



Ballymote Family Resource Centre



Annual Report 2020

Table of Contents

Introduction	2
Our Vision	3
About Us	4
What We Do	5
Family Support Service	5
Counselling	5
Groups For Children	6
Information Provision & Referral	6
FEAD Food Packages	7
Room Hire	7
Family Resource Centre Garda Vetting Service	7
A Message from our Chairperson	8
Overview of 2020 Activities & Responding to COVID-19	9
Introduction	9
Responding to COVID-19	10
Family Support Service	13
Local Collaborations	14
Learning & Educational Courses & Supports	14
Information Provision & Referral	16
Admin Services & Resources	16
Family Resource Centre Garda Vetting Service	16
COVID-19 Response Plan	16
Structure, Governance & Staffing	17
Board of Directors/Management during 2020	17
Role of Ballymote FRC Board of Directors	18
2020 Meeting Attendance of the Board of Directors	18
Board Member Expertise & Experience	19
Governance & Risk Management	19
National & Local Tusla funded 2020 Staffing	19
TÚS & Community Employment Scheme (CE) Workers	19
Staff Engagement, Reporting & Support	19
Networking & Representation	20
Promoting our Work	21
Appendix 1	22
Appendix 2	23

Introduction

Ballymote Family Resource Centre (FRC) is in operation since 2001. The Family Resource Centre (FRC) programme is Ireland's largest National Family and Community-based support programme, core funded by Tusla – The Child and Family Agency.

A central feature of the FRC programme is the involvement of local people in identifying needs and developing needs-led responses. FRCs are participative and empowering organisations that support families while building the capacity and leadership of local communities. FRCs provide a range of universal and targeted services and development opportunities that address the needs of families and individuals.

Our aim is to offer everybody, particularly those who experience disadvantage and marginalisation, the opportunity to improve the functioning of the family unit and ultimately to fully realise their own potential through total involvement in the work and programmes of our Family Resource Centre.

We provide a wide range of supports, services and activities which support the individual, the family, and the wider community. Examples include:

- Information, advice, and referral.
- Family access and child contact centre.
- Support to parents through parenting programmes, 1 -1 family support, and support groups.
- Meitheal – which brings together people and services who want to support a child or parent so that he or she can make the changes to their life that they want and need.
- Interagency networking on issues of addiction, domestic violence, social inclusion, community initiatives, parenting, and integration of minority groups.
- Training and education programmes for targeted groups – individuals parenting alone, disability group, rural and isolated members of the community and the long-term unemployed.
- The establishment and maintenance of new community groups to meet local needs and the delivery of services at local level (for example Men & Women's groups, etc.)
- The provision of counselling, play therapy and support to individuals and groups.
- Supporting personal and group development.

Our Vision

OUR VISION IS FOR BALLYMOTE TO BE ONE OF THE BEST AREAS IN THE COUNTRY IN WHICH TO RAISE A FAMILY, AND WHERE THE RIGHTS OF ALL CHILDREN AND YOUNG PEOPLE ARE RESPECTED, SAFE, SECURE AND FULFILLED; A PLACE WHERE THEY WILL BE HEARD AND LISTENED TO, WHERE THEY ARE SUPPORTED TO BE THE BEST THEY CAN TODAY, TOMORROW AND INTO THE FUTURE

(ADAPTED FROM BETTER OUTCOMES, BRIGHTER FUTURES 2014 - 2020).

About Us

Ballymote FRC core funding is provided by Tusla- The Child & Family Agency.

We are located at: Wolfe Tone Street, Ballymote Co. Sligo. F56 R282.

Charity Registration Number: 20044237. Charity Number (CHY): 13862. Company Registration Number: 332554.

A voluntary Board of Directors provides direction and governance to the work of Ballymote FRC.

Project Coordinator: Niamh Flaherty **Chairperson:** Marian Conboy

Contact Information:

FRC phone number	071 9197818
Contact mobile phone number	087 2193183
FRC email address	ballymotefrc@gmail.com
Coordinator's e-mail	coordinatorballymotefrc@gmail.com
FRC Twitter address	https://twitter.com/BallymoteCentre
FRC Facebook address	https://www.facebook.com/ballymotefamilyresourcecentre/
FRC Instagram address	https://www.instagram.com/ballymotefrc/

Opening Hours:

Our normal opening Hours are as follows:

Total Hours of opening (front desk being covered) Monday to Friday 9am -5pm.

Breakdown of Opening Hours (i.e., when public can drop in/contact staff).

Monday	9am - 5pm
Tuesday	9am - 5pm
Wednesday	9am - 1pm
Thursday	9am - 5pm
Friday	9am - 5pm
Saturday	By Appointment
Sunday	By Appointment

During 2020 because of COVID-19, public access to the centre was curtailed in line with Public Health & Government Guidance.

What We Do

Family Support Service

The aim of the Family Support Service is to engage with children, young people, and families within the geographical area of Ballymote, Sooeey, Riverstown, Geevagh, Leitrim Village, Drumshanbo and to empower each person to address the various challenges and risks in their life and who are in need of support. Our Family Support Worker responds to the individual child and family by looking at their needs and carefully developing a plan with the parent(s) to respond to those needs. This helps address both the short-term and long-term difficulties the child, young person and family may be having. The work is carried out through a needs-led and outcome-focused approach. Other agencies may be involved if relevant based on each family's needs and support requirements.

