



Working for Growth and Recovery in the Community

Walkinstown Greenhills
Resource Centre

Annual Report 2021





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CHAIRPERSON'S REPORT

Bernadette Stokes

When I began to reflect on the past year, I was at a loss trying to find the right way to sum up 2021. The common purpose, focus and determination of all staff in this unprecedented time has been a source of deep pride in what has been achieved at WGRC. As you read this report, it must be acknowledged that the disruption caused by COVID 19 created a unique opportunity for the team to work together and co-create new ways of working that will exist beyond the pandemic.

This report acknowledges this collective effort and ensured that the service users and their families remained at the forefront in all that we did during 2021. Throughout the year the team responded to the daily challenges with enthusiasm, demonstrating their ability to be agile, and supported each other. Many of the team took on new roles and responsibilities, responded to service needs and supported many changes in new ways of working. Despite the disruption of the year, WGRC continued to strengthen its core services to ensure that they could provide more comprehensive and integrated care to align with our strategic priorities. Central to this was collaboration and working in partnership with key stakeholders. The team continued to promote and maintain safe human contact at a time in life when it was most needed.

The WGRC Board members, management and staff are committed to a vision of recovery where everyone has the opportunity to overcome addiction and mental health difficulties and live a fulfilled and productive life. In practical terms this means creating pathways to treatment and developing recovery capital for our service users and their families. Our services are targeted at improvements in physical health and well-being, re-engagement with family and developing positive peer relationships. Despite the limitations placed upon our work throughout the pandemic, we are proud of the positive outcomes delivered in 2021. The demand for our services has increased year on year and we continue to try to keep pace with the demand while ensuring that we continue to deliver a high-quality service.

I want to thank my fellow board members who played an active part in supporting the organisation during the year. Finally, on behalf of the board I want to thank the team and the Manager for their continued commitment to WGRC. We are grateful to them for continuing to deliver on our mission and values during the year despite the challenges faced.





MANAGER'S REPORT

John Davis

2021 marks a year like no other as we emerge a more resilient organisation, having been impacted by a global COVID pandemic. 2021 was a year where WGRC witnessed people and their families more than ever seeking supports with problem drug and alcohol use and related issues. Within the restrictions of severe curbs on social engagement and waves of high numbers of COVID cases, WGRC at times were required to work remotely, finding creative ways to maintain service provision and reach out to those who are vulnerable in society, using digital platforms, phone supports and outreach. Although we had been restricted in the services we could provide, we were able to keep our doors open throughout the pandemic. Despite this, WGRC still saw an increase in numbers attending our services in 2021. Overall, 238 connected with WGRC services in 2021. This increase in service demand was met by a committed Team of staff and volunteers who not only provided high quality support to families and people accessing WGRC but adapted their own lives during an adverse global event, to bring work into their homes and ensure those seeking our services were still able to access remote supports, assessments, key working, counselling and group support.

In 2021, WGRC worked intensively to provide counselling and key-working to 208 participants, of which 139 were new to WGRC services. There were 2165 individual key-working and counselling sessions, 58 holistic sessions and only 12 group sessions provided in 2021. The latter figure reflecting the restrictions placed upon group meetings in response to COVID-19. Female participation increased significantly in the past few years and 2021 seen a reversal of this trend with female participation decreasing from a high of 57% in 2020 to 51 % last year. Service provision in 2021 developed further in the area of Child Therapy (8-12 years) and Adolescent Support. This was much needed in light of the stresses and anxieties experienced by children and young persons throughout the pandemic.

WGRC will continue to advocate for policy change regarding the socio-economic factors that contribute to the high levels of drug use encountered locally and nationally. It is also essential to persist in raising awareness regarding the stigma associated with addiction / mental health issues and the barriers it creates amongst a very vulnerable client cohort. This is an important part of the work and WGRC is committed to maintaining a focus on policy work as a key priority.

I would like to take this opportunity to thank the WGRC team – including staff, board members and volunteers - whose commitment, dedication and hard work made 2021 a far better year than it might otherwise have been. I would like to thank also our supporters as their generosity allows us to continue to provide our recovery services and introduce new programmes to meet growing and changing demands. We look forward to strengthening our relationship with you in the years to come.





VISION & MISSION OF WGRC

Vision

Our vision is to work in partnership with participants, their families and their communities to create a more inclusive community in Walkinstown and Greenhills where our participants are treated as emerging active citizens with strengths and contribution to make to their own, and their community's wellbeing.

