



Annual Report
2000-2001

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Funder's. From April 2000 - April 2001:

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(Information Technology Administrator, H.I.C.C.C.)

Photographs Commissioned from Joanne O'Brien & Kate Brooks

Management Committee:

Bill Aulsberry (Chair), Sarah Hughes (Vice-Chair),
Mary Tilki (Secretary), Ann Kiely (Treasurer)
Gina Elharch, Frank Filgate, Maria O'Dwyer,
Siobhan O'Sullivan, Sharon Whitehead

Staff:

Deirdre Cregan (Centre Manager),
Colleen Wilson (I.T. Administrator), Neil O'Shea (Admin/Finance Worker),
Marion Mc Cracken (Locum Receptionist)
Tina Martin (Benefits Advice), Christine O'Meara (Advice Social Worker),
Phil Foley (Housing Advisory & Outreach),
Brenda Matthews (Locum Alcohol Worker),
Katie Sweeney (Volunteer Co-Ordinator),
Peter Crowley (Home & Day Care Networker),
Orla Rae (Day Care Organiser), Patrick O'Doherty (Snr. Care Assistant),
Michelle Morgan (Care Assi/Driver), Janet Burns (Care Ass/Driver),
Raymond Cusack (Care Assistant),
Patrick Lynagh (Chef), Maureen Doyle (Luncheon Club Cook),
Jimmy Wright (Cleaner), May Kennedy (Cleaner)

Volunteers:

Noel Brennan, Mary Burke, Rose Corry, Danny Culhane, Nancy Derrigh,
Mary Derham, Maureen Doyle, Jean Fallon, Bernadette Hanway,
Breeda Jordan, Carol Jenkinson, Mary King, Bridie Killeen, Bridget Mary Kerins,
Michael Lehané, Catherine Mc Evoy, Alan Mottershead, Itsumi Nakada,
Helen O'Donnell, Rachel Reilly, Sinead Sweeney, Michael Scully, Derek Spillane,
Thomas Vesey, Monica Jardine, Delia Walsh

HARINGEY IRISH COMMUNITY CARE CENTRE

ANNUAL REPORT 2000

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Introduction Bill Aulsberry

As I write this years Annual Report, my mind wanders back over the last eighteen or nineteen years.

Being the only founder member left on the Management Committee, I do remember all our past Management Committee's men and women, that were dedicated and gave their time and effort unstintingly to help to guide the Centre to where it is today.

It would be wrong of me if I were to say I remember all of our past Staff members because I can't. However, each and every one of them gave their knowledge and expertise to the Centre and it's Service Users.

I have always said that Haringey is a great training ground and our loss of Staff is someone else's gain. Our present Staff team are the most professional and competent group that has been my pleasure to work with as Chair. Under the guidance and leadership of the Centre Manager Deirdre Cregan, they have brought the Centre to where other Centre's can only dream about.

On behalf of the Management Committee and the Centre's Service Users, can I thank you most sincerely for your work on behalf of the Centre.

All our Volunteers are always worth their weight in gold and our group in Stroud Green are no exception. Under the aegis of our Volunteer Co-Ordinator, they have proved themselves a most professional group. To them and to all our past Volunteers my grateful thanks.

Our present Management Committee are one of the best I have ever seen in Stroud Green. That however is in no way to decry any past or future committee's. To all of them my sincere thanks for attending all our meetings during the year and for their support.

My most heartfelt thanks and appreciation to all our funders throughout this year.

To all our main funders, I can only say without your continuing support we would not be able to survive. To the London Borough of Haringey who had the bottle to fund us from 1986, due to the premature abolition of the G.L.C, one of our first funders. To the Dion Committee, the welfare sub committee of the Irish Government who have had the vision to continue to support us for a number of years, my sincere thanks also.

To companies and other individual sponsors, I can only say without your support we would not be able to survive. In Stroud Green our vision has been to help our Service Users by enabling them to a better life style. I ask for all of our funders to continue your interest in the future and help us make our vision a reality.

Finally, by the time you read this Annual Report, Census 2001, will already have taken place. I sincerely hope you all ticked the right box, because according to the old saying "If you're not in, you can't win!"

It has always been my pleasure to serve in Stroud Green and I look forward to doing so in the future in whatever capacity or position that is required of me.

Bill Aulsberry
Chair



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Centre Managers Report Deirdre Cregan

The year April 2000 to 2001 was a period of contrasts and changes at Haringey Irish Community Care Centre. At the heart of this was the departure of the Manager Sister Joan Kane, who had been a pivotal figure at the Centre for 18 years. Joan was also a strong representative of the Irish community in North London. Much of the present thriving life at the Centre is a fruit of her hard work, dedication and determined effort to have the needs of that community recognised and met.



Although Joan's departure from the Centre had a significant impact on the organisation, there has been a strong feeling of commitment and continuity. Joan herself once commented whilst handing over the management of the Centre to me:

"The Centre is stronger than any one individual".

As the Centre Manager my goal in this first year has been to consolidate resources with a focus on developing a mature team. The Staff, Volunteers and Management Committee have had a dynamic input in this new beginning for the Centre.

This strength has been evident in the emergence of an organisation, which is stronger, focused and ready to meet the challenges of a changing 21st Century Voluntary Sector.

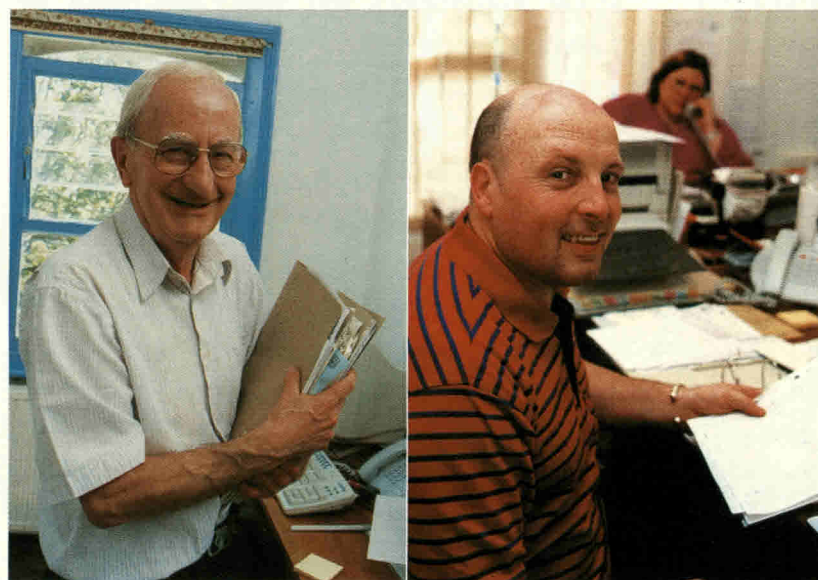
At the core of this strength is the fact that the Centre continues to remain rooted in the local community. Our advice service in its focal location at Finsbury Park is thriving to the extent that we needed to expand the advice team in order to meet the growing demand.

