Women's Project:** Since 1998 MQI has been providing a specialised service targeted at vulnerable female drug users. This service is based within the Contact Centre and is targeted at the increasing numbers of women attending for help. The Women's Project offers one to one support, weekly group support and targeted advice.

**Outreach Service:** The aim of this service is to allow us make contact with drug users not engaged with services, make referrals to Merchants Quay Ireland services as well as to other external agencies. In 2002 the outreach team contacted vulnerable drug users on the street, collected used needles and syringes and also liaised with local community groups, the Gardaí, Dublin Corporation and others.

**Family Support Group:** The Family Support Group meets every week and provides a forum where parents, and other close relatives and friends of drug users are offered support and advice on a range of issues. The participants also provide support for each other; the group is continually open to new members joining. The group is also linked into the Citywide Family Support Network and this forum offers an opportunity to raise issues at a national level.

**Prison Visiting:** Merchants Quay Ireland endeavours to continue working with clients within the prison system. We offer support, advice and counselling with a particular focus on accessing appropriate post-release options. This process entails a close working arrangement with the probation and welfare service and with members of the legal profession.

## Towards Stability

### *Structured Support Services*

#### **Day Support Services**

Day Support Services are often first steps away from crisis drug use and towards stability. These are aimed at people who are currently using street drugs, or those recently engaged in treatment and seeking more stability and structure in their lives.

Services are as follows:

- Methadone Prescribing Treatment and Support
- Supportive Day Programmes offering therapeutic groups, life skills training, personal development work and pre-employment training to help drug users to reintegrate into society.
- The Gateway Programme provides one to one support linked to a range of leisure and learning opportunities.
- One-to-one Counselling assists clients to deal with emotional and psychological issues relating to their drug use.

In 2002 our staff and volunteers were able to offer effective drug treatment and other support services to more than 200 drug users.

## The Road to Recovery

### *Residential Services*

The Residential Programmes aim at providing easily accessible treatment for drug users who wish to become drug free. Clients can be self referred or may be referred from a wide variety of agencies across the country.

**High Park Residential Programme:** This is a 13-17 week fully residential programme designed to help participants to become and remain drug free. The emphasis is on assisting clients to gain insight into the issues which underpin their drug use and developing realistic measures to prevent relapse. The High Park programme offers individual care plans which, where necessary, incorporate in-house detoxification in partnership with community GPs, individual counselling, group therapy, educational groups, work assignments and recreational activities.

A total of 69 persons joined the programme in 2002. Of these 26 were admitted while in the final stages of their community detoxification. 19 (73%) successfully completed their detoxification. 30% of those admitted to High Park managed to successfully complete the full programme.

During 2002 the length of the High Park programme was changed from a fixed 13 week period to a flexible 13 – 17 week period. This change was made in order to make the service we provide more responsive to individual client needs and progress.

#### ***St. Francis Farm:***

This is a therapeutic facility which offers a long-term programme of up to twelve months duration for people with a history of problematic drug use. What makes St. Francis Farm unique is the fact that our programme is situated in a working farm environment. Clients gain work experience in animal care, vegetable production, and in general farming. As part of this programme we provide one to one counselling and group therapy. The programme includes educational and personal development opportunities. Residents can participate in computer training leading to ECDL certification and literacy classes take place on a weekly basis. Clients also receive training in Emergency First Aid, in life skills and budgeting

The St. Francis Farm programme had 21 participants in 2002, 6 women (average age 22) and 15 men (average age 30). 11 residents successfully completed 6 months or more and negotiated agreed follow up plans with staff. Three left the programme within two months by their own volition. 7 residents were due to complete the programme in 2003.

# Services for Homeless Persons

## Meeting Basic Needs

### *Open Access Services*

#### **The Fáiltiú Resource Centre**

In 2002 the Fáiltiú Resource Centre received funding from the Homeless Agency to extend its hours of opening. Initially the opening hours were extended to include Saturdays and Sundays as part of the cold weather strategy for the winter of 2001/2002. The hours of opening were gradually extended through the second half of the year as additional staff was taken on for this purpose.

There were approximately 54,000 visits to this open access services for homeless persons in 2002, representing an average of 149 visits every day. These visits were made by more than 1,600 individual service users.

