

FRONTLINE



Annual Report  
2018



## CONTENTS

Project Director's Review	2
About Us: Our Vision, Mission Statement, Values, Target Group, Strategic Goals	4
Our Team 2018	8
Our Organisation Structure in 2018	12
Our Community Involvement in 2018	13
Our Services Delivered in 2018	14
Addiction Service Report	16
Childcare Service Report	24
Our Funding in 2018	32

## PROJECT DIRECTOR'S REPORT

It was a very exciting 2018 as the board and organisation underwent the development of a new strategic plan 2018-2021. During the research for this new strategic plan, we have engaged all levels of the organisation and wider stakeholders to assist and inform its design. We seek not to just maintain the already high standard of service delivery, but to also increase the quality of the services we deliver, whilst also increasing the variety of approaches that mirror the ever-changing environment of our service users.



Stuart Fraser, Project Director

We as an organisation are proud of the finished document, although we seek to improve the high-quality service that Frontline provides, we also believe in an aspirational future for the Frontline model. We feel it is of high quality and that it can be replicated in any community. The next three year plan is ambitious, however, I think it identifies and attempts to address fundamental gaps in service provision within the Canals Community Area. It also seeks to address all aspects of the journey of our service users to be fully reintegrated within our communities and society. This is a key aim and as an organisation we believe that the development of social enterprise is integral to that to provide employment and practical work place opportunities for the most excluded from the job market.

Part of the Strategic Plan identified by the staff was changing the name and rebranding. After much debate we decided to go with the name "Frontline" with the tag line "Make Change" which is very much the ethos of the organisation. We hope you like it and we received good feedback from our service users as it didn't mention drug or addiction. During this rebranding exercise we made new friends with "Newworld" the organisation that we partnered with who were responsible for creatively designing the new brand logo and we are indebted by their kindness in supplying a lot of hours as part of their corporate social responsibility. So, a big thank you to Pat Kinsley, Gary Gleeson and Mary Helow as well as their supply chain friends, especially Paul O'Mahony at IQ Branding Solutions.

A big thank you to all the staff, board members, clients, funders and stakeholders that make this organisation successful and a great place to work. We look forward to working on our new strategic plan and informing you all of new developments in 2019.



In 2018 we helped  
283 people make  
positive changes  
in their lives

## ABOUT US

### Our Vision

Our Vision is to help people reach their full potential.

### Our Mission Statement

Our Mission is to provide effective, evidence based services that have impact by not only improving the health of the individual, but has a lasting positive impact on the wellbeing of their families, friends and the communities in which they live.

### Our Values

Frontline is a value driven organisation. We are committed to change, quality, honesty, innovation and integrity. These strong values are at the heart of all we do, because we believe in people's capacity to change. People who use our services are not just people with problems, they are partners, fathers, mothers, sisters, grandmothers, children, brothers, friends, work colleagues and carers.

### Our Target Group

- 1 Those who struggle with a wide variety of substance misuse issues
- 2 Parents coping with substance misuse and their children
- 3 Family members
- 4 Inter agency / Community work.

### Our Strategic Goals

- 1 To provide a safe environment where people affected by substance misuse can explore in a non-judgmental way the issues that are impacting on their lives.
- 2 To promote opportunities for individuals to move out of the cycle of addiction.
- 3 To develop opportunities for children and young people to reach their full potential.
- 4 To identify gaps in service provision and initiate local and national responses.
- 5 To promote a better understanding of how the substance misuse problem impacts locally and increase the community awareness of drug and alcohol issues.
- 6 To develop the structures, roles and responsibilities in accordance with the strategic plan.