Our elders services have benefited from the input of excellent all round Staff. Outreach Day Care and Luncheon Club complement each other to ensure each Service User receives a quality, comprehensive service.

All of the Centre's services are currently being reviewed with the aim of developing and continually improving quality standards. New and modernised systems have been gradually put into place over the past year. Thanks to grants from the Ireland Fund of Great Britain and from Finsbury Park Partnership Community Chest Fund, we have been able to implement new office systems. For example, a vast improvement has been made by the provision of computers to all services so that many staff are now self administering. A centralised filing system has meant that time has been freed up to dedicate to direct service provision.



This has also been complemented by a review of policies and procedures to ensure that we maintain excellent standards of practice particular in the areas of health and safety and record keeping. Our Volunteer archivist Alan, has achieved sterling work, going through our hundreds of files and closing those no longer in use. Office security has been improved again with the enormous assistance of Volunteer handyperson, Michael. Michael has kindly donated hours of time to the Centre in doing all the little and large jobs which require time, skill and patience.



The work and contribution of our Volunteers has been a tremendous source of inspiration to my colleagues and myself. Mary, Maureen, Bernie and Danny loyally supported several of the Centre's groups, whilst our tea-dance Volunteers continue to be invaluable. There is much behind-the-scene work done by our Volunteers / befrienders who provide a real lifeline to older Irish people in our community.

One of my main priorities has been strengthening the Centre's team of paid and unpaid workers by building on their wealth of knowledge and experience. A structured training programme for Volunteers and Staff has been established. Our Census training day was opened by professionals who have access to the Irish community around Haringey. This was a well attended day with representatives from a cross section of voluntary and statutory agencies including the Metropolitan Police Community Liaison Team.



The Centre is well integrated in the borough with Haringey Irish Community Care Centre representation at a number of external consultation bodies. These include: the Community Legal Services Partnership; the London Borough of Haringey Voluntary Sector Review Steering Group; Joint Services Planning Teams for Elders and for Travellers; Black and Ethnic Minority Carers Sitting Service.

All in all Haringey Irish Community Care Centre is a lively multi-faceted organisation where Irish people are able to blossom and express themselves in a climate which respects individuality and diversity. Together we have surmounted the difficulties and challenges involved in the process of change in the past year. I am proud to say that Haringey Irish Community Care Centre is on the threshold of yet another exciting and productive year in its history within the Irish community.

Finally, I would like to sincerely thank everyone who has supported myself and all involved in the past year. The coming year will see the fruits of all this energy and enthusiasm.

Deirdre Cregan
Centre Manager

3 Advice Service Tina Martin & Christine O'Meara

The Advice Service provides an accessible, supportive, culturally sensitive service mainly, but not exclusively, to the Irish community. We offer a drop-in service; home visits to those unable to attend the centre and appointments for more complex cases. In addition to the service users who attend the centre we also get a lot of telephone enquiries. We run advice sessions at the Wood Green One-Stop-Shop on Fridays. The range of services we provide includes: help with form filling; advocacy; referral to appropriate services and support and advice on a wide variety of issues.

1) Many of our service users have described their difficulties in getting the help they need from the statutory sector. In some cases there is a lack of understanding of the difficulty Irish people experience with disclosing personal information particularly of a financial nature. Many of our service users have literacy problems and feel more at ease asking for the help they need from people within their own community. It often happens that a service user will come in with one particular query and on investigation will have a number of other issues requiring assistance.

In the last six months 230 Service Users have been seen by the Benefits Advisor.

2) Disability Allowance applications account for 8% of the caseload. Of the Disability Living Allowance applications I have assisted with 53% have been granted, 10% have been turned down and 37% are still awaiting a decision.

Incapacity Benefit applications account for 5% of the caseload. Of the Incapacity Benefit applications 82% have been granted and 18% are awaiting decision.

The previous Advice Worker began an appeal for Disability Living Allowance on behalf of John. The case was handed on to me when I took up my post. It was a problematic in that John's GP had refused to provide medical evidence for the appeal tribunal. However, the GP responded positively to a letter explaining the difficulty in getting a fair hearing for John without the evidence of the medical professional who knew him best. In order to minimise the strain of appearing before the appeal tribunal it was important to gain John's confidence. I met with him on several occasions and kept him up to date with the progress of his case. I was aware that he was concerned that the change in staff might have a detrimental affect on the way his appeal was handled and wanted to reassure him that he would continue to get the support he needed. I represented John at the tribunal and he won the appeal. His income went up by £52.00 a week and he received a back dated payment of £5028.00.

Frank was very upset when he came into the centre, he said he had tried everything he could think of to sort out his problem and we were his last hope. A member of his family had incurred a large debt and had given Frank's address to the person to whom he owed the money. The debtor had called to see Frank demanding payment. Frank explained that the person who borrowed the money had not lived there for a long time. Frank had no knowledge of the debt nor had he given permission for his address to be used. The debtor was not satisfied with this and insisted that Frank should ensure that the money was paid. The debtor rang John on a daily basis and called to his house several times demanding payment. Threats were made and Frank went to the police to ask for their assistance. The police were unable to help as there were no witnesses to the threats. Frank had recently come out of hospital after a serious illness and was unable to work. He was living on Incapacity Benefit and had no other money. Out of fear he had paid £50 to the debtor. He was at his wits end and could not think of anywhere else to go for help. The debtor was contacted and it was pointed out that under the law Frank was not liable for the debt as he had not made any agreement to stand as guarantor. The debtor was told that we were assisting Frank to get legal advice on the matter and that any further demands for money from him would constitute harassment and legal proceedings would follow. This occurred some months ago and Frank has not heard from the debtor since. He said his visit to the centre had gained him the first decent nights sleep in

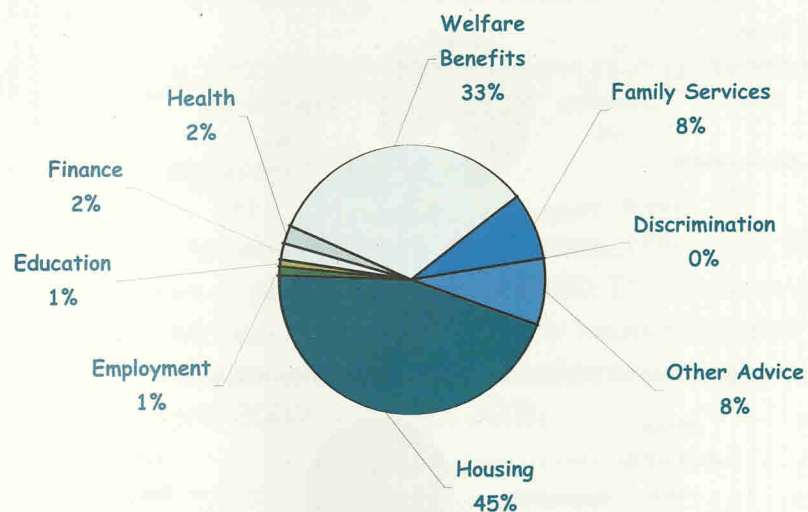
weeks and without our help he feared that the whole episode would have ended with a recurrence of his illness and further hospitalisation.

