

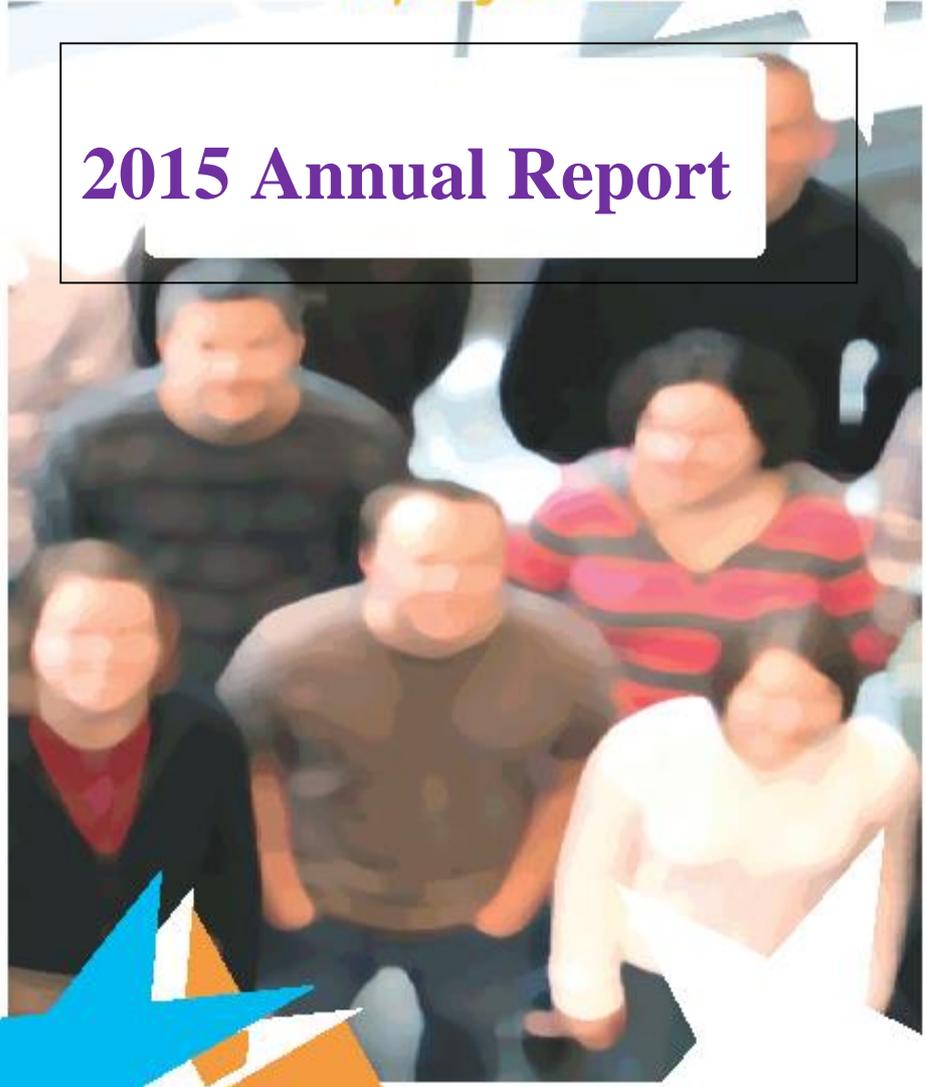


Treo

Port Láirge

Offering support & direction
to young adults

2015 Annual Report




THE PROBATION SERVICE
An Garda Síochána



Annual Report 2015

<u>Contents</u>	<u>Page No:</u>
1. Background	1
2. Management, Staffing & Tutoring	1
3. Funding & Community Partnerships	2
4. Participants	
4.1 Participant Profile	4
4.2 Staff Observations	5
5. Approach	6
6. Outputs & Outcomes	
6.1 Advocacy	8
6.2 Challenging Behavior & Attitudes	8
6.3 Leisure Activities	9
6.4 Engagement in Skills Development Programmes	9
6.5 Accreditation by Participants	11
6.6 Progression to Mainstream Options	11
6.7 Engaging Families of Participants	12
6.8 Community Service & Community Returns	12
7. Work in Dungarvan & Co. Waterford	
7.1 Treo Special Rehabilitative CE Scheme	13
7.2 Treo Local Training Initiative	14
8. Restorative Practices	15
9. Treo Development	16
9.1 Workshop	17
10. Community Representation by Staff	18
11. Proposed Developments & Challenges for 2016	
11.1 Core work with participants	19
11.2 As an Organisation	19
Appendix 1 Outreach Contact Work 2015	21
Appendix 2 Personal Development Work 2015	22
Appendix 3 2015 Group Programmes Uptake & Attendance	23
Appendix 4 Non-Contact Work 2015	25

