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working together
for positive
lasting change





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what we do

75
EMPLOYEES

The LIMERICK SOCIAL SERVICE COUNCIL (LSSC) has been a leading voluntary service working in communities in Limerick for nearly five decades. It has a team of 75 employees supported by 21 CE Scheme participants and 20 dedicated volunteers. The LSSC team is led by the LSSC General Manager, Brian Ryan, and overseen by the Board of Directors.

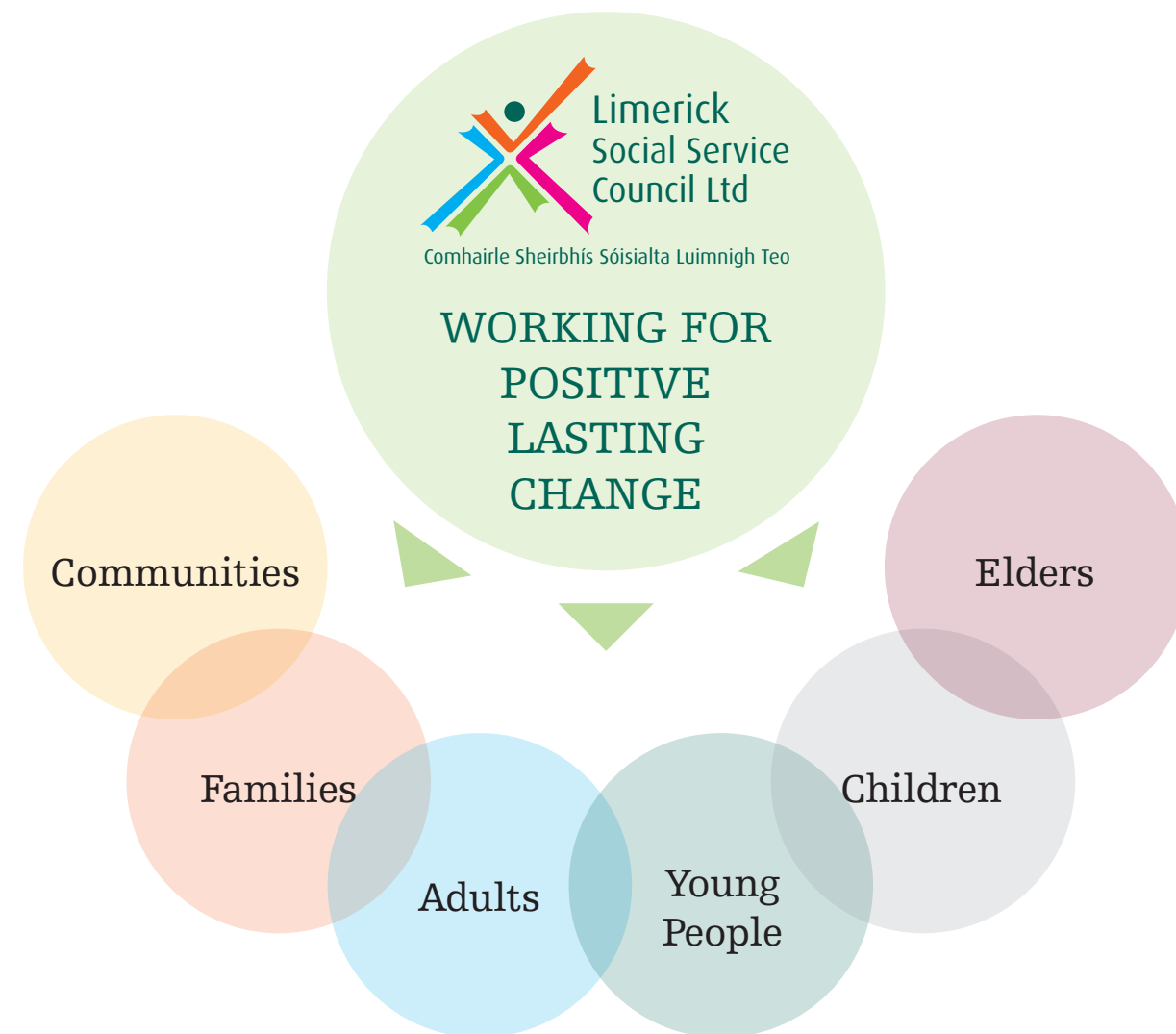
21
CE SCHEME
PARTICIPANTS

The LSSC delivers 20 community programmes, services and support groups at the Limerick Social Service Council Centre and through outreach in a range of locations throughout the City and County. These are delivered through the CHILD AND FAMILY SERVICE, the EARLY YEARS SERVICES, the COUNSELLING SERVICE, and SERVICES FOR OLDER PEOPLE.

20
VOLUNTEERS

The LSSC also offers its rooms and facilities at the LSSC Centre to other agencies and organisations to enable them to serve their client groups within the community.

20
COMMUNITY
PROGRAMMES



The Child and Family Service

Parent Support & Outreach
The Teen Parent Support Programme
The Community Mothers Programme
The Relationships & Sexual Health Programme
The Family Support Initiative
The Traveller Health Advocacy Programme
The Family Advocacy Service
The Family Welfare Conference
Supervised Access

The Counselling Service

Adult Services
Adolescent Services

Services for Older People

Care of the Aged
Community Education
Community Outreach

The Early Years Service

Crèche
Pre-School

OUR MISSION STATEMENT

Through a caring response, the Limerick Social Service Council aims to promote the dignity and growth of individuals, families and groups.



OUR VALUES

The LIMERICK SOCIAL SERVICE COUNCIL aims to promote the self-worth and growth of individuals, families and groups by ensuring that:

- The dignity of every person is respected
- Quality services are developed
- Service provision is both preventative and supportive of individuals and families
- There is a multi-agency response to need, through networking with both statutory and voluntary agencies and organisations
- The services provided are affordable and accessible to those in need, or free of charge where appropriate
- Services are monitored and evaluated.

MESSAGE FROM THE CHAIRMAN OF OUR BOARD

DEAR FRIENDS,

On behalf of the Limerick Social Service Council, it gives me great pleasure to present the **2015 Annual Report: Working Together For Positive Lasting Change**.

As we look back at 2015 through this Report, we see the many activities and initiatives that were undertaken over the past twelve months - serving, supporting, counselling, listening, and caring for others. The year has been one of remarkable accomplishment showing positive data and delivering tangible results.

Through the various achievements, we also see the extraordinary efforts that were made to ensure the Limerick Social Service Council (LSSC) is leading the way as a noted organisation in Limerick, promoting partnerships and working collaboratively with other agencies. Due to these efforts, the LSSC is now more resourced and strengthened to respond to the needs of individuals and families and to create **positive lasting change** for communities in the area.

I know that behind all the statistics are real people whose lives are forever changed for the better. This can only be achieved with the generosity of our donors, the commitment of our Board of Directors, the leadership of our General Manager, the tireless work of our staff and our volunteers together with the collaboration of our partner agencies.

This Annual Report provides us with the welcome opportunity to acknowledge the efforts of all of these people. It is yet another testament of their generosity of spirit, their compassion, and their willingness to work together to help those who are the most marginalised and excluded in our society.

Today, as we approach almost 50 years of working in Limerick, we can look back and see the impact that serving others has made on our communities. As we look to the future, we know that there are still many others to serve but we are also confident that the call to serve the most vulnerable and marginalised will be answered.