**Information, Advice and Crisis Support Service:** This drop-in service includes assessment of clients' needs, advice and information on health, social welfare, emergency accommodation, long-term housing and other issues. This service provides information for homeless persons. In 2002 more than 2,800 supportive interventions with homeless clients took place. 810 were referred on to other services including social work services, medical services and income support and a variety of other matters.

**Meals Service:** homeless persons are offered two meals a day (Breakfast and lunch). Approximately 26,000 meals were provided in 2002.

**Primary Health Care Service:** MQI is working in partnership with the South Western Area Health Board to develop a primary health care service for homeless people. The new service will give access to a general practitioner, a dentist, nurses, a chiropodist and other health professionals. Crucially clients will have access to psychiatric and counselling services as part of this development. The new service began with the provision of a nursing service from February 2002. There were more than 1,700 nursing interventions with clients in 2002. 94% of those attending were homeless. The following issues were dealt with on an ongoing basis:

- Dressing abscesses
- Skin rashes from sleeping rough
- Safer injecting
- Burns
- Hair care
- Leg ulcers
- Rat bites
- Foot care
- Cuts and wounds

As well as providing direct nursing care, the primary health care nurse also makes numerous referrals to hospitals and to other health care professionals.

**Counselling Service for Homeless Persons:** The Counselling Service works at two levels – firstly providing a brief crisis counselling service targeted at clients in distress and secondly offering medium to long-term counselling by appointment. In addition we provide group support for homeless clients attending our day programmes. In 2002 40 clients availed of medium to long term counseling and dozens of others benefited from once off interventions.

## Assisting Personal Empowerment

### *Structured Support Services*

**Fáilteú Client Forum:** This Forum provides a voice for users of our homeless services. Meetings are held monthly and have an independent facilitator.

**Personal Development Programme (OASIS):** This is focused on both learning and leisure and incorporates such topics as personal development, holistic therapies, life skills, drama, film making, gardening and men's and women's support groups. One-to-one literacy tuition is also provided as is a FETAC/NCVA Foundation Level Communications and Mathematics course. 176 persons participated in Oasis activities in 2002. A highlight was the production of a short film "In the Can" by participants on this programme working with the support of the Irish Film Centre.

### *Settlement and Integration Services*

The aim of this service is to assist homeless people to settle and integrate into local communities.

**Settlement:** The Settlement Service is delivered to those seeking to move away from being homeless. We actively seek to include those who have a history of drug and alcohol problems. We work with homeless people from a variety of settings - rough sleeping, hostels, B&B's, short-term arrangements with friends/families and transitional and supported accommodation.

We use assessment interviews, individual support plans, one-to-one key working sessions, group support, personal development and life skills training and post settlement to assist our service users to find, access, and sustain long-term appropriate accommodation.

In 2002 we worked with 108 service users, compared to 60 in 2001. In 2002 72 service users experienced a positive and planned move towards settlement (either long-term or interim/supported/transitional accommodation) compared to 25 in 2001.

**The Integration Programme:** This innovative programme offers transitional accommodation to drug users who find themselves homeless after completing residential drug treatment. The programme aims at assisting the integration of former drug users into mainstream society by providing opportunities for those who have previously been drug/alcohol using to participate in group / one-to-one therapeutic sessions and activities. These clients have transitional accommodation in a house in the Dublin suburbs for a period of twelve weeks. During the first six weeks they participate in a programme which includes relapse prevention, life skills, vocational/career choices and group support. During the remaining weeks they are encouraged to access employment, training and longer-term accommodation. Post-integration support is made available to all participants. In 2002 there were 17 residents in the house.

**Pre-and Post-Settlement Support:** Our settlement and integration service was extended in 2002 to include an *open access support group* and a *drug free aftercare group* particularly targeted at meeting the needs of persons with drug and alcohol problems. In 2002, 27 individuals availed of the open access group where they received peer support in looking at their drug/alcohol use. 27 people attended the aftercare group where they received support in managing daily life whilst remaining drug free.



# Shared Services

## Offering Opportunities and Options

### *Training and Work Programmes*

**FAS – Community Employment Services:** MQI works in partnership with FAS to provide hands on training for prospective drugs workers and service users. This is done through a number of Community Employment (CE) projects based in our services. CE projects provides participants with skills that enable them to access long term work. In many cases our CE projects have often provided service users with their first experience of paid employment.

In 2002 a total of 150 persons participated in CE programmes at Merchants Quay Ireland.

