



# Annual Report 2021

**SUPPORTING FAMILIES, CHANGING LIVES**  
*- Navigating the Changing Needs of Children  
and Families during a Pandemic*



**Daughters of Charity**  
Child and Family Service

Meeting the needs of families in a constantly changing world



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# Daughters of Charity Child and Family Service

## Values

The values which underpin all the activities of the Daughters of Charity Child and Family Service are;

**Honesty,  
Justice,  
Fairness,  
Respect and  
Compassion**

## Vision

The Daughters of Charity Child and Family Service, inspired by the spirit of St. Vincent de Paul and St. Louise de Marillac, seeks to identify, reach, and empower children and families most in need in a society that is constantly changing.

## Mission

The Daughters of Charity Child and Family Service recognising the essential dignity and potential of every person and the right of every child to live as full a life as possible within his or her own family, undertakes to deliver quality services to children at risk and families most in need.



# Chairperson's Report

**I am delighted to welcome you to the Annual Report for Daughters of Charity Child and Family Services for 2021. Despite the continuation of the global pandemic, so much was achieved in the organisation to advance the pillars of our strategic plan 'Supporting Families, Changing Lives' 2019 – 2023.**

Services and interventions continued to be provided to families through a combination of online and face to face work. This was enabled by the significant investment and the continued roll out of our Information Technology strategy. This hybrid approach enabled families to engage with core services with certainty and continuity, during the difficult time of the pandemic.

Due to the continued commitment of the Board, several key achievements took place during 2021. Most notably, the organisation achieved full compliance with the Charities Regulator Governance code.

A review of the organisation's needs was completed in 2021 and a resource plan was approved by the Board. This plan is designed to enable continued growth and development of the organisation to respond to those most in need into the future.

I would like to thank Catherine Smith McKiernan, organisational consultant, who worked with the CEO and the Board on this review and who will continue to support this work moving forward. The organisational resource plan is due to be implemented in 2022 and will ensure that the organisation is well positioned to continue to meet the needs of children and families and to grow and transform to respond to emerging needs, into the future.

There were a number of changes on the Board of Directors during 2021. I would like to thank Carol Fawsitt who retired from the board in 2021, for

her significant contribution and leadership as Chair of the Governance Subcommittee. I would like to welcome Paul Harrison who joined the board in 2021 and wish to thank him for his work with the Service to date.

I would also like to thank our CEO, Tracey Monson, her senior leadership team, and all of the management and staff of the Service for all their commitment and great work during 2021.

Without the support of our main funders Tusla, and our other funders, we could not provide our core services. Their financial support and partnership is greatly appreciated.

The commitment of the Daughters of Charity community to the organisation is ongoing year after year. Their guidance and wisdom sustains us and without their financial support, the development, research and innovation within the Service would not be possible.

The increasing divide between the State and those services funded to provide services on behalf of the State is ever increasing and of great concern to our Board and to the sector. The organisation has demonstrated innovation and flexibility to respond to emerging and unmet needs, but we cannot continue to do this in the absence of appropriate and sustainable funding and parity of pay for our staff and services.

**Mr Ciaran Roche**  
Chair



# Chief Executive's Report

**During 2021, the organisation continued to provide high quality services and moved forward on the achievement of many strategic priorities and governance requirements, despite the challenging environment of the continued coronavirus pandemic.**

The innovative ways of working implemented in the previous year continued to serve us well during the ongoing pandemic. There was progress on the implementation of our strategic plan '*Supporting Families, Changing Lives*' 2019 – 2023. The key strategic pillars across all our services continued to be progressed. This work included the development of our business support systems, Information technology, advocacy and research.

Technological advances and development continued during 2021. Most notably was the implementation of our intranet 'The Hub', in development since 2020, and the roll out of WIFI across our 17 locations. This enabled greater connectivity, communication, and collaborative working across these diverse sites.

Children and families most in need are the focus of our service and advocacy. We advocated for children and families engaged in the family courts system, through our membership of the advisory group to the Family Justice Oversight group in the Department of Justice. This group is tasked with the reform of the family law court system which is long overdue.

Parents continued to struggle during 2021, and this has been greatly exacerbated by the pandemic, as evidenced in the referrals to our service for support. We were delighted to represent the Parenting Network on the Collaborative Working Group of the development of the national model of parenting support services, within the Department of Children, Equality, Disability, Youth and Integration (DCEDYI), Parenting Support Unit.

Despite many staff and families referred to the services being impacted by the Covid 19 virus, we continued to deliver a high-quality level of service to those in need. We supported **778** families, **1,930** children and provided **21,233** sessions to children and families.

The past year has highlighted that families continue to struggle. Our Family Centre referrals follow a similar

trend to 2020 for emotional wellbeing and anxiety and parenting support, representing **61%** of referrals to the service.

A worrying trend is an increase in risk levels for children referred to Assessment Services and reflects the complexity of needs that many families are dealing with **95%** of cases referred for an Initial Assessment were scaled as medium risk by Tusla which was a further increase of **10%** on cases scaled medium risk in 2020.

In addition, a matter of serious concern was a **50%** increase in the numbers of children with additional needs referred to Assessment. Many families were struggling to access Assessments of Need and appropriate services for their children.

