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**Merchants Quay Ireland**

**Homeless & Drugs Services**



# Annual Review 2005

...opportunities and options for homeless people and drug users...

## Mission Statement

Merchants Quay Ireland is a community of hospitality, hope and justice. We work for justice and opportunity for those who are excluded, in partnership with those who share our aims.

We create a place of safety, compassion and welcome for all who enter our doors and offer high quality services to meet their needs.

We are committed to supporting all who work in Merchants Quay to enable us to achieve our full potential in our various roles.

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.



**Merchants Quay Ireland**

**Homeless & Drugs Services**

# Merchants Quay Ireland

*A Community of Hospitality, Hope and Justice*

## Annual Review 2005

ISSN No: 1393-7019

**Merchants Quay Ireland**  
*Homeless & Drugs Services*

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The Franciscan Social Justice Initiatives is a company limited by guarantee. Reg Charity No CHY 12809

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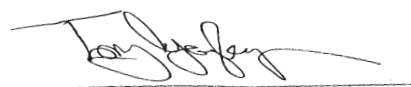
## Looking Back; Moving Forward

For Merchants Quay Ireland 2005 proved to be yet another busy year in both our drugs and homeless services. Despite the success of the Homeless Strategy in decreasing overall levels of homelessness and rough sleeping we have nonetheless continued to see large numbers using all of our homeless services. This reflects the fact that those attending our services experience a range of complex problems such as drugs, alcohol or mental health issues all of which impact on and exacerbate their homeless situation. In addition we have seen an increase in the number of people from the new EU member states for whom the dream of well paid employment and a better life has unfortunately ended in homelessness and disillusionment. This growing phenomenon poses its own particular challenges for us as service providers with issues of access to services and social support having to be successfully negotiated with special attention being paid to communication, language and cultural sensitivities. To this end we have produced information leaflets in a variety of languages as a means of making drugs and homeless services accessible to all. However if we are to effectively support homeless persons and drug users from Ireland's new communities additional targeted funding needs to be put in place. The continued reluctance of the State to address this issue impacts negatively on voluntary groups like ourselves who are struggling to address this crisis.

Sadly, our drugs services continue to show an upward trend in terms of increased demand across all of our programmes. Changing trends and patterns in drug use such as the increased availability and use of cocaine has impacted on our services. Our city centre based Health Promotion and needle exchange programmes remain very busy, a fact that reflects the need for more harm reduction services at local level. Our stabilisation and day programmes continue to provide a pathway for active drug users towards treatment, vocational training and rehabilitation.

The demand for our residential services also remains very high. While the National Drug Strategy has targeted an incremental increase in the numbers of places on methadone treatment programmes, we have not had any corresponding increase in the number of detoxification and drug free residential places. In 2005 we undertook a complete renovation of our residential facility at High Park allowing us to offer an enhanced service in a newly renovated building. We also got approval for new staff at our St. Francis Farm residential drug treatment programme allowing us to provide additional and better quality services in the South East in advance of our planned major expansion of the programme at St. Francis Farm.

Looking to the future Merchants Quay Ireland is committed to tackling homelessness head on by developing new social housing projects. We plan to develop more residential treatment places as well as new pathways programmes aimed at reducing the numbers of drug users on the streets, and to undertake a range of initiatives aimed at ensuring that our services are accessible and capable of meeting the needs of homeless persons and drug users from Ireland's new communities.



**Tony Geoghegan**  
Chief Executive

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# Merchants Quay Ireland

Merchants Quay Ireland is a national voluntary agency providing services for homeless people and for drug users. We provide creative and innovative responses to the issues of drug use and homelessness in Ireland.

## Vision

We look forward to a society where nobody is without a place to call home and where drug related harm is minimised and the range and quality of drugs services is maximised.

## Values

- ◆ Providing quality services for drug users and homeless people
- ◆ Offering access for the most marginalised
- ◆ Promoting positive change
- ◆ Working at the cutting edge
- ◆ Involving our Service Users
- ◆ Valuing our staff
- ◆ Managing finances prudently
- ◆ Promoting partnership

## Mission

Merchants Quay Ireland is a community of hospitality, hope and justice. We seek to:

- ◆ Work for justice and opportunity for those who are excluded in partnership with those who share our aims.
- ◆ Create a place of safety, compassion and welcome for all who enter our doors and offer high quality services to meet their needs.
- ◆ Remain committed to supporting all who work in Merchants Quay to enable us to achieve our full potential in our various roles.
- ◆ 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.