With exceptional staff, volunteers and partner agencies, we continue to look forward to creating **positive lasting changes** for many more lives in the coming year and beyond.

Sincerely,
Martin Golden
Chairman

...to promote the dignity and growth of individuals, families and groups.

“The real wealth of a truly functioning community lies in its people. The greatest resource is a communal will to work together, to draw strength from each other and to share talents, skills and resources for the benefit of all.”

President Michael D. Higgins

HOW DID WE DO IN 2015?

UPDATE FROM OUR GENERAL MANAGER, BRIAN RYAN

IN ALMOST 50 YEARS of helping individuals and families to cope with their problems and difficulties, we in the Limerick Social Service Council (LSSC) have seen at first hand, how critical our services and supports are to so many vulnerable individuals and families. We know that when we provide relevant services, we also help to address the broader issues of poverty, marginalisation and disadvantage. In so doing, we are not only following our Mission to promote the dignity and growth of individuals and families but we are working towards positive lasting change for our existing service users as well as for the communities in which they live.

We know that through our extensive range of services, people are helped in their personal lives, in their family relationships and in their wider social networks. For example, through our Child and Family Service, the Parent Support programmes provide intensive support and advice to parents and have achieved some significant results with parents – many have reported how much more confident they feel in general in caring for their children, especially in their role as responsible and loving parents.

The Teen Parent Support Programme is a unique service in Limerick devoted exclusively to the needs of adolescent parents and their children. The Programme works with young parents offering opportunities for support groups, and one-to-one advice with the aim of empowering young parents to take positive control over their lives. The outcomes have shown many participants returning to full-time education and work, establishing more secure care for their young children through crèche placements, resolving accommodation and housing problems and finding increased support within their own personal relationships and through new peer support contacts.

The supports we provide through our Community Mothers Programme, who work closely with the HSE PHN service, are also helping parents to define their strengths and to set and achieve personal goals, learn about child development and parenting. The outcome of such support enables parents to work towards becoming the parent they want to be with greater confidence so that they can ensure optimal health, growth, and development for their babies. In some cases, where parents may be in particularly vulnerable circumstances, the Programme has reduced risks of child abuse and neglect by supporting nurturing parenting.

Our Early Years' Services provide much-needed support not only to the population in general but also to the City's 'hidden population' of disadvantaged and vulnerable families including those from ethnic minority backgrounds and those who are low-paid or unemployed. Parents whose children attend the Early Years' Services see visible improvements in their children's development, their learning and their well-being. Such outcomes are a result of the quality of the service provided by qualified staff which is reflected in the Validation in the Siolta Standards that the service achieved during the year.

We also know that at an individual level through our Counselling Service, which provides professional and compassionate support for a range of emotional and psychological difficulties, the results show an extremely effective service through supporting individuals overcome common mental health problems such as depression, stress and anxiety. This Service has in recent times expanded its expertise to the adolescent age group, which is now a unique specialised service in Limerick and one of the largest community counselling services outside Dublin.

WORKING WITH THE MOST MARGINALISED

Throughout 2015, LSSC programmes and services were provided as extensively as possible to the most vulnerable and marginalised in Limerick and include many service users from a range of countries and ethnic backgrounds. In the past year for example, our Child & Family Service together with our Early Years Service supported service users from over 30 different countries, many of whom English was not their first language and who experienced difficulties relating to social isolation, poverty, lack of information, and barriers to employment and education.

Through such work, we in the LSSC are acutely aware of the difficulties many individuals and families face arriving in a new country and how services like the LSSC can help to facilitate their integration and inclusion into the communities in which they will settle. Within this context, the LSSC has explored mechanisms for offering its resources and expertise to address issues relating to the recent refugee crisis in the international society. In collaboration with other agencies in the City, the LSSC devised a proposal to support refugees settling in Limerick. It reflects a concerned response by the LSSC to address the refugee crisis in a manner that will be effective, sensitive and compassionate regarding one of the most vulnerable groups to arrive in Limerick. Through this proposal, the LSSC has offered the LSSC Hartstonge Street premises to other agencies as a 'community hub' where vulnerable groups such as refugees can avail of services. Through this Project, the LSSC will continue the practice of supporting migrants and refugees through its range of core services and will work strategically with other agencies to meet the needs of the target group.

PARTNERSHIP WORKING

Building on our efforts over the past decades, the LSSC continued its commitment in 2015 to multi-agency working. We recognise that working with other agencies is an efficient means to maximise the use of available resources within the community and to add value to other agencies' efforts for the benefit of our target groups. I would like to acknowledge the valuable collaborative work we have with TUSLA, the Child & Family Agency regarding family support and the promotion of child protection and welfare; and the HSE where our premises are utilised to accommodate the services of the HSE Primary Care Teams and where our Counselling team accepts referrals from HSE services for the provisions of counselling services.

We also work extensively with other statutory and community services and of particular note is our partnership with the Associated Charities Trust (Thomond House) whereby we have made available premises at Altamira Court for the successful accommodation of homeless women. These premises comprise ten self-contained apartments in addition to communal facilities to ensure residents avail of targeted support alongside residential facilities. Given the current homelessness crisis, this initiative is of particular significance to one of the most vulnerable groups in our society and has been particularly successful given the premises has been at full capacity in the past year.

A SPECIAL MESSAGE OF THANKS

This past year has been one of incredible accomplishment. We have achieved several milestones and have had the privilege of setting new goals. But none of this would have been possible without the support of our staff, volunteers and donors. On behalf of more than 192,000 people we serve in Limerick, thank you for your passion and dedication to supporting the most vulnerable, marginalised and disadvantaged. Your efforts have helped provide support for individuals, families and communities across the City and County - and together, we are making positive lasting changes so that children are protected, families are not isolated and communities are safe and caring environments for their residents.

As our 50th year of serving communities in Limerick approaches, I look forward to working together with staff, volunteers, our Board, and partner agencies to continue to make **positive lasting changes** for those we serve.

Mise le meas,
Brian Ryan
LIMERICK SOCIAL SERVICE COUNCIL
GENERAL MANAGER

Through our on-going review of services, we know that our work is showing positive outcomes across the broad spectrum of our service users' lives in terms of their health, welfare, education and well-being. The following offers a summary of activities and outputs that have contributed to those outcomes during 2015:

900

NEW REFERRALS

The **Counselling Service** received over 900 new referrals and offered almost 6,700 sessions with an additional 525 sessions to young people between 14 and 18 years of age;

22

ENROLLED

The **Early Years Service** provided crèche services on a daily basis to 6 babies and 22 toddlers, and 22 children were enrolled at the Pre-school service;

640

FAMILY REFERRALS

In addition to on-going cases, the **Child & Family Service** received and responded to over 640 referrals regarding families and over 920 in relation to children for family support services;

120

NEW FAMILIES

In addition to caseloads carried over from 2014, the **Community Mothers Programme** worked with over 120 new families;

78

NEW FAMILIES

Through **Parenting Support** and **Family Support projects**, staff worked with 78 new families involving 249 children;

150

NEW REFERRALS

Over 150 referrals were received by the **Relationships & Sexual Health & Education Programme** with 96 parents participating in group work and 53 parents engaged in one to one work;

140

YOUNG PEOPLE

29 teenagers participated in **Teenage Relationships and Sexual Health Programmes** and the **Teen Parent Support Programme** worked with over 140 young people;

25

FAMILIES

25 families with children in care attended the **Family Advocacy Programme**;

21

CHILDREN

21 children received **Family Welfare Conferences**;

40

FAMILIES

40 families received support through the **Access Support** service;

9

HEALTH ADVOCATES

6 **Traveller Health** Advocates and 3 Traveller Health Advocate Assistants provided health promotion information to the Traveller community in Limerick;

1,750

VISITS

12 **Care of the Aged** groups were supported, over 220 older adults attended weekly clubs and over 1,750 home and hospital visits were made to older people.