The presence of domestic abuse within families continues to increase, with families experiencing high levels of domestic abuse, growing year on year. **65%** of families referred for an Initial Assessment to our Assessment teams have experienced active domestic abuse. Our Dublin Safer Families Service, a unique systemic family-based service, experienced a **53%** increase in referrals for children to its services overall. This is a very concerning trend and indicates that many children are living in environments of toxicity and harm.

I would like to thank our Chair, Mr Ciaran Roche and the Board of Directors for their constant support, guidance and gentle wisdom during the year.

I would like to acknowledge the commitment and hard work of the senior leadership team during the year, their support and dedication has been deeply appreciated. I would like to thank management office, and the management, staff, and volunteers of the Centres for the great work undertaken in 2021. Their resilience and capacity to respond to change and provide a targeted evidenced service is outstanding. Without their commitment and passion, we could not complete the great work during the year.





I look forward to working with our board, staff, management, funders and children and families, in this transformation phase of the organisation into the future.

Finally, while restrictions have been lifted, we know that the impact of the pandemic, and the war on Ukraine, will be a focus for our Service well into the future. The partnership and collaborative working that was such a strong feature across both statutory and voluntary organisations will be required if we are to meet the needs of those most vulnerable in our society. Our committed board and staff team will enable us to meet these challenges now and into the future.

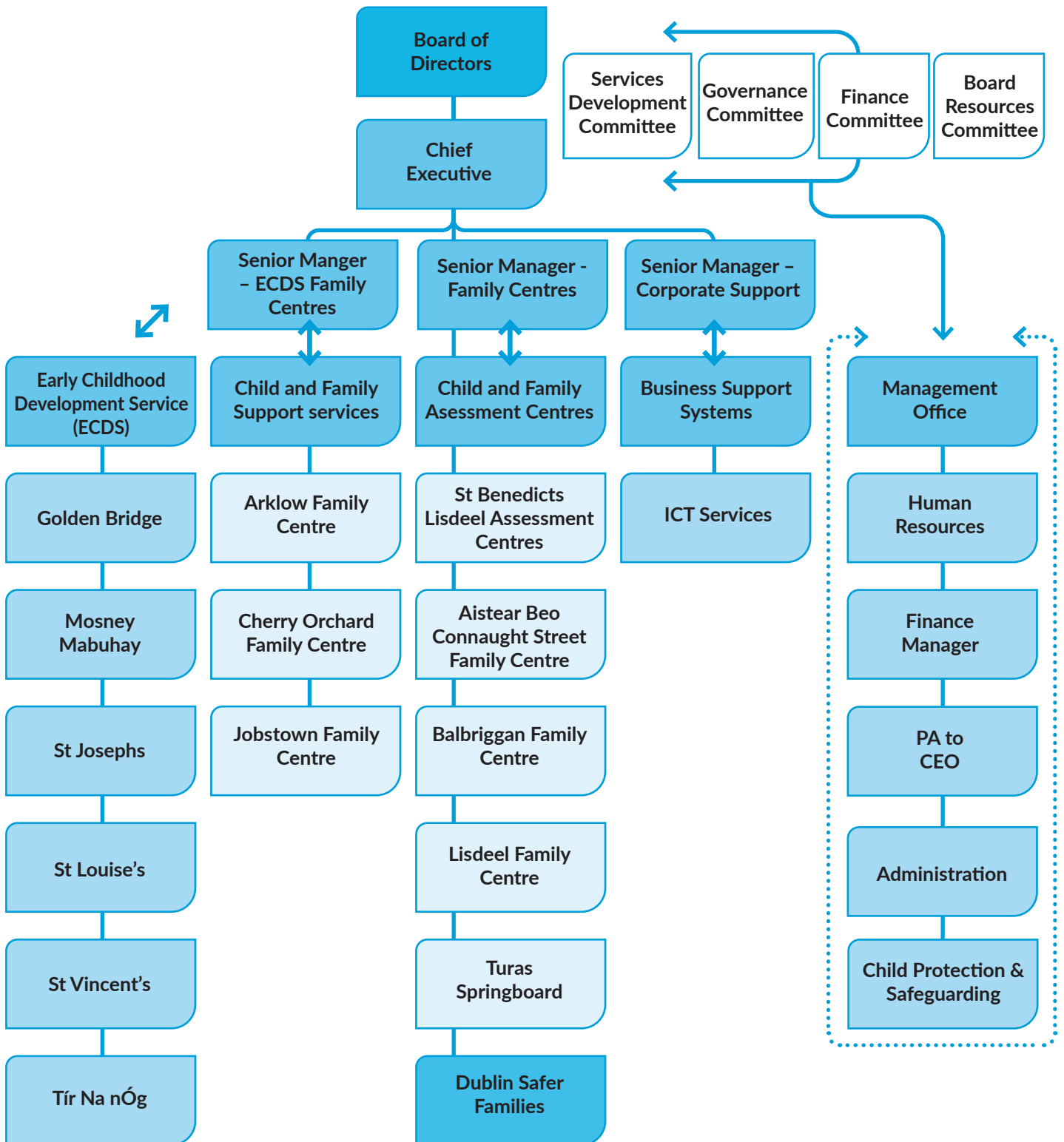
**Dr Tracey A Monson**  
Chief Executive Officer