# Addressing Crisis

## Open Access Services

### Sean's Story

I remember when I first moved away from home. I was so glad to get out of there. I'd been abused at a young age and couldn't tell anyone about it. I hated school and ended up being suspended and then kicked out. My parents couldn't understand why I was getting into trouble so much and we were fighting all the time. I started getting into trouble with them then. I used to do things just to upset them.

Eventually, I was asked to leave home. I ended up coming to Dublin to stay with some friends as I had nowhere to go. When their landlord found out that they had someone else staying there, he said that he would up the rent unless I left.

I went to stay in a hostel then. I didn't like it there 'cos it was full of rules and you couldn't come in until 9 at night and you had to leave at 9 in the morning. After that you were just walking around. It's no wonder so many are drinking or using, there's no better way to kill the time. You never feel safe on the street. It seems like everyone knows your business. I lost loads of weight from not eating properly. I was being robbed a lot. I guess they saw me as an easy target, being on my own. I just tried to keep my head down and stay out of trouble.

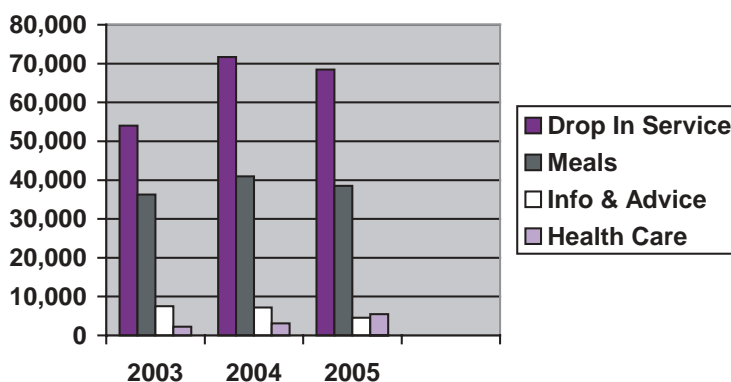
While I was in the hostel, I found out that they have a doctor and dentist down in Merchants Quay, and that's why I first went down there. I knew that I wasn't healthy 'cos I'd lost all that weight and had nowhere to cook food for myself. After that I found out that I could come for my breakfast and lunch to Merchants Quay.

I ended up getting my own room at the hostel and from there I managed to get a referral to transitional housing. I have an interview next week. Things are looking brighter...

## Open Access Homeless Services

The Drop-in Centre for People who are Homeless (Failtiu)

The aim of the Drop-in Service is to provide a "one stop shop" offering a range of interlinked services meeting the key daytime needs of homeless persons with the twin purpose of minimising harm associated with life on the streets and offering clear pathways towards settlement and reintegration. Our Cook Street Centre is open seven days a week from 7a.m. to 5p.m. with shorter hours at weekends. There were 68,486 visits to this centre in 2005 this represents a reduction of 4% from 2004.



A new phenomenon in 2005 was the increasing number of Eastern Europeans availing of the service. This was largely an effect of the operation of the Habitual Residence Condition whereby the Government restricted access to social welfare services for any non nationals who had not been resident in Ireland for more than two years. By September 2005 we had an average of 20 to 30 homeless Eastern Europeans attending our service every day.

The services we provide for homeless people from this centre are as follows:

**Information, Advice and Crisis Support Service:** The drop-in service includes assessment of service users' needs, advice and information on health, social welfare, emergency accommodation, long-term housing and other issues. In 2005 we recorded 4,559 supportive interventions with users of our homeless service. A majority, 88%, of service users were male and 12% were female. Interventions include key working sessions, referrals to emergency accommodation, social work services, medical services and social welfare services, help in contacting friends or family, access to drug treatment and support in a variety of other matters. Dublin Simon Outreach Team link in with this service on a weekly basis.