#### **The CERT Training & Employment Project:**

MQI in conjunction with CERT (the State Tourism Training Agency) coordinated a training and employment project in General Catering Skills at Merchants Quay. This course leads to the award of an internationally recognised qualification. The course was aimed at clients of our homeless and drugs services.

In 2002, 19 clients completed CERT courses. 12 had been homeless at the time they joined the CERT programme, the remainder made contact through our drugs services.

The course proved very successful; 11 of the 19 participants found work at the end of the courses. Nearly 90% of the persons, who were homeless at the time of joining the programme, went on to find stable accommodation. This was primarily due to assistance given by the Settlement and Integration team who worked alongside the participants for the duration of the courses.

**The Education Equality Initiative (EEI):** Appropriate training and educational opportunities are central to the rehabilitation and integration of former and recovering drug users. In 2002 we were able to provide an easy access educational programme for clients participating in our stabilisation programmes. We also recruited 68 participants for our drugs awareness training programme aimed at community activists and health and educational professionals working in areas with high levels of problem drug use.

## Meeting Spiritual Needs

### *Spiritual and Church Services*

The Church of the Immaculate Conception (Adam and Eve's) is the Church for the Parish of Merchants Quay. The Franciscans are also involved in the management of St. Audoens National School and are kept busy with other work including baptisms, marriages, and visits to the sick. The parish of Merchants Quay is bounded by St. Augustine Street on the west, the river Liffey on the north, D'Olier Street to the east and Dame Lane to the south. This area contains a young and growing population, but the church attracts worshippers from all parts of the city.

All of the sacraments are available at the Church, with over 20 masses being said each week, and confession being available on a daily basis.

**New Appointments:** In September 2002 in the triennial meeting of the Franciscans Province in Ireland changes in personnel had an impact on our Church Services Team. Fr. Gerry Raftery Justice Director was appointed Director of Ongoing Formation for the Irish Franciscans and Fr. Rory O'Leary Parish Priest was appointed Guardian in the

# MQI's First National Conference 18th & 19th July 2002 Dublin Castle



Avril Bailey & Kathy Reily at the MQI information stand



Tony Geoghegan, Director MQI at the official opening of the conference



Gemma Cox, ARC Trinity College, Sean Cassin ofm NDST, Gabriel Kinahan ofm MQI, Niamh Randall, MQI & Niamh Ryder ARC, Trinity College at the conference dinner.



Above: Tony Geoghegan, Director MQI, Noel Aherne TD, Minister with responsibility for the National Drug Strategy, who officially opened the conference in Dublin Castle and Gerry Rafferty ofm, Justice Director MQI.

Below: Over 200 delegates attended the conference traveling from England, Scotland, Sweden, Australia, Italy the USA and of course Ireland.



Above: Rory O'Leary, Parish Priest Merchants Quay Church, Gerry Rafferty ofm Justice Director MQI and Tony Geoghegan, Director MQI, at the conference dinner.



# HRH, Charles, Prince of Wales visits MQI in Feb 2002



*HRH Charles, Prince of Wales chats with Brother Sebastian of the Franciscan Fraternity at Merchants Quay*



*Above and Below: 22 Chief Executives of Key Irish Companies came together at MQI with HRH, Charles, Prince of Wales and Business in the Community to discuss Corporate Social Responsibility*



*Above: HRH, Charles, Prince of Wales and Gerry Raftery of Justice Director, Merchants Quay Ireland.*



*Below: MQI presented HRH, Charles, Prince of Wales with an inscribed copy of the Annals of the Four Masters*



*Right: HRH, Charles, Prince of Wales visits MQI*



Franciscan Friary Cork. Fr. Gabriel Kinahan ofm Assistant Director of MQI was appointed Rector and Parish Priest of Merchants Quay Church. Fr. Kieran Cronin is the new Guardian of the Franciscan Fraternity and serves on the Justice Management Team. Fr. Philip Forker ofm was appointed new Justice Director.

**Bereavements:** Fr. John Hanley ofm who died in June was a tragic loss to the Fraternity and services in Merchants Quay Ireland. In addition to been a valued member of our Church Service Team John worked tirelessly for many years in promoting the Franciscan Missionary endeavour to Africa and Central America. May he rest in peace.

**Lent:** A series of Lenten Lunch Time Talks were organized, topics covered ranged from Relationships, Stress Management, Gardening the Soul, Suicide and the Cosmic Clown.