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## *Mission*

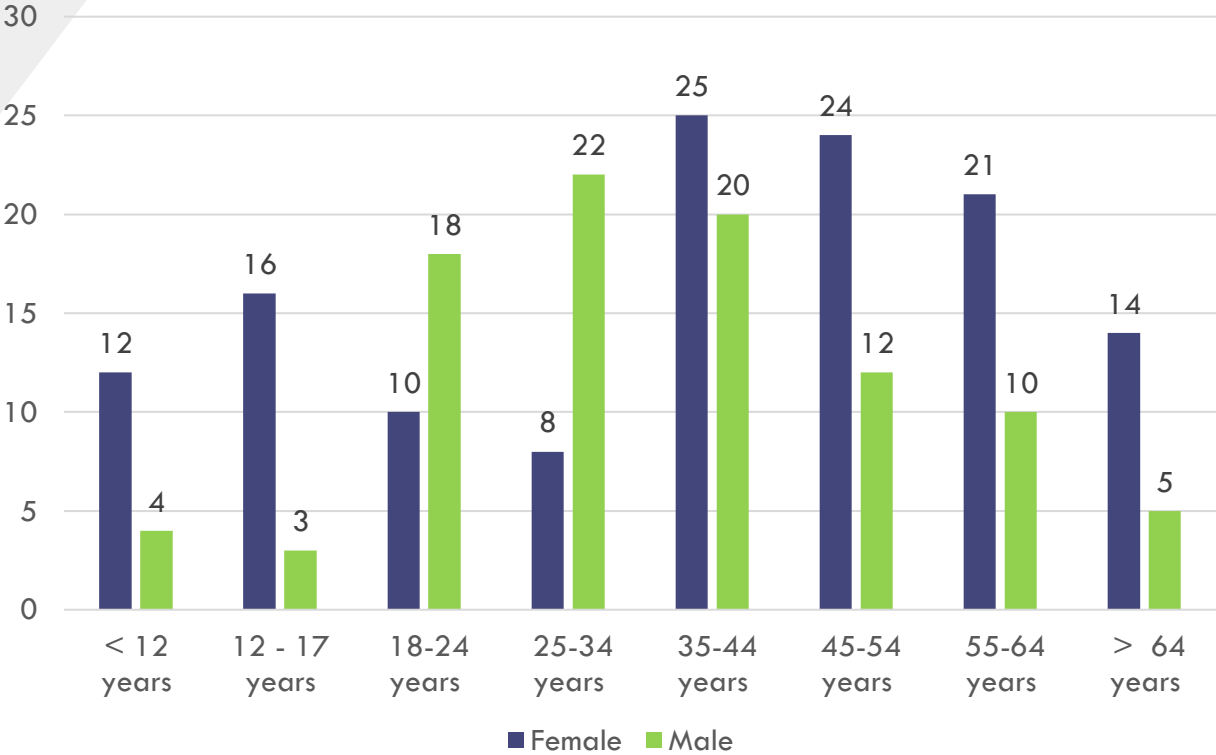
The Mission Statement of WGRC is to empower and support the people of Walkinstown and Greenhills to work in solidarity to tackle the causes and symptoms of substance misuse and in so doing develop responses to meet the needs of the local community.



# SERVICE ENGAGEMENT

The WGRC is a community based voluntary organisation which provides a range of services to those with alcohol / substance misuse problems, those indirectly affected by substance misuse and those with broader mental health difficulties. Our aim is to provide a safe and confidential environment where the service user has an opportunity to work towards living a more satisfactory and productive life.

| 238 Cases in 2021           |                               |                            |                       |
|-----------------------------|-------------------------------|----------------------------|-----------------------|
| <u>Assessment Only</u><br>5 | <u>Concerned Persons</u><br>5 | <u>Drugs/Alcohol</u><br>98 | <u>Gambling</u><br>14 |
| 139 Commenced in 2021       |                               |                            |                       |



# SUBSTANCE MISUSE SERVICE



The Drug Misuse Service in WGRC provides an opportunity to engage in a process that helps the participant to identify what blocks them emotionally from making progress with their substance use or mental health issue. WGRC Drug Misuse Service offers a combination of different therapeutic and holistic interventions to support participants to reduce or stop their drug / alcohol misuse.

Participants who access the service are likely to use a combination of different drugs such as cocaine and its derivatives, tablets (Valium, Zimovane), stimulants, alcohol, opiates such as heroin and methadone, and cannabis in all forms.

A lot of the time it is word of mouth that brings new participants into the service, usually a friend or relative will have accessed the service and have had a positive experience in dealing with their addiction and recommend to others that they attend. Other source of referrals are from local GP's, psychiatric & mental health services, local addiction services and local schools.

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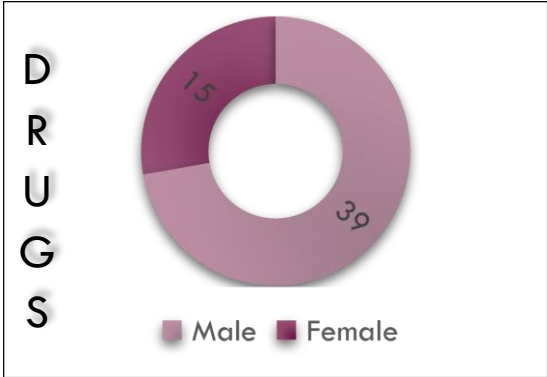
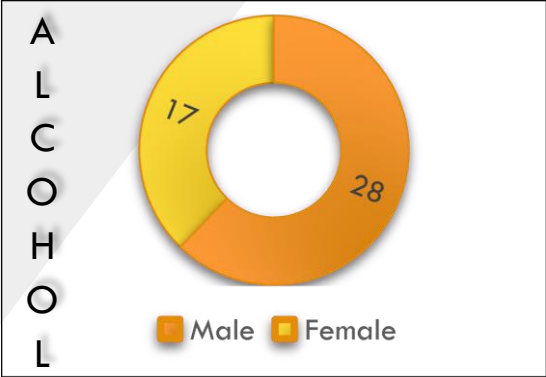
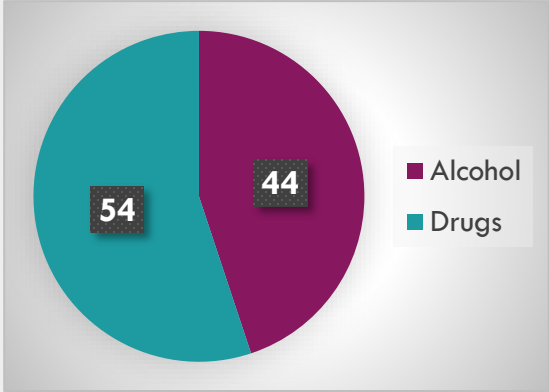
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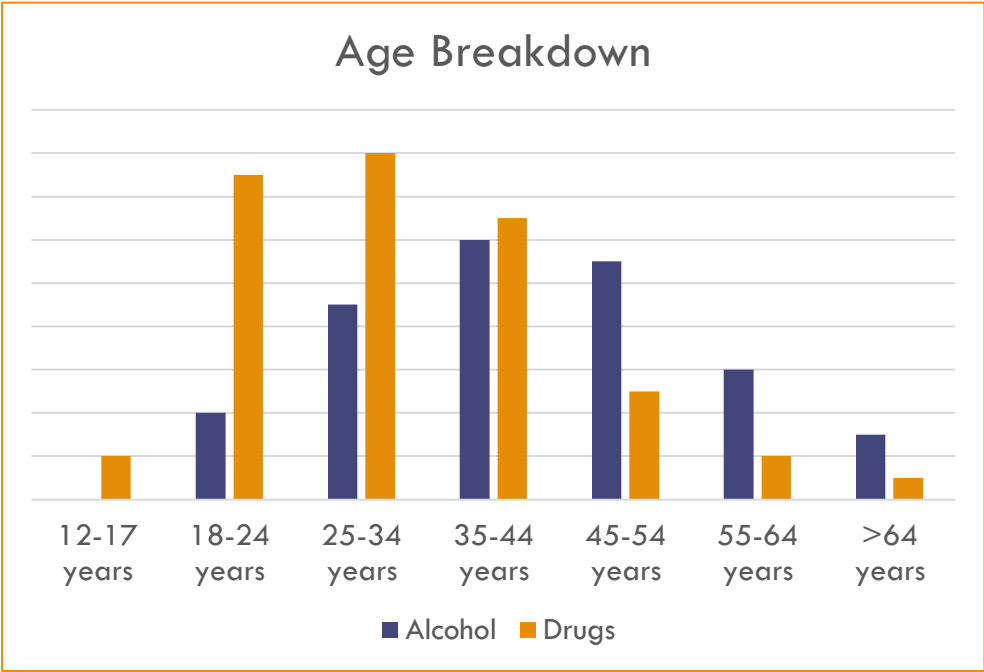