The Frontline team  
at the launch of  
our new brand in  
2018



Frontline Brand Launch, December 2018

## OUR TEAM



### Project Director

Stuart Fraser

---

### Addiction Team

Greg Christodoulou - Operations Manager

---

Tom Long - Senior Addiction Practitioner

---

Alison McNulty - Addiction Practitioner

---

Benedikt Rigny - Progression & Aftercare / Addiction Practitioner

---

Grainne Lynch - Addiction Practitioner

---

Michael Walsh - Addiction Practitioner (Bluebell)

---

Rachel Sheehan - Community Prison Links / Addiction Practitioner (Bluebell)

---

Sabrina O'Neill - Addiction Practitioner

---

### Childcare Team

Stephanie Maher - Childcare Manager

---

Michelle Moran - Childcare Worker

---

Orla McDonald - Childcare Worker

---

Nicola Curran - Childcare Worker

---

### Administration & Household Team

Eleanor Burke - Finance and Administration (part-time)

---

Jenny Banks - Project Innovation Officer (part-time)

---

### Sessional Staff

Mick Murrin - Counselling

---

Andrew O'Shaughnessy - Counselling

---

Lisa McMahon - Childcare Relief Worker

---

### Community Employment

Terri O'Sullivan - Housekeeping

---

Catherine Kane McDonagh (C.E.)

---

Nicola Whelan - Reception (C.E.)

---

Shauna McKeever - Reception Bluebell (C.E.)

---

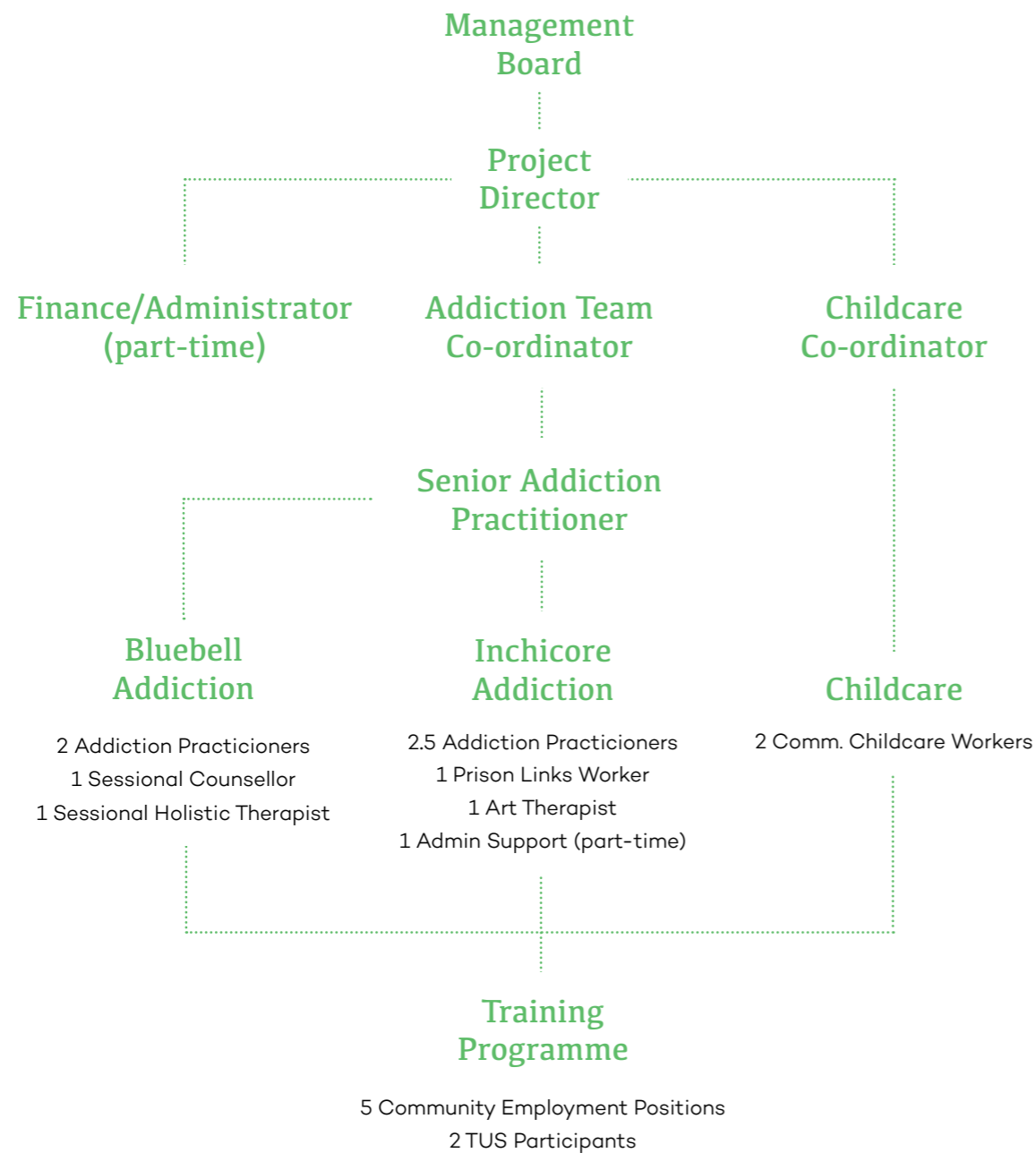
Kate Murphy - Childcare (C.E.)