*A worrying trend is an increase in risk levels for children referred to Assessment Services and reflects the complexity of needs that many families are dealing with 95% of cases referred for an Initial Assessment were scaled as medium risk by Tusla which was a further increase of 10% on cases scaled medium risk in 2020.*



# DOCCFS Organisational Structure







# GOVERNANCE

**6**

**NUMBER OF BOARD MEETINGS**

**5**

**GOVERNANCE MEETINGS**

**7**

**NUMBER OF FINANCE COMMITTEE MEETINGS**

**0**

**BOARD RESOURCES COMMITTEE**

**0**

**SERVICE DEVELOPMENT SUB COMMITTEES**

## BOARD OF DIRECTORS

Sr. Goretti Butler, Sr. Marian Harte, Sr. Sheila Ryan, Mr. John Tuffy, Mr. Michael Cleary, Mr. Ciaran Roche, Mr. Paul Harrison (appointed 19/03/21), Carol Fawsitt (resigned 2/07/21)





# Who We Are and What We Do



## Our Family Centres

- Our Centres are welcoming and non-clinical
- We aim to provide free, flexible and customised support
- We provide interventions that respond to the needs of children & families
- We welcome referrals from TUSLA, GP's, Health Services, An Garda Síochana, Law Courts, CAMHS (Child Adolescent Mental Health Services) Schools, professionals, and from Parents and Guardians



## The Early Childhood Development Service

- We provide early childhood education and care to children between 2yr and 6yrs
- We use the High Scope programme, that promotes confident, social and inquisitive children who interact with and explore their environment
- We work with the children to develop their social interaction, play, language, emotional development, physical skills, literacy and fine motor skills to provide a smooth transition to school
- Children are provided with opportunities to express themselves through play in a learning atmosphere of tolerance, respect and fun
- Parents and carers are supported and included through the provision of programmes, educational talks, Parents Advisory Committees & family days
- Referrals from TUSLA, PHN, GPs, other professionals and from parents and carers are welcomed



## Dublin Safer Families Service

- We are a Gender, Sexual and Domestic Abuse Service
- A primary focus of our work is to increase safety for the children in the family
- We are the only service in Ireland to have adopted systemic evidence enhanced family-based model of working with domestic abuse
- We work with all members of a family to acknowledge the importance and impact that relationships between family members have on each individual member
- We work separately with the identified victim, children and perpetrator to provide sessions that create both a listening and reflective space
- Joint sessions with family members can be carried out once safety is established



## Assessment Service

- Our specialist assessment teams work in partnership with Tusla Dublin North, and Dublin North City
- We carry out Initial Social Work Assessments with families where a risk/harm report has been received
- We only accept referrals from Tusla Social Work Departments
- We use TUSLA's national practice model *Signs of Safety*, to carry out Initial Assessments
- Signs of Safety is a strengths-based, safety-organised approach to child protection - grounded in partnership and collaboration with children, their families, and their wider network of supports
- All staff are trained Signs of Safety Practice Leaders



# 2021 Our Impact at a Glance

Children supported across all our Services

1930

Families supported by our Family Centres, Dublin Safer Families Service and our Assessment Service

778

Work completed and cases closed in our Family Centres, Dublin Safer Families Service and our Assessment Service

969

Sessions completed by phone, home visits, walk & talk

21,233





# Our Services

- *Going Above and Beyond for Families*



## Assessment Service

### Assessment Service

We have noticed a marked increase in the number of referrals for an Initial Assessment of risk of harm to children with additional needs. In these families' parents are often overwhelmed, impacted by a dearth of appropriate services and supports, where family problems have been exacerbated by the impact of the Covid 19 pandemic. Covid has resulted in families incarcerated in their homes, dealing with high levels of aggression and violence from children to their parents and siblings. Thus, leaving everyone struggling on a daily basis to effectively manage and control often extremely challenging behaviours. The outcome of such struggles can be quite serious. Physical altercations that dominate the family's internal relationships and leave exhausted parents with reduced capacity to meet the needs of other children in the family. The day-to-day experience of such disruption,

sometimes with associated threat to their own physical safety, may leave these other children anxious, emotionally bereft, and fearful. The fact that their parents' attention is so often focused on the needs of the child with additional needs leaves them without the parental support to increase their resilience to cope with such a home life.

While Covid 19 has affected all children in varying degrees, the trauma suffered by those children referred for risk of harm has significantly increased. Nowhere is this more evident than in the steadily increasing level of risk of harm at the point of referral for an Initial Assessment. In 2016 children at risk of harm at referral for an Initial Assessment was scaled **53%** low risk and **47%** medium risk.