Reflections for Lent took place in St Anthony's Shrine 11.30 each day with Lectio Divina taking place in the Pastoral Center each Wednesday lunchtime.

**November:** In co-operation with the staff of Dublin City Council Resettlement Division a service of remembrance for homeless persons who died in the past year was held in the Pastoral Centre.

*Office of Remembrance for the Dead* took place each day during November in the Transitus Chapel. We also had the Lassus Scholars singing Faure requiem at the 11.30 Mass on the 4th November. Masses in remembrance of the dead included a special mass for deceased staff and clients of MQI and Masses associated with many of the surrounding businesses e.g. The Courts, Dublin Corporation, Dublin Institute of Technology, C.I.E. and others.

**The Secular Franciscan Order:** continued to meet on a monthly basis in the Church offering members the opportunity to "devote themselves to reading of the Gospel, going from Gospel to life and life to Gospel".

**Repository and Mass Office:** As ever large numbers of people come to our Repository and Mass Office to have masses offered for special intentions and to purchase religious goods.

## Promoting Organisational Development and Social Change

### *Research, Education and Development*

**Research and Communications:** The aim of this department is to increase the knowledge available on drug use, homelessness and related issues, to effectively evaluate the work of the organisation, to ensure that appropriate monitoring systems are in place and to take a leading role in developing highest quality standards across all of our services. The following projects were undertaken in 2002.

- *An Investigation into the Health Status of Drug Using Women:*
- *Maintaining or Enabling – An Evaluation of a Methadone Prescribing Service*

In 2002 this Department established Quay Times the MQI newsletter. In addition we regularly produced a wide range of information e.g. presentations, leaflets, information packs etc. In 2003 the research department will be carrying out two pieces of research on behalf of the National Advisory Committee on drugs.

- *Drug use among new communities in Ireland: an exploratory study*
- *Hometruths (Exploring drug use amongst the homeless population).*

**Campaigning & Policy Work:** In 2002 Merchants Quay Ireland supported measures to raise awareness of the issues of homelessness, problem drug use, poverty and social exclusion in a variety of fora most notably in policy oriented networks including the Voluntary Drug Treatment Network and the Voluntary Homeless Services Network, and

through them the Community Platform which has a role in national partnership negotiations as part of the Community and Voluntary Pillar. We also have representation on a variety of Drug Task Forces, on the National Advisory Committee on Drugs, the National Aids Strategy Committee and a variety of other similar bodies.

### **Homelessness and Problem Drug Use – Two Faces of Exclusion – Merchants Quay Ireland National Conference 2002.**

On the 18<sup>th</sup> and 19<sup>th</sup> of July 2002 MQI held its first ever national conference “**Homelessness and Problem Drug Use – Two Faces of Exclusion**” in Dublin Castle. The conference addressed the separate but related issues of homelessness and problem drug use and provided a good opportunity for practitioners and policy makers from different fields to get together and learn from one another.

There were more than thirty speakers at the conference addressing a broad range of issues. Keynote speakers included **Ethan Nadlemann**, Executive Director of the Drug Policy Alliance, USA, **Jane Fountain** Principal Lecturer (research) at the Centre for Ethnicity and Health, University of Central Lancashire, Preston, UK, **Bill Edgar** of the University of Dundee and **Tim Murphy** from the Dept. of Law at UCC, author of “Rethinking the War on Drugs in Ireland”.

The conference was fully subscribed with over 200 delegates present coming from England, Scotland, Sweden, Australia, Italy, the USA and of course Ireland.

### **Training**

**Training:** The Training Department addresses the training needs of all workers, paid and voluntary, at MQI and offers a high quality training service to other agencies that work with drug users and homeless people.

External training courses included the following: -

- *MQI / University College Dublin: Certificate in Drugs Counselling and Intervention Skills* - This is a one year course accredited by University College Dublin. A total of 33 persons graduated in 2002.
- *MQI / University College Dublin: Diploma in Drugs Counselling and Intervention Skills* - 20 students graduated in 2002.
- *Drugs Awareness Course* - This introductory course assists people working in a variety of different settings to respond effectively to the needs of drug users. More than 40 persons took up this course in 2002.
- *Drugs Policy in Homeless Services* – This two-day course was delivered as part of the Homeless Agency training programme. It was designed for those with a leadership role in homeless services who wished to explore policy development in relation to drugs and drug use by service users.
- *Young People and Drugs* – This introductory course is designed for staff and volunteers whose work brings them into contact with young drug users at risk of problematic drug use
- *Emerging Drug Issues* – This one-day course afforded workers an opportunity to ensure that they have the most up-to-date knowledge about drug issues. It explored certain drug issues in Ireland at present and discussed

relevant lessons learnt from an EU perspective.