LIMERICK SOCIAL SERVICE COUNCIL

IN ALMOST 50 YEARS OF HELPING INDIVIDUALS, FAMILIES & COMMUNITIES

improve their situations, we at the
Limerick Social Service Council
have seen firsthand how critical our
support is to those we serve.

We know that when we provide relevant
services, we are also helping to address
the broader issues of...

POVERTY MARGINALISATION DISADVANTAGE



The Child & Family Service



THE CHILD & FAMILY SERVICE offers a range of programmes and interventions through intensive work with children and with parents, joint parent and child work, sibling work and group work.

The Service targets the most disadvantaged and vulnerable families in the catchment area, and focuses on improving children's experiences of childhood, parenting skills and child parent relationships.

Specific attention is given to referrals from TUSLA Child & Family Agency and to identified families where child protection and welfare concerns exist, and to families in crisis situations.

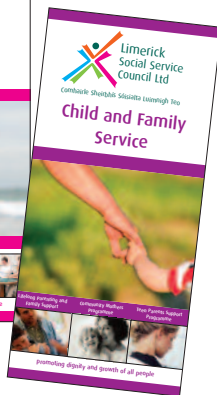
The Service works from a strengths perspective with the child and family, and in partnership with families, other agencies and communities. The Service follows the Meitheal National Practice Model, which offers a common approach to the identification of strengths and needs and a practice model for coordinating and reviewing interventions.

The range of programmes and services delivered through the Child and Family Service are outlined below.

PARENT SUPPORT & OUTREACH Service offers a variety of interventions, including intensive family support, based specifically on the family and the child's needs. Interventions incorporate elements from: the Solihull Approach (Understanding Your Child) Model, the Family Caring Trust programmes, Incredible Years Parenting Programmes, One Family, Positive Parenting for Changing Families, the Therapeutic Crisis Intervention and Triple P Positive Parenting Programmes along with other resources used to provide parents with skills and information they need to support their families in the challenges of being a parent as well as in their own self-care. Interventions and resources are allocated following assessment through the Meitheal National Practice Model.

THE TEEN PARENT SUPPORT PROGRAMME (TPSP) is a targeted community-based support service that offers confidential support to young people who are pregnant or who are parents. Support is also available to the young person's partner and members of their extended families. The Teen Parents Support Programme Limerick is part of the National Teen Parents Support Programme.

THE RELATIONSHIPS & SEXUAL HEALTH PROGRAMME aims to increase parental capacity to communicate with their teenage children in the area of relationships and sexual health, and to develop parents' skills on conflict management and self-care.



The Child & Family Service

THE COMMUNITY MOTHERS

PROGRAMME is a home visiting service aimed to assist and empower new mothers in their role as parents. The Programme is designed so that mothers are visited in their homes during the first year of their children's lives by other mothers who are trained by the Programme to offer support and non-directive information on parenting and child care.

THE FAMILY SUPPORT INITIATIVE works to identify needs and to support and connect individuals and families to services as appropriate. The Initiative is located in a number of communities in Limerick's Regeneration areas covering Southill, Ballinacurra Weston and Prospect.

THE TRAVELLER HEALTH ADVOCACY

PROGRAMME aims to improve the health status and quality of life of Travellers in Limerick. An outreach service delivered by Traveller Community Health Workers forms the core of the Programme's work.

THE FAMILY ADVOCACY SERVICE is a confidential and independent service for parents in Limerick who have children who are either in care or in the process of being placed in the care of the State. The Service offers support parents to continue involvement with their children while they are in care and assists them to fully participate in Child-in-Care Reviews and Child Protection Case Conferences.

THE FAMILY WELFARE CONFERENCE

(FWC) Service is a specialised service that supports family members to participate in the FWC process and plans for their children. Under the Children Act 2001, Child Protection services are obliged to request that a FWC is convened if it believes a child or young person may be in need of a Special Care Placement; FWCs may also be requested through the Courts. The FWC Service is utilised by TUSLA Social Workers where child protection or welfare concerns exist within families or when broad family support is being sought.

THE SUPERVISED ACCESS

SERVICE supports children in care to have contact with their parents, siblings and other family members. The Service facilitates access referrals from TUSLA Child & Family Agency.

SPECIFIC GROUPWORK:

A range of groupwork are facilitated through the above services including The Incredible Years Programme; The Start Right Programme; Parent & Toddler Groups; The Parent Summer Support Group; Ante Natal Classes at Clinics; Baby Massage Programmes; Baby Weaning Programmes; Sexual Health & Education Programmes; The City Slickers Programme; The Family Advocacy Support Group.



The Early Years Service

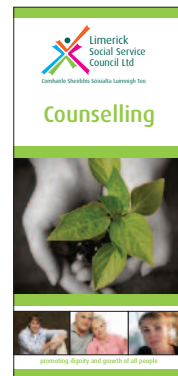
siolta
The National Quality Framework
for Early Childhood Education

The LSSC EARLY YEARS SERVICE is acknowledged as one of the leading community Crèche and Pre-school services in Limerick City that provides quality care for babies and young children. In its purpose-built facility, the Early Years Service forms part of the LSSC building and is therefore ideally located to enable parents who are living, working or in education/ training in the City Centre to avail of the service.

In line with the LSSC ethos, the Service works in close partnership with parents with a clear focus on improving outcomes for young children and their families, particularly those vulnerable and /or at risk of disadvantage.

The Centre gained Validation in Siolta Standards, which is the National Quality Framework for Early Childhood Education and is designed to support the improvement of quality across all aspects of practice in early childhood care and education settings where children aged birth to six years are present. Qualified staff provide an environment that is conducive to play and learning and which reflects the principles and standards of Siolta and the Aistear curriculum. The Centre operates in strict compliance with the Child Care (Pre-School Services) Regulations 2006 and other statutory obligations.





The Counselling Service

THE LSSC COUNSELLING SERVICE is the largest community-based counselling service outside of Dublin and provides high quality, effective counselling through a team of experienced professional Counsellors in a number of Limerick City and County locations. It is a member of the Association for Agency-based Counselling in Ireland (AACI).

The Service is available to adults and adolescents, individuals and couples who are referred to the Service by TUSLA Child & Family Agency, HSE services, GPs, by other services, and by individuals

who self-refer and who are otherwise excluded from relevant services because of finance or shortfall in service provision.

For many individuals, early intervention through the Counselling Service is a cost effective way of addressing a wide range of issues and a means to developing coping strategies for their day-to-day life. The Service supports people who may be struggling with personal, emotional, or mental health difficulties and is geared to assisting them either to find new ways to make a fresh start in certain areas of their lives or to

come to terms with things that cannot be changed. Sessions can also help people understand why certain things are repeatedly difficult and distressing for them, so that they can then manage their situation more effectively.