---

David Bissett - Addiction (C.E.)

---

## OUR ORGANISATION STRUCTURE IN 2018



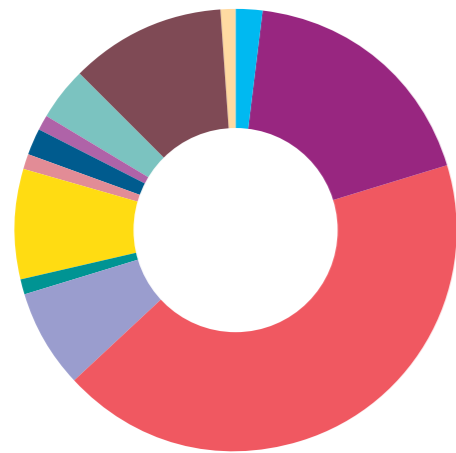
## OUR COMMUNITY INVOLVEMENT IN 2018

We continued to be the voice of those struggling with substance misuse and their families throughout 2018. We represented Frontline in the following areas;





## OUR **SERVICES** DELIVERED IN 2018

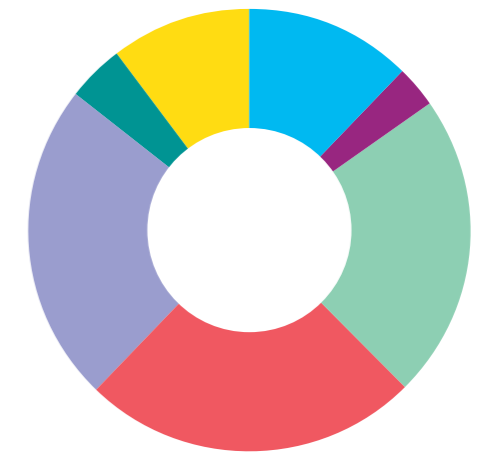


### Main Areas of Focus for 2018

2%	123	Accommodation
18%	1,142	Alcohol
0%	24	Child Protection
42%	2,649	Drugs
7%	459	Education & Training
1%	47	Employment
8%	523	Family & Relationships
1%	32	Gambling
2%	136	General Health
1%	66	Income & Financial Situation
4%	268	Justice & Legal Issues
11%	695	Mental Health / Wellbeing
1%	69	Social Supports

### Interventions with Clients in 2018

12%	719	Brief Intervention
3%	203	Counselling
22%	1,316	Drop In
24%	1,432	Key-working
23%	1,325	Phone Call
4%	263	Professional Phone Call
10%	615	Other



“The journey past  
is long forgotten,  
the journey  
forward is all wide  
open. The addict  
is dying, the  
person is living.”



## ADDICTION **SERVICE** REPORT

### Strategic Targeted Outreach

#### Alcohol Support Group

During 2018 we provided an alcohol support group for the long-term residents of Sundial House, James' Street. The participants of this group are homeless and access Sundial for long term supported accommodation.

Two groups took place of twelve and five weeks respectively and ran for one hour once a week. Topics covered included; effects of long-term alcohol misuse on physical and mental health, motivation to change, safety plans and self-care. This group operated on a peer support basis and many participants derived great benefit from a safe space to discuss their alcohol use.