**Staff Training:** The training department in MQI has an ongoing commitment to delivering quality training to MQI staff and developing a learning culture within the organisation.

One of the actions outlined in our strategic plan 2001-2003 is 'To ensure common core training for all staff' and in 2002 the training department delivered on that action.

Staff availed of a range of both accredited and non-accredited training options aimed at assisting them in developing skills for working with homeless people and drug users in the following areas:

- Advocacy Skills
- Health and Safety and First Aid
- Stress Elimination
- Rape and Sexual Abuse
- Drugs Awareness.
- Mental Health Issues
- Motivational Interviewing
- Suicide & Self Harm
- Brief Solution Focused Therapy

Staff were also supported in accessing external training and education opportunities. These ranged from one-day workshops, international conferences to various Certificate and Diploma options.

A Management Development Programme was also introduced in 2002 in order to support managers' continual professional development. Topics included:

- Interview & Selection Skills
- Leadership
- Teamwork
- Supervision & Performance Management
- Planning & Organisation
- Coaching & Performance

These positive steps are part of the continuing process of developing a learning culture in Merchants Quay Ireland. The training department will continue to promote and value learning in the organisation.

## Delivering Effective and Efficient Management

### *Finance, Administration, Fundraising and Human Resources*

**Finance:** Effective and prudent financial management continues to be a priority at MQI. It is essential that the financial resources of the organisation be managed so as to deliver the greatest level of quality services by achieving the best value for money.

The emphasis is on improving consistency and accountability across the organisation, integrating financial planning into overall strategic planning and providing high quality financial input into decision making at Merchant Quay Ireland.

**Fundraising:** Merchants Quay Ireland (MQI) set up a new Fundraising Department in November 2001 and a 3 Year Fundraising Strategic Plan was drawn up. This aims to see how Merchants Quay Ireland can maximize the amount of income from voluntary sources. In 2002 income from statutory agencies represented 80% of total income. With just 20% coming from voluntary sources we need to raise the levels of voluntary funding in order to meet increasing costs and to maintain our independence.

One of the main events we had in 2002 was the visit on February 14, 2002, of HRH, Charles, Prince of Wales to Merchants Quay Ireland at the behest of Business in the Community. Also in attendance were 22 Chief Executives of key Irish companies gathered to discuss corporate social responsibility and its relevance for business.

**Administration:** Merchants Quay Ireland has a centralised administration office which provides an efficient and comprehensive service to the entire organisation. Without it the organisation would not function effectively.

**Human Resources:** In 2002 there were 85 full-time and 75 part-time staff including Community Employment projects, providing a wide range of services at Merchants Quay Ireland. In September 2002 a Human Resources Assistant was appointed to develop best practice standards for human resource management in the organisation.

**Volunteers:** Volunteers have always been essential in the delivery of our services. In the early days the majority of staff were volunteers. Merchants Quay Ireland values the contribution and commitment that volunteers offer at all levels in the organisation. Merchants Quay Ireland appreciates the invaluable contribution made by their experience, knowledge, skills, vitality, diversity and dedication.

Merchants Quay Ireland volunteers work with multi-disciplinary teams providing services to drug users, homeless people and their families. It is fulfilling and challenging work and all volunteers are offered supervision, support and a comprehensive training programme.

In 2002 approximately 85 volunteers assisted in the work of Merchants Quay Ireland and their continued support and dedication is greatly appreciated.

**Financial Report:** The accounts of Merchant Quay Ireland are summarised below. These accounts cover the activities of the Church of the Immaculate Conception (Church), Merchant Quay Project Limited (MQP) and Franciscan Social Justice Initiatives Limited (FSJI). The latter two companies relate broadly to the organisation's drug and homeless services respectively.