1 Background

Treo Port Láirge Ltd is community-based organisation core funded by the Department of Justice & Equality through the Probation Service. The main aim of Treo is to reduce criminal activity among the people in its target group of 16 to 23 year olds thus contributing to making Waterford a safer community in which to live. Treo offers to each of its participant's educational, social, and vocational support while challenging their offending attitudes and behavior.

Treo has been engaging with the target group, their families and the wider community since 2000. Efforts have evolved to include a comprehensive outreach service, a broad range of accredited education and training programmes, personal development supports, physical activities, sober recreation, counselling, jail in-reach & community reintegration, special family programmes, advocacy and guidance in accessing statutory responses & progression routes.

Focus during the last twelve months has been to implement year 1 as directed by Treo Port Lairge's current Strategic Plan 2015-17.

2 Management, Staffing & Tutoring

A voluntary management committee oversaw the work undertaken. It was made up by Mary Goode (Probation Service), Ned Hogan, Betty Walsh, Sr. Perpetua Gannon (Presentation Sisters), Helen Rafferty (Waterford & Wexford Education & Training Board), Andy Hargreaves (HSE), Martin Stockdale (WYTEC), Kay Scanlon (Dept. Social Protection), Sinead Donoghue (Garda JLO), Catriona Guillane (Focus Ireland), Dr. Niamh Maguire (WIT), Aine Walsh (Dept. Social Protection & Homeless Action Team) & Aidan McCarthy (Garda JLO). Members undertook further sub-committee work when required. Sr. Perpetua and Andy Hargreaves retired from Treo's board during the year.

A Project Leader (Ken Sauvage), Project Worker (Fiona Laffan), Outreach/Link Worker (Danny Murphy), and an Administrator (Catherine Flavin) undertook project effort in the city. John Kinsella co-ordinated effort in the project's workshop and was assisted by Dean Hynes. Jenny Croke provided a "bridging" service Dungarvan Co. Waterford and also co-ordinated the Community Service and Community Returns elements of the project. Ollie Harold and Jenny Croke provided relief cover to staff during illnesses and holidays.

Eamonn Keogh (Addiction Counsellor) supported all aspects of Outreach work and delivered "Drugs Stabilisation" programmes within Treo and in the community. Iseult Ni Choitir co-ordinated the work of the Waterford Restorative Practices Network (WRPN).

A dedicated team of sessional tutors provided expertise by delivering programmes in a range of areas. These were

David Hoare	<i>Literacy, Numeracy, Communications & Maths</i>
Shay Sinnott	<i>Bicycle Repair & Engine Repair programmes</i>
Marie Nevin Maguire	<i>Project Counsellor</i>
Damien Tubritt	<i>Music Production</i>
Pat Phelan	<i>Woodwork</i>
Berna Lawton	<i>Art Tutor</i>
Marie Foley	<i>Counsellor with Bridging Service Dungarvan</i>

3 Funding & Community Partnerships

In 2015 Treo continued to be core funded by the Probation Service. This ongoing contribution and subsequent service agreement are viewed as approval for the work undertaken. This core funding from the Probation Service has been instrumental in our ability to challenge offending behaviour, provide quality community services and improve community safety again this year.

