

IRISH

SUPPORT

AND

ADVICE

SERVICE

ANNUAL REPORT

1996/97

CHAIR'S REPORT

This report is the first for the Irish Support and Advice Service as a new charity and a company limited by guarantee. I have been very pleased to have served as Chair of the organisation as it developed over the past four years. I have been involved with the Service for many years and have seen it respond to the needs of the Irish community faithfully during this period.

It is with some sadness that I have to announce that I am standing down as chair but will still continue as a member. I have valued my involvement with the Service and do not wish to lose contact. I am confident my successor will carry on the excellent work that has been achieved by the management committee, staff and volunteers. I thank them all for their dedication and urge them to continue to seek the resources needed to maintain this very valuable and worthwhile organisation.

Enid Marron

Chair

IRISH SUPPORT AND ADVICE SERVICE

DIRECTOR'S AND STAFF REPORTS

The following sections of the Annual Report elaborate on the Trustee's Annual Report. I and the staff have put together statistics and accounts of our work that display different aspects of the services provided by ISAS. The different styles of reporting give a panoramic view of the range of tasks being undertaken by the Service. Led by the aims and objectives of the ISAS we have endeavoured in the past year to fulfil these objectives in a determined and as creative a way as possible.

The skill, dedication and enthusiasm of staff has done much to highlight the agency's profile in the West of London. Whether in person or by phone, from Hammersmith and Fulham or beyond, for five days a week we are approached for help and information to enable our clients to access the services and resources they need and to which they are entitled.

Statistical Data Report

('new' refers to first time callers)

In the past year ISAS delivered a service to over 13,000 callers. In general the volume of services to users increased by 18% but even more significant was the increase in the number of female users to 40%. A significant part of the general increase is due to the inclusion of the contacts made by the Outreach Worker. Also included in this total are the group work of the Community Care Development Worker, the Hammersmith and Fulham Irish Pensioners Group attendances, some callers who come in on a casual basis and the many enquiries we get daily by telephone.

The volume of young users was the same as the year before. The numbers of new young people was slightly down at 17% but when return visits are included a figure of 26% young users is revealed. This volume of young people is due more to the difficulty in finding solutions to their problems rather than a big influx of new young people.

The numbers of new older people increased significantly with those in the 45 to 64 age group up 3%, similarly the 65 to 79 age group is up 3%, and the over 79 group is up 2%.

The 1991 Census figures highlighted the local Irish male unemployment rate being double the female rate and the figures for long term sick being very high amongst men. Over 55% of our new callers are unemployed and this year the retired and long term sick both went into double figures - 14% and 11%.

The new client profile highlights significantly other poverty indicators - there is still a high number of users 59% who have no qualification - the number of users with significant health problems is up at, 35% a rise of 8%, with mental health being the category increasing most.

Overall there is a slight increase in the numbers experiencing harassment -up 4% to 22%. The figure for those experiencing neighbourhood harassment has risen to 7% from less than 1% the year before. This increase could also be a factor of the good reputation of the staff and agency as a resource for seeking help with such difficulties.

The attached charts show the volume of requests for advice and support on different issues. These charts include analysis of services given to repeat callers. Top of the demand list is those seeking advice and information on housing 28%. There was a significant increase this year in new callers with council tenancies - up 6% to 21%. The figure for new homeless clients was down 7% on last year but still significant at 20%.

Support and Advice Category Analysis

<u>Support Category</u>	<u>Females</u>	<u>Males</u>	<u>Total</u>
Other Support	28%	34%	31%
Counselling	34%	26%	29%
Group Activities	18%	8%	12%
Identification	5%	12%	9%
Accommodation	6%	8%	7%
Travel	1%	5%	3%
Repatriation	3%	4%	3%
Bereavement	3%	2%	2%
Missing Person	1%	2%	1%

<u>Advice Category</u>	<u>Females</u>	<u>Males</u>	<u>Total</u>
Housing	25%	31%	28%
Health	18%	20%	19%
Welfare Benefits	17%	20%	19%
Other Advice	18%	15%	16%
Financial	6%	5%	5%
Employment	4%	5%	4%
Family Services	6%	2%	3%
Discrimination	6%	2%	3%
Education/Training	2%	1%	1%

* Fractions in the percentages above have been rounded off so the sum of the columns is 100 + or - 1 or 2.