Parenting Programmes

Parents Plus Parenting programmes are delivered through the Family Support Service. Triple P Parenting programmes are delivered by the Project Coordinator.

Counselling

One-to-one counselling sessions are available at the Centre during the day on a Friday. Counselling is provided by an experienced and qualified counsellor who is accredited with the Irish Association for Counselling and Psychotherapy (IACP). Areas covered include – Bereavement Counselling, Anxiety, Depression, Trauma, Relationship Counselling. Costs are subsidised through funding from TUSLA. Self-referrals are accepted.

Play Therapy

One-to-one play therapy sessions are available at the Centre. Play Therapy is provided by an experienced and qualified play therapist and is suitable for children aged between 3 and 13. Costs are subsidised through funding from TUSLA. Self-referrals are accepted.

Play Therapy is a non-directive form of psychotherapy that allows a child to express themselves through the medium of play. Play is familiar and natural for children and play therapy incorporates different types of play and creative arts in various activities that a child can engage with to allow them to resolve any issues.

Children can often find it difficult to verbalize their feelings and emotions as they do not understand them and/or they do not have the vocabulary to define the issue. As play comes naturally to children, it is a very effective way for them to resolve any issues that they cannot comprehend or explain. Play Therapy is designed to help alleviate any

social/emotional/behavioural problems that may be preventing a child from reaching his/her full potential. Play allows a child to feel competent and gives them control over what they want to do and create.

Our playroom is a safe space that offers art and crafts, sand play, small world play, music, movement, puppets, stories, construction, messy play, and it also has a cozy corner and tent for relaxing and creative visualization.

Learning & Educational Courses & Supports

At the Centre we provide a range of accredited training courses including: Healthcare, Information Technology and Childcare at QQI Levels 3, 4 and 5 delivered in conjunction with the Mayo, Sligo and Leitrim Education & Training Board (MSLETB). Learners are also supported with the application process. Adult Literacy sessions are offered at the Centre and delivered by the Adult Literacy Service in MSLETB. Non-accredited courses are held throughout the year, including: Furniture Painting, Household Budgeting, Craft courses, Flower Arranging, Cookery classes, Introduction to Tablets.

Hobby & Leisure Groups for Adults

We have several wonderful groups who meet weekly at the Centre – Art Group, Crochet Group, Walking Group and we are always interested in starting up new groups and activities and can assist groups in the preparation and submission of applications for funding.

Groups For Children

Activities and events for young people form a key part of our annual activity. We run Easter, Summer, Halloween and Christmas kids camps where children are encouraged to develop skills and interests through active learning. We also have a weekly drama group, kids' yoga sessions and dance classes.

Information Provision & Referral

We provide information, advice, and advocacy to individuals in areas such as housing, employment, enterprise, social welfare entitlements etc. A key feature of this work is signposting/referring people where appropriate to other programmes, services, and agencies. Over the years we have established excellent working relationships with all state agencies, not-for-profit and non-government organisations in county Sligo and beyond.

Admin Services & Resources

At the Centre we provide a range of Administration Services including: Printing, Photocopying, Laminating, Binding and Internet Access. In addition, we provide administrative resources to individuals and group such as CV preparation, form filling and funding applications.

Senior Alert Scheme

The Seniors Alert Scheme provides funding for a free personal monitored alarm for people aged 65 and older and of limited means. The scheme is intended to support older people to live securely and independently in their homes. The Seniors Alert Scheme is administered by Pobal, a not-for-profit company that manages programmes on behalf of the Irish Government and the EU. Applications for the Senior Alert Scheme are processed through the Centre. Where required we support individuals with their applications to the scheme.

FEAD Food Packages

Food Packs containing dry and non-perishable goods are available to those in need through the Centre. Food packs can be collected on a weekly basis. This is facilitated through the FEAD (Fund for European Aid to the most Deprived) programme which is an EU-wide programme to help people take their first steps out of poverty and social exclusion.

Room Hire

We offer rooms of varying sizes for rental on an hourly, half day or full day basis. Equipment (projector, screen, flipcharts) and WIFI are available on request. We also have a specific room that is used for child & family access requests which is well equipped, child friendly and safe for all parties.

Family Resource Centre Garda Vetting Service

Since 2009 the national Family Resource Centre (FRC) Garda Vetting office is located at Ballymote FRC and all vetting for all staff/volunteers for all 121 FRC's is conducted at this office, this includes but is not limited to:

- Childcare Services including Creche, Afterschool, Breakfast Club, Homework Club, Preschool/ECCE, Summer Camps, Youth Clubs, and all Children's Activities.
- Vulnerable Adult Services including Day Care Centres, Alzheimer's Services, Meals on Wheels, Senior Alarm Services, Befriending Services, Vulnerable Adult Activities/Crafts.
- COVID-19 Responders who respond and provide essential care and deliveries to persons who are isolating/in need of assistance throughout the pandemic.
- Counselling & Play Therapy.
- Administration/Coordination/Facilitation Staff.

The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 provide a statutory basis for the vetting of persons carrying out relevant work with children or vulnerable persons. The Act also creates offences and penalties for persons who fail to comply with its provisions. FRC's conduct Garda Vetting for employees/volunteers who conduct relevant work at/for the FRC in accordance with the Act.