The range of issues presenting to the Counselling Service includes depression, anxiety, stress, abuse, addictions, family break-up, relationship difficulties, bereavement and loss, poverty, unemployment, impact of physical and mental illness, etc. Service users are listened to in a non-judgemental way and in a safe and confidential environment.

Services for Older Persons

SERVICES FOR OLDER PERSONS seek to promote the well-being and mutual support of elderly people by helping them to positively use and enjoy their leisure time, build social networks and participate in community activities.

The Service is needs-led which aims to listen and respond to what older people require, and is underpinned by the goal of maximising the dignity of social

opportunities for older people in society. The Service has a number of different areas of activity but has a particular focus on preventing and alleviating the physical and mental health risks linked to social isolation as a result of aging. This Service benefits older adults by addressing loneliness and isolation often experienced by individuals who have no family members or other support systems.

The Service organises a number of social and recreational activities for older people in the community and operates through a number of support groups, community education initiatives and through outreach services on a one-to-one basis or in a family context.





The LSSC Facilities



Comhairle Sheirbhís Sóisialta Luimnigh Teo

THE LSSC CENTRE HENRY STREET

Facilities and rooms are made available at the LSSC Centre to over sixty organisations, agencies and groups from the statutory, community and voluntary sectors on a regular basis to deliver programmes, consultations and meet with clients.

Agencies such as the HSE provide Primary Care Services and Public Health Nursing Service offer clinics on a recurring basis at the Centre. Other agencies have a permanent base at the Centre from which they offer full-time services.

These include: TUSLA After Care Services, Family Therapy Services, The Law & Mediation Service, Epilepsy Ireland, and Empowering People in Care (EPIC).

In recognition of the importance of maintaining a flexible approach with clients, the LSSC arranges for the Centre to be open outside of normal office hours on most evenings throughout the year.



ALTAMIRA APARTMENTS

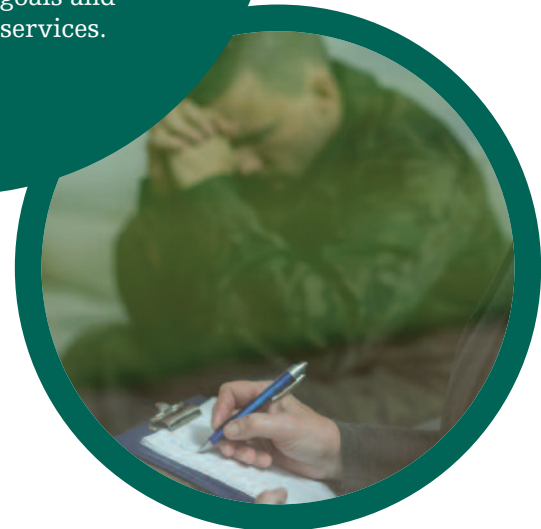
The LSSC previously provided short-time accommodation to young and first time mothers at Altamira Apartments in Thomondgate in Limerick City. Following an extensive review of services, the LSSC sought a more effective use of resources to address issues of marginalisation in Limerick.

Through a collaborative initiative with the Associated Charities Trust (Thomond House), apartments at Altamira Court were re-opened in 2013 to provide accommodation to women experiencing homeless and in need of support.



HARTSTONGE STREET

In consultation with other agencies providing services to refugees and asylum seekers in Limerick, the LSSC has explored options within its resources to support refugees and asylum seekers arriving in Limerick. During this process, the LSSC identified its premises at Hartstonge Street as a resource that will be renovated to be utilised by the LSSC and other agencies as a 'community hub' where vulnerable groups such as refugees would be offered a range of targeted services.



THE LIMERICK SOCIAL SERVICE COUNCIL in its endeavour to maximise its support to Limerick communities offers facilities at the LSSC CENTRE and at other LSSC premises to external agencies and services thus promoting greater inter-agency and integrated working toward common goals and complementary services.



Highlights from Services in 2015

The Child & Family Service

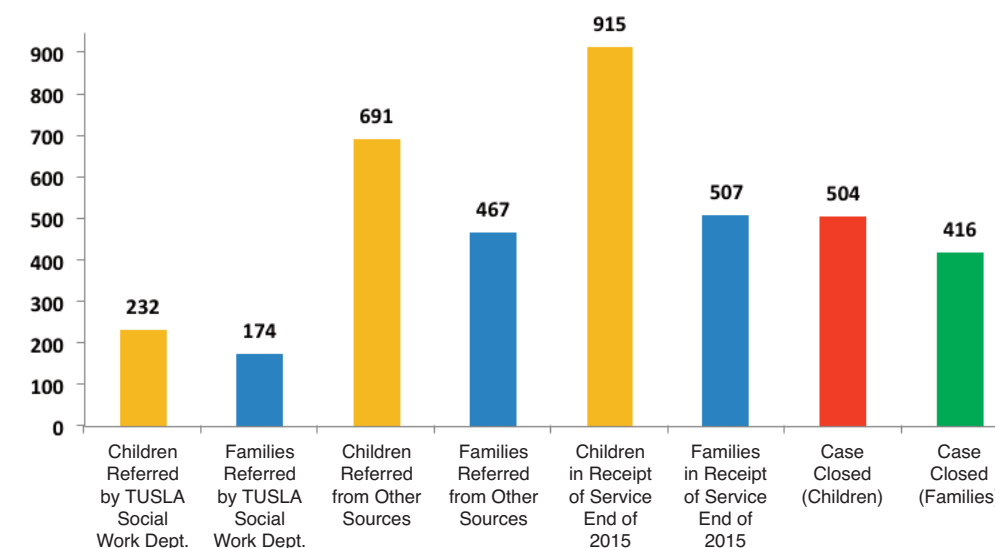


SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

PARENT SUPPORT AND OUTREACH

- The Service worked with 78 new families in 2015. There were 249 children within these families.
- 42 of the cases also had involvement with TUSLA Child & Family Agency Social Work Department, of which the majority related to families living in County Limerick.
- The majority of cases were also Level 3 of the Hardiker Scale.¹
- 20 additional Parent Support cases related to drop-in support including signposting, information and/or referral to other agencies for additional supports.
- 9 parents commenced a 10-week Parenting Programme on the Solihull Approach - Understanding Your Child, 8 parents completed the Programme.
- Parent Support staff attended 26 multi-agency meetings, Child Protection Case Conference Meetings and Review Meetings.

Fig.1 OVERVIEW OF ACTIVITY IN 2015 – REFERRALS, ACTIVE CASES & CASES CLOSED



¹ See Figure 3



SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

THE TEEN PARENT SUPPORT PROGRAMME (TPSP)

- 56 referrals were received by the Programme, 6 of which were made by TUSLA Child & Family Agency Social Work Department.
- 141 cases received intensive support, of which 65 cases remained open at year end. The majority of cases were on Level 3 of the Hardiker Scale.²
- There were 3 referrals relating to girls aged 15 and under.
- 2 City Slickers Programmes were organised and attended by 17 first time mothers. The City Slickers Programmes has been delivered successfully from the LSSC Centre since 2007 is funded by the HSE Crisis Pregnancy Programme (CPP).
- Other activities included involvement in the delivery of VEC/LCETB classes covering Nutrition, Paediatric First Aid, Health Promotion, Personal Development and Baby Massage.
- The TPSP also delivered the Incredible Years Toddler Programme, administered the School Completion Programme Funding and provided educational supports to help young people who are pregnant or who are parents to remain in and complete their education.
- The TPSP was part of the on-going piloting, development and promotion of the National Teen Parents Support Programme Parenting Toolkit.