# SERVICE ENGAGEMENT STATISTICS – SUBSTANCE MISUSE



| Main drug for cases presenting with drugs as a main problem (cases that commenced in 2021 and continuing care cases) |    |
|----------------------------------------------------------------------------------------------------------------------|----|
| Alprazolam                                                                                                           | 1  |
| Antidepressant drugs - SSRI/NSRI other specified not currently listed                                                | 1  |
| Benzodiazepines -other specified but not currently listed                                                            | 2  |
| Cannabis                                                                                                             | 15 |
| Cocaine (includes 6 crack cocaine cases)                                                                             | 23 |
| Diazepam                                                                                                             | 1  |
| *Drug/substance (illicit) unspecified                                                                                | 3  |
| Heroin                                                                                                               | 6  |
| Methadone (prescribed)                                                                                               | 1  |
| Pregabalin                                                                                                           | 1  |
| TOTAL                                                                                                                | 54 |



# THERAPEUTIC SUPPORT



We utilise a combination of different intervention models such as Cognitive Behavioural Therapy (CBT), Community Reinforcement Approach (CRA) and Motivational Interviewing (MI) within the service. The aim of using these varied interventions is to help the person to begin to change the drug or alcohol usage or to stop completely if that is what they want to achieve. It is also to explore the thought patterns that led to drug misuse and addictive behaviours in the past, and what effective strategies they can put in place, so as to ensure the risk of relapse diminishes in the future. The sessions are structured, goal oriented and focused on immediate problem solving.



# COMPLEMENTARY THERAPIES



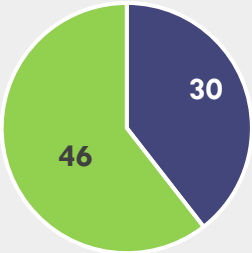
Complementary therapies are another response to addiction or distress that the WGRC offers to those that attend the service. The therapies on offer include for example Reiki, Acupuncture, Holistic and Indian head massage as well as advice on the management of stress and physical difficulties.