A Message from our Chairperson

What a year 2020 has been, unprecedented, ever changing, and unpredictable. In March 2020, Ireland went into its first lock-down because of the COVID-19 global pandemic. Our Staff aided with the support of the Board of Management worked tirelessly throughout the year to continue to provide as many of our usual services as possible as well as devising creative and innovative new ways to support and assist people of all ages in the community who needed help.

Our Family Resource Centre played a central role in the COVID-19 local community response during the first lockdown with the support of local volunteers and throughout the subsequent economic and societal restrictions that occurred because of COVID-19 during 2020.

This unexpected challenge caused us to adjust our ways of engaging and interacting with the public, our service users, with other agencies, within the Staff team and Board of Management. We had to move from an open-door policy and from face-to-face engagement to phone/online based support. Staff and Board adopted to WhatsApp and Zoom/Microsoft Teams-based meetings and adjusted to working remotely. We adapted quickly to the ever-changing situation, and we continued to be flexible to responding to the needs of the community.

Our Centre serves a population of over 8000 people working with all age groups and life stages, providing essential services such as counselling, play therapy, family support, food packages, opportunities for further education, life skills courses, parenting courses and many other supports and services.

In 2020, our Staff team consisted of: Niamh Flaherty, Full-Time Project Coordinator, Orla McGarry, Part-Time Project Administrator, Clare Harold, Part-Time Project Administrator, Stacey Feeney, Part-Time Garda Vetting Officer, Letty Hill (left end of January 2020) and then Sinead Benison (commenced end of March 2020) Part-Time Family Support Worker. The Staff team were supported in their work by Community Employment and TÚS workers.

As we all know this has been a very challenging year for everyone and particularly for our service users. I want to thank the Board and Staff for all your hard work, dedication, and agility in responding to very difficult circumstances because of COVID-19 and continuing to deliver Ballymote FRCs services over the past year. What comes to mind is 'going the extra mile' and I thank you all for that.

Marian Conboy, Chairperson.

Overview of 2020 Activities & Responding to COVID-19

Introduction

2020 began as another very busy year for Ballymote FRC. A full programme of activities, group classes, meetings, one-to-one work, family support and the provision of information, advice and admin services were delivered at the Centre from January to mid-March including:

- A Family Support Service.
- Level 4 & 5 QQI Accredited training courses – Healthcare, Child Health & Well Being, Information Processing, Information & Communications Technology and Digital Technologies.
- Farmers Computers.
- Drama classes for children.
- Art Classes for adults.
- Pilates.
- Yoga for adults, teens and children.
- One to One Literacy classes.
- Weekly Community Café.
- Sean-Nós Dancing.
- Driver Theory Classes.
- Job Search & CV preparation.
- Alcoholics Anonymous (AA,) Parent & Toddler Group, Weight Watchers and Cloonamahon Learning Disability Group weekly meetings.
- One-to-one Counselling and Play Therapy.

With the arrival of the COVID-19 global pandemic to Ireland in early 2020, our Centre had to close to the public and to all our groups and learners in March. Where required staff were facilitated to work remotely from home, and we adapted quickly to the ever-changing situation and continued to be flexible to responding to the needs of the community. The first lockdown lasted until the 29th of June. From then to the second lockdown in October we had resumed reduced service delivery in the Centre in line with all COVID-19 Government and Public Health Guidance. From the 22nd of October to the 1st of December, we continued to operate under Level 5 restrictions with the Centre closed again to the public and groups. All educational courses were delivered online. Only one-to-one play therapy, counselling and AA meetings continued in the Centre. In the weeks before Christmas we again resumed reduced service delivery in the Centre with limited face to face support and home visits by our Family Support Worker when deemed essential.

Responding to COVID-19

When the global COVID-19 pandemic hit Ireland in early 2020, Ballymote FRC moved quickly to adapt our services, provide as many of our usual services where possible as well as responding to new community needs because of the pandemic. While the Centre was closed to the public and our service users from mid-March to the end of June 2020, the Staff with the support of the Board worked behind the scenes to devise new and innovative ways to continue to provide essential services to the community and to support and assist people of all ages in the community who needed help.

Ballymote FRC played a central role in the COVID-19 local community response during the first lockdown. We were able to offer the following supports and services to assist our community during this national crisis:

Ballymote Family Resource Centre
are offering the following supports to assist our community during the Covid19 crisis.

FOOD & SUPPLIES COLLECTION & DELIVERY

Do you, or someone you know who lives in **Ballymote, Riverstown, Soory, Geevagh and hinterlands** need help in getting food or medical supplies delivered to your home during the period of the COVID19 virus?

Ballymote FRC in conjunction with Ballymote & Riverstown Gardaí, Sligo Leader and the Sligo Volunteer Centre are coordinating a group of volunteers who are ready and willing to help you with your needs during this difficult time. All volunteers have met with Resource Centre staff and copies of ID have been taken. If you are interested in availing of this free service, please make contact with us through 071 9197818 / 0872193183.

Steps:

1. You place your order with the stores / pharmacies in advance and pay for it in advance.
2. Call us on 071 9197818 / 087 2193183 and we will take your name, address and postcode, contact number, and details of the items to be collected.
3. Volunteer will collect the supplies and deliver them to you.
4. Social Distancing regulations of 2metres will be respected at all times.

(For those who don't have a bank card, please get in touch and we will try to accommodate you if possible).