**Meals Service:** homeless persons are offered two meals a day (breakfast and lunch). Almost 40,000 meals were provided in 2005 – just under 18,000 breakfasts and 22,000 lunches.

### Primary Health Care Service

MQI is working in partnership with the HSE in providing a primary health care service for homeless people. The service has General Practitioners, a dentist, nurses, a counsellor and a chiroprapist. All told there were 5,490 health care interventions during the year.

**Nursing:** In 2005 there were a total of 2,922 nursing interventions, 244 per month. Issues dealt with on an ongoing basis included abscesses, leg ulcers, cuts and wounds, skin rashes and burns. 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:** Homelessness is often associated with severe stresses and difficulties in life, and it is not surprising that many people find it hard to cope. The Counselling Service for homeless people works at two levels – firstly providing a brief crisis counselling service targeted at service users in distress and secondly offering medium to long-term counselling relating to issues such as relationships and bereavement as well as issues of drugs and homelessness. In addition we provide group support for homeless service users attending our day programmes. We provided 373 counselling sessions in 2005.

**Dental Service:** In 2005 there were 702 dental interventions, averaging 59 each month.

**G.P Service:** Our two GPs dealt with 795 patients or 66 per month with a variety of acute and chronic illnesses.

**Chiropodist:** The chiropodist provided 113 interventions over the course of the year.

**Acupuncture:** We offer auricular acupuncture to address a variety of issues including stress and drug/alcohol stabilisation. A total of 585 service users availed of this service over the course of the year.

## Open Access Drugs Services

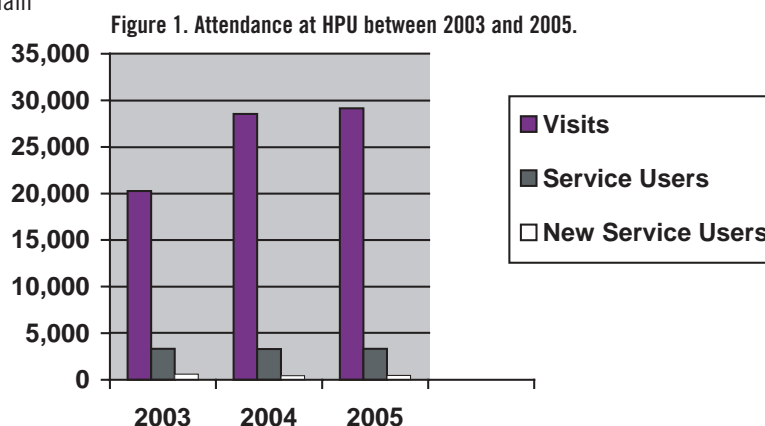
These services can be accessed by drug users simply by walking in from the street. For this reason we are often the first place to which drug users turn for help. Services include:

### Needle Exchange –Health Promotion Unit

Here we provide drug users with information about the risks associated with drug use and the means to minimise such risks. We also offer drug users a pathway into treatment and the possibility of living life without drugs.

In our needle exchange and health promotion service our main focus is on HIV and hepatitis prevention, promoting safer injecting techniques and safer sex and on providing information on overdose and other risks. We also offer early referral to drug treatment services.

As can be seen from the above chart the number of visits to the needle exchange increased by just 2% to 39,142. The number of service users stayed steady at 3,339. A total of 470 new injectors presented in 2005, up 6% on 2004. In addition a total of 321 safer injecting workshops were undertaken with injecting drug users.





## Crisis Contact Service

Many of the drug users who come to us are in crisis. Some have become homeless; others have financial problems or are in trouble with the law. Relationship or family breakdown is an issue for many people. We offer drug users practical help in getting through such difficulties – by providing advice and information, through referral to other relevant services or by providing court reports and working with people in prison.

## Women's Project

Since 1998 MQI has been providing a specialised service targeted at vulnerable female drug users. The Women's Project offers one to one support, weekly group support and targeted advice.

## Outreach Service

This service aims to make contact with drug users not engaged with services and to make referrals to Merchants Quay Ireland services as well as to other external agencies. In 2005 the outreach team contacted vulnerable drug users on the street, collected used needles and syringes and also liaised with local community groups, the Gardai, Dublin City Council and others.