#### Cannabis Mental Health Support Group

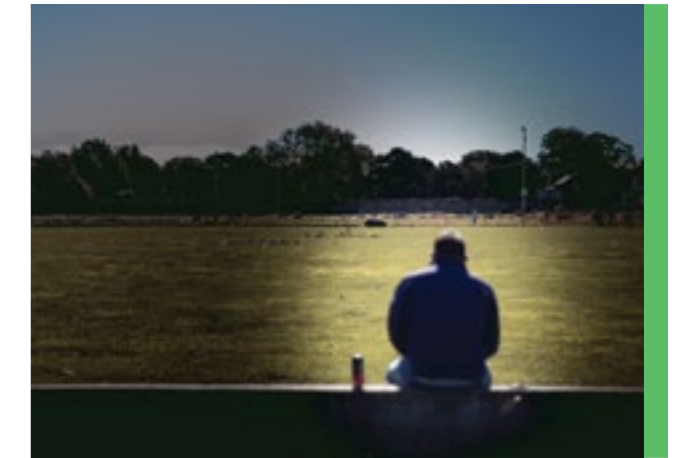
This group took place on an outreach basis in conjunction with the Mental Health Services in Inchicore. The need for the group was identified due to more and more Cannabis Users suffering with mental health issues.

The group ran on a weekly basis co-facilitated with the Mental Health Nurse. Topics covered included; reducing cannabis use, tools to cope with triggers, handling daily pressures. Increasing awareness around the drug itself and its impact on mental health.

### Prison Links

Throughout 2018 our prison links service supported service users currently in prison through to their release and beyond. The service is an essential part of their reintegration into society. We continue to work pro-actively to develop an open and trusting relationship with these clients and their referrers. Referrals come from many sources, such as Prison Staff, Family Members, Self-Referral, Solicitors, Probation Services or other Statutory or Community Agency Staff/Services.

Our Community Prison Links Addiction Practitioner supports service users to make the most of their time in prison, availing of services within the prison system. We also support clients upon release with support around positive reintegration into the community and use evidence-based practices to support clients with any substance misuse, housing, jobs/training, physical and emotional health. Our Community Prison Links Addiction Practitioner also networks with other Community Prison Links workers in the greater Dublin area and with the Probation and Welfare services on behalf of the project.



### Aftercare Programme

The Aftercare Programme caters for clients who are in sober recovery from their addiction. They have either moved from the Progression Programme or have been referred in to Kavanagh House from other services specifically for this programme.

Within the programme, clients avail of one-to-one key working sessions, they can also avail of counselling and alternative therapies, and referrals to other relevant services. Furthermore, there is an Aftercare Support Group running every Thursday all year round. Every second week, the group is peer led with an open format and facilitated by a group member further fostering empowerment and a sense of belonging. It allows participants to explore their self-care, life challenges that might have arisen throughout the week and possible healthy coping strategies. The core values of the group are to be a safe and non-judgemental space for participants to support one another around their recovery.

The programme itself is an essential part of the service and the organisation altogether as it adds yet another step in the continuum of care. It provides support to clients who are moving from a life of addiction and recovery into a life, where recovery is merely a part of one's everyday goings. Return to education, to paid employment or work schemes, but also restoration of relationships with close ones, are some of the many challenges that arise, that our clients successfully manage also thanks to support from this programme.

## Progression Programme

The Progression Programme is a part of the service for clients who want to put concrete steps towards recovery or harm reduction. Clients are referred into this programme both internally and externally. The level of progression is dependent on the individual's needs and wishes and could cover any area of their lives that might have been affected by their life in active addiction. Some may want to stabilise, engage in a community detox, work towards going into treatment, some might want to focus on harm reduction, others might be looking to move into recovery and look into progression in their professional and personal lives.

The programme offers weekly one-to-one key working sessions, access to counselling and alternative therapies, and referrals to other relevant services. As part of the key working support, care plans are developed based on the clients' needs, wishes and situation.

As part of the programme, a so-called Progression Group was run. This was a series of psycho-educational workshops focused on their progression towards the individuals' goals as well as offering a safe space to get peer-support. It was run as a twelve-week course twice this year.

### Continuum of Care:

In Frontline our holistic approach to our work means we can support clients as they move through the continuum of care. They may initially engage through the drop-in and progress to one of our groups, either Cannabis or Polysubstance Misuse. They then may have moved to our Progression Group and when drug free accessed our Aftercare Group. We also refer clients to education or employment and assist them in the process.