SUPPORTS FOR FAMILIES & INDIVIDUALS

- **Family Support:** A family support service will be available for families over the phone in the coming fortnight. Anyone seeking family support can make contact on email – FSWBallymotefrc@gmail.com.
- **Food Packages:** We have a limited number of Food Packages (through FEAD). Just call 0719197818 to make arrangements for delivery. To avail of this service all details must be logged with us by 3pm every Tuesday.
- **Craft Packs:** We also have a limited number of Craft packages (suitable for children from 4 to 9 years) which can be delivered to those in need. Just call 087 2193183 to make arrangements for delivery. To avail of this service all details must be logged with us by 3pm every Tuesday.
- **Play Therapist:** Our play therapist is working with us to provide resources and information for children in this difficult time. These will be posted to our Facebook page over the coming weeks.

GOOD MORNING EVERYONE

We are also offering a befriending service called "Good Morning Everyone" to anyone who would like to chat to someone in this worrying time. If required we can arrange weekly / daily phone calls just to check in with you or a loved one and see if any assistance is needed. Our number is 0719197818 or 0872193183 and is manned from 10am-4pm.

FACEBOOK – NEW ONLINE RESOURCES

We are in the process of creating a **Kids Corner**, and a **Staying Healthy and Active** Group on our Page. How to access these groups – Click into Groups / tap on the Ballymote Family Resource Centre – FRC and all groups will appear.

**** Please keep an eye on our Facebook page for updates on these and other services that we are working on setting up for the local community****

<https://www.facebook.com/ballymotefamilyresourcecentre/>

Ballymote Family Resource Centre exists to support the needs of you, our local community and if there are additional supports that you would like us to provide, get in touch with us and we can discuss how we can help. Stay safe, remain calm and keep linked in with your local service – we will get through this together.



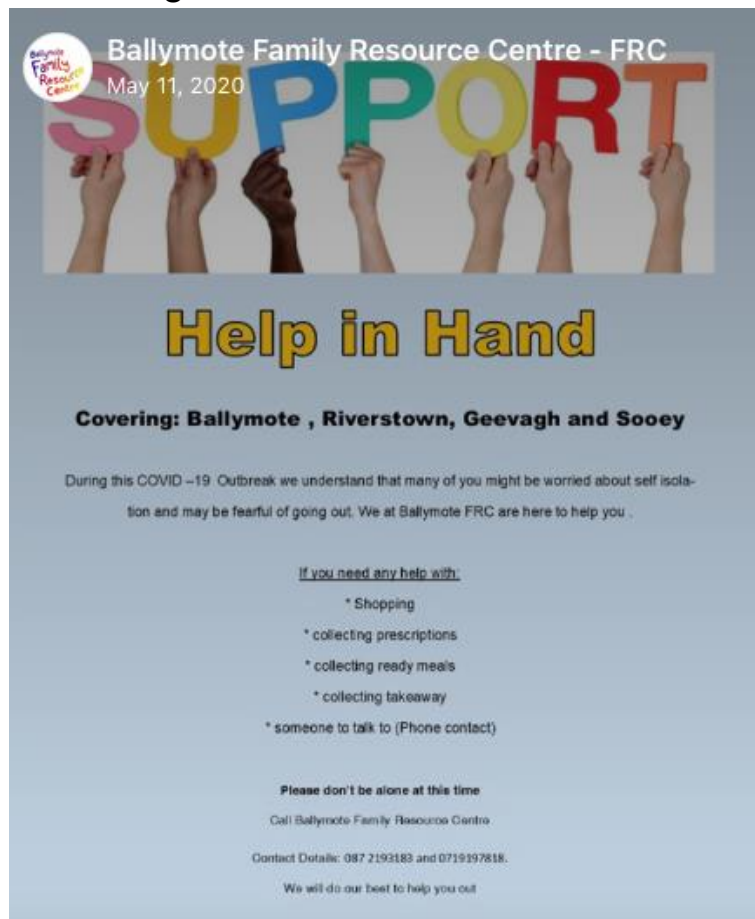
Food & Supplies Collection & Delivery Service

In early March, we began liaising with the local Gardaí, Sligo County Council Community Champion, Sligo LEADER Partnership, Sligo Volunteer Centre, and St. Vincent de Paul to get a clear idea of the emerging needs of the community because of COVID-19 and the ways in

which we could address those needs. We were delighted with the response to a call for volunteers from the community and once all volunteers were registered with us and Garda vetted, we were able to offer a collection and delivery service for anyone who needed groceries or medications in our community.

Ballymote FRC services a large geographical area and many of those we serve live in remote and rural settings with very limited public transport. Therefore, it was essential that the collection and delivery service was up and running quickly. Our control centre was contactable from 9-5 each weekday to ensure that the service was seamless. Both staff and volunteers played a vital role in the organising and the delivery of food and supplies. 18 of our volunteers provided this service through-out our catchment area.

Befriending Service



The poster features a header with the Ballymote Family Resource Centre logo and the date May 11, 2020. Below this is a large graphic of the word 'SUPPORT' in colorful letters, with hands of various skin tones holding each letter. The main title 'Help in Hand' is in a bold, yellow font. The text 'Covering: Ballymote, Riverstown, Geevagh and Sooley' is in bold. A paragraph explains the service during the COVID-19 outbreak. A list of services is provided, followed by contact information and a closing statement.

Ballymote Family Resource Centre - FRC
May 11, 2020

SUPPORT

Help in Hand

Covering: Ballymote, Riverstown, Geevagh and Sooley

During this COVID-19 Outbreak we understand that many of you might be worried about self isolation and may be fearful of going out. We at Ballymote FRC are here to help you.