## Family Support Group

The Family Support Group meets regularly providing 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 Family Support Group is linked to the Citywide Family Support Network which offers an opportunity to raise issues at a national level.

## Work with Prisoners

Merchants Quay Ireland endeavours to continue working with service users 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. We worked with 159 prisoners in 2005

# Promoting Positive Change

## Stabilisation, Settlement and Integration Services

### Sam's Story

I'm Sam and I'm 27. When I first came to Merchants Quay I was living in a hostel. I'd been using heroin for ten years, and also benzos, hash and alcohol and it caused me many problems. I'd fallen out with my family and my girlfriend and kids, and I was up in court a few times for outstanding warrants. I had tried to stop the drugs a few times, but it was hard when I was living in the hostel.

It was Trinity Court that referred me onto Merchants Quay, where I started on Methadone. I had an assessment and then went onto the morning programme. They helped me make a care plan and over the next three months I worked on my drug use.

Then, cos I was a bit more stable, the settlement workers in Merchants Quay helped me find a flat and helped me with the trouble in the courts as well.

Now, I am rebuilding my life, and I'm seeing my kids again and getting on better with the rest of my family.

### Stabilisation Services

These services offer the first steps away from crisis drug use and towards stability. They 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 include:

**Methadone Prescribing Treatment and Support:** Methadone substitution therapy helps people to break their links with illegal and high-risk drug use. The 29 service users on this programme made an average of 148 visits per month.

**Supportive Day Programmes** offering therapeutic groups, life skills training, personal development work and pre-employment training to help drug users reintegrate into society. Links with the City of Dublin VEC allow us to include a strong educational component in our stabilisation services, which is of considerable importance in addressing the educational disadvantage experienced by so many of our service users. There were 11 participants on this programme in 2005

**The Gateway Programme** offers a bridge between crisis services and stabilisation services. This Programme provides one to one support linked to a range of leisure and learning opportunities. The aim is to encourage service users to examine alternatives to drug use. The programme offers access to more structured treatment, education and training. An average of 33 persons participated each month.

**One-to-One Counselling** assists service users availing of the Stabilisation Day Services to deal with emotional and psychological issues relating to their drug use. This service is provided for all of those availing of the prescribing service as well as those involved in the supportive day programmes. Relationship and bereavement support is a key part of this service.

### Settlement Service

The Settlement Service is delivered to those seeking to move away from being homeless and 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 have a dedicated settlement service targeted at those using our residential drug treatment services, where a high proportion of participants have effectively no home to return to on completing the programme.

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

During the settlement process the main issues being addressed with service users are accessing interim and long term accommodation, family relationships, money management, counselling, legal matters and employment.

In 2005 we carried out 200 settlement assessments, and worked with an average of 80 service users each month. Where we do find appropriate accommodation for a service user we offer them access to our *Tenancy Sustainment Service* where the goal is to support the service user to maintain the tenancy and avoid falling back into homelessness. There were an average of 10 service users availing of our Tenancy Sustainment Service each month.

In addition we also saw increased use of services such as money advice services and counselling, improved relationships with family members and friends and a return to employment, education or vocational training.

## 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 had drug or alcohol problems to participate in group and one-to-one therapeutic sessions and activities. These service users have access to transitional accommodation in a house in the Dublin suburbs for a period of up to twenty four weeks. Service users must partake in a full time course while residing in the house. The residents of Ballymount house are offered one-to-one support, an aftercare group and a weekly community night with staff. Service users' settlement needs are addressed from the start of their stay in the house. In 2005 there were 12 residents in the Ballymount house.

**Pre-and Post-Settlement Support:** Our settlement and integration service includes a pre-settlement support group and a drug free aftercare group particularly targeted at meeting the needs of persons with drug and alcohol problems. The aftercare group worked with 15 service users during 2005 with an average of 6-8 people attending the group each week.

**Pre – Tenancy Group:** The pre-tenancy group is attended weekly by between 5 and 7 service users. The programme is run in twelve week modules and includes such sessions as accommodation seeking skills, budgeting, cookery, tenant responsibilities, problem solving and coping strategies. All service users are also offered a one-to-one service.

