**Killaloe/ Ballina Community & Family Resource Centre**

**Work Plan summary**

**Primary Objectives:**

Killaloe/Ballina Community & Family Resource Centre (KBFRC) has a significant role in the community, we are trusted and are often the first point of contact for those in need. We have been working as a resource for the local community since 2003 and have a positive, high profile in the area. For the past 15 years KBFRC has built a proven track record of developing and sustaining innovative projects and ways of working with different groups in the community. Demonstrating its commitment to the aims of combating disadvantage and social exclusion and working to improve the quality of life for people living in the Killaloe/Ballina area. We primarily focus on offering support and opportunities to individuals and groups who are experiencing disadvantage. Our Strategic Plan is outcome focused and is linked directly to the 5 National Outcomes in the national policy framework Better Outcomes, Brighter Futures. KBFRC works effectively to help build the capacity and resilience of individuals and families

**The Geographical Area Covered by the Services (as agreed with TUSLA)**

Killaloe/Ballina Community & Family Resource Centre is situated in the ED of Killaloe (16134) and services Killaloe ED, Ballina ED (22027) and their immediate environs.

Killaloe/Ballina is a twin township located approximately 15 miles from both Nenagh Town and Limerick City and is situated on the banks of the River Shannon, about one kilometre below Lough Derg, in a valley hemmed in by the Slieve Bernagh mountains of Clare and the Arra hills of Tipperary.

The towns are unique in Ireland as the twin township is located in two different counties; Killaloe in Clare and Ballina in Tipperary. The towns are also in different dioceses and parishes and are viewed by their inhabitants as two distinct entities. The towns are physically divided by the River Shannon and linked by a 200-meter narrow bridge prone to traffic congestion.

Until 2017 the catchment area which the centre represents was made up from two electoral areas, the first being Killaloe (16134 134) and the second being Ballina (22027 027). Ballina has experienced a huge population increase in recent years, the area is dotted with both private and council estates, 25 in total. Killaloe has not experienced the same surge in population but has also seen more private estates being developed in the recent past, the total of estates now in Killaloe is 9.

To better reflect where people, availing of the FRC’s services the Board of the Family Resource Centre has considered whether to increase its catchment area from the 2 Electoral Divisions to 19. It was decided that more research needs to be done in relation to the capacity of the FRC to deliver additional supports.

**Current Activities:**

**Project Management** – ensuring that all sectors of the community have access to a well governed and well-resourced Family Resource Centre

**Project Maintenance** – that the Family Resource Centre is effectively administered, in terms of its ongoing work including roles and responsibilities, financial procedures, development work and delivery of projected objectives

**Networking & Collaboration** – we engage with a broad range of other service providers to effectively develop responses to need that are informed, inclusive and value for money

**Service Provision** – KBFRC aims to ensure that people have access to a broad range of services, supports and information. Directly or through referral pathways appropriate to levels of need. These include Training & Education, Mental Health & Wellness Supports, supports for Families, CIS MABS etc.

**Community Engagement** – many activities are run with the aim of reducing social isolation for different sectors of the community/ target groups. From engagement in services and supports, to targeted/themed coffee mornings / information sessions and engagement in a range of specific responsive community initiatives

**Supports for Families** – developing effective responses to support families – including referral procedures, responsive courses e.g. parenting or paediatric first aid, Supporting the mental health & wellness of young people & children through partnership school projects, supporting the needs of active older people and lobby to support the need for specific local sustainable outreach/resources

**Target Groups/Communities Include:**

Disadvantaged Children and Families, Lone Parents, Those Disengaged from the Labour Market (Economically Inactive), Low Income Workers/Households, The Unemployed, New Communities, General Public, Elderly, People living in Disadvantaged Communities, Disadvantaged Young People (aged 15 – 24), Disadvantaged Children (aged 0 – 14), People with Disabilities, LGBTI Community, Disadvantaged Women, Emerging Needs Group

**General Description of Services to be Provided:**

We are now in year 3 of our 2016-2019 Three-year Strategic Plan. The move to, and settling into our new premises has been very positive in terms of increased engagement and development opportunities with the community, our service users, service providers, key organisations, our local community partners and our Board of Management. Following the consultation process undertaken for our three-year strategic plan the following are the key priorities areas of work we will be focussing on:

* Tackle social isolation, including developing targeted programmes and initiatives to link in with isolated groups, like the farming community, men and older people
* Provide a broad range of Further Education & Training opportunities, including more supportive/developmental courses and programmes.
* Develop Mental Health & Wellness programmes locally, have up to date information available about supports and services, and identifying supports and services needed at local level.
* Develop supports for families, including up to date information regarding supports available locally and regionally, in particular for Youth, Parents, Women
* Improve our internal working methods, Project Maintenance/Internal Resources, and development of areas such as Communications & Data Management.
* Work with the Board of Directors on Project Management, to identify and develop roles and responsibilities for the Board and Manager in our ever growing centre, including Staff Management, Governance etc.
* Networking & Collaboration/Partnership methods to ensure a coordinated approach at a local level when identifying and developing a broad range of responsive initiatives, services and supports in the community.
* Service provision - identify gaps in local service provision and work towards addressing those gaps by supporting the provision of a range of services needed in the community, including outreach services
* Develop a framework for Community Engagement, look primarily at group supports, information provision/sharing. Assist in identifying and developing local programmes/ projects - Men’s Shed, Tidy Towns, Sustainability projects & community tourism, etc.
* Supports for Families –including families in crisis, by creating a service directory outlining all supports and services available in the area; developing referral pathways to those services for local families; supporting programmes that can be delivered locally to help support families.

**Objectives/Targets of the Services to be Provided (as agreed with TUSLA)**

**Project Management**

That the Family Resource Centre is compliant with all aspects of good governance

**Project Maintenance:**

* That people have access to a range of courses and educational opportunities
* That people have access to a range of employment and enterprise opportunities
* That referral pathways in the area of mental health are in place
* Ensure that project policies and procedures are up to date/or under review
* Premises: We have been awarded a significant amount of funding - €128,000, by Clare County Council under the Town & Village Renewal Scheme 2018. This funding will be used to renovate and expand outbuildings located at the rear of the Centre into the Killaloe/Ballina Development & Training Hub. Comprising of a Training Room, Training Kitchen, Garden and Community Cafe. This facility will be operational by end of 2019/ early 2020and will offer further opportunities for training, education and engagement.

**Networking and Collaboration:**

* That isolated communities have access to information and engagement opportunities
* That local links for referral pathways are increased
* That local networks are established to guide key local service development

**Service Provision in the Community**:

* That people have access to a range of information regarding rights & entitlements
* That people have access to a range of community & further education & training opportunities and progression routes
* That people have access to a range of mental health & community wellness supports
* That Community resources are accessible to all
* That gaps in Community Service Provision are identified

**Community Engagement:**

* Combatting Social Isolation amongst different groups in the community - including older people, men, women and youth
* Developing a Community Wellness Service Promote active citizenship Engagement with the community through sustainability projects (Internal & external)
* That people have access to relevant up to date information on the Centre and community
* That there is support for community events and projects
* That there is support for community facilities and activities

**Supports for Families:**

* Develop Responses to Support Families in Crisis
* That Parents have Access to a Range of Supports
* That younger children are safe and supported
* That young people are secure and safe in their community by being supported physically, educationally & mentally
* That older people are positively engaged and supported

**Anticipated deliverables and changes that will occur over the longer term as a result of KBFRC Services:**

**Health - Mental Health and Wellbeing**

Actions Include:

-To identify types of queries based on level of need e.g. referrals, acute crisis responses
-To outline responses and pathways to internal and external supports and services – based on level of need
-To put in place protective policies and procedures and ongoing documentation for working with

individuals and families
-To liaise with relevant services and service users to assess the needs of people with mental health issues
-To create awareness of mental health and wellness programmes being run locally
-To identify mental health and community wellness programmes and campaigns
-To run awareness raising talks/information sessions on mental health and the services and supports available
-To support mental health & wellness by providing a range of information to the community through talks/workshops etc.
-To celebrate international/national days to raise awareness about mental health and wellness including LGBTQ and Domestic Violence
-To identify and map local, regional and national agencies and strategic frameworks in the area of disability
-To link with relevant services and service users in the area of disability to see how we can support them/their services users
-To run wellness programme - WRAP/WRAP inspired
-To develop and run holistic health & wellbeing courses – mindfulness, nutrition
-To run a workshops/talks/information session/ course for parents of teens
-To run an education/information session on safe use of social media
-To run/ refer to a parenting course e.g. Strengthening Families/ Parenting Plus Early Years
-To work in collaboration with local youth organisations to develop an Annual Youth Wellness Events Calendar
-To include mental health and wellbeing opportunities in the Training & Development Hub Plan

**Learning - Achieving full potential in all areas of learning and development**

Actions Include:

- To liaise with ETB’s and other FET providers offering credited and non-accredited courses
- To apply for courses (ETB’s; FIT; CLDC etc.)
- To set FET training calendar (spring/summer; autumn/winter)
- To manage participant data
- To report to manager or working group, providers, etc.
- To identify FET programmes that can be run to address local need - including social media, IT, employment/upskilling
- To network with ETBS and other service providers (roles, responsibilities) regarding local education provision
- To develop FET plan for Training & Development

**Safety - Safe and Protected from Harm**

 Actions Include:

- For the Garda Vetting sub-committee to meet quarterly and as required.
- To ensure relevant staff complete confidentiality and Garda Vetting Procedures
- To work collaboratively with other staff in developing work area policies, procedures and working documents to create cohesive policy development
- To link policy and procedure development to national frameworks
- To develop effective policies & procedures for responding to and working with families in crisis
- To collaborate with other services to establish referral pathways
- To collaborate with other services to look at the feasibility of outreach services
- To collaborate with other services to look at the feasibility of outreach services for young people e.g. Pieta House, Jigsaw, in providing low cost counselling/early intervention and prevention
- To support the provision of mental health talks, information provision & supports for anxiety, self-harm, bullying, peer relationships and substance misuse for young people
- To support the engagement of young people in determining their needs – TY Social Innovators Research Project
- To network with local primary schools to identify needs, especially around transitions
- To collaborate with local schools and support them to run a safe internet usage campaign (for pupils, staff & parents)
- To provide services, supports, opportunities etc. for children and young people and parents to be detailed in the Training & Development Hub Plan

**Economic Security -Economic security and opportunity**

Actions Include:

- To identify roles for Tus participants e.g. Job descriptions etc.
- To liaise with local Tus supervisors in identifying potential candidates and recruitment procedures
- To provide support & supervision of Tus staff in the relevant work area e.g. administration or development, IT etc.
- To organise orientation and training for TUS staff
- To identify and engage with local sustainability activists/ groups including Killaloe/Ballina Community Garden, Birdhill and Cloughjordan
- To identify relevant sustainability frameworks and initiatives that can be implemented in-house and in the community
- To identify roles, opportunities and initiatives for employment and enterprise the in Training & Development Hub Plan

[**Social Participation**](https://speakfrc.ie/plan.cgi?action=view_section&section=Social%20Participation) **- Connected, respected and contributing to their world**

Actions Include:

- To engage with local service providers and community leaders, service users and members of the community, including those in local isolated townlands in a consultation process, to assess needs, to develop our next Three Year Strategic Plan
- To respond to need explore ways to support the development and maintenance of active links, information sharing & referral pathways
- To increase awareness of services available in the community and access to information regarding those services
- To invite key partners in youth work to meet to share information about work they are doing in the community – work towards establishing a local Youth Network
- To invite key partners working in training and education to meet to share information about work they are doing in the community – work towards establishing a local Training, Education & Enterprise Network
- To invite key partners working in the area of mental health and wellness to meet to share information about work they are doing in the community – work towards establishing a local Community Mental Health & Wellness Network
- To network with relevant local/regional/national housing organisations to gather relevant information to support referral pathways to relevant housing supports and services
- To develop an action plan to lobby for more formal links with housing authorities as needed in order to support service users in crisis
- To create opportunities for identified socially isolated groups to access social interaction and informal peer support e.g. Men’s Shed/Women’s Group
- To identify frameworks and successful groups for engagement practice e.g. AA, Tidy Towns and GAA clubs, Mojo Mens Health Programme
- To support provision of information/talks by services on emerging priority needs around rights and entitlements Increase awareness of services available in the community and access to information regarding those services
- To provide a space, talks, events for community activists/leaders/ group

[**Internal FRC Work**](https://speakfrc.ie/plan.cgi?action=view_section&section=Internal%20FRC%20Work) **- Ensuring that all sectors of the community have access to a well governed and well-resourced FRC**

Actions Include:

- To improve our internal working methods, Project Maintenance/Internal Resources, and develop areas such as Communications & Data Management.
- To work with the Board of Directors on Project Management, to identify and develop roles and responsibilities for the Board and Manager in our ever growing centre, including Staff, Management, Governance etc.
- To network & collaborate and develop partnership methods to ensure a coordinated approach at a local level when identifying and developing a broad range of responsive initiatives, services and supports in the community.
- To develop a framework for Community Engagement, look primarily at group supports, information provision/sharing. Assist in identifying and developing local programmes and projects, such as Men’s Shed, Tidy Towns, Sustainability projects, community tourism, etc.

**Services - Informing, Directing and Referring and - Admin Support and Space**

* Admin Support to Individuals/ Groups
* Space for External Groups/ Meetings/ Events/ Space for Consultations