The advice service is run by two full time Staff: an advice social worker and a benefits advisor. Our staff provide a welcoming and confidential advice service to all who visit our Centre.

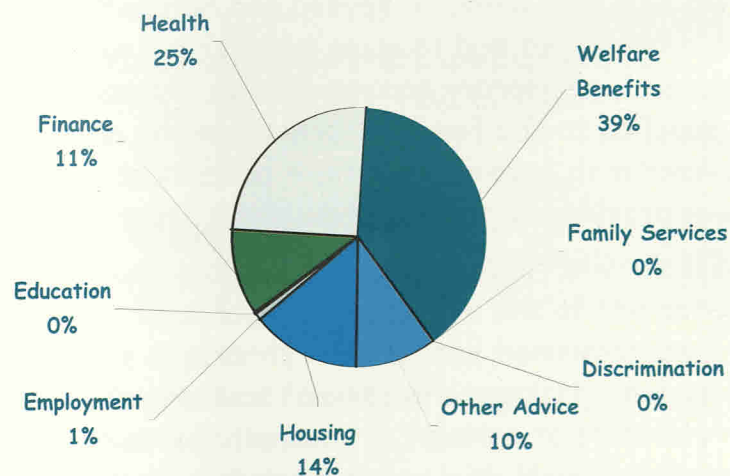
We have successfully represented service users at Incapacity Benefit appeals, Attendance Allowance appeals and Housing Benefit appeals. The outcome of our success meant that service users benefits were backdated and as a result were entitled to sums of money from £800 to £1800.

We have also achieved a positive outcome in accessing charitable grants and community care grants for service users. These were used for a wide range of needs from purchasing single items like a washing machine to providing multiple items that a family would need when moving into an empty three, bedroom house. The total sum of grant money obtained for service users has been in excess of £6000.00. We would like to take this opportunity to thank all the charitable organisations for their generosity.

Under 25 Advice Categories, Taken from S.I.S.



Over 65 Advice Categories, Taken from S.I.S.

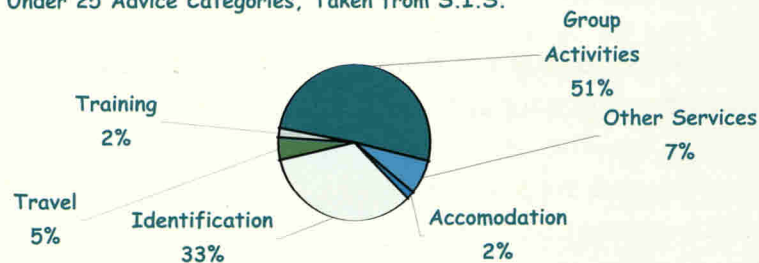


Women's Group

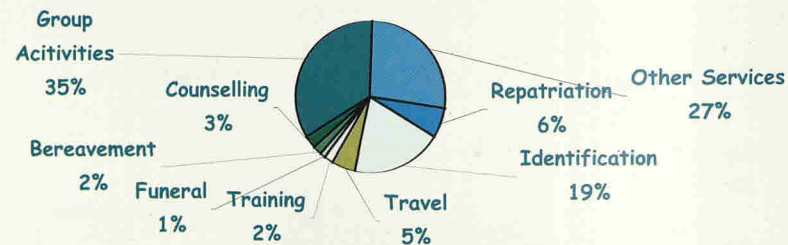
Our Womens' Group continues to meet regularly each Wednesday, at Pretoria Road Irish Centre. The group is facilitated by the Advice Social Worker who provides information and support on issues ranging from parenting to health promotion. The group is complemented by a creche facility and each year children benefit from a number of events, the most popular being our Annual Children's Christmas Party.



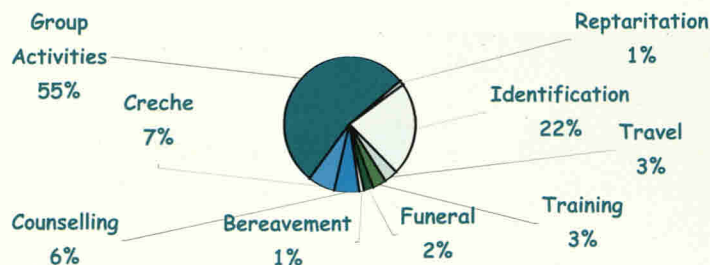
Under 25 Advice Categories, Taken from S.I.S.



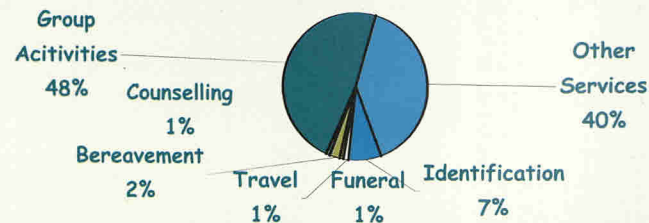
Aged 45 - 64 Advice Categories, Taken from S.I.S.



Aged 25 - 44 Advice Categories, Taken from S.I.S.



Aged Over 65 Advice Categories, Taken from S.I.S.



Dean, his wife and two children approached the advice service requesting help with being re-housed and help with applying for benefits. The family were staying in temporary accommodation with a friend but had to move out within a week. An application was made to the Housing department and the family were placed in temporary accommodation. Support was also provided in applying for benefits for the family. Information was also supplied to the family on schools in the area, which the children attended. The family were seen on a regular basis and provided with ongoing support. A permanent offer of accommodation was offered to the family, which they accepted. Help was provided to them in obtaining a grant for the purchase of household items before moving into their permanent accommodation.

Tina Martin
Benefits Advice Worker

Christine O'Meara
Advice Social Worker

4 Housing Advisory & Outreach Service

Phil Foley

The present Housing Advisory and Outreach Worker, Phil Foley has been in post since March 2000. It has been a challenging and rewarding year. Thirty households and eighty two individuals have received advice and support in the period April 2000 to March 2001.

Households

The households that present for housing advice fall into three broad categories:

- They are living in the private rented sector and have been given notice to leave
- They have been staying with family or friends and need to move out due to overcrowding or stress
- They have existing tenancies and are seeking a transfer

The service objective is to advise households on their best options and provide support and advocacy where necessary. Families with dependant children are one of the categories deemed to be in priority need by the homelessness legislation. In practice families are regularly anxious and unsure of their entitlements in relation to statutory provision and procedures. Dealing with Homeless Persons

Units can be a daunting task for service users. Where adverse decisions have been reached, for example that a family is intentionally homeless, referrals to local solicitors for legal support have been made.