## 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 provide participants with skills that enable them to access permanent employment. In many cases our CE projects have often provided service users with their first experience of paid employment.

In 2005 a total of 140 persons participated in CE programmes at Merchants Quay Ireland. Half (50%) of those who completed a FAS placement at Merchants Quay in 2005 secured permanent employment or moved into full time further education, this was an increase of 7% on 2004. The others are actively seeking work.

**Catering Training Programme:** Merchants Quay Ireland, with assistance from FAS, Failte Ireland and the Homeless Agency, continued to provide a culinary skills programme focused on providing "on the job" training in hygiene, cookery, food service and life-skills at a practical level. This programme is primarily aimed at homeless adults and persons in recovery. The Catering Training Programme prepares, cooks and serves meals for up to two hundred people per day, in the Refectory kitchen at Merchants Quay Ireland and in our Open Access drop in service on Cook Street.

A total of 22 persons participated in the programme in 2005 and 20 of these were registered with Failte Ireland for certification for the FETAC National Certificate in Culinary Skills.

**Personal Development Opportunities:** These are focused on both learning and leisure incorporating such topics as personal development, holistic therapies, life skills training, arts and crafts and women's support groups. One-to-one literacy tuition is also provided as is a FETAC/NCVA Foundation Level Communications and Mathematics course.

# 2005: The Year



Graduations in the 2005 UCD/MQI Certificate and Diploma in Drugs Counselling & Intervention Skills



Tony Geoghegan Introduces Lord Mayor Mary Freehil at Launch of last years Annual Report



Finding a home with the Settlement Service



Advice and care at the H

# Year in Pictures



The Herb Garden at St. Francis Farm



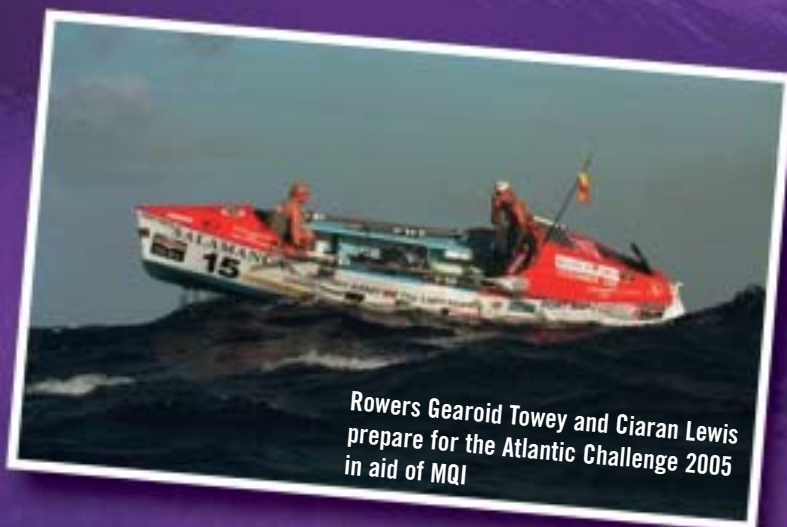
Tony Geoghegan with Anna Quigley and Taoiseach Bertie Ahern at a conference of the Local Drug Task Forces



Primary Health Care Service



Health Promotion Unit



Rowers Gearoid Towe and Ciaran Lewis prepare for the Atlantic Challenge 2005 in aid of MQI

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## Drug Free Treatment Services

Our Drug Free Treatment Services aim at providing easily accessible treatment for drug users who wish to become drug free. Service users can be self referred or may be referred from a wide variety of agencies across the country.

## High Park Residential Programme

This is a 17 week fully residential programme designed to help participants to become and remain drug free. The programme is a low threshold programme that seeks to attract service users who might not otherwise engage in drug free treatment such as homeless drug users and female drug users. The emphasis is on assisting service users 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.

Due to a major refurbishment of our premises, lasting in excess of six months, the service had to operate at smaller, alternative premises for much of the year and this had an impact on the numbers availing of the service.