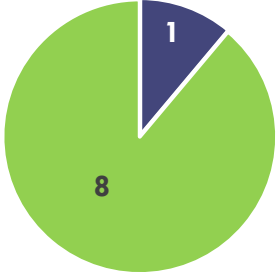
# SERVICE ENGAGEMENT STATISTICS

Accessed Key Working



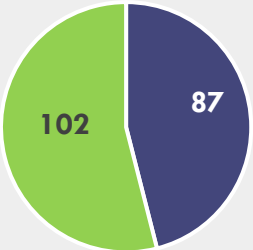
Male Female

Accessed Holistics



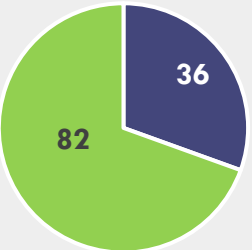
Male Female

Accessed Counselling

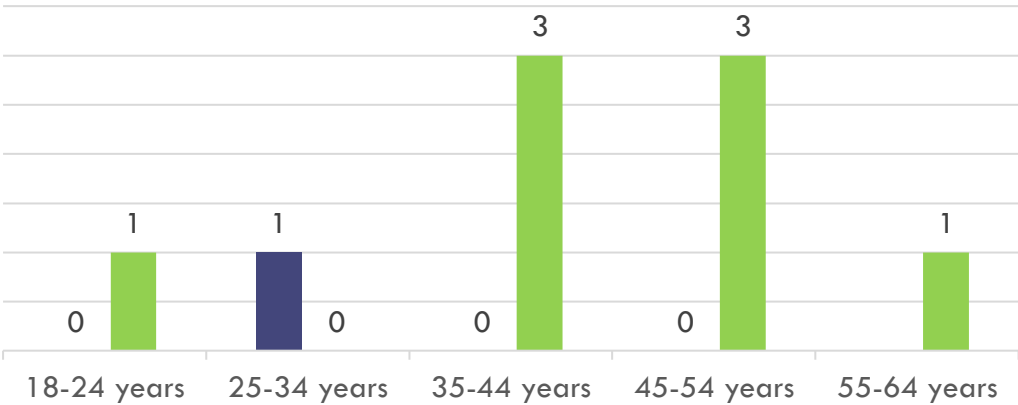


Male Female

Accessed Mental Health Services

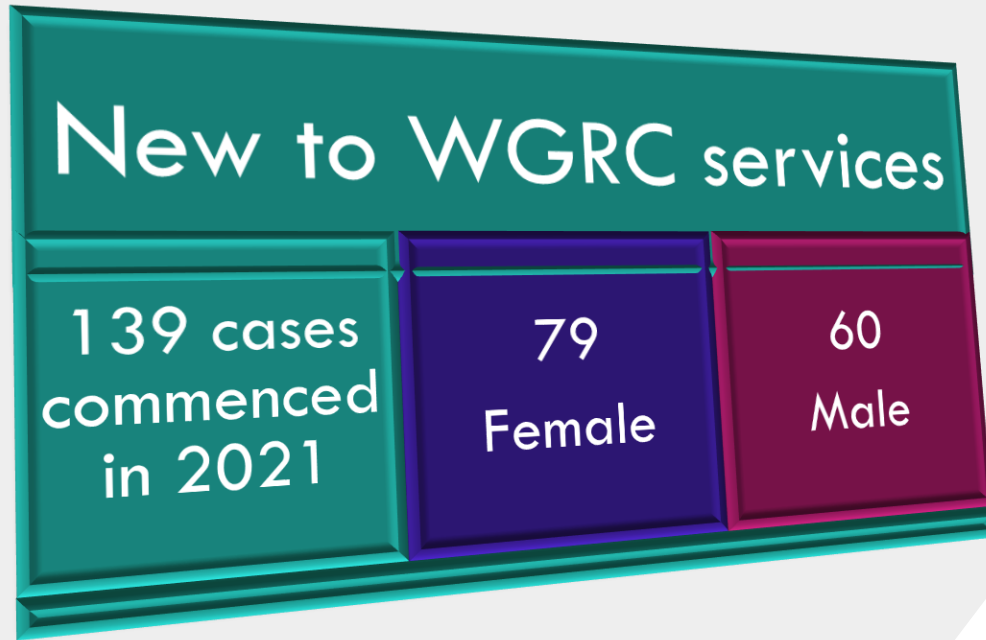


Male Female

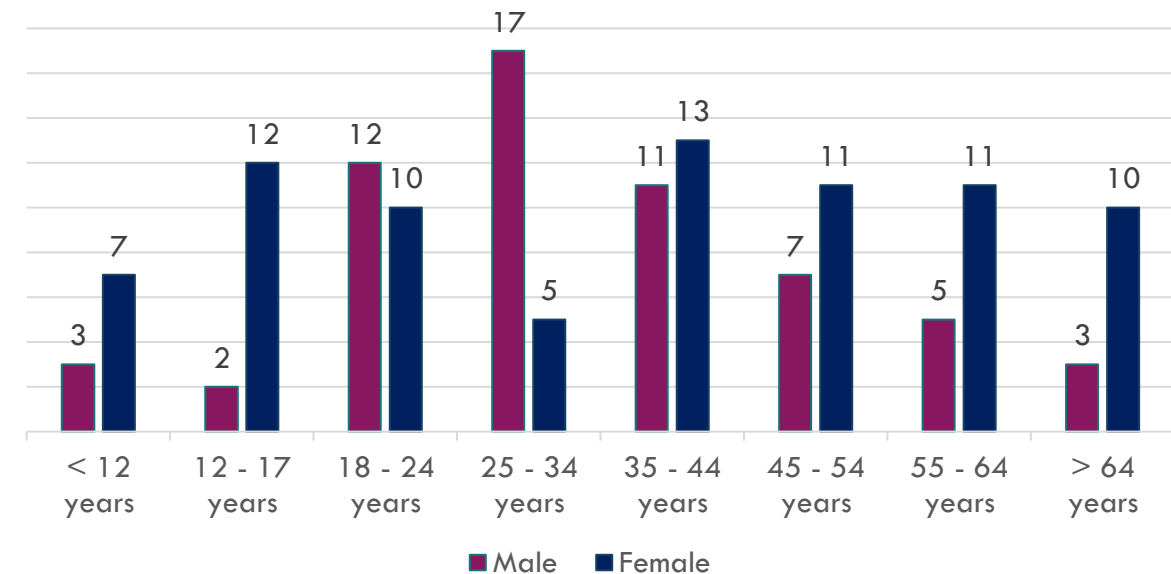




# SERVICE ENGAGEMENT STATISTICS – SERVICE USERS



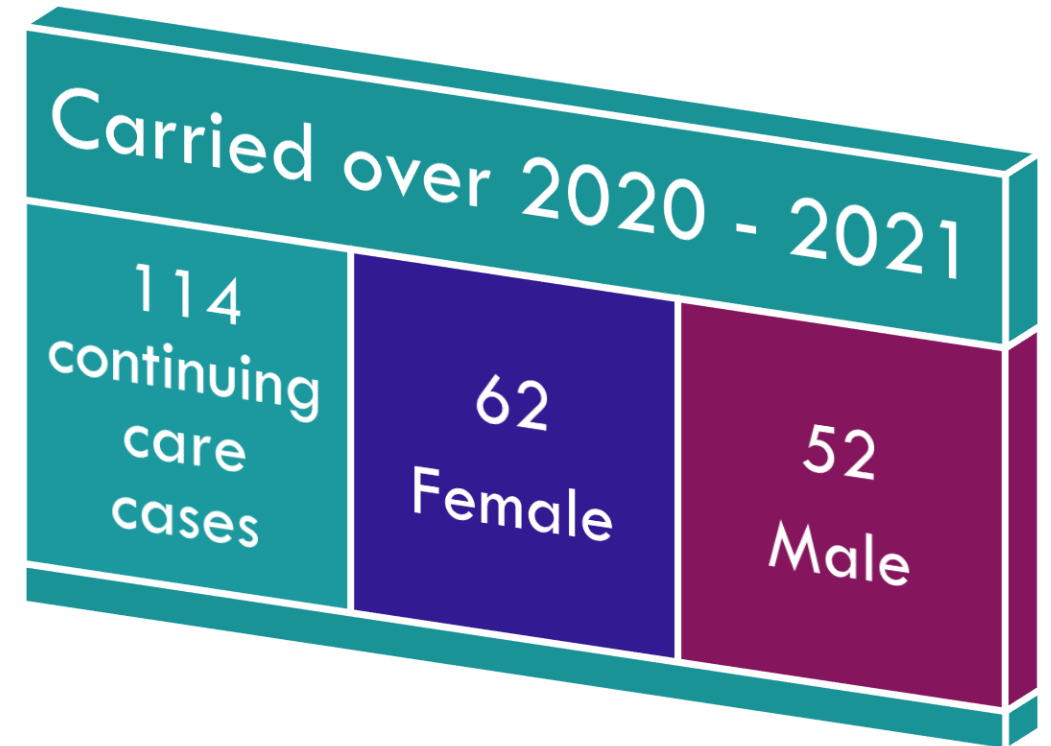
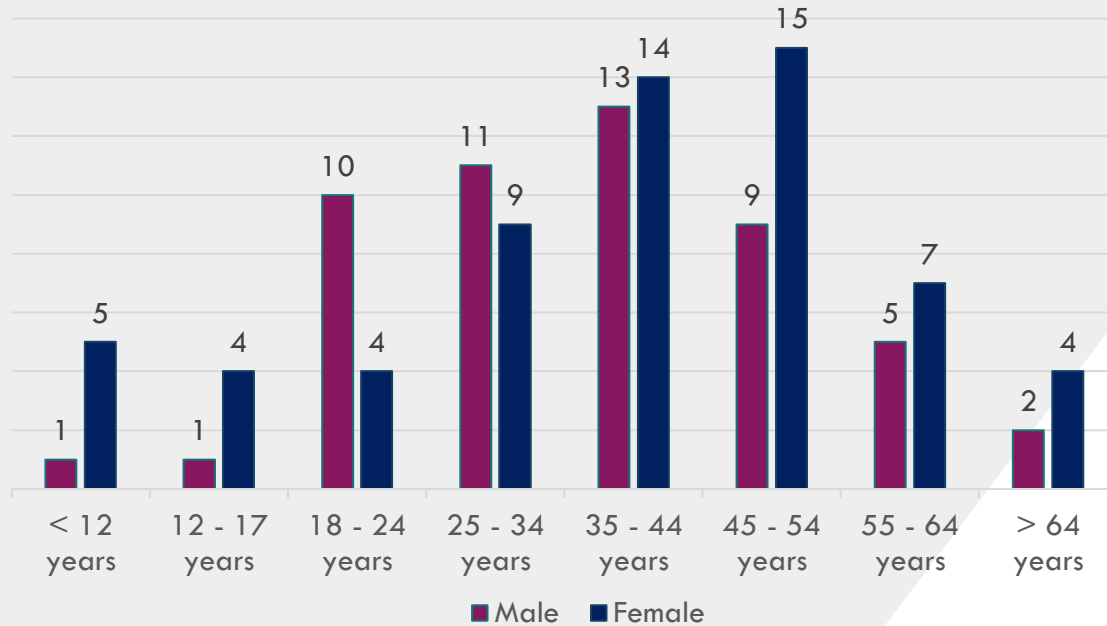
Cases commenced in 2021 by gender / age





# SERVICE ENGAGEMENT STATISTICS – SERVICE USERS

Continuing care cases by gender / age