**In 2021 approximately 95% of children referred for an Assessment of risk of harm were scaled at medium risk.**



	2021	
Families	148	
Adults	536	
Children	515	
Initial Assessments	202	
<b>Categories of Risk at referral stage</b>		
Welfare	37%	
Physical abuse	22%	
Emotional abuse	29%	
Neglect	12%	
<b>Levels of Risk at referral stage</b>		
Year	2020	2021
Low Risk	15%	5%
Medium Risk	85%	95%
<p>In 2016 the children at risk of harm at referral stage in the Assessment centres was scaled 53% low risk and 47% medium risk. In 2021 approximately 95% of children referred for assessment of risk of harm were scaled at medium risk.</p>		
<b>Presence of Domestic Violence</b>		
Year	2020	2021
Known at referral stage	46%	66%
Unknown at referral stage	20%	25%

## Activities and Trends

### Signs of Safety Model Training

All managers across the organisation and all Assessment Service staff completed the accredited Signs of Safety Practice Leaders training and are trained practice leaders in this model.

### Year on Year Trends

- There was an increase in the number of adults supported to improve safety for children
- There was a significant change in the levels of risk to children in cases referred to the Assessment Service teams. In 2020 approximately **15%** of cases were scaled Low Risk by Tusla at referral stage with **85%** scaled at Medium Risk. In 2021 this shifted to less than **5%** scaled Low risk at referral stage displaying a significant increase in the seriousness and complexity in the risk of harm to children during this 2-year Covid 19 period
- There was an increase in cases where Domestic Violence was present at referral stage from approximately **46%** in 2020 up to **65%** of all referrals received in 2021. Additionally, in cases where Domestic Violence was unknown at referral, post assessment showed an increase from **20%** in 2020 to **25%** in 2021
- The housing crisis and Covid 19 measures have led to an increase in the number of referrals where there is a risk to the children from parental acrimonious relationships and both parents remain living in the same home
- There has been a noticeable increase in families who have a child with additional needs coming to the attention of Tusla for some levels of physical abuse. In our centre in Dublin North City and the Ballymun/Cabra area, there has been a **50%** increase between 2020 and 2021 in the number of families where a child with additional needs has been referred for an Initial Assessment.



## Dublin Safer Families Service (DSFS)

Many clients attending Dublin Safer Families Service (DSFS) have experienced repeated, chronic, or multiple traumatic events involving domestic abuse and coercive control. DSFS use a trauma informed approach when working with children, victims, and perpetrators. The essence of this approach is to meet children and parents in a safe, collaborative and compassionate way. This supports them combat the effects of trauma and helps to develop positive coping strategies such as awareness of events that may trigger a negative response and resilience skills such as those used in emotional regulation.

The service works as reported by families engaged in the Service:

*'Victims reported an increase in security in their close relationships and in the family system, following intervention with DSFS. Victims reported that the abuse had decreased when the perpetrators have engaged in a meaningful manner with DSFS. Perpetrators reported that they feel listened to, less isolated, managed their emotions and triggers more successfully and had an increased awareness on the negative impacts on the other parent and their children. Children reported that they are happy to have a safe space and person to talk about their worries/ fears and safety plan issues in their family.'*





DSFS are committed to interagency collaboration to reduce the traumatic impact of the violence children have experienced in their homes. They have provided training to professionals in the DSFS Systemic or Family Based Approach to working with perpetrators and victims of domestic abuse. Training has been provided to Tusla, An Garda Síochána, Assessment Workers, Family Support teams, Social Work Practitioners, Academics and Students at Trinity College Dublin, among others.

DSFS are committed to sharing knowledge and in 2021 the team participated in three different workshops with a number of key agencies inputting into the Department of Justice's Third National Domestic, Sexual and Gender Based Violence Strategy, in addition to hosting a webinar to honour the Global 16 Days of Activism Against Gender Based Violence attended by over 100 people from various organisations and services directly working with domestic abuse.

DSFS have also provided information and worked closely with a new study to capture and assess policy and practice initiatives in responding to Domestic Abuse in four countries: United Kingdom, Ireland, Australia, and South Africa. The DAHLIA-19 study included all family members experiencing domestic abuse (adult survivors, children, young people and perpetrators) and aimed to identify what domestic abuse practice and policy interventions and strategies had been introduced under Covid-19 in all four countries, whether successful or not.

	2021
Families	98
Children	100
New referrals	74
Cases closed	97
Individual training hours provided to professionals	2304.5
Cases returned to Tusla for intervention since commencement of the Service in March 2017	0



*You have been amazing to me and my family, I did not know what to do about my child. Thank you so much for your kindness.*



*It helped me to cope and try to manage desperate situations.*



## Early Childhood Development Service (ECDS)

**Continuing Covid 19 restrictions meant that parents could not visit our Centres to see the work completed by their children or their engagement with activities in the centre. This caused some anxiety and stress for the parents, as well as the children and added to the feelings of fear and anxiety generated by the pandemic, together with social isolation from repeated lockdowns.**

Staff in the Centres set up WhatsApp groups for the parents to offset this isolation and shared with them the children's activities that took place during the day. A welcome return to some form of normality came when Centres were able to re-introduce the provision of hot dinners for the children. Learning took place in a pod system and children made contact and communicated with their friends in other groups through windows and doors and waved to their friends from the garden. It was a very unusual and unnatural way of working for the ECDS but all Centres stepped up to the plate and found new and creative ways of communicating and staying connected to the children and families. Tools such as WhatsApp, Zoom and Microsoft teams were used for calls, meetings, videos and photo sharing and phone calls and text messages were used to share information and reduce isolation for families.