Liam and Clare are a young couple in their twenties with two young children. They had been living in private-rented accommodation but their property was taken over by a new landlord, who issued notice as he wanted to put the property on the market. The family were extremely worried about what would happen to them. I advised them and attended the HPU with Clare to confirm the Councils duties. In her previous enquiries Clare had felt fobbed off with vague information. The family were extremely relieved to find out that they would be offered temporary accommodation when the bailiffs warrant came through. They are presently in a council managed reception centre awaiting permanent accommodation.

Households who are existing tenants but need transfers are in a difficult and demoralising situation. Housing need arising due to overcrowding is a common issue affecting many families and the Traveller Community in particular. Unfortunately there is very little mobility within the public sector. Haringey has a virtual freeze on transfers with only ten percent of new lettings being targeted for transfer cases. In effect this means the wait for a transfer is extremely long.

Single Individuals

The service has advised and supported eighty-two individuals. The vast majority have been men aged thirty and above. Individuals who have nowhere to stay that night have extremely limited options. Accessing emergency shelter has never been easy, however over the last few years direct access hostel provision has become more restrictive.

Since the launch of the Rough Sleepers Unit initiative resources have been targeted at the 'hard core' of long-term rough sleepers in the central London boroughs. The majority of hostels are prioritizing people who have been earmarked by the Contact and Assessment Teams [CATs]. It is necessary to have been sleeping rough for some time before someone is given a CAT number and is then a priority for admission when vacancies arise in hostels.

It is service policy to recommend individuals seek statutory support if there is a possibility they can be assessed as vulnerable under the terms of the homelessness legislation. This is one area of work where advocacy and culturally sensitive support is essential as it involves helping service users gather information and articulate need whilst dealing with quite unsympathetic bureaucracies.

Austin is in his late thirties. He is socially isolated, reliant on benefits and has been diagnosed with depression. He recently started taking medication. He had been renting a

room in a shared house for years but was given notice to leave as the landlord wanted to sell the property. Austin had been to the HPU but felt brushed off. He was informed he was not in priority need and given a leaflet providing basic information on hostels. I wrote to his GP and also attended the HPU with him on two occasions and provided a written statement on his vulnerability, stressing the risk of immediate harm if he did not receive statutory help. Eventually the HPU confirmed he would be booked into temporary accommodation when his landlord had obtained a bailiffs warrant. Austin has since received notification that the council accepts its full duty to him and he will in due course be made an offer of permanent accommodation. When last seen he reported that for the first time in months he was sleeping soundly.

The Housing Advisory and Outreach Service clearly meets a need and without this support significant numbers would experience profound hardship. The preventative element of this service is vital to specific elements of the community, such as isolated older Irish men and people affected by domestic violence. Strategically the service is both meeting current need and anticipating need in a proactive way. It is hoped that this service will continue to consolidate and develop in recognition that the housing needs of the Irish community are of major concern for HICCC and other relevant organisations.

Phil Foley
Housing Advisory & Outreach Worker

5 Services for older people

Orla Rae & Peter Crowley

The team for older Irish people aims to promote equal access and equality of opportunity for older Irish people within a culturally sensitive environment. As a broad ranging service the team have fully recognised the variety of Irish people's needs.

Referrals to Day Care are received from Social Services, hospitals, families and friends. Any individual can make a self-referral to Haringey Irish Community Care Centre.

An assessment of need will be carried out by an allocated Care Manager and one of the Staff members from our Elders Team, usually the Day Care Organiser.

The Home & Day Care Networker will assess individuals needs. Recommendations will be made enabling Irish people to gain access to specific services:

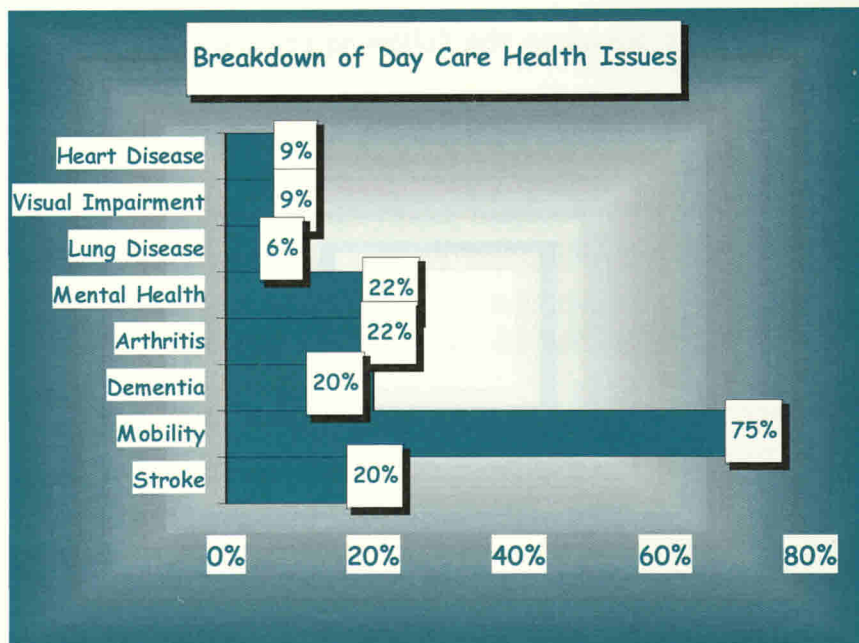
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The service is based on the following principles:

- Individual Needs and Rights
- Choice
- Independence
- Community Involvement
- Dignity
- Advocacy

The organisation aims to provide a range of services in line with assessed need:

- Day Care
- Luncheon Club
- User Consultation
- Advocacy
- Carers Support
- Tea Dances
- Volunteer Services (i.e. befriending, advocacy, practical tasks, small jobs)
- Enable Community Service Access
- Benefits Advice aiming to complete full entitlement to various benefits and income
- Housing Advice
- Home and Hospital Visits - Regular liaison with related professionals i.e. Doctor, Occupational Therapists etc
- Informal Counselling and Support
- Moving back to Ireland



The above graph shows the types of illnesses suffered by some of the people who attend Day Care and shows the percentage of people of services user in Day Care with those illnesses.

Day Care / Luncheon Club

Day Care and Luncheon Club provides a wide range of activities. Activities conducted in Day Care reflect the needs of Service Users as identified on their individual care plan reviews. Emphasis is based upon variety, self-interest and motivation.

The sociable and friendly environment generates interest and stimulation particularly around activities and topics of a reminiscent nature, which rekindle memories of tradition and culture. Attending the Luncheon Club enables people

to become part of a local Irish community. A freshly cooked meal is provided which consists of a traditional well-balanced Irish dish. This atmosphere contributes to a sense of belonging and boosts self-esteem.

Other activities include traditional music, singing, dancing, poetry recital, yoga, exercise classes, therapeutic massage and health advice.

In autumn 2000, two of our Day Care Staff, Michelle and Patrick, successfully completed a Leadership course in Chair Based Exercises.

They were presented with their certificates by the Mayor of Camden on February 15th 2001. Michelle and Patrick continue to share their expertise at weekly exercise classes in Day Care.