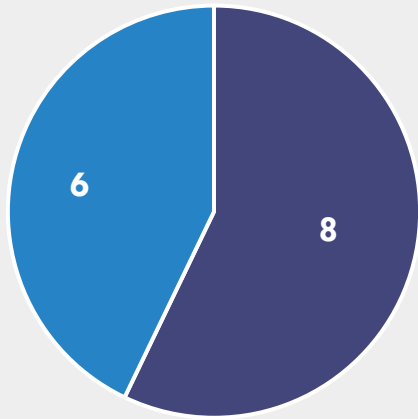






# SERVICE ENGAGEMENT STATISTICS

Accessed Gambling Services



■ Male ■ Female

21 of the cases treated in 2021 availed of group education awareness during their treatment episode.

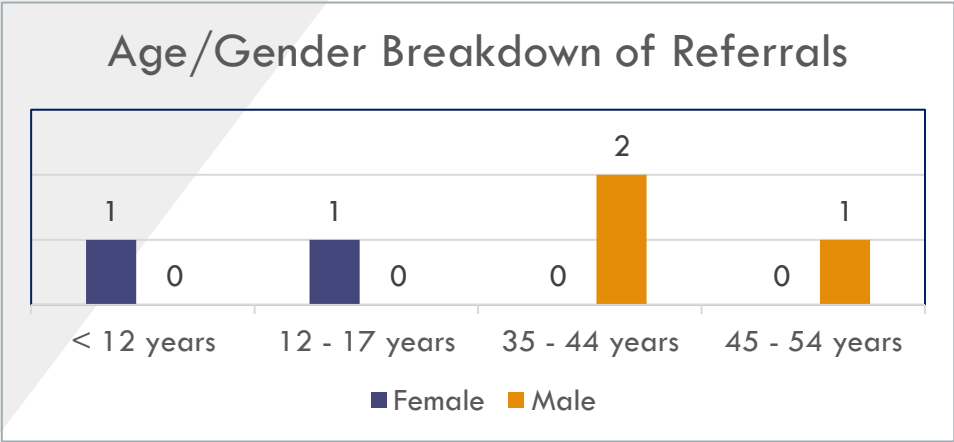




# SERVICE ENGAGEMENT STATISTICS – REFERRALS

5 cases were transferred or referred to treatment in another drug / alcohol service

| Transfer Centre                  | # Cases |
|----------------------------------|---------|
| Other Centre                     | 2       |
| Cluain Mhuire Family Centre      | 1       |
| Cuan Dara, Cherry Orchard        | 1       |
| Addiction Response Crumlin (ARC) | 1       |