*Our little girl is far more competent this year her speech is after coming on great my child loves coming in everyday to her friends and teachers.*

Throughout the year staff have strived to reduce or alleviate the ongoing feelings of anxiety, social isolation and for some families' trauma generated



*The service has really helped my child in many ways love how happy my two kids are going to school.*

as a result of experiencing a second year of Covid 19 for the children, their parents, and the staff. COR child profiles, based on HighScope and learning stories continued to reassure and show parents the great learning that their child was actively taking part in. Places continued to be offered under the ECCE Scheme and the National Childcare Scheme and where possible, Centres facilitated visits from professionals such as the Early Intervention Team working with children who were attending a Centre. Staff availed of Capacitar Wellness and Mindfulness sessions offered online by our organisation and management kept a close eye on the impact of the continuing epidemic. Everyone was pleased to see those children who were on long waiting lists when they began to be seen for appointments in the summer of 2021 in HSE Health Centres. Unfortunately, these appointments did not include children referred during 2020 and 2021 due to their more recent place on the long waiting lists.

Research into outcomes continued across our organisation with TRiCC (Trinity Research in Childhood Centre), and within the Early Years Centres where School Readiness Measures was completed by staff for all children, both at the beginning and the end of their year.

September's intake and settling in period took a little longer as most of the children were separating from families for the very first time. The pandemic restrictions caused children to live a lot of their young lives in lockdown and separating from parents was the cause of some stress and anxiety for everyone involved.

At the end of 2021, staff reflected on the resilience shown by children who had experienced a second year of Covid 19. Parents were able to attend Centres to meet with their child's Early Education Worker and discuss the wonderful achievements their child had made, goals reached, and developmental milestones met. Parents were given a copy of the child's profile in English and in their home language and many parents reported sharing these profiles with grandparents living in

different countries. Santa came to every Centre and adhered to all social distancing guidelines. Christmas dinners and parties were held, and the children enjoyed their celebrations.

Early Childhood Development Service Facts and Figures	2021
Children attended	318
Children transitioned to National School	153 (48%)
English was not the child's first language	112 (35%)
Children with additional needs	65 (20%)



## Family Centre Service

**For the families we work with there was loss, illness and the impact and isolation of school closure and lack of direct services due to the Covid pandemic.**

For some there were specific traumatic events, for most there was the cumulative effect of less defined trauma, the shared experience of the trauma of the pandemic. Although this was in some part a shared experience this was experienced differently depending on families' circumstances. For many of those we work with the pandemic led to increased difficulties such as the risk of future violence and abuse, deepening poverty and mental health issues. For some children and young people in care there was significant loneliness and isolation especially for those who had experienced placement breakdown or transitioned to semi-independent living. The pandemic highlighted the need for connection and support and this brought into focus the experiences of those without such connection and supports. Within our service and across the networks of services there was great commitment and ingenuity in responding to families' needs.

This period of the pandemic also evidenced the cumulative impact of trauma, we now knew what lockdown meant and brought into this new lockdown our experiences and fears from the previous one. For those most at risk this exacerbated their fears and highlighted their isolation. For some families Covid gave them an opportunity to use their skills of resilience and growth.

Families supported	558
Children supported	997
Cases completed and closed	766
Sessions completed	17,742

Primary reasons why children received therapeutic support in our Family Centres	2021
Emotional wellbeing/anxiety /support	32%
Parenting/behavioural difficulties/ anger management/relationship difficulties, parental separation	29%
Children in care, welfare, mental health	14%
Child emotional, physical, sexual abuse, trauma, domestic violence	11%
Bereavement	6%

The Child protection stats in 2021 reflect the challenges that families are facing when presenting to our services. It is notable that almost a third of child protection and welfare notifications to Tusla were in the category of Physical Abuse, an indicator that parents are struggling significantly.

Child Protection & Welfare Reports to Tusla	2021
Families	285
Children	375
Sexual abuse	4%
Welfare	19%
Emotional abuse	39%
Neglect	6%
Physical abuse	32%





## Investing in Staff

**In 2021, the first full year of Covid 19, was a challenging year for our staff teams but was also a year of innovation and demonstrated staff teams rising to meet the challenge posed by the pandemic.**

Covid 19 brought many challenges, requiring our staff and managers to adapt service delivery to meet the needs of children and families whilst adhering to the requirements of Government restrictions and guidelines. There were many innovative ideas shared across the organisation that helped the delivery of services and many of these innovations will be retained post-Covid.

We continued to train and engage with staff teams on Covid protocols and safety protocols to ensure we had the safest possible service. Our Lead Worker Representative system was an excellent addition to our communication structure and has proven to be so successful that we will retain the system after the response to Covid has waned.

Staff Well-being is of critical importance but seemed more so during these unprecedented times. In addition to our Employee Assistance Programme operated by Inspire Wellbeing, we introduced some wellbeing activities across the organisation. We had a very successful Walking Challenge which received tremendous support across the Centres.

A high percentage of our staff are female and there was a keen interest in hearing from experts on the topic of menopause. We hosted a communication programme on the topic which included a virtual presentation from Wellness Warrior Catherine O'Keeffe, which was extremely well received from all who attended.