## Counselling

During 2018 our counselling service continued to provide a safe and confidential space for individual service users and families to examine painful, confusing and uncomfortable issues emanating from addictions, traumas, bereavement, depression, anxiety, phobias, suicide ideation and self-harm. Counselling assists service users in recognising any life stage developmental psychological issues such as sexual/physical/racial abuse, eating disorders and educational deficits that may debilitate their ability to reach their full potential.

The service continued to support service users in bringing about effective ways to enhance their lives and create pathways to facilitate positive change for themselves, their families and the community.

## Drop In

Throughout 2018 we continued to provide a drop-in service for our clients. It operates daily from 2.00 - 4.30pm and operates from a harm minimisation ethos. Clients are offered a hot meal and cup of tea.

Throughout the year we offered workshops and information sessions for clients. Some of the areas covered included Self Esteem, Keeping Safe, Support Systems in the Community. We also continued our popular Mindfulness sessions with the clients.

Wednesday Drop-In consists of a structured group for an hour covering various relevant topics such as Life Skills and Harm Reduction topics.

The annual client Christmas dinner was held in Bluebell this year along with a party and Karaoke session.

Clients are welcome to avail of Auricular Acupuncture which is offered by trained staff. This has been proven to be very beneficial for relieving stress, detoxification from substances and reducing cravings.

Clients can have tea / coffee, a hot meal and a chance to socialise in a non-judgemental environment. The Drop-In is often the first port of call for new clients. Through this space they often engage further through key working and one to one sessions.





Christmas Tree Lighting Ceremony

## Christmas Tree of Memories, Hopes and Wishes

Our annual Christmas Tree Lighting Ceremony took place on Monday 10th December. This is an important night in our calendar allowing us to remember those who have passed away and are no longer with us at Christmas Time. The night started with a Carol Singing Procession around the area ending at St. Michael Community Centre. MC for the night was local comedian Colm O'Regan. There was hot drinks and sandwiches for all and we were treated to lovely music by the St. James' Street Brass Band.

We proceeded over to St. Michael's Church. There was poetry and song and finally some stars were hung on the tree by friends and family of those who have died.

## Frontline Connections Programme

During 2018 we ran two Frontline Connections Programmes. Frontline Connections is a Psycho-educational 16-week Stabilisation programme which runs three mornings and two afternoons per week.

This programme is for individuals over 18 who are in recovery from substance misuse or who are motivated to change their substance use. They may wish to explore further education; training; employment or treatment. The therapeutic approach is through a Group Work Process and the use of evidence-based approaches such as Cognitive Behavioural Therapy; Motivational Interviewing and One to One Psycho-educational Support.

The programme focuses on four key areas of development, each key area is provided in a four-week block. The four key areas are Stabilisation, Health – Personal & Mental, Personal Development and Progression & Choices.

In 2018 we had 24 participants in the programme. There were over 1100 attendances on the programme. Some of the participants continued on to a CE programme with TURAS training and one of participant returned to full time employment. The programme will run throughout 2019.

## Family Support Group

Frontline's Family Support Group (FSG) is made up of individuals who have a common concern or issue re another's substance use and behaviour, the group process is a supportive process and is peer led. The group discuss their experiences and together provide support to each other. The core components of group work include Learning, both Personal and Shared; Resource Gathering / Pooling; Decision Making; Planning; Sharing Ideas; Brainstorming; Conflict Resolution and Support.

The Frontline Family Support group has a range of participants including adult family members; spouses; partners; parents; grandparents; children (Over 18); siblings and concerned individuals. Common presenting issues for family support group members include mental; emotional; physical; financial; spiritual impacts and consequence of another's negative behaviour linked to substance use.

This family "System" influences all members of the family, it is a system of Interdependent / interrelated parts. So, from the Frontline Family Support Group, further Interventions are offered and taken up by family members through a supportive process incorporating group and individual work to explore and develop mechanisms/skills to be more effective in responding to family substance use issues. The supports to group members including one to one key-work; counselling and holistic therapy.