# SERVICE ENGAGEMENT STATISTICS – REFERRALS

139 cases were referred to WGRC from external services

| Transfer Centre                      | # Cases |
|--------------------------------------|---------|
| Court/probation/police               | 1       |
| Family                               | 46      |
| Friends                              | 7       |
| GP                                   | 13      |
| Mental Health Professional           | 2       |
| Other drug Treatment centre          | 1       |
| Outreach Worker                      | 1       |
| Prison                               | 1       |
| School / College                     | 11      |
| Self                                 | 50      |
| Social Services / Community Services | 6       |

# 100 DAYS CHALLENGE TO CHANGE



Looking back, this was how the review outcome was for 2020, The group believed they would continue to meet and new members would join. However, on that fateful day 13<sup>th</sup> March 2020 we went into lockdown. The group had great ideas for their future in 2020 as the group had grown there were new and more ways of supporting each other alas this was not to be.

We all lived with uncertainty through 2020 and we mostly worked remotely. We supported clients through these turbulent times, one to one sessions on Zoom, WhatsApp and calls.



# 100 DAYS CHALLENGE TO CHANGE



The WGRC team assisting over zoom

We listened to our clients talk about fear of COVID, of loneliness, isolation, feelings of no future, no holidays, no travel and no family gatherings.

Some were over medicating, others were drinking more and more while others were using drugs to cope

We encouraged all the participants to give us feedback on their week and activities we also asked them to take photos of what they were doing to support themselves.

The photos ranged from mindful walks to knitting, crochet, painting and decorating, gardening, upcycling and many more activities.

To be continued into 2022, we are hoping to capture these moments of time during COVID so watch this space.

# 100 DAYS CHALLENGE TO CHANGE - TOPICS COVERED



## Change

What do we need to do to support ourselves?  
What can we do differently?

We looked at how many times you need to do something before it becomes a new habit.

## Compassion & Courage

Self valuation and self-love

## Resilience

Recognising our strengths and realising we  
have the ability to cope.

## Gratitude

Being grateful for what we have  
and rejoicing in the positive

## Progression

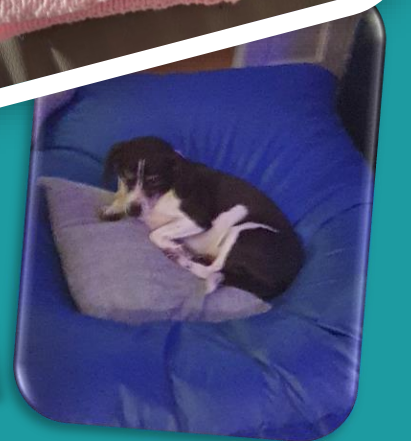
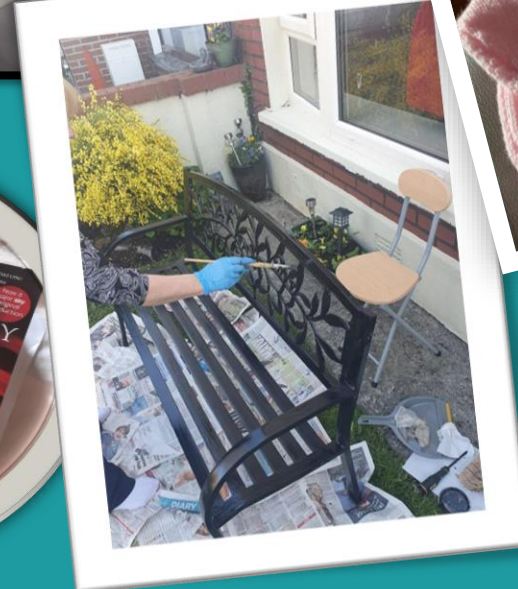
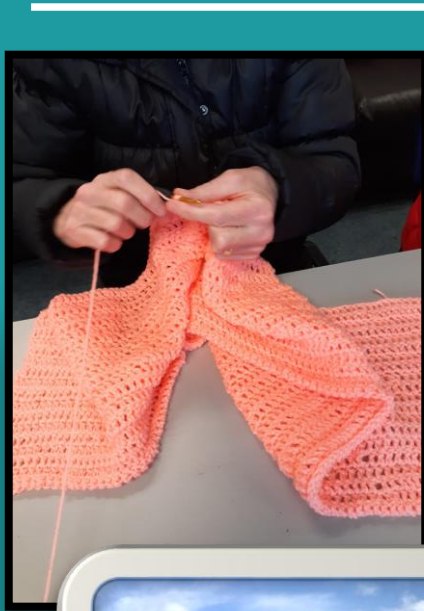
Muscle Relaxation: helping us to acknowledge  
our stress and be able to work on it.