If you need any help with:

- * Shopping
- * collecting prescriptions
- * collecting ready meals
- * collecting takeaway
- * someone to talk to (Phone contact)

Please don't be alone at this time

Call Ballymote Family Resource Centre

Contact Details: 087 2193183 and 0719397818.

We will do our best to help you out

Linking in with the HSE & Public Health Nurse we identified those in the community who were extremely vulnerable, and we made weekly check in calls to see how everyone was doing and if they needed food or essentials and just to have a friendly chat. This was a lifeline to some who were living alone and had been particularly isolated by the COVID-19 restrictions. We also provided a befriending service called *Good Morning Everyone* to anyone who would like to chat to someone during this stressful time. If required, we arranged daily/weekly phone calls just to check in and see if any assistance was needed. We also alerted health professionals, carers, and other first responders if the persons mental health was of a concern, or they needed

urgent medical care. One of our volunteers assisted with the delivery of this service two days a week. During 2020, 46 adults benefited from this service and 828 contacts were made.

Families & Individuals

Food & Activity Packs: -Families and children are an intrinsic part of our service and though we had to temporarily cease all in person services we worked to adapt to the new situation, and we switched to new and innovative ways to connect through offering virtual support on Skype, Zoom, WhatsApp, Microsoft Teams and over the phone. We prepared and delivered vital food packages through the FEAD programme and children



and adult activity packs to families and individuals. When travel restrictions were eased, we provided a community cabinet outside the centre that let families and individuals access the activity packs. 28 families were provided with weekly Food Packages during this time. During 2020, 378 food packs were provided supporting 88 adults and 87 children.



Food Packages

Available weekly. Call 071 91 97818 to arrange collection.

Funded through FEAD Programme, Food Cloud & Donations



Tel: 071 9197818,
Email: ballymotefrc@gmail.com

Counselling Services now available .

WHEN
Every Friday

WHERE
Ballymote Family Resource Centre,
Wolfetone Street, Ballymote,
Co. Sligo

HTTPS://WWW.FACEBOOK.COM/BALLYMOTEFAMILYRESOURCECENTRE

People enter counselling for various reasons:

Your family life
Conflict, Problem behaviours, Being a parent, Being a step-parent, Being a carer, Illness, Bereavement

Your relationships
Poor Communication, Addictions, Child rearing, Emotional or Physical Violence, Affairs, Miscarriage, Pregnancy and birth, Post-natal depression, Infertility, Separation, Divorce.

Your personal life
Fear, Anxiety, Depression, Grief, Health concerns, Trauma, Disability, Substance abuse, Low self-esteem, Loneliness.

Your work life
Unemployment, Money worries, Overwork, Stress, Retirement

For more information and bookings please call Niamh on 071 91 97818.
You can also e-mail a coordinatorballymotetc@gmail.com

TUSLA

During this time, our Play Therapist worked closely with us to identify online supports and resources on meditation, mindfulness, arts and crafts and old-fashioned play which were accessible to parents through new Facebook groups – *Kids Corner* and *Staying Healthy & Active* that we set up specifically in response to the COVID-19 crisis. The pages were updated regularly with relevant and appropriate activities and ideas to feed young brains and bodies. Our Counsellor also worked closely with us to provide useful resources and answer queries in relation to specific topics.

During 2020, our Play Therapist provided 55 one-to-one play therapy sessions to 15 children and our Counsellor provided 27 one-to-one counselling sessions to 6 adults.

In the first quarter of 2020, we also offered Addiction Counselling at the Centre which was availed of by 2 adults. Due to COVID-19 restrictions, this counselling service ceased in March 2020.

Family Support Service

Our Family Support Worker (FSW) is funded by the Tusla – Partnership, Prevention & Family Support Office. Letty Hill our FSW left us on the 30th of January 2020 to take up a new post and following an open competition, Sinead Benison took up the post as FSW on 31st March 2020. During 2020, our Family Support Service engaged with a total of 12 Families offering various supports, depending on the needs of each family and the recommendations from the referral for each family. The referral varied from Tusla referrals, other Voluntary agencies, GPs, HSE staff and self-referrals. We have had very positive feedback in terms of engagement with family support, with 95% of families keeping open, continuous engagement during their time receiving the service.

As a result of COVID-19 from April to July 2020, our FSW delivered family support via telephone, zoom, email and WhatsApp Video calls. The FSW supported parents to prepare routines/schedules at home during COVID-19. She also did doorstep deliveries of FEAD Food Parcels and Art & Craft Packs, where deemed necessary and when appropriate to do so.

From July 2020, our FSW began home based targeted support for families where the need was essential while monitoring COVID-19 and keeping in line with government and public health guidance.

A key part of the FSW work is to link in with referral agencies and any other agency linked in with the family to ensure maximum support is given. Relevant support links that suit the individual family needs are sent via email or WhatsApp. Families are also linked into various continuous supports, following an assessment of the needs within the family home. Throughout 2020 the FSW continued to link in with other family support agencies within the area to develop positive working relationships with colleagues within Sligo and Leitrim.

During 2020, the FSW completed the Parents Plus Programme with 3 families on an individual basis. In November 2020, we also ran a three-week online Seafood cookery course which the FSW referred 3 families too. All families indicated that they found participating in the course to be a very positive and beneficial experience. During 2020, our Family Support Service provided a total of 416 sessions benefiting 19 adults and 31 children.