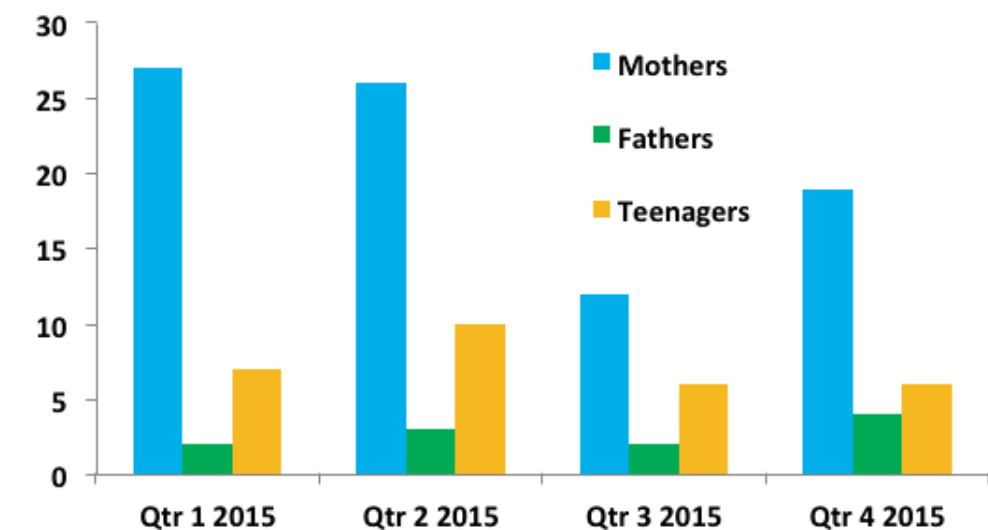
² See Figure 3

SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

THE RELATIONSHIPS & SEXUAL HEALTH PROGRAMME

- 151 referrals were received by the Programme, the majority of which were on Level 2 of the Hardiker Scale.
- 53 parents engaged in one-to-one work.
- 29 teenagers participated in Teenage Relationships and Sexual Health Programmes.
- 95 parents participated in group work focussing on issues relating to relationships and sexual health.
- 2 Programmes were organised in schools for parents - 9 parents attended from the Christian Brothers DEIS Secondary School / the Presentation Secondary School Limerick; 9 parents attended from Desmond Comprehensive College, Newcastle West / Hazelwood College Dromcollogher, Co Limerick.

Fig.2 PARENTS & TEENS ATTENDING VARIOUS GROUPWORK FACILITATED BY THE RELATIONSHIPS & SEXUAL HEALTH PROGRAMME





SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

THE COMMUNITY MOTHERS PROGRAMME

- The Programme worked with 121 new families in 2015, the majority of cases were on Level 2 of the Hardiker Scale.
- The Programme received 22 referrals from TUSLA Child & Family Agency Social Work Department and over 40 referrals from the HSE Public Health Nursing Department.
- Group work included:
 - 3 Basic Parenting Incredible Years Programmes,
 - 2 Infant Programmes and
 - a number of Baby Massage classes and
 - Baby Weaning Clinics.

The majority of parents attending one of the Clinics did not have English as a first language and required a translator.

THE FAMILY SUPPORT INITIATIVE

- The Programme received 429 referrals and 1,343 contacts were made to households in Southill and in Ballinacura Weston.
- Referrals for information and advice to deal with issues including education, training and employment, community safety, housing services, finance, rights and entitlements, substance misuse, child protection and welfare, child, youth and family services, community services, counselling, services for active retired, and health support services.

THE TRAVELLER HEALTH ADVOCACY PROGRAMME

6 Traveller Health Advocates and 3 Traveller Health Advocate Assistants provided health promotion information to the Traveller community in Limerick City on the themes of mental health, water safety, oral health for the under 8 year olds, cancer prevention and screening, women's health and diabetes prevention and management.

Prior to each health promotion campaign the Workers underwent specific training regarding each health topic.

THE FAMILY WELFARE CONFERENCE

- 21 children received support from the Family Welfare Conference Service.
- 6 children were referred by TUSLA Child & Family Agency Social Work Department.
- The majority of Conferences convened were to consider special care for the children in question.
- The majority of cases were on Level 4 of the Hardiker Scale.

THE FAMILY ADVOCACY SERVICE

- 23 new referrals were received, 13 of whom engaged with the Service.
- The Service worked with 36 clients, all of whom had children in the care system.
- 3 families had care orders rescinded and 2 families had children returned to their care.
- All cases were on Level 4 of the Hardiker Scale.

THE SUPERVISED ACCESS SERVICE

- The Service supported 40 families so that children could have contact with their parents, siblings and other family members.
- All cases were on Level 4 of the Hardiker Scale.

Fig.3
THE HARDIKER MODEL

LEVEL 4 ACUTE

Acute needs requiring specialist Social Work intervention. Threshold for child protection response reached.

LEVEL 3 COMPLEX

Complex needs requiring targeted, integrated intervention from within either LAP or Social Work services. Threshold for child welfare response reached.

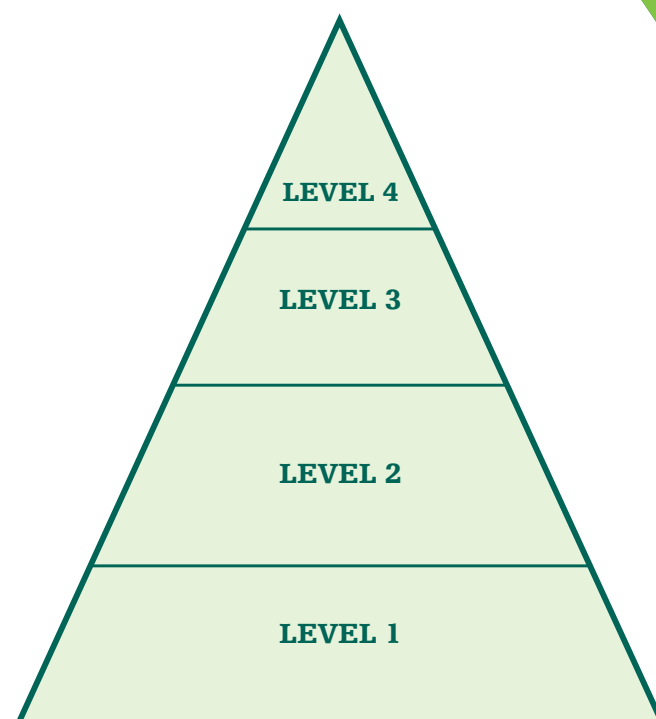
LEVEL 2 ADDITIONAL

Additional needs requiring supports beyond those provided by universal services and preventative services from within LAP. Threshold for child in need response reached.

LEVEL 1 UNIVERSAL

No identified additional needs or concerns.