In 2005 there were 51 admissions to the High Park programme, 69% were male and 31% were female. Their average age was 25. There was a sharp rise in the proportion of homeless persons accessing the service up from one quarter of those admitted in 2004 to almost three quarters in 2005. Thirteen persons were admitted for detoxification in 2005 and 11 of these (85%) successfully completed the detoxification.

Our Residential Settlement Worker continues to offer settlement support to homeless residents of High Park and St Francis Farm. This development has been very successful.

## St. Francis Farm

This is a therapeutic facility which offers a long-term programme of six to twelve months duration for people with a history of problematic drug use. We provide a safe drug free environment where service users can adjust to life without drugs and make positive choices about their future. We also afford service users the opportunity to explore the reasons for their drug use and to learn more effective coping mechanisms. We provide former drug users with access to training and education as a means to gaining employment and we enable service users to develop their individual, social and interpersonal skills.

The programme covers areas of relapse prevention, one to one Counselling, group therapy, self esteem seminars, assertiveness training, anger management, farm training, literacy skills, and computer skills training (ECDL). Service users also receive training in Emergency First Aid and in life skills and budgeting. In addition service users are offered the opportunity to participate in yoga classes and reflexology and fortnightly spirituality workshops.

What makes St. Francis Farm unique is the fact that our programme is situated in a working farm environment. Service users gain work experience in animal care, vegetable production, and in general farming. The food produced at the farm is used to supply the kitchens in our various centres, feeding up to three hundred people every day.

The St. Francis Farm programme had 26 participants in 2005, 3 women and 23 men. Four residents moved on, with support from the staff team, after completing individual care plans of 6 to 12 months duration. Eight left after completing 3-4 months at the Farm. A further four left after completing 1-2 months. Ten residents remained with plans to complete the programme in 2006

# Towards a Fairer Society

## Research, Training and Social Policy

### Research

The aim of the research 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. In 2005 Merchants Quay Ireland worked on two pieces of research which are due for completion in 2006. Both studies focus on the area of health, one being an investigation into the health status of male drug users, and the second an assessment of the Special Scheme model of health care provision for meeting the health needs of homeless people:

**An Investigation into the Health Status of Male Drug Users:** Funding for this study was received from the Health Research Board. Using both self-reported health complaints, and a medical intervention component this research was carried out with input from 25 male service users attending the Merchants Quay Services. The study focuses on the health issues arising for male service users in the context of their drug use and examines respondents' access to health care.

**An Assessment of the Special Scheme Model of Health Care Delivery:** Merchants Quay Ireland received funding from Combat Poverty under their Policy Research Awards 2005, to carry out an assessment of the 'Special Scheme' model of health care delivery to people who are experiencing homelessness. The study comprises a survey of 30 service users who access the homeless services at Merchants Quay Ireland, a focus group session with service users, and interviews with key stakeholders. The research will be used to influence policy development regarding accessibility of health care services for homeless people by developing a model of best practice.

### 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 and interested individuals concerned about issues faced by drug users and homeless people.

#### External training

- ◆ *MQI / University College Dublin: Certificate in Drugs Counselling Theory and Intervention Skills* - This is a one year course accredited by the National University of Ireland. A total of 32 persons graduated in 2005.
- ◆ *MQI / University College Dublin: Diploma in Drugs Counselling and Intervention Skills* - 21 students graduated in 2005.
- ◆ *Drugs Awareness Courses* – These include introductory courses aimed at assisting people working in a variety of different settings to respond effectively to the needs of drug users and courses tailored to the needs of specific organisations. A total of 96 persons took up these courses in 2006.
- ◆ *Drugs Awareness Training for FAS CE Supervisors* – Eight sets of two-day training courses were delivered to persons in Cork, Galway, Maynooth, Leixlip, Athlone, Limerick, Dundalk and Tralee.
- ◆ *Tailored Courses* – We delivered a number of specifically tailored courses to groups based on their needs, including the Homeless Agency, Comhairle, HSE Ardee, Cork Simon Community, Threshold and Clondalkin Travellers Group.

**Training Partnership:** Barnardos - In 2005 we developed and delivered a training programme in partnership with Barnardos called 'Drugs & Families – Shared Perspectives, Shared Solutions'. 40 participants from the two agencies attended the programme which consisted of three seminars, four agency specific training days and two interagency capacity building workshops.