Local Collaborations

We were delighted to collaborate with the local primary school, Scoil Mhuire gan Smál to deliver schoolbooks out to families in the area to help them with the task of home schooling. We also held a short story competition for age groups 7-12, 13-16, 17-25, and 25+ with a prize for the winning entry in each category. The competition received a great response from the local community.

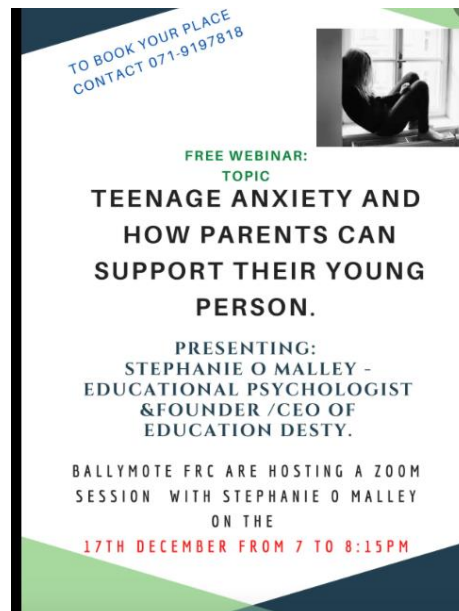
Learning & Educational Courses & Supports

From January to mid-March Level 4 & 5 QQI Accredited training courses – *Healthcare, Child Health & Well Being, Information Processing, Information & Communications Technology and Digital Technologies*- and the *Farmers Computers* was delivered by MSLETB in the Centre. As a result of COVID-19 all QQI Accredited Training was switched to online learning and as were new courses planned for September. Unfortunately, we were unable to continue with the *Farmers Course* or the *1 to 1 Adult Literacy* classes for the duration of 2020 because of COVID-19. In November 2020, we delivered a very successful non-accredited online Safefood Cookery Course over three weeks. During 2020, 11 adults availed of 1to1 literacy skills while 92 learners participated in our accredited training courses.


Parenting Programmes

During 2020, the Family Support Worker completed the Parents Plus programme with 3 families on an individual basis. First Aid training aimed at parents of the parent and toddler group and wider community was delivered and completed by 14 participants in 2020.

In December 2020, we hosted a Zoom session with Stephanie O'Malley, an educational psychologist and founder of Education Desty on the topic: *Teenage Anxiety and How to Support your Young Person*. 30 adults participated in the Seminar.



TO BOOK YOUR PLACE
CONTACT 071-9197818



FREE WEBINAR:
TOPIC
**TEENAGE ANXIETY AND
HOW PARENTS CAN
SUPPORT THEIR YOUNG
PERSON.**

PRESENTING:
STEPHANIE O'MALLEY -
EDUCATIONAL PSYCHOLOGIST
& FOUNDER / CEO OF
EDUCATION DESTY.

BALLYMOTE FRC ARE HOSTING A ZOOM
SESSION WITH STEPHANIE O'MALLEY
ON THE
17TH DECEMBER FROM 7 TO 8:15PM

Groups for Adults & Children

Between January and mid-March, we had several wonderful adult & children's groups meet at the Centre on a weekly basis but unfortunately due to COVID-19 many face to face groups ceased for the remainder of 2020.



Kids Pilates Classes
4 weeks starting Wednesday 18th November

Every Wednesday
6.30pm-7.15pm

Free 4 week class
delivered online via
Zoom

To book a place contact Niamh
or Orla at 071-9197818

Ages 7-12 years

Nov 18th- Dec 9th

However, as an essential service the weekly AA meeting did reconvene in the second quarter of 2020.

During July and August 2020, we facilitated an 8 week Relax Kids camp, which was delivered by Sarah Waldron, and funded through Sligo County Council, Community & Voluntary Fund and in November 2020, in conjunction with Sligo Sports Partnership we ran a 4-week online Kid Pilate Class.

Floor based exercise with gentle movement

- *Refines Balance & Coordination
- *Develops Focus, Concentration & Calmness
- *Boosts Self-Esteem & Confidence
- *Focuses on breathing and pose

Information Provision & Referral

During 2020, 240 adults and 233 families accessed information, advice and advocacy supports while 153 adults were referred to a range of different services for support by Centre Staff.

Admin Services & Resources

During 2020, 125 individuals and one group availed of a range of Administration Services and resources we provide.

Family Resource Centre Garda Vetting Service

2020 was a very busy and challenging year for this service. A total of 1352 forms were processed in 2020. Many services halted operation due to COVID-19, but COVID-19 responder applications came through in high volumes from FRC's throughout the country.

COVID-19 Response Plan

In May, we developed a *COVID-19 Response Plan* which outlines the steps we take to reduce the risk of COVID-19 to all our employees, service users, visitors to the premises as well as any members of the public who we provide services too. We installed Perspex dividers in our reception area. Hand sanitizing stations and appropriate signage are strategically placed throughout the building. Rigorous cleaning schedules are established, and mask wearing is mandatory to enter the building. All Staff were given induction training by the Coordinator prior to returning to work after the first lockdown in June and all the necessary Return to Work forms were completed by Staff before returning to work. Staff completed a 3-day FAR-First Responder training course in August 2020.