## Our Awards and Achievements in 2021

### **Jobstown Family Centre Receives an Investment in Children Award**

**The Investing in Children Award recognises and celebrates examples of imaginative and inclusive practice, where services demonstrate a commitment to dialogue with young people that leads to change.**

#### **'Terrific Teens'**

Jobstown Family Centre were delighted to receive the Investing in Children Membership Award in 2021 for their 'Terrific Teens' Group.

Following the extensive period of lockdown and restrictions necessitated by the prevalence of Covid 19 in early 2021, the Centre became aware of a specific set of challenges facing their young teenage clients. Reports of social isolation, pervasive anxiety, school refusal, chronic low mood, self-harm, risk-taking behaviours, and lack of motivation or hope for the future became increasingly prevalent from young people attending the Centre. Many struggled to engage remotely, fatigued from day-long screen based schooling, lacking the necessary resources and private spaces within their homes to talk in depth to their Family Workers.

We wanted to reach out to this cohort. They and their families were telling us that they needed opportunities to develop their social skills, life skills and social confidence. We explored the idea of

offering an outdoor summer camp and, drawing from what our teen clients and their families had been communicating to us, we felt a week-long adventure camp would best suit their needs. As this camp was facilitated by a dedicated onsite instructor at CP Adventures in Russborough House, the Family Workers were able to focus on participating alongside the young people, modelling behaviours, observing and supporting them to overcome the challenges the group presented and allow them space to get together and work things through for themselves.

The 'Bear Survival Camp' with our 'Terrific Teens' gave them an opportunity to participate in a wide range of outdoors activities, many of them for the first time. It took the young people out of their comfort zones, in a supportive environment with challenging situations that required leadership, negotiation and teamwork skills. The promotion of healthy living and skills to positively influence future life choices was central to this camp.





Over the course of the camp, we observed the development of respectful leadership skills, determination and persistence, adaptability, selflessness, empathy, and care for peers, assertive and quiet confidence as an inner strength, excellent manners and a 'give it a go culture', pushing personal limits and boundaries. The group had fantastic camaraderie and sense of fun. Seven out of the eight young people completed the camp.

### The voices of the children and young people say it better:

Reflecting on the group, they named that the overall problem for them was that they had no social outlets. One young person named how they *'cannot make or retain friendships as most peers are gamers and don't want to come out'*. Two other young people said they have no access or opportunity to new social experiences due to financial constraints and other issues. They stated how *'they would love to take part in some Summer Camps to experience new things and have fun'*. One young person acknowledged that *'he is spending too much time in the home', where the environment is tense and sometimes conflictual. He said he needed an 'outlet for a break'*. One young person said *'how she was nervous around engaging with her peers and making friends now'* following lockdown and school closures, which restricted her social interaction. The young person said that *"she would like to make some friends and feel less anxious"*. They fed back that the group gave them a feeling of personal pride for stepping outside their comfort zones and 'giving it a go'. They enjoyed the adrenaline release and excitement of the activities and gained the ability to try new things/experiences, even if it really scared them. One person framed success as I *'didn't have a*

*panic attack'*. The young people said that *'staff helped us with mental health stuff, we have grown as a group, they have helped us, and we made friends for life'*.

A lasting positive impact of the group was the bond they developed, when thrown together for a week of challenging activities. This led the seven of them to decide to continue as a group and, in consultation with them, the Jobstown Family Centre decided to run the Real U Programme to provide education and support with healthy sexual and relationship development.



### Arklow Springboard Family Centre Retains their Gold Health Quality Mark Award

Arklow Springboard Family Centre celebrated retaining a major national award in May 2021. The Centre renewed its Gold Standard Health Quality Mark from the National Youth Council of Ireland (NYCI). The award was initially presented in 2016 and they remain the only family support service to receive this award. The Health Quality Mark award is a standards framework developed by the NYCI which aims to enhance best practice and encourage a high standard of quality in all aspects of health promotion.

As part of many programmes that we offer to children, young people and families, the Centre aims to improve participants' awareness of health and related issues. Families and children attending the Centre are supported with an agreed plan that aims to meet the goals of the referral. We used creative and flexible approaches in responding to children, young people and their parents during the pandemic.



## Outcomes

### Measuring Change in the Lives of Children and Families

**Our work with Trinity Research in Childhood Centre, (TRiCC) with TCD, continued in 2021. As a research informed organisation, ensuring that the impact of our work is evidenced is critical for service delivery and ensures that our services continue to respond to those most in need.**

We have over 10 years of data in this area. We had two separate articles published in the British Journal of Social Work, in the area of Domestic Abuse entitled '*Domestic Violence and Whole Family Interventions: Charting change in the lives of service users*' (Spratt, Swords and Hanlon, 2021) and secondly, on our journey to becoming an evidence informed, outcome focused organisation entitled, '*Establishing Outcome Measures in Practice: A Model for Services Working Therapeutically with Children and Families*' (Monson, Swords and Spratt, 2021).

Future plans for our research are focused on the introduction of trauma measures for children and

young people using our services, and temperature checks for staff engaged in therapeutic work in the area of compassion fatigue.