**Income and Expenditure Accounts:** Total income and expenditure for the year ending 31<sup>st</sup> December 2002 were as follows:

	MQP	FSJI	Total
	£'000	£'000	£'000
Income	2,995	1,367	4,362
Expenditure	3,043	1,353	4,396
(Deficit)/Surplus	(48)	14	(34)

**Income:** Income from statutory agencies represents more than 80% of the income of MQP and FSJI. The remaining income in these companies was raised from grants and donations from grant raising trusts, from individuals, from the corporate sector and through other fundraising activities.

**Expenditure:** Total overheads increased by 18% in 2002. The increase is almost entirely attributable to increased levels of activity.

**Balance Sheets:** The Balance Sheets of MQP and FSJI are set out as follows:

## MQP

	2001 £'000	2002 £'000
<b>Fixed Assets</b>	<b>377</b>	<b>304</b>
Current Assets		
Debtors	705	651
Cash at Bank and on hand	147	1
	<u>853</u>	<u>652</u>
Less:		
Creditors: amounts falling due within one year	(774)	(627)
<b>Net Current assets</b>	<b>79</b>	<b>25</b>
Deferred Income	(201)	(122)
Net Assets	<u><b>255</b></u>	<u><b>206</b></u>
Represented by:		
<b>Accumulated Surplus</b>	<u><b>255</b></u>	<u><b>206</b></u>

## FSJI

	2001 £'000	2002 £'000
<b>Fixed Assets</b>	<b>205</b>	<b>238</b>
Current Assets		
Debtors	194	340
Cash at Bank and on hand	18	78
	<u>212</u>	<u>347</u>
Less:		
Creditors: amounts falling due within one year	(38)	(235)
<b>Net Current assets</b>	<b>173</b>	<b>112</b>
Creditors falling due after one year	(93)	(122)
Deferred Income	(286)	(215)
Net Assets	<u><b>1</b></u>	<u><b>13</b></u>
Represented by:		
<b>Accumulated (Deficit)/Surplus</b>	<u><b>1</b></u>	<u><b>13</b></u>



# Thank You ■

*“Actions speak more sweetly, persuade more easily, show others the way with more certitude. Though we speak with tongues of men and angels, but do not show charity, it profits us little and others not at all”*

2 Cel 2, CXXX1.

This year as in so many previous years our work at Merchants Quay has received enormous support from many people across the country and from all walks of life.

The **Friars at Merchants Quay** remain generous and caring hosts to our services. I would like to thank all the Friars for their continuing support and generosity.

I would like to thank the many kind persons who have sent us unsolicited and sometimes anonymous donations, and those who donate to St Anthony's Bread and other appeals in the Church. I wish to thank all those businesses who supported our **Christmas** and **Easter Appeals**. Thanks also go to the **Ireland Funds (particularly the Ireland Fund of Canada)**, the **Inner City Trust** and **Business in the Community**, all of whom gave practical expression to their commitment to play their part in helping us to tackle homelessness and problem drug use in Ireland.

I want also to thank those many people who supported our various other fundraising ventures this year.

**McConnell's Advertising** deserve special thanks for their generosity during our "Dealing with Drugs" campaign at Easter. I wish also to thank **Mary O'Neill** president of the Soroptomists of North Kildare who nominated Merchants Quay Ireland as one of the beneficiaries for their 9<sup>th</sup> Charity Golf Classic in the **K Club**. Thank you to **Terry Keaney** of Keaney Insurance who held a night at the Dogs in Harold Cross to raise funds for the Adam & Eve Church Roof Appeal. I also wish to thank all of the other contributors to that evening especially **Gerry Cruz** of Westguard Security for supplying all the raffle prizes and helping to make the evening a success. **Neil Jordan** and all who helped organise the film premiere of "The Good Thief" also deserve our thanks for what turned out to be a marvellous evening.

In addition, thank you to **Noel McComish** and the 5 Chefs of Fingal who held their Annual Golf Classic at Portmarnock Golf Links and donated half of the proceeds to Merchants Quay. The five chefs are **Aidan McManus** of The King Scitric, **Patsy McGuirk** of Bon Appetit, **Paul Lewis** of The Old Schoolhouse, **Eric Faussurier** of the Osbourne at the Portmarnock Hotel & Golf Club and **Terry McCoy** of the Red Bank in Swords.