Partnerships with other agencies were further enhanced. The importance of this support and supplementary funding cannot be underestimated as it allowed for the development of new and exciting initiatives, delivery of specific pieces of work while enhancing existing services and programmes. This much appreciated support was received from:

- Waterford & Wexford Education & Training Board.
- The Department of Social Protection.
- Lotto funding distributed by the HSE.
- The Presentation Provincialate
- The Solidarity Trust Fund of the Mercy Sisters
- TUSLA
- St. Stephen's Green Trust

Treo does not exist in a vacuum and everyday effort required the continuation of excellent working relations with many agencies in our community. It is extremely important for this report to acknowledge the contributions of, and our reliance on the people at the “front desks” and “frontlines” of statutory/community/voluntary agencies in Waterford and beyond.

These agencies include: Community Based Drugs Initiatives, Solas, Dept. of Social Protection, the many agencies within the HSE, Irish Prison Service, Job Sampling Initiative, Garda Diversion projects, Squashy Couch, Ceim Eile, WYTEC, Youthreach, Subla Youthreach, Waterford City & County Council, Gardai, U-Casadh, Waterford Voluntary Youth Council and the SVP Men’s Hostel.

The social entrepreneurial initiatives undertaken this year necessitated establishing and developing further links with several organisations this year. These included An Post, Waterford Gardai, Morris’s Builders Providers, Waterford Transport, Bausch & Lomb, Genzyme, Cartamundi, Spar and Greenstar.

4 *Participants*

4.1 *Participant profile*

- Treo worked with 112 people throughout the year. This does not include the 26 people worked with as part of Treo's Rehabilitative CE scheme in Dungarvan (Section 7.1)
- Of these 112 people, 73 were involved from 1st January '15, with a further 39 people referred throughout the year.
- The Probation Service referred 65% of participants, while other Justice family members (Prison Training & Education Officers, Le Cheile Mentoring Initiative and Garda Diversion Projects) referred 17% of people.
- The remaining referrals of 18% were made by Community Based Drugs Initiatives, Homeless Services, Housing Agencies, Residential Drug Treatment centers and Self referrals.
- 19 or (almost 17%) of the 112 people worked with were female.
- The average age of service users was 20.1 years.
- 17 people were from travelling communities. Treo provided services and supports to 14 traveler men and three traveler women.
- Three people from the Roma community availed of specific supports and services and there was much effort assisting one Roma family.
- 87 people or 78% of people were actively misusing or had a history of abusing substances on referral.
- 25 people or 22% were homeless at various stages of the year.
- During 2015, 34 people or 30% were ex-prisoners.
- 7 people were supervised (5 men & 2 women) to undertake Community Service work with a further three people being released from prison to complete their sentences with the project.

4.2 Participants - Staff Observations

Again, a greater amount of young men and women presented to homeless services. Accommodation services are no longer accepting “domestic issues” as a genuine reason for leaving home without an accompanying letter from the HSE or Gardai.

There is a lack of adequate private rented accommodation to meet this increasing need. Many landlords show a reluctance around the HAP (Housing Assistance Payment) scheme. There was an increasing amount of people accommodated in Bed & Breakfasts.

The SVP Men’s hostel and Oasis House Women’s Refuge are accommodating a greater number of under 25s than previous years.

Some individuals are reluctant to engage in mainstream training opportunities that do not offer training allowances or payments. Instead they opted for courses that often did not fit their training needs but offered a training allowance, while refusing participation on more suitable courses that offered no payment.

Heroin use among under 25s is increasing rapidly and fuelled burglaries and shop lifting type offences.

Again, it has been noted that poly drug use was increasingly normalised among younger service users.

On referral a growing number of people were leading increasingly chaotic lifestyles.

Some of the younger people we worked with revealed that they were intimidated or forced into some of their criminal activities.

Some of the older participants were responsible for intimidating others.

We noted that certain allegiances to people, families &/or gangs among some participants are strengthening, while for others it is proving more difficult to remain neutral.

5 Approach

There was a need to spend more time developing relationships & trust particularly with younger referrals who were at a higher level of chaos. The referral procedure provided excellent opportunities to establish relationships while meeting more immediate & basic needs of participants.

Participants were not treated solely as offenders, prisoners &/or ex-prisoners. They appreciated being treated as people. This subtle difference allowed them to move away from labels that often make social inclusion & community reintegration more difficult.