**Methadone Support Programme** – We delivered 2 programmes of 10 sessions each to Mountjoy prisoners in conjunction with the Probation and Welfare Service. In total, 14 participants attended. The modules for this programme were compiled into a training manual.

**Service User Training:** The 'Building Healthy Communities' programme funded by the Combat Poverty Agency was completed in 2005. This consisted of the development and delivery of training modules on health related issues. Seven sessions were delivered to service users in the Open Access Services, three sessions to service users in St. Francis Farm in Tullow.

## Social Policy and Communications

In 2005 Merchants Quay Ireland supported measures to raise awareness of the issues of homelessness, problem drug use, poverty and social exclusion in a variety of forums. We initiated the establishment of an external Drug Policy Action group which aims to campaign for more effective criminal justice responses to problem drug use and to advocate for better health, social policy and service responses to problem drug use. Other networks we were involved in included the Voluntary Drug Treatment Network, the Homeless Network and the Drugs and Homeless Policy Initiative Steering Group. We were also involved in the Primary Care Steering Group and the Rent Supplement Coalition.

One major publication produced during 2005 was a 'Short Guide to Merchants Quay Ireland' which was produced in three languages Polish, Russian and English. This was a direct result of one of the research recommendations in the 'Drug Use Amongst New Communities in Ireland' undertaken by MQI research department and funded by the National Advisory Committee on Drugs (NACD).

## Community Liaison

MQI commenced a Community Liaison Project in April 2005 funded by the Dormant Accounts Fund for a period of two years. This project aims to reduce nuisance issues that arise as a result of people using drugs on the streets or in the parks in the South Inner City. This project also seeks to develop a model that effectively addresses such issues as they arise. The Community Liaison Officer links in regularly with a range of community interests and services including Dublin City Council, the local Community Policing Forum, the Christchurch Area Forum and others.

# Supporting Staff to Respond Effectively

## Human Resources

In 2005 there were 180 full-time, part-time and volunteer staff, providing a wide range of services at Merchants Quay Ireland. The HR Department works to ensure that the organisation has human resources policies that are in line with existing legislation and that achieve best practice in this area.

**Volunteers:** Volunteers have always been essential in the delivery of our services. In the early days the majority of our staff were volunteers. Merchants Quay Ireland values the contribution and commitment that volunteers offer at all levels in the organisation. The organisation appreciates the invaluable contribution made by their experience, knowledge, skills, vitality, diversity and dedication. At any one time there are 20 – 30 volunteers involved in our various projects and services.

**Staff Training:** In 2005 we ran 19 courses for staff working in our Homeless and Drugs Services on issues including Motivational Interviewing; Brief Solution Focused Therapy; Issues of Diversity; Understanding issues of Child Sexual Abuse and Rape; Stress Management; Advocacy Skills, First Aid Training; Theories of Addiction; and Cocaine & Crack Cocaine. A total of 277 participants attended.

## Information and Communications Technology

This section manages the organisations network of more than seventy computers as well as the telephone systems. In 2005 the ICT department was heavily involved in developing a new "Client Information and Care System" which allows us use IT to better address the needs of our service users



# Finance, Administration and Fundraising

## 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

In 2005 we received €456,000 from fundraising and general donations an increase of 24% on 2004. Much of this was as a result of the very positive responses from a wide range of companies and individuals to our direct mail appeals, with the remainder coming from events, such as the Atlantic Challenge rowing event, from Trusts, and a wide range of large and small unsolicited donations from persons who wish to remain anonymous. To all who supported us we offer our heartfelt thanks.

## Administration

Merchants Quay Ireland has a centralised administration office which provides an efficient and comprehensive service to the entire organisation. Services provided include diary management, mail management, typing, photocopying, document production and a wide variety of other administrative tasks.

# Financial Report

The accounts of Merchant Quay Ireland are summarised below. These accounts cover the activities of Merchant Quay Project Limited (MQP) and Franciscan Social Justice Initiatives Limited (FSJI). These companies relate broadly to the organisation's drug and homeless services respectively.