There are so many people who continue to support us through providing help and services to us... **Joe Whitaker**, **McInnes Photography**, **Ray O'Sullivan** from **Genprint**, **Carmel White**, **John Fanning** and **Fiona Scott** from **McConnells Advertising**, **Ger Nash**, **Montague PR**, **Ellen Lynch** of the **Bank of Ireland Arts Centre**, **Bob Jeffers** **AIB Bank Tullow**, **Jane Pfeiffer**, **Brennan Family Foundation**, **Brian Whelan**, **The Rathfarnham Lyons Club** and **The Dublin Viking Rotary Club**.

The money coming in this way is vital in helping us to deliver our services and boosts the morale of all involved in delivering our services.

I wish to thank our statutory funders: In this respect special thanks go to the staff of the Aids and Drugs Services and of the Homeless Services of the **South Western Area Health Board** who have been a source of considerable support for our drugs and homeless services. I would also like to thank the staff of **Dublin City Council** and the **Homeless Agency** who have provided similar support. We are grateful to the **Blanchardstown** and **South Inner**

**City Local Drugs Task Forces** and the **National Drug Strategy Team** for their support over the year. Thanks also go to all in the **FAS Community Services Section** at Jervis Street who support us in the running of our Community Employment Projects offering a valuable labour market intervention for the drug users, homeless persons and people from the local area and aiding us to deliver vital social services. We have also had the support of **CERT** in developing training opportunities in the tourism sector for homeless persons and drug users. The Department of Justice's **Probation and Welfare Service** have been consistent in providing support for our work with offenders. We gratefully acknowledge their continued support and that of **Department of Education** which has also been involved in funding our Education Equality Initiative project. We also wish to acknowledge the continued support of the **City of Dublin VEC** for our training initiatives.

The work of Merchants Quay Ireland depends crucially on our **staff and volunteers** across all our programmes. They have shown great commitment and fortitude over the course of the year and have at all times worked hard to ensure that homeless persons and drug users get the best possible service at Merchants Quay. I would also like to acknowledge the work of those on our **Governing Body, Management Committee** and the many other groups and committees that ensure that our programme of work moves forward.

Finally, and most importantly, a special thanks to **all persons who avail of our services** whether as Churchgoers, as homeless persons or as drug users. That so many choose to come to Merchants Quay and show such confidence in our services gives us all great encouragement. Together we can promote positive change for the individual, for the community and for society as a whole.

**Tony Geoghegan**  
**Director**  
**MQI**

## Publications list

*Cox, G. and M. Lawless (1999) Merchants Quay Project – Residential Programme Merchants Quay Project, Dublin.*

*Cox, G. and M. Lawless (1999) Wherever I Lay My Hat... A Study of Out-of-Home Drug Users. Merchants Quay Project, Dublin.*

*Geoghegan, T., M. O'Shea and G. Cox (1999) Gender Differences in characteristics of Drug Users Presenting to a Dublin Syringe Exchange. Irish Journal of Psychological Medicine 16(4): pp131-135 Dublin.*

*Lawless, M. and G. Cox (1999) From Residential Drug Treatment to Employment: Interim Report. Merchants Quay Project, Dublin.*

*Lawless, M. and G. Cox (2000) From Residential Drug Treatment to Employment: Final Report. Merchants Quay Project, Dublin*

*Cox, G., M. Lawless, S. Cassin, and T. Geoghegan (2000) Syringe Exchanges: A Public Health Response to Problem Use. Irish Medical Journal 93 (4) Dublin.*

*Cox, G. and M. Lawless, (2000) Making Contact: An Evaluation of a Syringe Exchange Programme: Merchants Quay Project, Dublin.*

*Randall, N (2000) Mapping a Route From Exclusion to Integration: Merchants Quay Project, Dublin.*

*'Drugs at Work' – Resource Pack for Employers and Trade Unions' (2000)*

*Howley, D & L. Costello (2001) Working Towards Inclusion: A feasibility Study on the Provision of Accommodation for People Sleeping Rough and Using Drugs in Dublin City: Merchants Quay Ireland and the Dublin Simon Community, Dublin.*

*MQI – Information on Services (2002)*

This information pack includes up to date brochures and leaflets on the entire range of services currently offered at MQI.

*Lines, Rick (2002) A Call for Action: HIV/AIDS and Hepatitis C in Irish Prisons: Merchants Quay Ireland and the Irish Penal Reform Trust, Dublin*

*Lawless, L & C. Corr (In-Print) Pieces of the Jigsaw: 6 Papers Addressing Homelessness and Drug Use in Ireland: Merchants Quay Ireland, Dublin*



# Notes