"Michelle and Patrick, newly fledged exercise teachers with the Mayor of Camden"

Mrs A is a frail older Irish woman who has dementia. Mrs A needs encouragement to initiate a conversation and develop social skills. Since attending Day Care Mrs A has been introduced to several older Irish people who converse in their own Irish language.

Mrs A has become friendly towards particular Day Care users as they communicate and interact in Irish. Mrs A has discovered a sense of belonging and participates in other activities.

This observation reveals that a culturally sensitive service can offer stability and continuity to people who have dementia.

Outreach Service

In December the Elders Team was joined by Peter Crowley. Peter has worked for both Statutory and Voluntary services in Haringey for over the past twelve years. He has held a number of positions at various projects. His main duties included co-ordinating and providing Care Management for Adult Mental Health, Dementia and Elderly Service Users

Under the Carers Recognition Act, 1995, NHS and Community Care Act, 1990, and Equal Opportunities Policy, it is vital to remember that when empowering Service Users and Carers the fundamental aim of Community Care

is to promote the independence of the individuals, so that they are able to live as normal a life as possible.

Service Users should be enabled to make choices about the services they receive and have as much control as possible over the process through which they access services.

Outreach enables us to make contact with isolated older Irish people who live in the community and who may not know the services and help that are available through either statutory or voluntary organisations.

This is completed in a manner that is culturally sensitive to the needs of the Irish people with the objective of enhancing the quality of their lives by implementing services that can enable them to remain in the community, in their own homes with dignity.

The Outreach Service offers support through home visits to those who are already known to the service, at the same time responding to the new referrals, which, on average, are seven per month.

Following an initial visit to an older Irish person, the Home & Day Care Networker would normally initiate a number of liaisons, depending on the individual's needs with other statutory or voluntary services to meet their identified needs.

Carer's Support Group

Carer's remain an integral part of Community Care; they often provide unpaid, long hours and dedicated support to those who are unable to manage independently.

The Carers Support Group meet every month and aims to provide a friendly, informal and supportive environment where people can share their experiences, as well as to participate in some therapeutic activities that can offer relaxation and respite.

The newest initiative is the formation of the Black and Ethnic Minority Sitting Service in Haringey, which was welcomed by all carers.

The main aim of this service is to relieve the hardship and distress of carers, and provide a culturally appropriate home-based respite service.

For example, an outing to the West End of London for a meal and to the theatre was made possible as a result of this initiative.

At present we have four Irish 'Sitters' who are involved in this project, and we would like to hear from other Irish people who would be interested to be part of this very essential and necessary service, which would enable our many Irish carers to take a break.



Service Users Consultation Group

An informal forum which is Service Users led, offering an opportunity for others to participate in the planning of service provision.

All are welcome to discuss:

- Individual Needs and Rights
- Choice
- Likes
- Dislikes
- Ideas
- Proposals
- Your Views
- Have Your Say
- Problem Solving
- Information on Sharing / Planning

Service User consultation aims to raise levels of self-esteem, self-worth and to explore these areas through group work on Rights, Advocacy and Personal or Group problem solving.

Memorial Service:

Day Care held a memorial service in memory of past Service Users , family and friends.

Day Service Users have requested that the memorial service be a six monthly event.

Best Value:

Haringey Council is carrying out a Best Value Review of Day Care services for older people. Best Value is a legally defined process aiming to identify and monitor how services are provided and what quality of service provision is in place. Haringey Council has conducted a series of user consultation exercises in order to hear the voice of the Service Users.

This will provide the Best Value Team with information that needs to decide how services should be provided in the future.

Emphasis will highlight value for quality and not value for money.

As local Irish people we need to contribute our opinions, ideas and suggestions for the future provision of Day Care.

A consultation afternoon with a Best Value Team member has been arranged for early April 2001.

Census 2001:

"BE IRISH, BE COUNTED"



By being counted gives the local Irish community the opportunity to be recognised as a separate ethnic minority group. As a separate category, the Local Authority and related care organisations will have an opportunity to serve the cultural and social needs of Irish people.

Haringey Council have lowered the referral age for Day Care from 65 years to 55 years old. This positive change is a true reflection of current need, which will be reiterated on the April 2001 Census results.



Irish Pensions:

Are you entitled to an Irish Pension? If you are over the age of 60 (female, 65 male), if you worked in Ireland before 1953 and you paid contributions, you may be entitled to an Irish Pension.

Advice, support and an application form can be obtained from the Elders Team and the Advice Service. Good Luck!!

Mrs B lived independently in the community, however, felt lonely and isolated. Since joining Day Care Mrs B feels part of her cultural community. These new beginnings identified other areas of need. During Mrs B's initial Day Care assessment it was discovered that she was not claiming full benefit entitlements. Mrs B has now forwarded several benefit applications via Day Care and is now awaiting a hopeful response.

Mr M is a 75 year old gentleman; in December 2000, he suddenly found himself in hospital with Rheumatoid Arthritis. Prior to his hospital admission he had been living independently in his own flat without any form of support.

Mr M was referred to the Outreach Service by his friend who was extremely concerned about him and his future i.e. post hospital discharge.

He was visited and assessed by the Outreach Service while in hospital; follow up work involved liaison with the Hospital Discharge Co-Ordinator, Occupational Therapist, Hospital After-Care Team, Sheltered Housing Officer and Mr M himself.

The Outreach Service assessed Mr M's financial situation, subsequently we were able to assist him with maximising his income by applying for benefits.

In a short term, with special adaptations in his current accommodation, and a care package to support him with his daily living needs, Mr M was discharged back to his old flat. He is now a priority on the waiting list for sheltered accommodation; he has also started attending our Luncheon Club on a weekly basis.

Tea Dance

The Tea Dance is held at Haringey Irish Cultural and Community Care Centre, Pretoria Road in Tottenham.

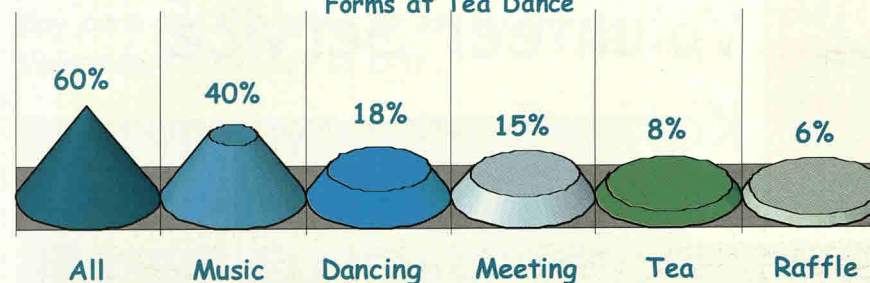
Attending the Tea Dance gives members the opportunity to maintain links with the local community. Meeting fellow Irish people encourages mutual support and afternoons 'Craic' in a friendly and lively atmosphere.