Structure, Governance & Staffing

Ballymote FRC is a company limited by guarantee and a charity. Ballymote FRC is governed by a Board of Directors/Trustees. FRCs rely on the input of their voluntary boards of management (VOBM) for ongoing internal management, planning and evaluation, as well as support for the development of programme activities. During 2020, the Board met on a regular basis both face to face and via Zoom. The Board continued its work to be in full compliance with the Charity Regulator Governance Code and Tusla's Good Governance Code. The Board is supported in its work by Finance, Governance and HR Sub-groups. The Project Coordinator attended all Board meetings during 2020.

Board of Directors/Management during 2020

Marian Byrne, Chairperson (Resigned June 2020)

Marian Conboy, Chairperson (Appointed June 2020)

Anne Kielty, Treasurer

Dara Clery, Company Secretary

Carmel O' Hara, Board Member

Seamus Davey, Board Member (Resigned June 2020)

Shannon Doyle, Board Member

Maebh Gallagher, Board Member (Resigned June 2020)

Frank Mc Donagh, Board Member

Niamh Rogers, Board Member

Bernie Healy, Board Member (Joined November 2020)

Role of Ballymote FRC Board of Directors

The role of Ballymote FRC Board of Directors is to:

- Ensure that the organisation has an appropriate legal structure and is representative and inclusive of people from all parts of the community.
- Develop the overall vision, aims and objectives of the organisation.
- Make policy decisions and / or changes and develop internal policies, procedures and appropriate codes of practice.
- Ensure that all members of the Staff, the Board and Volunteers abide by the policies and procedures of the FRC.
- Ensure that the FRC fulfils its legal obligations.
- Take on the role as employers, ensure the FRC follows good employment practice and delegates responsibility for Staff support and supervision to a HR Sub-group.
- Ensure accountability for all finances and delegate the management of that to a Finance Sub-group and the Coordinator / Administrator.
- Contribute to the development of the FRCs 3-Year Strategic Plans and ensure ongoing review and planning takes place.
- Ensure that all members of the VBOM have appropriate training to carry out their role.
- Positively represent the organisation to outside groups and media etc.
- Ensure that the FRC is in touch with the needs of the community and be open to feedback and consultation.
- Assess Risk and ensure it is managed and be accountable to all stakeholders.

2020 Meeting Attendance of the Board of Directors

The Board of Directors met 10 times during 2020. They held their AGM on the 24th of June 2020. The table below outlines the Board member attendance at 2020 Board meeting:

Board Members	Attendance for 2020
Marian Byrne	5 out of 5 meetings (Resigned June 2020)
Anne Kielty	7 out of 10 meetings
Seamus Davey	3 out of 5 meetings (Resigned June 2020)
Shannon Doyle	0 out of 10 meetings
Carmel O' Hara	6 out of 10 meetings
Maebh Gallagher	0 out of 4 meetings (Resigned June 2020)
Frank Mc Donagh	3 out of 10 meetings
Marian Conboy	7 out of 10 meetings
Niamh Rogers	10 out of 10 meetings
Dara Clery	8 out of 10 meetings
Bernie Healy	2 out of 2 meetings (Appointed November 2020)

Table 1. 2020 Meeting Attendance of the Board of Directors of Ballymote FRC.

Board Member Expertise & Experience

The membership of the Board of Ballymote FRC is from a diverse range of professional backgrounds and brings experience and expertise to the Board in the areas of: Administration, Finance, Governance, Networking, Marketing, Adult & Children Education, Community Development, Best Practice, Early Years Services, and all have local knowledge of the area.

Governance & Risk Management

During 2020, Ballymote FRC continued its work to meet compliance with the Charity Regulator Governance Code. Appendix 1 outlines all the governance policies and procedures in place.

Overall responsibility for the management of risk within Ballymote FRC lies with the Voluntary Board of Directors. If an identified risk happens, Ballymote FRC will remedy the risk i.e., put in place a remediation plan that details how we will minimise potential damage to our FRC. Ballymote FRC recognises that risk management is not solely about managing risks, it is also about identifying and taking opportunities. A risk management policy is in place.

National & Local Tusla funded 2020 Staffing

- **Niamh Flaherty**, Project Co-ordinator/Manager
- **Orla Mc Garry**, Project Administrator- 4 days a week
- **Clare Harold**, Project administrator - one day a week
- **Stacey Feeney**, Garda Vetting Service Officer - 25 hrs a week
- **Letty Hill**, (left January 2020) replaced by **Sinead Benison** in March 2020- Family Support Worker - 28 hrs a week

TÚS & Community Employment Scheme (CE) Workers

At the end of December 2020, the following workers on CE and TÚS were in place:

- **Catherine Coleman** - CE Scheme
- **Dermot Hayward** - CE Scheme
- **Anne Clarke** - TUS worker

Staff Engagement, Reporting & Support

During 2020, Staff members continued to have both formal and informal meetings (face to face and via Zoom, MS Teams and by phone during lock downs). Staff were provided with regular support and supervision and the Family Support Worker provided with clinical support and supervision every 8 weeks. A Staff Liaison Group was set up for Staff to liaise with the Board in relation to employment related issues and topics. An annual appraisal system is in place. Each Staff member prepared reports on their work which are circulated to Board members in advance of their Board meetings.