Somatic Therapy through movement

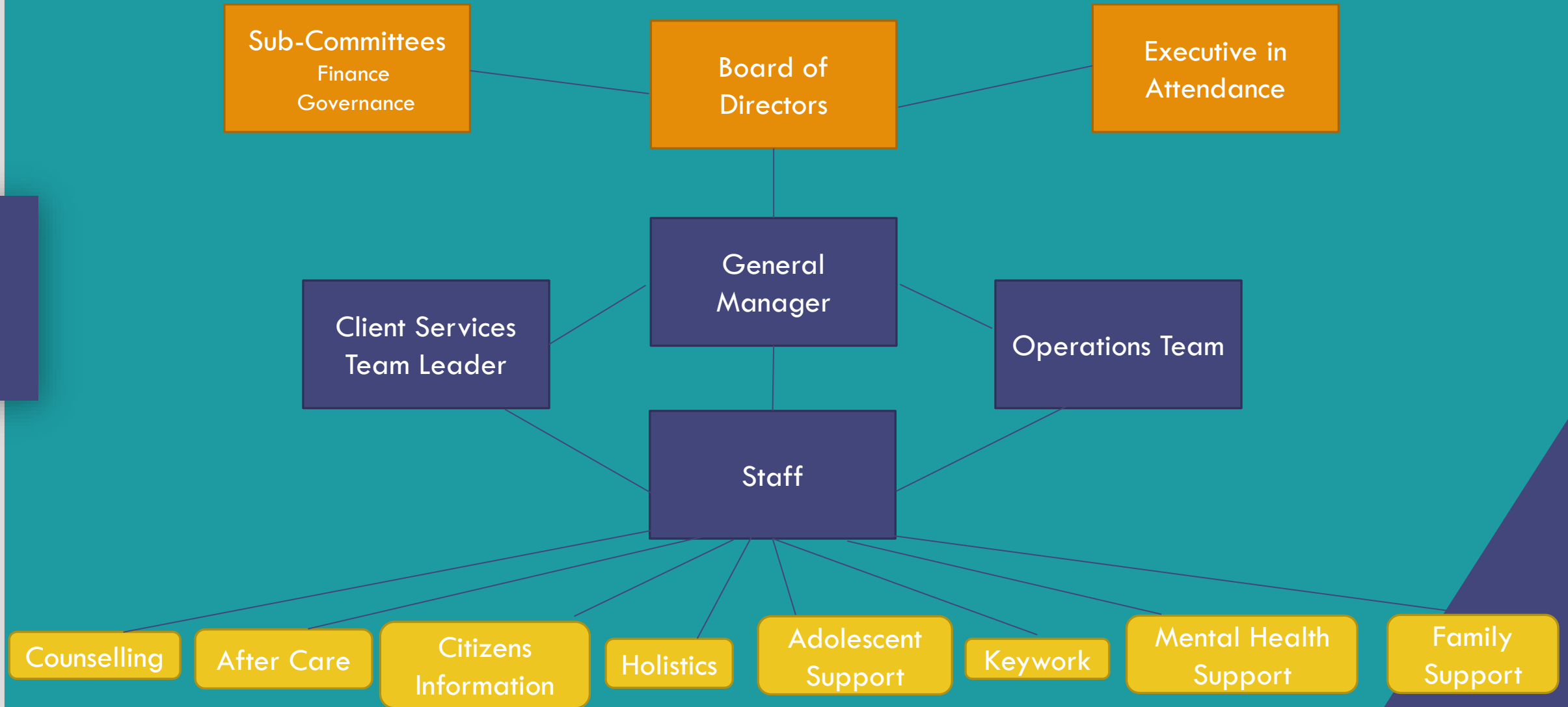
Archetypal Wounds and Healing fields  
working with trauma



# 100 DAYS CHALLENGE TO CHANGE — THE RESULTS



# WGRC ORGANISATIONAL STRUCTURE





# WGRC ORGANISATIONAL STRUCTURE

| The 2021 Team  |                 |
|----------------|-----------------|
| Manager        | John Davis      |
| Team Leader    | Viv Rooney      |
| Key Worker     | Ann Nugent      |
| Project Worker | Dermot Phillips |
| Project Worker | Monica Grogan   |
| Project Worker | Mary Barnes     |
| Project Worker | Don McLaughlin  |

|                         |                  |
|-------------------------|------------------|
| Financial Administrator | Jennifer McGreal |
| Receptionist            | Fiona McGuinness |
| Receptionist            | Colm Gannon      |
| Receptionist            | Rose Treanor     |
| Receptionist            | Luke Scully      |
| Complimentary Therapy   | Sonya Keogh      |
| General Assistant       | Patricia Kearney |

|                                |               |
|--------------------------------|---------------|
| Seasonal Volunteer Counsellors | Marcella Lowe |
| Seasonal Volunteer Counsellors | Joe Bowden    |
| Seasonal Volunteer Counsellors | Teresa Colgan |
| Sessional Counsellors          | Natalie May   |
| Sessional Counsellors          | Arlette Kehr  |
| Sessional Counsellors          | Paul Gahan    |
| Caretaker                      | Pat Mulvanny  |



# WGRC COMPANY DETAILS

**Bernadette Stokes**  
Chairperson

**Suzanne McEneaney**  
Treasurer

**Liz Bramble**  
Vice Chairperson

**Susan McAuley**  
Secretary

**Directors**

**Vivian Mahady**

**Cornelia Horvath**

**Des Kinch**

**Paddy McGrane**

**Mark O'Toole**

**Val Scott**

**Jason Flood**

**Auditors**

Hugh McCarthy & Associates  
161-163 Lower Kimmage Road  
Kimmage, Dublin 6W

**Solicitor**

Bourke & Company  
167/171 Drimnagh Road,  
Dublin 12

**Bank**

Bank of Ireland  
Walkinstown,  
Dublin 12

**Revenue**

Company Registration Number 334239



## THE GOVERNANCE OF WGRC

- Walkinstown Greenhills Resource Centre (WGRC) is constituted as a company limited by guarantee without a share capital. Its purpose, objectives and how it conducts its business are set out in its Constitution which establish the objects and powers of the company as governed by its Constitution and Board of Directors. During March 2018 the objects clause of WGRC's Constitution was revised and approved by the board of Directors.
- The Company is registered with the Charities Regulator and has charitable tax status with the Revenue Commissioners CHY 15712.
- In order to maintain standards of best practise across all areas of our organisation, the Board and Management of WGRC adhere strictly to the recommendations and requirements outlined by the Charity Regulator. We pay particular attention to, and comply with, the Statement of Recommended Practice for Accounting and Reporting by Charities (SORP), alongside the Governance Code and Fundraising Principles. WGRC recognises that active compliance is an ongoing and continuous task where, as an organisation, we seek to achieve constant standards of excellence.