Tea and Irish breads are served, there is an open bar and the band plays from 1:30PM - 4:30 PM in the winter and 2:00PM - 5:00 PM in the summer.

Dancers and non-dancers are all welcome, hope to see you there.



Aspects of Tea Dance Enjoyed - Taken from Evaluation Forms at Tea Dance



The older persons team have had a busy and positive year in 2000. As a committed team, we provide a high quality service directed at meeting the needs of local Irish people.

We are determined to continue providing advice, advocacy and equality of service.



Orla Rae
Day Care Organiser

Peter Crowley
Home & Day Care Networker

6

Volunteer Service

Katie Sweeney



The year 2001 is International Year of Volunteering and here at the centre we aim to expand and improve on our current Volunteer scheme while rewarding the years of dedication of all our Volunteers.

As part of our commitment to International Year of Volunteering and in order to encourage more people to apply to our Volunteers Project, we are running a comprehensive training programme. From a choice of six topics presented to the Volunteers at our team meeting in October, the topic of Mental Health was decided upon for

our first training day held here at the centre. The day was an incredible success and the independent training consultant's covered the various problems of mental health from depression to dementia and Alzheimers in older people. Proposed topics for the coming months will include presentations by member of the staff team on areas such as housing, disabilities awareness and benefits. The first of these is on Community Care Legislation and shall be presented by the Centre Manager Deirdre Cregan.

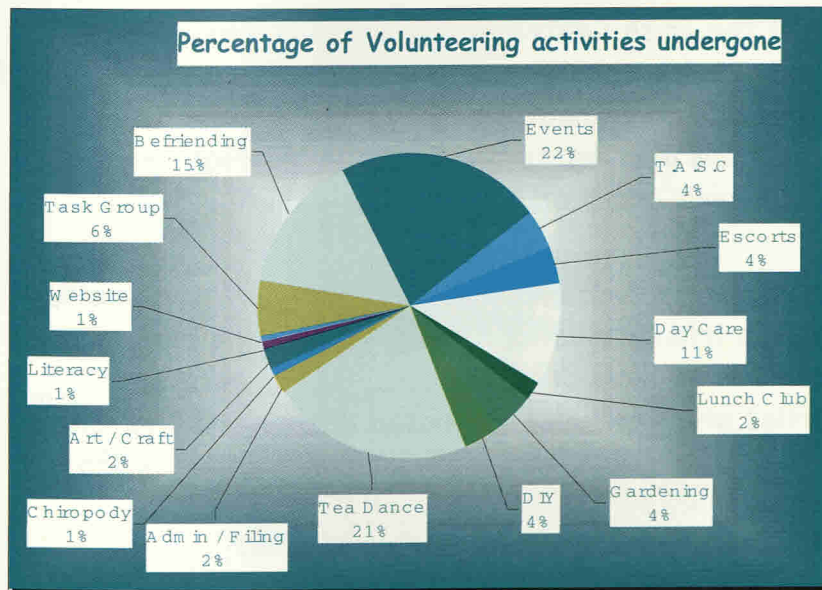
As part of our Be Irish, Be Counted campaign for the Census we will require Volunteers to assist people with filling in their forms, manning phone lines and distributing leaflets. Interested Volunteers attended our Census Training Day, which was a very informative and interesting day.

All of the training shall result in certificates being presented to the Volunteers and, more importantly, the accumulation of knowledge relating to the varied and specialised work that Volunteers may get involved in.

As part of our recognition of International Year of Volunteering we shall hold a gala event in the first week in June, which is the traditional Volunteers week. The training certificates shall be presented and we aim to recognise and reward the Volunteers as the dynamic team they have become at Haringey Irish Community Care Centre. Volunteers don't look for payment or gifts for their hard work but it is important that they feel appreciated and know we value them and the event in June

shall be specifically to make the Volunteers feel recognised, thanked and appreciated.

We currently have twenty-seven members on our Volunteer Team. Through adverts in parish newsletters, features in local newspapers and the display of newly designed posters we aim to recruit more team members in order to expand and meet the growing number of referrals we receive internally through the centre and externally from other organisations. Interested applicants are invited in to the centre to discuss the area of volunteering which most interests them, and the varied training needs they may require, with the Volunteer Co-Ordinator. All applicants receive training in the volunteering policies and procedures for Haringey Irish Community Care Centre.



Established services such as befriending, gardening and day care are the areas we are most keen to recruit new Volunteers to assist us with.



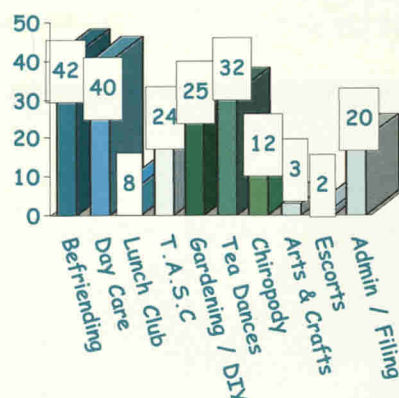
"Service User, Sally, with Volunteer Befriender, Rose"

New services such as chiropody for the T.A.S.C. group and jewellery classes for the Women's Group have been introduced as a result of the diversity of response to our recent recruitment campaign.

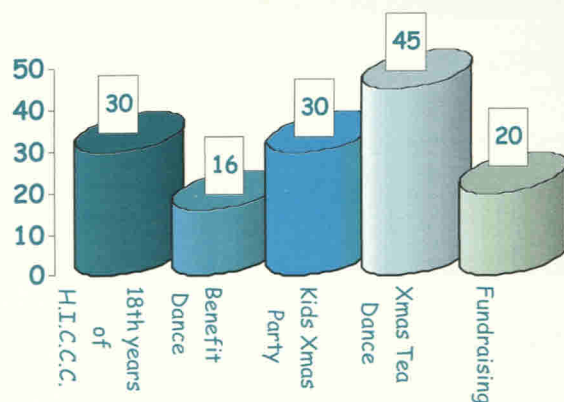
The new Task Group is being set up to meet the needs of those in the community who require a variety of DIY / Cleaning work done in their homes.

It is unfair to expect one volunteer to undertake such work and we believe it will be a more enjoyable experience for the Volunteers to go in as a team, tackle the work in a more friendly and companionable environment and also get the required tasks completed more efficiently.

Hours donated by Volunteers per month



Hours donated to Events throughout the year



It has been a busy year for the team and their unfailing commitment and dedication is a credit to each and every one of them. In providing a complimentary and in itself, unique service, to the centre, the Volunteers enable us to progress and grow to suit the needs of our community.

On behalf of all the Staff, Service Users and Management Committee, I would like to thank all of our Volunteers for their outstanding contribution throughout the year.

Haringey Traveller Girls

Since attending an exhibition of work by a group of young Irish traveller girls, I have become involved with the group as a youth worker through the London Gypsy & Traveller Unit.

The London Gypsy & Traveller Unit campaign for better sites and provisions for the travelling community while providing a supportive and developmental environment for the various youth groups they co-ordinate in both Hackney and Haringey.