Two of our Family Support Members taking part in the Mini-Marathon 2018

The Frontline Family Support Group provide a welcoming informative and stimulating safe environment that provides a non-threatening atmosphere, the group is inclusive for all participants and non-judgment, the process has its roots in the humanistic person-centred approach.

Frontline Family Support Group values and practice maintain Confidentiality; Honesty; Best Practice; Dignity; Respect; Safety; Non-judgemental and Inclusion. The group meet one evening per week in Kavanagh House Inchicore.

The Family Support Group remained vibrant throughout 2018. They went on a respite break during the year and attended the National Conference. They also completed the Women's Mini-Marathon!

We work closely with parents and their children helping both to reach their full potential



## CHILDCARE **SERVICE** REPORT

### Morning and Afternoon Groups

Our morning and afternoon groups continued to be very busy throughout 2018. The Morning Group works on a High Scope Model which supports the children to become more confident, more skilled and to meet their developmental milestones through the programme we offer.

Our Afternoon Group which focuses on the primary school age group provides school collections, supports home work time, daily nutritious meals, small group work, sensory, play and art work where children can express themselves in a safe space. We work in partnership with parents and other childcare agencies to support the needs of the children in this group.



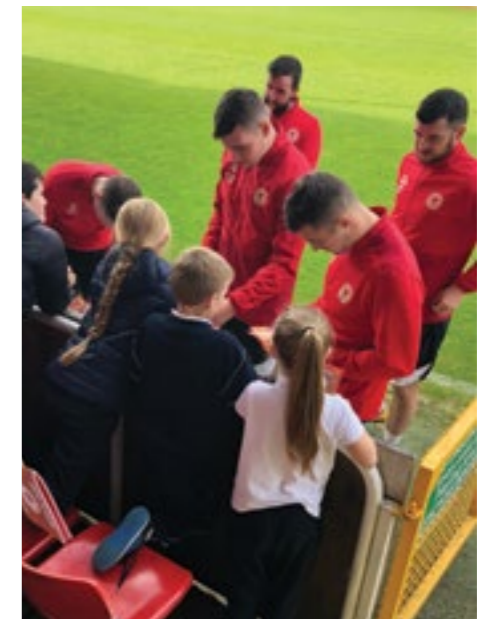
#### In addition to our usual service provision during 2018 we provided the following:

- 6 week Summer Project
- Summer Project Residential Trip to Carlingford Outdoor Education Centre (funded by the Local Drugs Task Force and the CDYSB)
- Toddle Waddle & Parents Picnic
- Easter Camp & Halloween Camp
- Christmas Party
- Parent / Child Messy Play Morning
- Visit by Dentist & P.H.N.
- E.C.E National Pyjama Day for the Hospice Foundation
- Parent Information Sessions
- One to One Parent Support
- Road Safety

### Afternoon Group Visit to St. Patrick's Athletic

In the latter part of 2018, the after-school group visited Richmond Park, which is located just beside us on Emmet Road. The children enjoyed a meet and greet with the players of St. Patrick's Athletic along with a tour of the grounds. The players enlisted the children for a short kick about on the pitch, showing them some essential soccer skills. This was quite the experience for some of our football fanatics!

The afternoon concluded with a chance for the children to get signed autographs from the players and have their photo taken alongside the sportsmen. The children were sent home with tickets to an upcoming match, and big smiles on their faces!