*Any family who are lucky enough to avail of your service will never regret it and be forever grateful*



## Working in Partnership

### National Memberships

- » The Children's Rights Alliance
- » Early Childhood Ireland
- » Association of Child Protection Professionals (formerly BAPSCAN)
- » Children living with Domestic Violence group – Steering committee
- » Childcare in Practice Journal – Editorial board
- » Journal of Child and Adolescent Trauma - Editorial Board
- » CYPSC National Steering Committee
- » TUSLA National Commissioning Advisory Group
- » TUSLA National Research Advisory Group
- » The Children's Research Network
- » Collaborative Working Group National Parenting Strategy – Department of Children, Equality, Disability, Integration and Youth
- » Barnardos National Advisory Committee for Children and Domestic Violence
- » Family Justice Oversight Group Advisory Committee – Department of Justice
- » Parenting Network

### CYPSCs

We are represented on the main CYPSC committees in all areas in which we have services, Dublin South, Dublin South Central & Wicklow, Dublin North, Dublin North City and associated Sub-Committees

### Community and Local Groups

- » Local Education Committee
- » YPAR
- » CYPAR North East Inner City
- » Young Ballymun
- » Bay Area Network for Children at Risk
- » Garda Youth Diversion Project
- » Balbriggan Community Pillar Development
- » Childhood Domestic Violence Sub Group, Barnardos
- » Child and Family Support Networks
- » Finglas Trauma Informed Learning Network
- » NVR Community of Practice
- » Ballymun Children and Youth at Risk
- » Tusla Multiple Early Years Provider Group
- » Dublin Bay Area Network Group





## Complaints, Compliances, Our Funders

### Complaints

The Service received 2 complaints during the year 2021 which were addressed and notified to Tusla.

### Compliances

Despite the Covid pandemic and the increased requirements in health and safety standards, we were delighted to be found fully compliant with all inspections, which highlights the high quality of service operating in the ECDS.

- » A Tusla Pre School inspection took place in Mabuhay ECDS, Mosney Co. Meath in June 2021 and was found to be fully compliant
- » A Tusla Pre School Inspection took place in St. Louise's ECDS, North William St. in November 2021 and was found to be fully compliant
- » An Environmental Health Inspection took place in St. Vincent's ECDS, Ballyfermot during 2021 and was found to be fully compliant
- » A Tusla Pre School Inspection and an Environmental Health Inspection took place in Tír na nÓg ECDS, Dublin 8 and were found to be fully compliant in both inspections. They also had a validation visit for the Investing in Children Award by Tusla
- » An Environmental Health Inspection took place in St. Joseph's ECDS, Dublin 8 and were found to be fully compliant
- » An Environmental Health Inspection took place in Goldenbridge ECDS, Inchicore which was found to be fully compliant
- » All of our Services take part in a yearly centre review which examines all areas of service delivery in their Centre and is used to shape service delivery for the following year

### Our Funders



Tusla



Daughters of Charity



Health Service Executive - Lottery Grant



An Roinn Coimíre Sóisialaí Department of Social Protection

Department of Social Protection



POBAL



Mosney Village



An Roinn Leanaí, Comhionannais, Michumais, Lánpháirtíochta agus Oige Department of Children, Equality, Disability, Integration and Youth

Department of Children, Equality, Disability, Integration and Youth



An Oifig um Chosaint Idirnáisiúnta International Protection Office

International Protection Accommodation Services



What Works Training Fund



Wicklow County Council



County Wicklow Community Partnership



Comhairle Cathrach Bhaile Átha Cliath Dublin City Council

Dublin City Council



Dublin Bus



MSC Missions



Community Donations



## Financial Summary 2021

Daughters of Charity Child and Family Service Limited  
(A company limited by guarantee, not having a share capital)

<b>INCOME AND EXPENDITURE ACCOUNT</b> Year Ended 31 December 2021	<b>2021</b> €	<b>2020</b> €
<b>Income</b>		
Tusla - Child and Family Agency	6,442,880	5,988,153
Other income	939,551	1,236,183
<b>Total income</b>	<b>7,382,431</b>	<b>7,224,336</b>
<b>Expenditure</b>		
Remuneration	6,387,304	5,938,720
Infrastructural & Maintenance Costs	476,045	522,984
Service Provision Costs	124,835	103,833
Information technology & Communication and Administration Costs	346,138	403,406
Insurance, Legal & Professional and Accountancy	93,251	107,771
Recruitment & Development Costs	51,781	35,714
Depreciation / Amortisation	-	-
<b>Total expenditure</b>	<b>7,479,354</b>	<b>7,112,428</b>
<b>(Deficit)/ Surplus for the year</b>	<b>(96,923)</b>	<b>111,908</b>



<b>BALANCE SHEET</b> Year Ended 31 December 2021	<b>Notes</b>	<b>2021</b> €	<b>2020</b> €
Tangible fixed assets	1	-	-
Current Assets			
Debtors	2	42,469	164,731
Bank		2,408,602	2,448,550
		2,451,071	2,613,281
Creditors: amounts falling due within one year	3	(1,067,888)	(1,133,175)
Net current assets		1,383,183	1,480,106
Net assets		1,383,183	1,480,106
Capital and Reserves			
Income and expenditure account	4	1,383,183	1,480,106





## Notes

### 1 Tangible fixed assets

This reflects the written down value of a motor vehicle owned by the company.