## THE GOVERNANCE OF WGRC – PRINCIPAL RISKS & CHALLENGES

- The most significant risk facing WGRC is unsustainable service delivery due to reduction in core funding. WGRC is fully dependent upon its current funding base to maintain services. Funding from state organisations accounts for 88% of our total income.
- This is just adequate to maintain services at current levels and does not allow for increased support services needed in an increasingly compliance driven environment. Any reduction in funding will threaten front line services. This position has resulted in the decision to suspend our Citizen Information Service as it was operated from within existing resources. Any service adaptations or growth of new services shall be on a full cost model in 2022.
- In WGRC we manage this risk through open, transparent and regular communication with our funders. In addition, we actively seek funding from alternate sources to safeguard service delivery. We have a clear target to deliver 7% new non-restricted annual income to sustain and grow service delivery.





## **THE GOVERNANCE OF WGRC – STAFFING**

WGRC expanded its service provision during 2021. In parallel with this process we have conducted a full audit and risk program of work to ensure and safeguard that the best possible service is delivered to our clients and their families. Internal audit, Clinical governance, quality standards, compliance with legislative requirements and quality assurance are incorporated into operational practice and reviewed regularly. As a consequence of these developments a trend emerging is key person dependency.

In 2022 we shall continue the process aimed at defining the key tasks and competencies required in order to upskill staff and reduce key person dependency. A further risk for WGRC is the loss of experienced staff due to increased employment opportunities, namely more attractive salaries, externally. It is expected wage movement will be a factor in future years and increased funding will be required if WGRC is to meet reasonable expectations to secure and retain competent staff. We are encouraged by the agreement reached between the WRC and the HSE on pay restoration and are hopeful that this will be resolved in 2022.

At WGRC, our staff represent our service provision. They deliver and require continual professional development and supports to be innovative and strong in their performance. We are focusing on core staff training, development and well-being supports during 2022.

WGRC operates to the highest standards of governance and stewardship to ensure the highest level of care for people who are engaged with our services.



## THE GOVERNANCE OF WGRC - STAFFING

The board of directors has put in place appropriate systems and procedures to manage risks actively through;

Audit & Risk Committee Work Program

Internal Audit Program

Clinical Quality & Safety Committee

Health & Safety Program

Triple lock of good governance recommended by the Charities Institute of Ireland and the Charity Regulator.

WGRC recognises that active compliance is an ongoing and continuous process, and we seek to achieve continuous improvement.

During 2021 we have focused on our capacity to achieve compliance with legal, statutory and regulatory compliance and active review of our risk register. With increasing compliance for the charity sector in terms of government and further service arrangements, this is continually reviewed through the work program of our Audit & Risk Committee, Internal Audit Program and Health and Safety Audits. During 2022/2023 we shall seek to increase resources for our Compliance and Quality Standards work program.



## THE GOVERNANCE OF WGRC – QUALITY ASSURANCE

- Clinical risk management and clinical safety are reviewed regularly at the Clinical Quality and Safety Sub - Committee. This quality assurance work includes continual review of our safeguarding controls to mitigate against the risk of harm to any child or service user visiting and / or accessing our services.
- Quarterly reviews of Tusla child safeguarding standards, regulations and legal compliance are conducted to ensure compliance in our governance and operational practice, including Children First training for all staff and Designated Liaison Persons in place within WGRC.
- In addition, we have a safeguarding vulnerable adults' policy, complaints policy and disciplinary procedures in place.



# INCOME STATEMENT 2021

|                                       | 2021       | 2020       |
|---------------------------------------|------------|------------|
| <b>Income</b>                         | €391,947   | €345,828   |
| <b>Expenditure</b>                    | (€311,115) | (€274,462) |
| <b>Surplus before interest</b>        | €80,832    | €71,366    |
| <b>Finance costs</b>                  | (€3,829)   |            |
| <b>Surplus for the financial year</b> | €77,003    | €71,366    |
| <b>Total Comprehensive income</b>     | €77,003    | €71,366    |



# STATEMENT OF FINANCIAL POSITION 2021

|                                                               | 2021       | 2020      |
|---------------------------------------------------------------|------------|-----------|
| <b>Non-Current Assets</b>                                     |            |           |
| Property, plant & equipment                                   | €499,002   | €8,245    |
| <b>Current Assets</b>                                         |            |           |
| Receivables                                                   | €7926      | €20,008   |
| Cash & Cash equivalents                                       | €20,913    | €128,173  |
| <b>Payables: amounts falling due within one year</b>          | (€68,322)  | (€34,706) |
| <b>Net Current (Liabilities)/Assets</b>                       | (€39,483)  | €113,475  |
| <b>Total Assets less Current Liabilities</b>                  | €459,519   | €121,720  |
| <b>Payables: amounts falling due after more than one year</b> | (€260,796) |           |
| <b>Net Assets</b>                                             | €198,723   | €121,720  |
| <b>Reserves</b>                                               |            |           |
| Retained surplus                                              | €198,723   | €121,720  |
| <b>Equity attributable to owners of the company</b>           | €198,723   | €121,720  |

# ACKNOWLEDGEMENTS



An Roinn Coimirce Sóisialaí  
Department of Social Protection