St. Patrick's Athletic

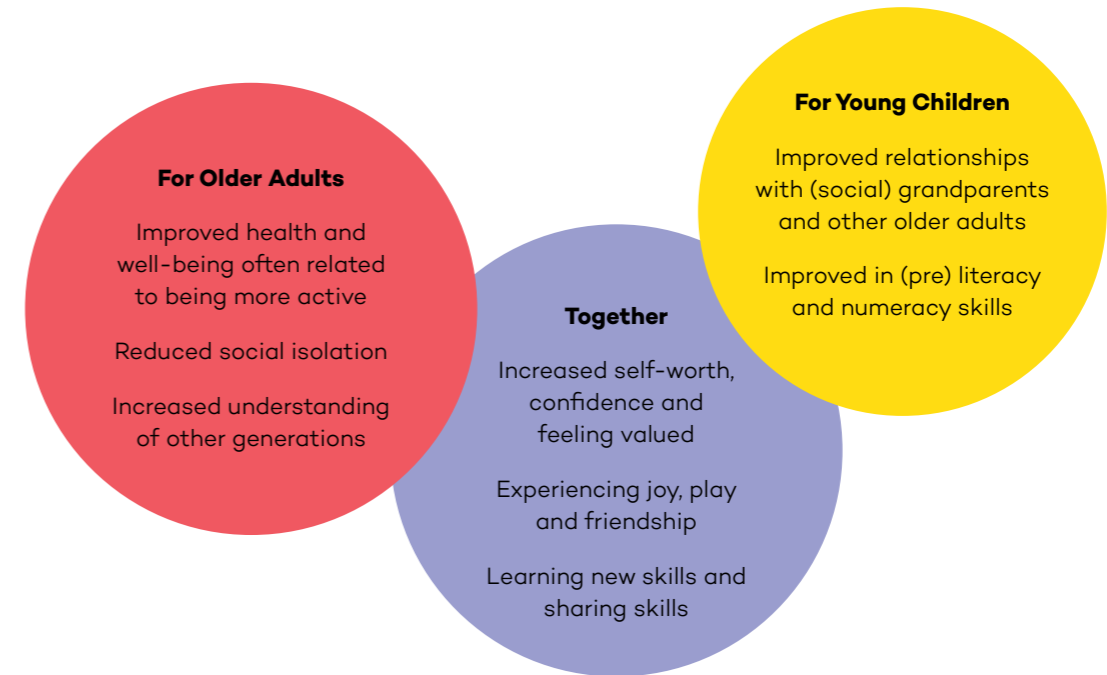


## Intergenerational Learning Programme

In October 2018 the Children's Project introduced the Intergenerational Learning programme in partnership with a local nursing home. The programme involves the forming of positive relationships between the youngest and oldest members of our community through a series of regular visits to spend time within each other's environments. The childcare and nursing home staff plan and co-ordinate various activities which are engaging for all age groups, where children and elderly adults can work alongside one another, and most importantly learn from one another.

From October to December the intergenerational group experienced gloop making, baking, flower arranging along with Halloween and Christmas parties. The aim of the intergenerational programme is to encourage social interaction amongst the generations within our community, to promote positive experiences of young and old for each of the age groups, to prevent ageism, along with mutual understanding, improved feelings of wellbeing, decreased loneliness, satisfaction from sharing knowledge and experience with children and enhanced social cohesion.

## The Benefits of the Intergenerational Learning Programme







Carlingford Outdoor Education Centre



Causey Farm

## Children's Project

This year we went on our annual residential trip to the Carlingford Outdoor Education Centre. We decided that we would bring two smaller groups as this would reduce the children's stress and anxiety levels and there were a lot more opportunities for positive interactions with the children. Children experienced individual quality time.

The environment that we stayed in was a self-catering apartment located in the centre of the town which gave the children an opportunity to integrate and socialise in a very healthy way.

Children experienced a wide variety of outdoor sports in a natural environment beside the coast. The children learned to master new skills both independently and as part of a team such as learning to kayak, high ropes and zip lining.

Other day trips as part of our summer project were to Causey Farm, Clara Lara and Fort Lucan.

The children mastered new skills that will stay with them for life.  
Confidence grew in the children and positive role modelling and healthy attachments were formed.



Carlingford Outdoor Education Centre

## OUR FUNDERS IN 2018

Many thanks to the Oblate Community of St. Michael's who continue to facilitate us with the use of the DeMazenod Centre for our group work.

Pro-bono work by a number of organisations greatly appreciated.



An Roinn Dlí agus Cirt  
agus Comhionannais  
Department of Justice  
and Equality



An Roinn Leanaí  
agus Gnóthaí Óige  
Department of Children  
and Youth Affairs



Kavanagh House  
135 Emmet Road  
Inchicore, Dublin 8  
tel 01 473 6502

Bluebell Youth Centre  
Bluebell Road  
Bluebell, Dublin 12  
tel 01 426 5970

[WWW.FRONTLINEMAKECHANGE.COM](http://WWW.FRONTLINEMAKECHANGE.COM)