### 2 Debtors

	2021 €	2020 €
Amounts falling due within one year:		
Debtors	42,469	164,731
	42,469	164,731

### 3 Creditors

	2021 €	2020 €
Amounts falling due within one year:		
Trade creditors	133,670	70,310
Other creditors and accruals	174,645	368,989
PAYE/PRSI	136,707	143,434
Superannuation - Tusla	4,303	7,616
Additional superannuation contribution - Tusla	-	9,075
Deferred income and restricted funds	615,563	533,751
	1,064,888	1,133,175

### 4 Reserves

	2021 €	2020 €
Opening balance 1 January	1,480,106	1,368,198
Surplus/(Deficit) for the year	(96,923)	111,908
At end of year	1,383,183	1,480,106

### 5 Related party transactions

During 2021 contributions from the Daughters of Charity to the Daughters of Charity Child and Family Service amounted to €40,940 (2020: €394,420).

Amounts due at year end - 2021: €40,940, (2020: €130,538). Any amounts due at year end 2021 were paid subsequent to year end.



# Our Services

## Family Centre Services

### Aistear Beo Connaught Street Family Centre

1st Floor, Commercial House,  
West End Village,  
Blanchardstown, D15. D15 XY0F  
P: 01 8852680  
Email: aistearbeo@docharity.ie  
connst@docharity.ie

### Arklow Springboard Family Centre

27 Ferrybank  
Arklow  
Co. Wicklow. Y14 H025  
P: 040224828  
Email: arklowspringboard@docharity.ie

### Balbriggan Family Centre

Unit 7, Level 1,  
Millfield Shopping Centre,  
Balbriggan, Co. Dublin. K32 PK51  
P: 01 6905158  
Email: bfc@docharity.ie

### Cherry Orchard Family Centre

Cherry Orchard Avenue,  
Ballyfermot, Dublin 10.  
D10 C973  
P: 01 6231313  
Email: cofamilycentre@docharity.ie

### Dublin Safer Families Service

Claidhe Mor,  
Swords Road,  
Santry,  
Dublin 9. D09 NY65  
P: 01 8627700

## Jobstown Family Centre

Mary Mercer Centre  
Fortunestown Road,  
Tallaght,  
Dublin 24. D24 K854  
P: 01 4585703  
Email: jobstownfnc@docharity.ie

## Lisdeel Family Centre

Lisdeel House,  
Swords Road, Santry,  
Dublin 9. D09 T2F2  
P: 01 8625195  
Email: lisdeelfc@docharity.ie

## Turas Springboard Family Centre

Our Lady Immaculate Junior  
School,  
Darndale,  
Dublin 17. D17 WT02  
P: 01 8771716/1713  
Email: turas@docharity.ie

## Assessment Centre Services

### St. Benedict's Assessment Centre

Resource Centre,  
Swansnest Road,  
Kilbarrack,  
Dublin 5. D05 V1F6  
P: 01 8488137  
Email: stbenedicts@docharity.ie

### Lisdeel Assessment Centre

Lisdeel House,  
Swords Road,  
Santry, Dublin 9. D09 T2F2  
P: 01 8425955  
Email: lisdeelac@docharity.ie

## Management Office

First Floor Trade Electric Building,  
Swords Road, Santry, Dublin 9,  
D09VF9F  
P: 01 8425100  
Email: admin@docharity.ie

## Early Childhood Development Service

### St. Louise's ECDS

1 Catherines Court, William  
Street North,  
Dublin 1. D01 W9H2  
M: 086 0353835  
01 8554035

### St. Vincent's ECDS

Ballyfermot Primary & Mental  
Health Care Campus,  
Ballyfermot Road, Dublin 10.  
D10 C973  
M: 086 0487457

### Goldenbridge ECDS

Off Emmet Crescent,  
Inchicore, Dublin 8. D08 X985  
M: 086 142 7174

### Tír na nÓg ECDS

Cameron Hall, Cameron St. (off  
Cork St.),  
Dublin 8. D08 NVX0  
M: 086 1427175

### Mabuhay ECDS

Mosney Accommodation Centre,  
Laytown, County  
Meath. A92 ED6V  
M: 086 0487459

### St. Joseph's ECDS

Morning Star Road,  
Maryland,  
Dublin 8. D08 YD63  
M: 086 9795541





**The Daughters of Charity Child and Family Service,  
Registered Office: Swords Road, Santry, Dublin 9, DO9 VF9F**

**[www.docchildandfamily.ie](http://www.docchildandfamily.ie)**

Daughters of Charity Child and Family Service (@DOCChildFamily) / Twitter  
[www.linkedin.com/company/daughters-of-charity-child-and-family-services-doccfs](http://www.linkedin.com/company/daughters-of-charity-child-and-family-services-doccfs)

The Daughters of Charity Child and Family Service is a company limited by guarantee not having a share capital, registered in Dublin. CRO Number: 431293, CRA Number: 20064730, CHY Number: 17418.