Source:
Pauline Hardiker & Kent
Medway Policy Document



THE HARDIKER MODEL

Services for Older Persons



SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

SERVICES FOR OLDER PERSONS

- The Service supported 12 Care of the Aged Groups in the Limerick Area. The 2015 Service Budget, which was allocated in March, assisted local groups in the care of local older adults with a particular focus on helping older adults in need with fuel costs, bedding/clothing support, accessing services, encouraging older adults out of isolation and connecting with groups, accessing local community education and social groups for local adults.
- Over 130 older adults attended the LSSC Centre for community education classes on a weekly basis. The aim of the Community Education programmes is to help overcome isolation commonly associated with older age and to increase the educational capacities of older people thereby positively impacting on their sense of esteem and self worth. The Class Tutors were primarily provided by the LCETB while management of the waiting lists, class attendees, allocation of resources etc were the responsibility of the Service Co-ordinator. Weekly classes included: Irish, Art (Beginners & Intermediate), Crafts, Local History and Computers (beginners), Computers (Advanced).
- Members of the Outreach Team visited communities where the most vulnerable and isolated older adults live and involved themselves in: Parish Councils, Parish Community Groups, Meals on Wheels Sub Groups, Bereavement Support Groups, visits to housebound older adults and those in hospitals/ care/ nursing homes, organisation of weekly clubs for older adults, involvement in funerals for older adults and support to family and friends.

12

CARE OF THE
AGED GROUPS
SUPPORTED

130

ATTENDED
COMMUNITY
EDUCATION CLASSES
WEEKLY

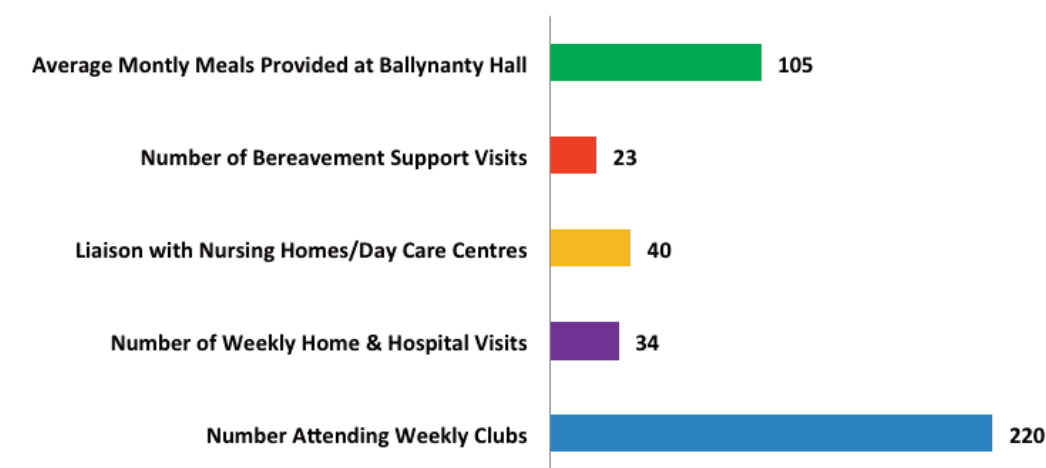
40

WEEKLY HOME
& HOSPITAL
VISITS

23

BEREAVEMENT
SUPPORT VISITS

Fig. 4 OUTREACH ACTIVITIES



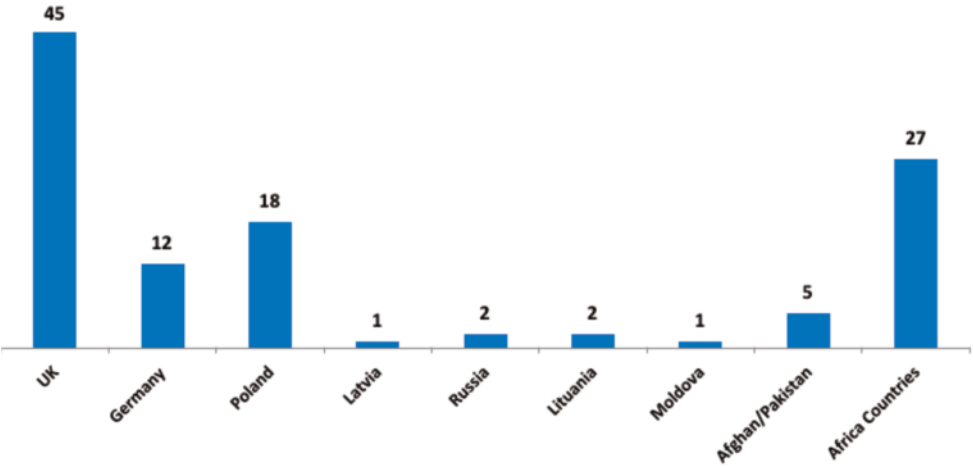
The Counselling Service



905

NEW REFERRALS

Fig. 5 REFERRALS RECEIVED BY THE COUNSELLING SERVICE IN 2015 EXCLUDING INDIVIDUALS OF IRISH NATIONALITY



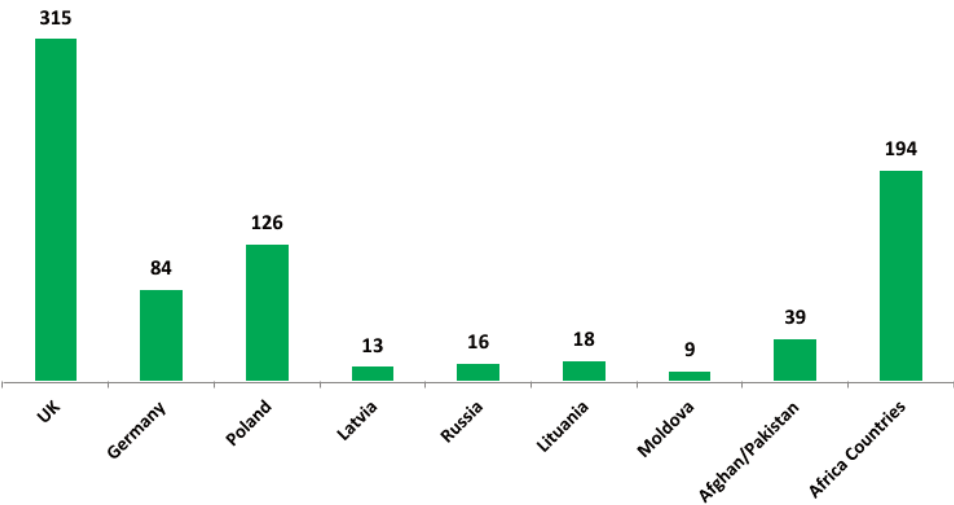
6,688

SESSIONS OFFERED

525

SESSIONS ATTENDED BY 14-18 YEAR OLDS

Fig. 6 SESSIONS OFFERED BY THE COUNSELLING SERVICE IN 2015 EXCLUDING INDIVIDUALS OF IRISH NATIONALITY



45

POST NATAL DEPRESSION REFERRALS

41

REFERRALS FROM GP, PHN, MATERNITY HOSPITAL

SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

THE COUNSELLING SERVICES

- Over the year, the Service saw continued growth in demand. 905 new referrals were received in 2015, which reflected a 6% increase on 2014 figures. 6,688 sessions were offered of which 88% were attended. A notable increase was noticed on referrals from the Primary Care Teams especially in the city which included GP's Occupational Therapist, Public Health Nurses, Physiotherapist and others.
- The most significant achievement of 2015 was the development of the Adolescent Psychotherapy Service, which delivered 525 sessions to young people between the ages of 14 and 18, who were referred to the Service from the HSE Primary Care and TUSLA Child & Family Agency. These young people were met by specifically trained Adolescent Psychotherapists.
- Another notable area of work was the provision of services to women who experienced loss before or after birth, post natal depression or relationship difficulties. In 2015, there were 45 referrals whose initial presenting issue was for Post Natal Depression, 41 of those came from Primary Care ie GP, PHN and 3 were directed here via the Maternity. Of referrals received, the Service offered 360 sessions and 88% of those sessions were attended.
- A notable development in the Service is the ongoing increase in accessibility by non-Irish nationalities.