NETWORKING

We liaise with a number of Irish and other agencies on a daily basis. Many of which are mentioned later. Our involvement with the Community Care Committee of the Federation of Irish Societies helps us maintain and develop the focus of our work. Attendance at seminars on the needs of the Irish community and participation in the Federation of Irish Societies / Action Group for Irish Youth common data base system maintain our links with sources of support and information necessary for sustaining the high quality of our work. We welcome the founding of IAN in Ireland and look forward to the development of the Irish Employment and Training Consortium in London.

SPECIAL THANKS

We highlight in this Annual Report the work done and the value for money achieved. The work of the staff is ably supported by the management committee and the volunteers. Sincere thanks to our funders for their grants and donations without which our valuable work for Irish people could not continue.

PAUL MURPHY

18th September 1997

ANNUAL REPORT ADMINISTRATOR'S REPORT

I am the first person clients see when they come in. I take their names and details and sort out which worker they will see. I answer the phone, take messages and transfer calls. I deal with ad-hoc telephone queries which take up 20% of my time. I deal with written queries from clients who are unable to come into the centre; usually because they are living in Ireland or outside London. I also interview clients, especially when it is very busy or they are clients I have already dealt with.

The following is a typical example of the range of queries I would deal with in a week.

A week in April Total: 35 Clients Average: 7 per day
Phoned DSS, Rent & deposit scheme query, Filled in tax returns, Negotiated payment of electricity bill arrears, Maternity grant query, Australian visa query, Housing association transfer, Installation of disabled parking bay outside a client's home, Filled in Incapacity Benefit forms, Filled in job application forms, Neighbour harassment query, Arranged hostel for pregnant woman returning to Ireland, Filled in criminal injuries compensation form, Filled in housing benefit forms, Found info on multiple births foundation, Filled in Irish pension application, Phoned adoption societies and health boards in search for client's birth mother, Query on transferring unemployment benefit from Eire to UK, Arranged hospital & dental appointments for clients, Returning to Ireland information, Finding a German speaking solicitor for a client, Helped a client open a bank a/c.

In between dealing with clients I enter client records into the computer, prepare client statistics, order information on various topics e.g Irish social welfare leaflets, give out cigarettes and socks to predominantly homeless clients, supervise petty cash, order stationery, and do mailouts to other agencies.

Sandra Nolan

Sandra Nolan
Administrator

The 1996 Housing Act:

'In Future, a successful application as homeless will no longer result in the automatic provision of permanent council or housing association housing.

Instead, all accommodation will be allocated through a new Housing Register. This is designed to reflect a household's housing needs and will include the quality of the accommodation a person lives in, the security of tenure, the number of children, the level of overcrowding, and any medical and social welfare needs.

If you are staying with relatives and friends, or living in other insecure accommodation, instead of making a homeless application, you may be better off remaining where you are and applying to the new Housing Register.'

The above is quoted directly from the Hammersmith & Fulham Quality Promise poster dated November 1996.

Housing, it's a funny thing you know, most of us don't even think twice when we close our front doors in the morning, but 27,530 households in London, 47% of which are Irish or ethnic minority, on any given morning don't have a front door to close, or if they do they aren't sure if it will be the same one tonight, tomorrow or next week. The changes in government in May bring hope that this figure will somehow dwindle, but as yet there haven't been any improvements.

The 1996 Housing act has come into effect and it is anything but promising to the homeless. By homeless I don't just mean rough sleepers, I include people in hostels, B&B's, those living in overcrowded squats and accommodation unfit for human habitation.

As of 1 April 1997, satisfying the Council requirements that you are eligible for assistance, homeless, and that you have not made yourself intentionally homeless is not sufficient, you must also prove that you have a 'priority need' for accommodation. Unfortunately, the mental stress of being homeless, the health risks involved with not having access to proper hygiene facilities, the expense of having to buy prepared food and the susceptibility to illness are not sufficient risks to be deemed priority.

To qualify as priority homeless to the councils satisfaction you must be one of the following:

- Pregnant
- have dependant children resident with you
- vulnerable as a result of age, mental illness, handicap or physical disability or other special reason
- homeless as a result of an emergency, such as flood, fire or other disaster.

The majority of the work I do with the Emergency Housing Unit is trying to clarify just how disabled, handicapped or mentally ill someone has to be to qualify. The ambiguity of the "Guidelines" lends itself to personal interpretation which is heavily dependant on human compassion. More than one client has commented on the abrupt reception received when making an application for emergency housing. As most clients are in a state of crisis when approaching the local authority, perhaps compassion should be a part of the councils quality promise, as a more co-operative attitude from a housing officer would ease the toll homelessness takes on a person's mental and physical well-being.