Here at the Irish Centre we believe it is vitally important that we develop our links with the travelling community and therefore an agreement was set up between both organisations in order to involve me in the Haringey Traveller girls group on a weekly basis.

"Girls Night" is every Monday and every 3rd week we take them on a trip such as ice skating or to see a play. Since September we have done a comprehensive variety of activities which includes art based projects, a Spanish night - cooking, dancing, geography and a six week project on circus skills performing at Chats Palace.

Future activities will include a mosaic / mural here at the centre as a result of current projects dealing with issues of identity, respect, self awareness and the differences between travellers and settled people.

The work has also proved an asset to my slot at the One-Stop-Shop as familiarity with the girls breaks down barriers with family members who use the One-Stop-Shop. Contact with the girls and their families enables me to introduce our services to travelling families who may never have accessed our services in the past

Est. Volunteers Time in Financial Terms Per Month



"A real all rounder, D.I.Y. Volunteer, Michael entertains Anastasia at the Children's Christmas Party"

Katie Sweeney
Volunteer Co-Ordinator



Alcohol Service Brenda Matthews

The locum alcohol worker commenced duties at the start of September 2000, working on a Monday and Tuesday only. The past seven months have been very challenging but extremely rewarding. Initially, to ensure the service was primarily user-led, the service users were consulted via detailed questionnaires covering issues such as the name of the lunch club, menu and general service provision as well as personal information such as benefits, disability and length of stay in London. As a result of this consultation the 'Social Interaction Group', became the more user friendly, 'Tuesday Afternoon Social Club', (TASC)

The work to date has involved:

1. A mixture of assertive outreach including home visits, in collaboration with either the Housing Advisory & Outreach Worker or Home & Day Care Networker
2. Weekly lunch club which operates on a drop-in basis
3. Information gathering and dissemination with other alcohol service providers
4. Advocacy work with statutory agencies, solicitors, housing associations and private companies, in connection with benefits and debt management
5. Securing an on-site volunteer chiropodist via the Volunteer Co-Ordinator
6. Negotiating a £3,100 grant from Haringey Primary Care Group to finance a locum G.P. for the Tuesday group
7. Finalising arrangements with a local optician who is willing to block book sessions for service users and also to make a contribution towards transport costs
8. Encouraging a sense of ownership of the service; the Tuesday Afternoon Social Club all signed a petition organised by Alcohol Concern protesting at the lack of funding for alcohol services
9. Establishing a base of good practice by promoting alcohol free social events
10. Consolidating links with other alcohol services
11. Via the Finsbury Park Health Access Team, the alcohol service has access to a detox bed based at Rugby House for a three month period from the start of March

12. Raising funding for a breathalyzer (£500) via a donation from the manager of The Archway Tavern
13. Clinical supervision provided by Gail Priddy at HAGA.

Ideas for the further developments:

- Satellite service at Pretoria Road,
- Closed therapeutic group,
- A more structured approach to the T.A.S.C. group, to include the use of a breathalyzer,
- An emphasis on harm reduction to include health advisors, talks by other alcohol service providers, information giving by support groups, such as Alcoholics Anonymous,
- A women only group,
- Alternative therapy provision for those attempting to reduce their consumption,
- The compilation of a jointly agreed care plan for every service user.

Successful celebrations were held for both Christmas and St. Patrick's Day in St. Mellitus church hall. Traditional meals were served at each event and talented service users, volunteers and staff provided music. Both events were alcohol free, in keeping with good practice. Surprisingly the only comment received was from a service user expressing his gratitude that there would be an absence of alcohol.

At Christmas everyone received a present of clothing and at Easter all service users received an Easter egg.

At both the St. Patrick's Day and Easter celebrations, cards and stamps were provided to those who wished to contact family at home.

The attendance at the Tuesday Afternoon Social Club (T.A.S.C.) has gradually increased since September. The average weekly attendance has been:

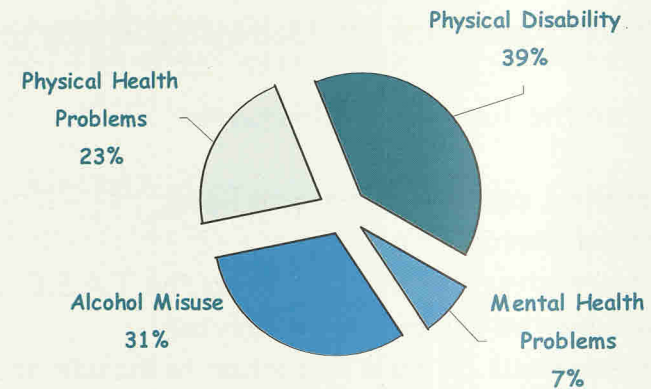
- October - 16
- November - 16
- December - 23
- January - 20
- February - 24
- March - 25

Support / Service given at Tuesday Afternoon Social Club (taken from Service User consultation)	
Support / Service Received	Percentage
Lunch	47%
Advice / Information	21%
Clothes	21%
Contact with other workers	11%

The housing and alcohol workers facilitate the weekly T.A.S.C.

Since September, 80 people have accessed the Tuesday Afternoon Social Club. A quarter of these have started to attend since February and for the majority of them it seems that they heard about the group via friends who attend the group. Those who attend do so for a variety of reasons including benefit advice, housing advice, debt management, re-establishing family contact, onwards referral to other alcohol services, chiropody services, clothing or merely just for lunch in a social setting. This social environment serves to reduce the isolation and loneliness that many of our service users experience. The provision of Irish newspapers and videos of sport and music is a welcome component of the group. A comprehensive library of information leaflets and fact sheets on alcohol misuse, its consequences and general health promotion are available to the group. The provision of such information is in keeping with our objective of harm reduction and health promotion.

Health Related issues taken from Service Users Consultation



K lives in housing association sheltered accommodation. The initial referral was via his accommodation warden as the housing association had presented K with eviction papers. The alcohol worker visited K at home and it was concluded that loneliness, isolation and his sister's ill health were partly precipitating his problematic drinking. K was encouraged to attend the T.A.S.C, which he did. It was hoped this would help reduce the isolation he felt and improve his self-esteem. HAGA (Haringey Action Group on Alcohol), solicitors and the housing association were contacted on K's behalf. During his attendance at the group he brought in various payment demand letters from debt recovery agencies. The alcohol worker advocated on his behalf to these agencies and achieved satisfactory responses. The district social work team was contacted and a home visit was arranged with the care manager, who agreed to propose intervention to the panel. K's details were passed onto the Home & Day Care Networker who carried out an assessment of need, which the care manager proposed to the panel. One day a week day care was secured on K's behalf and he has been attending regularly since. He also still attends the T.A.S.C. on an irregular basis, as he says he finds it difficult being around people who are drinking. According to the warden K's behaviour has improved, and the housing association have decided to hold off on the eviction as K's reduced drinking is no longer resulting in problematic behaviour.