"I have to say the Counsellor was extremely helpful and very good at her job. She is a very competent therapist and I felt comfortable going in to her every week. I have to say I am very grateful to her"

"The Service is excellent..I was treated with respect and understanding. A wonderful lady counsellor."

His dedication, kindness and common sense were excellent and he really made a difference."

"I found the sessions of great benefit and I learned to be more mindful instead of running away a lot of the time."

"It was a very worthwhile experience at a very difficult time for me. I am very thankful for the Service."

Comments by Service Users compiled through Service User Feedback Evaluation Forms.

The Early Years Service



6

BABIES
IN CRÈCHE

22

TODDLERS
IN CRÈCHE

22

ENROLLED IN
PRE-SCHOOL

13

CHILDREN WERE
FROM OUTSIDE
IRELAND

15

CHILDREN IN
CRÈCHE WERE OF
IRISH NATIONALITY

SUMMARY OF ACTIVITIES & DEVELOPMENTS in 2015

THE EARLY YEARS SERVICE

- The Early Years Service provided Crèche services to 6 babies and 22 toddlers, and 22 children were enrolled at the Pre-school service. 13 of the 28 children in the Crèche were from countries outside of Ireland whereas only 5 of the children attending the Pre-school were of Irish nationality.
- The most significant achievement of the Service in 2015 was the Siolta validation visit in October, following which the Service was **validated with the Siolta standard**. This Early Years Award for quality is the first to be awarded to a childcare service in Limerick.

Fig. 7 COUNTRY OF ORIGIN OF CHILDREN ATTENDING THE CRECHE 2015

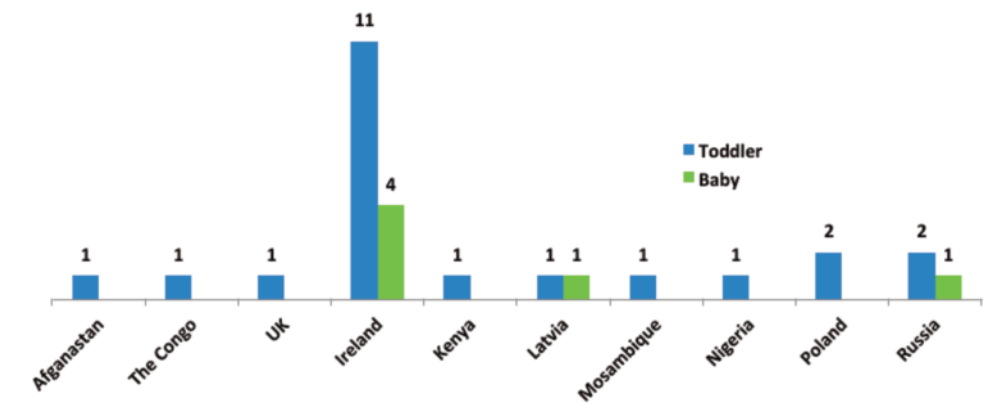
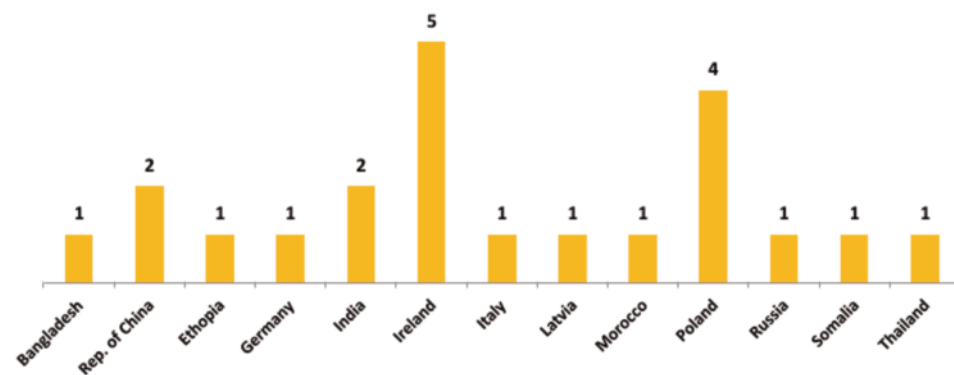


Fig. 8 COUNTRY OF ORIGIN OF CHILDREN ATTENDING THE PRE-SCHOOL 2015



The Child and Family Service

- To continue to support the TUSLA Meitheal National Practice Model within the Service.
- To continue providing quality and intensive interventions to children and families that are referred to the Service, focussing on achieving positive outcomes for children.
- To introduce a database as part of the organisation's efforts to improve systems and delivery of a quality service. This database will support staff to better assess and analyse the needs of children and families availing of LSSC services and to build an evidence base on the causes and themes of marginalisation and disadvantage that impact on the client group.
- To develop a common referral form for all programmes of the Service, in order to support the common case file.
- To focus on Early Intervention and Prevention and to continue work with the ABC Start Right programme in order to meet the ever changing needs of children and families.
- To deliver an Incredible Years programme with the support of interpreters. Further strengthening partnerships will be made with PHN colleagues.
- To work within the National Framework of Better Outcomes Better Futures. By using the outcomes and transformational goals, the Service will be supported in planning and practice.
- To maintain the close working relationships with the HSE Public Health Nursing Service through the Community Mothers Programme and with the TUSLA Social Work Departments.
- To continue and develop the Service's work with refugees, non-Irish nationals and City Centre migrant communities.

The Early Years Service

- The Service is currently engaging with the Healthy Ireland Programme and hopes to be validated in 2016. This validation will demonstrate that the Service has trained staff and introduced a programme of Healthy Living in the Preschool Service. As part of this Programme, staff will explore alternative ways to help the children become more physically active on days when they are unable to exercise outdoors.
- With the help of staff and parents, the Service will continue to update its Policies and Procedures in order to ensure that the Service is meeting the needs and Health and Safety requirements of all children, staff and visitors to the Centre, and that each child has the best possible experience while in the Service.
- The Service will train two additional staff members in the Incredible Years Dina in the Classroom Programme; this Programme is designed to help the children with their social and emotional development and express themselves in a way which ensures that is respectful to all children. It is anticipated that this Programme will be rolled out on a more consistent basis during 2016.
- To continue to support children and families from non-Irish and minority communities.

The Counselling Service

- To continue to offer services to adolescents and to undertake on-going reviews to ensure an effective and relevant service.
- To continue to support staff in training particularly in working with adolescents and in developing the work with service users from the non-Irish population.
- To continue to develop relationships with other Counselling Services locally and nationally through our membership of the Association for Agency Counselling in Ireland (AACI), a TUSLA funded body that sets standards and compiles data on counselling services funded by TUSLA.