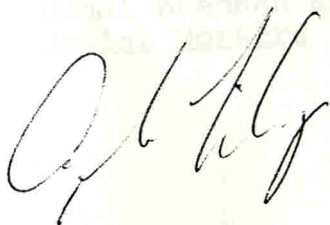
Accommodation is scarce in London, prices are at a premium and landlords require a substantial amount of money up front, usually a month in advance and a months deposit. If you are in the unfortunate position of being in receipt of benefit without any savings, the chances of getting private rented accommodation are grim. The council do offer a Rent Deposit Guarantee Scheme, unfortunately many landlords are unwilling to accept the scheme as an alternative to cash. The hostel situation is not any better as most vacancies are filled by mid morning, and many hostels are not equipped to deal with clients with special dietary needs such as diabetes.

I also deal with disputes between tenants and landlords, I advise clients where possible, or refer to tenancy relations, solicitors or the law centre. I intervene between the council and tenants, I advocate on behalf of clients making claims for necessary repairs, and I argue on behalf of clients that have been unfairly evicted.

EMPLOYMENT

We currently have the weekly listings for local vacancies for four London Boroughs and lists of local employment agency's. We have a phone available for clients to contact employers and the Irish Centre allows people to use its computer room free of charge. I offer assistance with C.V.'s and offer advice on attending interviews. Clients are welcome to stop in and speak to me about any aspect of finding work. Our library also includes the course prospectus' for local colleges and university's, Floodlight and On Course for clients wishing to further their education.

Angela Tiley



SOCIAL WORK REPORT

The social work service offered at ISAS is shared between Donal Brennan and Val Vethamony. Both of us draw upon a wealth of professional and personal experiences which enhances the service we offer. This enables us to make appropriate assessments, respond to individual needs and make necessary referrals to other voluntary or statutory agencies.

The social problems that are presented to us vary so much that we endeavour to offer a service based upon an individual's specific circumstances. Our primary role is to give advice and support concerning many social work issues. These include: personal or family crisis, housing issues, debt problems, educational issues, returning to Ireland, community care issues, accessing services, bereavement and welfare benefits, to name but a few.

The Social Work service offered here at ISAS is here to serve our clients. The emphasis of our work at ISAS is to work in partnership with clients to enable them to resolve issues that they perceive as difficult or problematic. We are here to support and empower them to challenge or question decisions that may affect their quality of life or their health or well-being. We promote awareness around the issues of Irish ethnicity to ensure that cultural needs are being acknowledged, valued and respected.

We carry a large caseload of clients who value the opportunity to work with Irish workers who can have a natural affinity to being able to understand their needs. The implementation of the Community Care Act 1991 together with Government cuts in Social Services, Health and Housing services has made it more difficult to obtain social work support unless a person is in severe crisis. Our work can be a valuable intervention to prevent problems becoming overwhelming for clients.

The increasing older Irish population in the Borough, together with high incidence of mental health, homelessness, alcohol and substance misuse, domestic violence, high levels of cancer and other physical disabilities will all continue to place a high demand on our services. The need for a culturally sensitive service is vital given the many problems Irish people can face when trying to get help.

Whatever the difficulties, our aims are to support and help resolve them in a manner which is never patronising. Each client's specific circumstances are important and demand a respectful and responsive approach. Thus, we will treat all clients with dignity and respect and to support them in a non-judgemental manner.

Donal Brennan and Valerie Vethamony
Social Workers

ANNUAL REPORT

COMMUNITY CARE DEVELOPMENTS

The last year has seen major developments in the provision of Community Care services for vulnerable members of our Community. These include:

- (1) Increased recognition of the distinct social needs of the Irish Community in Hammersmith and Fulham Community Care Plan of 1997/98.
- (2) Submission on the social, health and housing needs of the Irish Community to the Community Care Plans of 1997/98.
- (3) The Commissioning and Placement Unit of Hammersmith and Fulham Social Service Department continued annual allocation of £30,000 to our Agency to purchase three therapeutic support groups for Irish Women, Irish Older People and Irish people with Mental Health needs.
- (4) The continued commitment by the Hammersmith and Fulham Social Service Department and the Ealing, Hounslow and Hammersmith Health Agency to include an Irish category when monitoring all their services.
- (5) The implementation of Ealing, Hounslow and Hammersmith Health Agency's commitment to undertake a health needs assessment of the Irish Community in Hammersmith and Fulham.