THANKS

On behalf of the group, I would like to thank our volunteers Maureen Doyle and Mary Burke for their assistance at the weekly group.

Thanks also to the manager of The Archway Tavern who made a generous donation of £500 to help us purchase a breathalyzer to further develop the alcohol service.

The Irish Post kindly donated a set of books to the centre, which will help us in our fundraising and general awareness of the Irish business population in Britain.

To Gail Priddy at HAGA for her ongoing support.

Brenda Matthews
Alcohol Worker

8

Services Offered

Advice Service:

Free Confidential advice service. Open door policy, access for people with mobility issues & users of wheelchairs. Liaison, support, advocacy and appeals.

Opening Hours:

	AM Session	PM Session
Monday	10:00 - 12:00	2:00 - 4:00
Tuesday	10:00 - 12:00	2:00 - 4:00
Wednesday	Closed	2:00 - 4:00
Thursday	10:00 - 12:00	2:00 - 4:00
Friday	10:00 - 12:00	Closed

Appointments may be given for long forms such as Disability Living Allowance, Contact: Advice Team on 020 7272 9230

One-Stop-Shop:

(Near Safeways - Wood Green)

General information / advice. Drop In:

	AM Session	PM Session
Friday	10:00 - 1:00	2:00 - 4:00

Services for Women:

Women's Group at Pretoria Road, N17, Creche for children

	Opening Times
Wednesday	12:30 - 3:00

Contact: Advice Social Worker 020 7272 9230

Housing Advisory Service:

Free, confidential advocacy and support for people in insecure housing.

Drop In:

	Opening Times
Tuesday	10:00 - 12:00
Thursday	2:00 - 4:00

Appointments may be given.

Contact: Housing Advisory & Outreach Worker, 020 7272 9230

Luncheon club:

	Stroud Green Road	Pretoria Road
Monday	12:15 - 1:30	Closed
Tuesday	12:15 - 1:30	12:15 - 1:30
Wednesday	Closed	12:15 - 1:30
Thursday	Closed	12:15 - 1:30
Friday	12:15 - 1:30	Closed

Contact: Home & Day Care Networker on 020 7272 9230

Volunteers:

Comprehensive training programme, work experience and ongoing support offered.

Contact: Volunteer Co-Ordinator on 020 7272 9230

Alcohol Service:

Comprehensive culturally sensitive alcohol service including group-work and referral to other specialist agencies for detox etc.

Contact: Alcohol Services Networker on 020 7272 9230

Janet Burns
Care Assistant



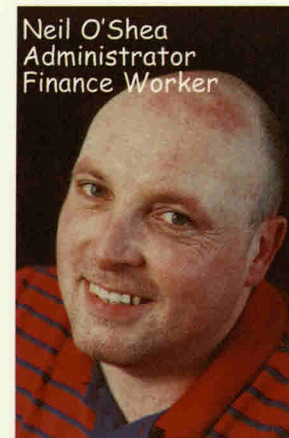
Raymond Cusack
Care Assistant



Tina Martin
Advice Worker



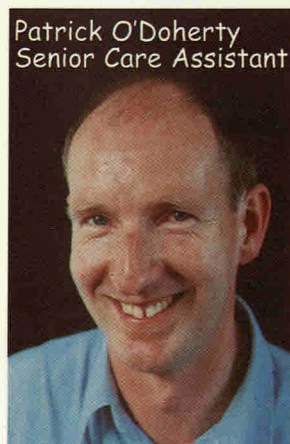
Neil O'Shea
Administrator
Finance Worker



Christine O'Meara
Social worker



Patrick O'Doherty
Senior Care Assistant



Katie Sweeney
Volunteer Organiser



Michelle Morgan
Care Assistant



Orla Rae
Day Care Organiser



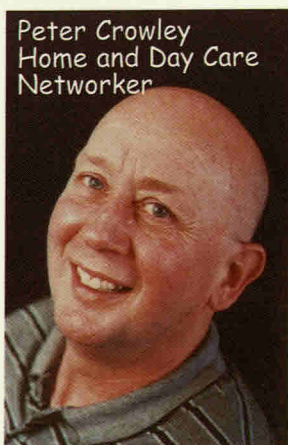
Brenda Matthews
Alcohol Worker



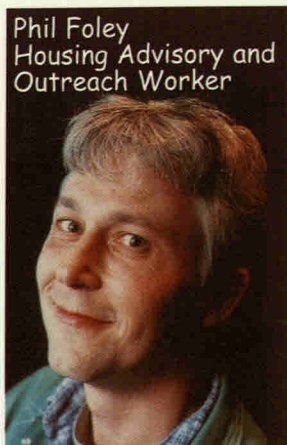
Deirdre Cregan
Centre Manager



Peter Crowley
Home and Day Care
Networker

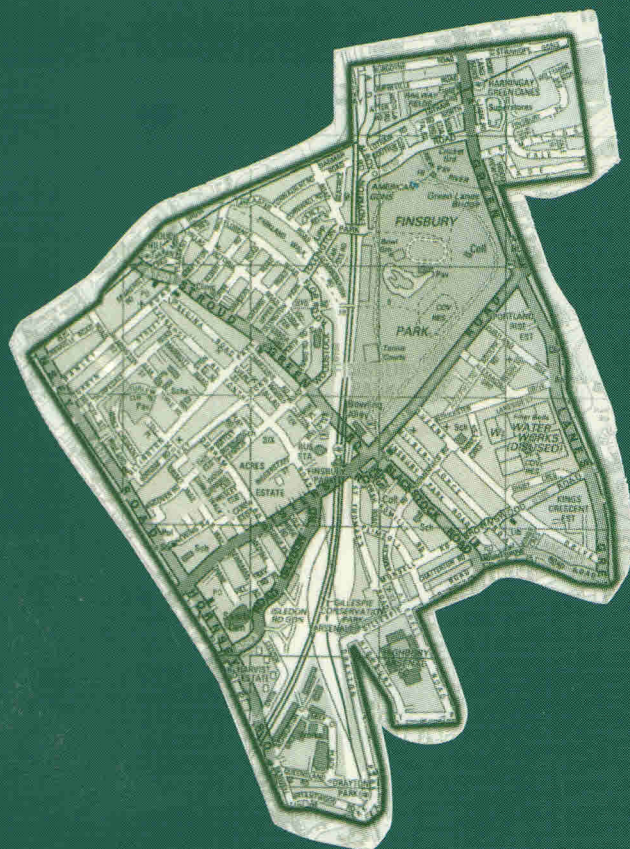


Phil Foley
Housing Advisory and
Outreach Worker



Colleen Wilson
I.T. Administrator





Haringey Irish Community Care Centre

72 Stroud Green Road, London, N4 3ER

Tel Number: 020 7272 9230, Fax Number: 020 7263 6641, E-Mail: deirdrecregan@aol.com

Public Transport: W3, W7, 210 (Busses), Piccadilly & Victoria Line Tubes

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