The Services for the Older Person

- To focus on ameliorating anticipated cuts in tuition hours and grant aid to groups in the most effective manner possible and to maintain an active and supportive environment for the older members of the community.

LSSC Premises

- To refurbish the premises at Hartstonge Street so that it could be utilised by the LSSC and other agencies as a community hub for services to support minority communities, refugees and non-Irish nationals in Limerick.
- To continue to support the Associated Charities Trust (Thomond House) for the use of Altamira Apartments, Thomondgate as accommodation for homeless women in Limerick.

LOOKING TO THE FUTURE - PLANS FOR 2016



LIMERICK SOCIAL SERVICE COUNCIL

The trust that we have developed in Limerick communities over almost 50 years has led to essential partnerships that include so many organisations and groups across the statutory, voluntary and community sectors. These include schools, colleges, hospitals, GPs, social work services, community centres, governments and other non-profit agencies. Together, we have worked, collaborated and conferred together so that problems are addressed and changes are made on a scale that no single agency could have accomplished alone.

Our Partners...
working together
towards positive change

Linkages & Interagency Working

The Limerick Social Service Council is proud to work with local and national partners towards supporting the most marginalised and disadvantaged in our communities. We are committed to working in co-operation with other agencies throughout the region and to maintaining close linkages with a range of regional and national organisations through generous funding arrangements and consultative partnerships. In 2015, these included the following:

Statutory agencies and Government Departments including:

TUSLA Child & Family Agency	HSE West
Department of Children & Youth Affairs	Limerick City & County Council
Department of Justice, Equality & Law Reform	POBAL
Department of Education & Skills	MABS (Money & Budgeting Advice Service)
Department of Social Protection	Community Welfare Offices

Community and voluntary agencies including:

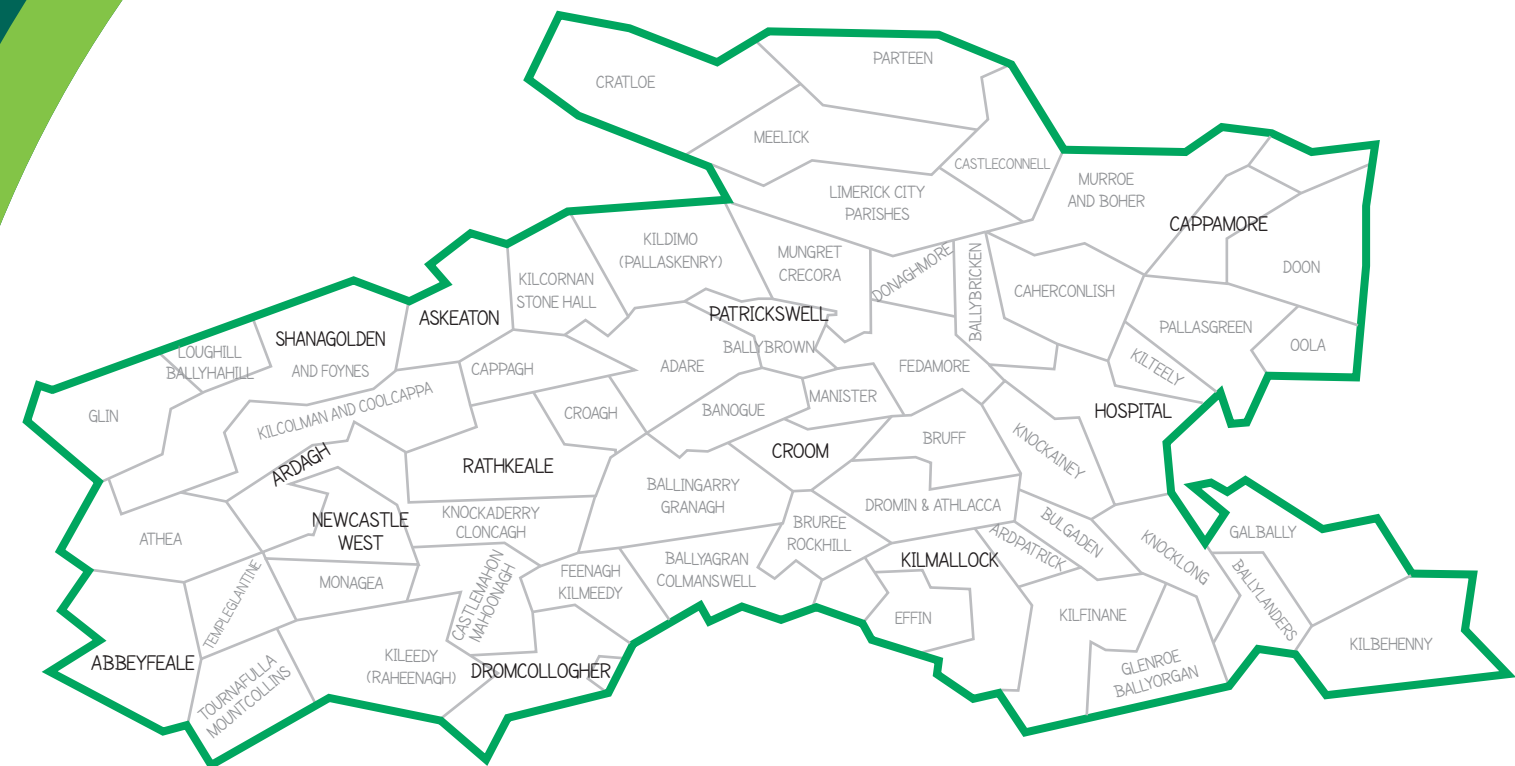
ADAPT Services	Limerick Youth Service
Age and Opportunity (Dublin)	Limerick Local Employment Service
Barnardos Mid-West	Mary Immaculate College
Centre for the Unemployed	NCVA
Credit Unions	Novas
CURA (regional and national)	Older Women's Network
Diocese of Limerick	Parish Clergy
Doras Luimní	PAUL Partnership
Focus Ireland	The Associated Charities Trust
Foster Carer's Association	Victim Support
Limerick Institute of Technology	Limerick City AES V.T.O.S.
Limerick Pastoral Centre	University of Limerick
Limerick College of Further Education	

Services that availed of the LSSC Centre in 2015

During 2015, in addition to the location of the TUSLA Aftercare Service, the HSE Primary Care Service, the Family Therapy Service, Limerick Community Law & Mediation Centre, Epilepsy Ireland, and EPIC at the LSSC Centre, a number of other organisations, agencies and groups availed of the Centre to deliver programmes, consultations and meet with clients. These groups included the following:

ACOA (Adult Children of Alcoholics)	Diocesan Lourdes Pilgrimage Office	Older Persons' Groups
Alcoholics Anonymous Groups	Dyspraxia	Overeaters Anonymous
Al-Anon Group	Emergency Response Group	Parent Support Groups
AWARE	Gam-Anon	Retired Civil Servants
Bruree House	Irish Countrywoman's Association	Retired Gardaí
Cancer Support	MWM	SHINE
CURA	Narcotics Anonymous	Women's Groups

for children, young people,
adults, families & communities
in Limerick.





LIMERICK SOCIAL SERVICE COUNCIL



Limerick
Social Service
Council Ltd

Comhairle Sheirbhís Sóisialta Luimnigh Teo