IRISH THERAPEUTIC SUPPORT GROUPS

The Womens' Group and the Therapeutic Support Group continue to be very popular. We have received many positive comments from Irish people who attended these groups about the importance of Irish people coming together to talk about and share their distinct experiences. The lack of transport has hindered the full use of the Older Peoples Group and we therefore located it day, residential and sheltered accommodation schemes in the Borough. We are pleased to continue to support the Irish Peoples Group at the Barons Court Project and we have discussed the idea of an Irish Group with users and staff at the Tamworth Project, a Social Services Day and Residential Service for people with mental health problems. The Hammersmith and Fulham Social Services Department and other services can refer vulnerable Irish people to our groups. The Irish Womens' Group and Irish Peoples' Group is run by Ms Johanna Duffy while Mr Bill Heaney runs the Irish Mental Health Group.

IRISH HIV/AIDS INFORMATION SERVICE

We have now set up a weekly HIV/AIDS Information Service with the support of Hammersmith and Fulham Social Services Department and the River House. This service aims to help Irish people living with HIV/AIDS to access services and to promote a greater understanding of HIV/AIDS among the Irish Community. This service specifically targets Gay Men and Drug Users and is run by Ms Yvonne Rice, HIV Volunteer and Mr Mike Doyle, HIV Outreach Worker who offer a friendly and confidential service.

IRISH COUNSELLING SERVICE

The Counselling service has successfully established itself over the last year. We offer 8 one hour free sessions per week with the support of three trainee Irish counsellors Ms Jane Bjoko, Mr Ciaran Flannery and Ms Mary Keane. All the counsellors are regularly supervised and give their time free of charge. The demand for this service is high and highlights the high levels of mental illness in the Irish Community and the failure of many services to address their needs.

CONSULTANCY

I continue to receive many requests for information on the health, housing and social needs of the Irish Community in Britain from students and staff from a wide range of statutory and voluntary agencies. I have also positively responded to requests from researchers who are conducting research into the Irish Community.

DEVELOPMENT WORK

- (1) I work closely with the local Social Services Department, Health Trusts and Voluntary Agencies to highlight the specific needs of our Community and to encourage them to develop and promote their services to vulnerable members of our Community. In July 1997, I jointly organised a recruitment day with the Family Placement Unit of Hammersmith and Fulham Social Services Department to recruit more Irish foster and adoptive parents. I also spoke at public meetings organised by Monday Carers and Mind on the needs of the Irish Community.
- (2) I spoke at two major conferences organised by the Kings Fund and the Commission for Racial Equality on the need of the Irish Community in Britain. The recent publication of the Commission for Racial Equality's study into anti-Irish racism and discrimination in Britain is a major achievement in gaining public recognition and accessing resources.
- (3) I attend various working groups to highlight the needs of the Irish Community and make links with other agencies such as the Race Working Group at the Community Health Council and the Elderly Network at Age Concern.

Donal Brennan - Community Care Officer

A Day in life of the Outreach Worker

Thursday 29 May 1997

I get to work at 9.15 on my bike. First of all I sort my desk out then using my diary I 'brain storm' - writing a list of things that need to be done and the day's possible achievements and ideas, all other necessary work is written down on a separate list. Both lists nearly fill the length of an A4 sheet of paper. I have an appointment to see a client at 11.30 so I organise the rest of the morning around that and decide to spend it out of the office.

I go to Fulham to visit a client who has written to Val, our Social Worker, requesting advice on benefits and also appears to be unable to visit us. Val has asked me to assess the clients situation and get details necessary for a benefit check i.e. clients national insurance number. The client does not have a phone, I arrive at 10.15 (when doing home visits, experience has told me that unless I have an appointment it is best not to arrive before 10am). No answer, I write a note and leave one of our green information leaflets. If the client makes further contact I will try to visit her again. (clients not being in is always problem).

From there I head to the Grove Neighborhood Community Centre, which is near Ravenscourt Park. I have passed this centre many times before but never visited it. I meet Anna the full time worker, who, after offering me a cup of tea, shows me around the centre - which she is obviously proud of. We discuss what happens at the centre and what groups take place (she is second generation Irish and has lived all her life in H&F). In the far corner of their leaflet rack I discover some of our old green leaflets. I talk about our services and what I do, the differences between ISAS and the Irish Centre - which is a common misunderstanding. She introduces me to Doris who is their new outreach worker, it appears that her main role will be volunteer organiser. Anna mentions a similar community centre to theirs in Bythe Road W14, which I was aware of, I note that I should visit it soon.