Networking & Representation

During 2020, Ballymote FRC continued to participate in various agency and networking bodies including the:

- North West Regional Forum of FRCs.
- Family Resource Centre National Forum.
- Children & Young People Service Committees (CYPSE) and sub groups of CYPSE.
- Networking with other organizations and agencies at county, regional and national levels.

Staff and Board represented Ballymote FRC on the following:

- Board members and Staff are members of the FRC North West Regional Forum.
- Administrator is member of Administrators Regional Network.
- Coordinator is member of Coordinator's Regional Network.
- Coordinator represents the regional forum on the FRC National Forum Board.
- Coordinator attends the Child & Family Network (CFSN) area meetings.
- Coordinator attends CYSPC meetings.

Promoting our Work

Ballymote FRC has a Facebook page which is very successful in disseminating information on courses/programmes/events etc. as they arise. Our Facebook page was also used during 2020 to update on COVID-19 and on our work to respond to this national crisis.

Link: <https://www.facebook.com/ballymotefamilyresourcecentre>

We distribute flyers locally including post office, doctor's surgery, chemists, garage's, supermarkets, public health nurses and other Health Service Executive professionals including social care workers and family support workers. The FRC also advertise in local newspapers in the community diary section. Below are two articles in the local papers that highlight our work during COVID-19.



Article on Ballymote FRC – Sligo Weekender 14th of May 2020



Article on Ballymote FRC – Sligo Weekender 18th of June 2020

Appendix 1

Sector Partners, Target Groups & Issues we work on, on an ongoing basis.

Sector Partners	
<ul style="list-style-type: none"> • HSE other • MABS - Money Advice and Budgeting service • LCDP – Local and Community Development Programme • ETB'S – Education and Training Boards • Volunteer Ireland • Boardmatch • Jigsaw – Support Young people and their mental health • LDTF- Local Drugs Task Force • CFSN- Children & Family Services Network 	<ul style="list-style-type: none"> • County Childcare Committee • Local Organisations • Schools • Springboard • Local Youth Services • CYSPC- Children and Young People's Services Committees • Sports Organisations - SSP • RAC or DVAS - Domestic Violence • Community Forum • Other FRCs • Foundations or Trusts • Trades Unions • National /Regional Networks
Target Groups	
<ul style="list-style-type: none"> • Children • Parents • Families • Community • Women • Men • Teens at Risk • Young Person • Older/Vulnerable Persons • Unemployed • Lone Parent 	<ul style="list-style-type: none"> • Homeless • Traveller Families • Other Ethnic Groups • Those experiencing rural isolation • Families affected by addiction • Indebted Households • LGBT • Young LGBT • People with a Disability • Carer
Issues	
<ul style="list-style-type: none"> • Child protection and neglect • Childcare • Parenting • Access to Rights and Entitlements • Education • Access to Education • Access to Education- Preschool • Education Access/Support- Primary • Education Access/Support- Secondary • Education Access/Support- Further • Personal Development • Labour Market Training • Unemployment • Inequality • Social Economy • Disability • Isolation 	<ul style="list-style-type: none"> • Physical Health • Mental Health • Access to Health Services • Family Breakdown and Stress • Information • Access to ICT • Lack of Amenities • Transport • Poor Community Infrastructure • Community Safety • Neighbourliness • Addiction • Bullying • Housing/ Built Environment • Domestic Violence • Drug Misuse

Appendix 2

Governance Policies & Procedures that are in place

- | | | |
|--|---|--|
| <ul style="list-style-type: none">• Anti-racism Code of Practice• Child Protection Policy – Safeguarding Statement• Code of Practice for working with Lesbian, Gay, Bisexual and Trans Communities• Code of Practice relating to Domestic Violence• Code of Practice on Suicide Prevention• Data Protection Policy – in the process of being updated• Equality Policy• Policy for Groups using the Centre• Internet Use Policy & Internet Access policy• Public Relations / Media Policy• Working Alone Policy | <ul style="list-style-type: none">• Volunteer Policy• Terms of Reference for Sub-Committees, Working Groups and Advisory Groups• Financial Policies and Procedures• Confidentiality Policy• Recruitment of Volunteer Directors• Turnover of Volunteer Directors• Board Meetings without staff present• Conflicts of Interest• Non-attendance of Directors at Meetings• Not acting in the best interests of Ballymote FRC• Complaints Policy & Procedures for Stakeholders & Clients | <ul style="list-style-type: none">• Health and Safety Statement and Policy• Employee Handbook• Bullying and Harassment Policy (Including Sexual Harassment)• Dignity and Respect at Work• Disciplinary and Grievance• Recruitment and Selection• Supervision and Support• Time off in lieu• Family Friendly Work Arrangements Options Related to Work Hours• Statutory / Non-Statutory Leave Arrangements• Employment or Career Breaks• Job Sharing |
|--|---|--|



Ballymote Family Resource Centre CLG

Wolfe Tone Street, Ballymote, Co. Sligo. F56 R282.

Tel: +353 (71 9197818)

Email: ballymotefrc@gmail.com

Facebook: <https://www.facebook.com/ballymotefamilyresourcecentre/>

Copyright © Ballymote FRC 2021

Ballymote Family Resource Centre CLG is a registered charity: Charity number 20044237; Revenue CHY number 13862. Registered Company number 332554.

Directors: Marian Conboy, (Chairperson), Dara Clery, (Company Secretary), Anne Kielty, (Treasurer), Bernie Healy, Frank Mc Donagh, Carmel O'Hara, Niamh Rogers.