**Income and Expenditure Accounts:** Total income and expenditure for MQP and FSJI for the year ending 31<sup>st</sup> December 2005 was as follows:

	MQP	FSJI	Total
	€,000	€,000	€,000
Income	3,386	1,703	5,089
Less: Expenditure	3,428	1,692	5,120
Surplus/(Deficit)	(42)	11	(31)

**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 charitable trusts, from individuals, from the corporate sector and through other fundraising activities.

**Expenditure:** Wages and salaries represent more than 70% of total overhead expenditure. Remaining overhead expenditure is broadly in line with that in previous years.

**Balance Sheets:** The Balance Sheets of MQP and FSJI as at 31<sup>st</sup> December 2005 are set out as follows:

## Merchants Quay Project

	2005 €, <sup>000</sup>	2004 €, <sup>000</sup>
<b>Fixed Assets</b>	<b>126</b>	<b>166</b>
<b>Current Assets</b>		
Debtors	1,048	966
Cash at Bank and on hand	411	553
	<u>1,459</u>	<u>1,519</u>
<i>Less:</i>		
<b>Current Liabilities</b>		
Creditors	(1,380)	(1,414)
<b>Net Current Assets</b>	<b>79</b>	<b>105</b>
Deferred Income	--	(25)
<b>Net Assets</b>	<b><u>204</u></b>	<b><u>246</u></b>
<i>Represented by:</i>		
<b>Accumulated Surplus</b>	<b><u>204</u></b>	<b><u>246</u></b>

## Franciscan Social Justice Initiatives

	2005 €, <sup>000</sup>	2004 €, <sup>000</sup>
<b>Fixed Assets</b>	<b>308</b>	<b>232</b>
<b>Current Assets</b>		
Debtors	285	138
Cash at Bank and on hand	1	83
	<u>286</u>	<u>221</u>
<i>Less:</i>		
<b>Current Liabilities</b>		
Creditors	(181)	(121)
	<u>(181)</u>	<u>(121)</u>
<b>Net Current Assets</b>	<b>105</b>	<b>100</b>
Creditors: amt falling due after one year	(220)	(111)
Deferred Income	(199)	(238)
<b>Net Assets</b>	<b><u>(5)</u></b>	<b><u>(17)</u></b>
<i>Represented by:</i>		
<b>Accumulated (Deficit) Surplus</b>	<b><u>(5)</u></b>	<b><u>(17)</u></b>

# Publications list

## Research

Lawless, M and C. Corr (2005) Drug Use Among the Homeless Population in Ireland. National Advisory Committee on Drugs

Corr, C (2004) Drug Use among New Communities in Ireland: An Exploratory Study. National Advisory Committee on Drugs/Merchants Quay Ireland

Lawless, M, C. Corr and G. Cox (2004) Pieces of the Jigsaw: Six reports addressing Homelessness and Drug Use in Ireland  
This book brings together a number of research reports undertaken by Merchants Quay Ireland during the period of 2000 to 2002.

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Cox, G. & M. Lawless (2000) Making Contact - Evaluation of a Syringe Exchange Programme. Merchants Quay Project.

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Geoghegan, T., M. O'Shea & G. Cox (1999) Gender Differences in characteristics of Drug Users Presenting to a Dublin Syringe Exchange  
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Randall, N (2000) Mapping a Route From Exclusion to Integration. Merchants Quay Project.

'Drugs at Work – A resource Pack for Employers and Trade Unions' (2000). Merchants Quay Project

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Merchants Quay Strategic Plan 2004 – 2006. (2004) Merchants Quay Ireland.

Merchants Quay Annual Reviews 1997 to date

# Thank You

Thanks to all those who supported our work in 2005

- Franciscan Friars  
Health Services Executive  
Dublin City Council  
Family Support Agency  
South Inner City Drugs Task Force  
Canada Ireland Fund  
1 M Automotive Ltd.  
53 Degrees Design Ltd.  
Cross & Passion Convent  
Cunningham House  
Curdworth Ltd.  
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Darndale Belcamp Drug Awareness Group  
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Gerry Brouder Associates  
Glasnevin Florists Ltd.  
Glasthule-Dun Laoghaire District Credit Union  
GMV Productions  
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Holy Trinity National School  
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