I head for my 11.30 appointment at Edward Woods Estate popping into Askham Court on the way to collect spare copies of my Newsletter, which I am running short of. While there I speak to Patrick the manager about a client he has sent down to see us. Barry, who is a H&F resettlement officer, is also there. I have worked with him recently concerning another client on the Edward Woods Estate, Barry gave me an update and tells me his plans regarding the client.

When I arrive at Edward Woods Estate at around 11.50, Joan the housing officer, calls me into her office for a short chat, I inquire about certain clients. Joan said that Jack, my 11.30 appointment, does not want to go on the day trip next week (with some clients, like Jack, I make appointments to see them by letter, because they have no phone and they do not like people turning up on their door step unannounced). I visit Jack, now half an hour late, I do not pressurise him about the trip we have a short chat and I leave. Its a shame that Jack will not be going, as he is a classic example of the kind of client who should be going. He is very poor, has very little social contact with anyone and does not get out much. Nevermind, I will keep in contact with him and he will be invited to other activities regarding the outreach programme.

Next I go and visit Tom, with whom I spend nearly half-hour. I first met Tom in January when he lived in a basement flat in Barons Court and have worked with him over a wide range of issues. Recently we have managed to move him into a sheltered housing scheme on the Edward Woods Estate. I could write a book about Tom.

In the same block I call on other client, however, they are not in. On my way back to my bike I meet Joan who asks me if I could have a word Lucy from Malvern Court sheltered housing scheme, wants information and advice about alcohol services for a tenant of hers. I said I would get the relevant information to her later on in the afternoon. I then leave the Edward Woods Estate.

I pay a visit to the Travellers site under the Westway, I have not visited the site since last year. Its a nice hot day and a few people are sitting outside, there is initial suspicion but people are friendly once I start speaking and introducing myself. Its now 12.55 so I stop at the Laurel and Hardy cafe for lunch, where I start to write this report. At 1.35 I head back to the office.

Arrived back at the office at 2pm. I speak to Val, about the client who I visited in morning and was not in, I also asked Val's advice regarding alcohol recovery programs. With this information I visit Malvern Court and speak to Lucy who tells me the background of the client. The client, Anne, is a Londoner and has lived with Michael (who is from Cavan) for 30 years, both are in their 70s. She is an alcoholic, because of her previous behaviour she and Michael have been threatened with eviction. Anne says she is keen to get into alcohol recovery, so we talk for a while looking at the possible options. She has an appointment with her GP - and will try to get him to refer her to an alcohol service. We talk about what she will say to her GP and agree that she will ask him for a letter which can be given to their housing officer as evidence that she is seeking help. I will call round tomorrow to see how she got on, if there is a problem then we will refer her to an alcohol recovery programme ourselves. In the meantime I will contact her housing officer to explain that Anne is seeking help. I am personally keen to see this through. In my work I come across a lot drinkers very few of whom have asked for access to alcohol recovery programmes.

From there I go to Hammersmith hospital to gain permission to do an information stall. I discover that the person I need to talk to is not around and I am informed that I will have to write to them anyway.

I arrive back at the office around 3.45. I then do administration work which is: answering any messages, making calls, writing letters, writing up the days main points, clearing my desk and planning, then at 5.30 I go home.

Shane Brennan
Outreach Worker
Irish Support
& Advice Service.

PRINCIPAL AGENCY NETWORK

Action Group for Irish Youth
Age Concern
An Teach
Austin House Hostels
Benefits Agency and Careers Office
Hammersmith and Fulham
Brent Irish Advisory Service
Broadway Centre - Shepherds Bush
Cara Irish Housing Association
Council of Irish Counties Association
Department of Social Welfare - Dublin
Drink Crisis Centre
Druglink Hammersmith and Fulham
Emigrant Advice - Dublin and Cork
Federation of Irish Societies and Affiliates
Focus Point - Dublin
Fulham Legal Advice Centre
Haringey Irish Community Care Centre
Innisfree Housing Association
Irish Embassy - Grosvenor Square
Kilburn Irish Youth Project
London Advice Services Alliance
London Borough of Hammersmith & Fulham:
 Housing Department
 Emergency Housing Unit
 Social Services
 Policy and Resources Department
 Community Liaison Department
London Irish Centre - Camden
London Irish Women's Centre
Migrant Training Scheme
Mind - Hammersmith
Notting Hill Housing Trust
Registrar of Births - Marriages - Deaths
Safe Start Foundation
Shelter
Shepherds' Bush Advice Centre
Slattery's Coaches
Society of St Vincent De Paul
Solas Anois

FUNDERS

London Borough of Hammersmith & Fulham
Policy - Resources and Urgency Committee
Commissioning and Placements Unit
DION Committee
City Parochial Foundation
Wates Foundation
Irish Youth Foundation
Ireland Fund of Great Britain
Baring Foundation
Smurfit Corporation
Dr Edwards and Bishop Kings Fund
Midleton and District Association
Society of St Vincent De Paul
Various Irish and local Associations - Businesses and Individuals

IRISH SUPPORT AND ADVICE SERVICE

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31 MARCH 1997

	£	£
INCOME		
Outreach Worker		16,200
Other donations		3,262
Donations City Parochial		7,500
Donations The Wates Foundation		2,500
JJ Smurfit		10,000
Council for Education & Training		1,003
Repatriations SVP		664
Irish Youth Foundation		1,500
Christmas Raffle		1,220
Birth Certifications		473
200 Club		127
DION		45,383
LB Hammersmith & Fulham		48,745
LB Hammersmith & Fulham Community Care		30,000
L.B. H & F. Deferred Income		(14,000)
Ireland Fund		3,000
Ireland Fund Deferred		(3,000)
Bank interest receivable		2,675
TOTAL INCOME		<u>157,252</u>

DIRECT CHARITABLE EXPENDITURE

Wages and salaries	103,024	
Rent (Community and Outreach)	8,170	
Other Outreach expenses	3,250	
Other Community Care expenses	4,300	
Volunteer Expenses	2,928	
Support costs	704	
Repatriation	1,761	
Welfare Disbursements	4,566	
	<u>128,703</u>	

FUNDRAISING AND PUBLICITY

Advertising costs	206	
Other fundraising costs	1,258	
200 Club	800	
	<u>2,264</u>	

Carried forward

130,967

IRISH SUPPORT AND ADVICE SERVICE

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31 MARCH 1997

	£	£
Brought forward		130,967
MANAGEMENT AND ADMINISTRATION		
Wages and salaries	27,550	
Rent	8,858	
Computer Costs	533	
Postage & Stationery	2,407	
Insurance	720	
Staff training	172	
Sundry Expense	88	
Repairs & maintenance	308	
Telephone	2,529	
Equipment rental	398	
Cleaning	172	
Legal fees	423	
Audit fees	1,850	
Recruitment Costs	567	
Costs of trustee meetings	608	
Motor expenses	230	
Depreciation	1,670	
		49,083
INTEREST PAYABLE		
Other similar charges	28	
		28
TOTAL EXPENDITURE		<u>180,078</u>
NET DEFICIT		<u>(22,826)</u>

Anna Doyle
 Maria Clarke
 Sabine Gonnelle
 Ian Hovell
 Thomas Jordan
 Sarah McLean
 Lisa O'Mahony
 Lisa Purcell
 Frances Rice
 Lorraine Sullivan

Management Committee Members

Enid Marron (Chairperson)
Bob Mulcahy (Vice-Chair)
Patrick McNally (Secretary)
Kevin O'Byrne (Treasurer)
Jeanne Mullane
Kay Curtin
Fr Bob Dunn OSA
Michael Feerick
Cllr. Tony Hennessy (L A nominee)
Alice Kennedy
Jacqui Reid (User Representative)
John Reid
Editha Tharpe

Members of the Committee who Retired in the Past Year

Caroline Judge
Derek Kelly

Staff

Paul Murphy (Director)
Sandra Nolan (Administrator)
Angela Tiley (Advice and Information Worker)
Val Vethamony (Social Worker)
Shane Brennan (Outreach Worker)
Donal Brennan (Community Care Development Worker)
Bill Heaney (Group Worker - Mental Health p/t)
Joanna Duffy (Group Worker - Women and Irish Elders p/t)

Volunteers

We would like to thank all our Volunteers for their services throughout the year:

Bridie Atkins	Jane Bojko
Liam de Clair	Bridie Clarke
Kieran Flannery	Sabine Genelle
Bill Keary	Yan Kraffe
Dave Lee	Theresa Lennon
Eddie Lynch	Sarah McAdam
Nora McMahon	Lisa O'Doherty
Maureen Phelan	Liam Purcell
Stephanie Raeburn	Yvonne Rice
Mary Simonis	Lorraine Sullivan
Mary Wren	