Through a blend of approaches that included Motivational Interviewing, Solution Focussed work & Restorative Practices, service users learned that they themselves were responsible for their own behaviour, the impacts of this behaviour, future choices and subsequent outcomes.

Closely related to the last point was the use of the Outcome Star as a tool to measure soft outcomes. This tool was used as a way of identifying specific issues and developing more tailored action plans with individuals. Key working on “Soft outcomes” then became more precise and measurable.

Treo worked with people from where they were at i.e. motivational levels, prison/community, lifestyle issues and ability to engage. Each person presented with a unique set of needs which required a unique set of challenges & supports from staff and tutors. Much work involved encouraging each person to acknowledge, understand & unpick their reasons for their own offending.

Based on needs, individual preferences and overall goals, people cherry picked our services & initiatives. Some individuals required a combination of layered outreach and programme support, while others required support to access specific community responses i.e. education, training, accommodation, health, finance, social welfare etc. The challenge for Treo was to remain flexible in order to respond the varied needs people presented with.

Participation by individuals was voluntary with no payment or allowance.

Places on popular programmes were earned by service users who followed through on their commitments as per agreed contracts.

There was a need for much labour intensive and collaborative work with appropriate community based Drugs supports.

There was increased interagency work undertaken again this year in efforts to better meet participants’ needs.

Much work was undertaken with service users to better prepare them for court appearances. This included supporting them develop portfolios of their effort and documented accreditation achieved since the time of their alleged offence(s). Many needed appropriate legal advice from solicitors.

Where possible the project re-introduced participants to sober activities again. These fun initiatives served to fill the void left once participants reduced their chemical intake or moved away from criminality and peers. These programmes also served to act as “windows of opportunity” for progression.

Participants made small contributions towards some programmes.

Much community one to one support and advocacy work was undertaken with individuals who experienced difficulties living responsibly and independently.

There was continuous individual referral intake with no set time for involvement with the project. Staff supported planned disengagement through key working.

Some people referred during the year were involved in intimidating and violent behaviour. Regarding programming it was necessary therefore to timetable some people separately from other more vulnerable service users. There was also an increase in situations requiring sensitive management by staff.

Treo enhanced QQI accredited programmes to better meet the needs of each participant during the various stages of engagement i.e. portfolio’s that reflect more stabilising and improved lifestyle choices, to more vocational focused accreditation from which to progress i.e. Independent Living Skills/Self Care, Child/Social Care, Health Related Fitness & Workshop Entrepreneurial Skills.

6 *Outputs & Outcomes*

6.1 *Advocacy*

All 112 individuals received outreach supports to varying degrees. These were required with the very chaotic service users, those who had stabilised and with people requiring support progressing to mainstream options. This labour intensive but vital aspect of our work facilitated access to a range of statutory/voluntary/community agencies including:

Medical/Health: 37 people

Medical cards, GPs, Dept. of Psychiatry, Community Mental Health Services & HSE Community Welfare Office.

Addiction: 56 people

Community Based Drugs Initiatives, HSE Community Addiction, HSE Substance Misuse & Residential Treatment centres.

Department of Social Protection: 77 people

Unemployment Claims, Disability claims & Resolving disputes.

Accommodation: 46 people

Homelessness, Waterford City & County Council, Homeless agencies, Hostels, Landlords, Bed & Breakfasts & Housing agencies.

Financial: 29 people

MABS, Finance plans, Bank accounts, St. Vincent De Paul, Fines & Credit unions.

Legal: 66 people

Solicitors, work with Probation Officers & preparing for court.

Services to Prisoners and Ex-prisoners

11 prison visits were made by the Outreach Worker. 16 people were met to discuss reintegration plans. Of the 10 people released 9 or 90% engaged with the Outreach worker on their release.

6.2 *Challenging Behavior & Attitudes*

- Staff facilitated Restorative Practices' circles and meetings throughout the year. Some examples of the issues requiring attention were:
 - CE scheme workers' attendance
 - Treo Premises Burglary
 - Theft from a neighbouring unit
 - Aggressive behaviour towards staff and other participants
 - Drug related concerns and issues
 - Issues between participants
 - Undertaking external formal conferences in the community by staff and with Probation Service staff.

- Three people completed conflict resolution courses.

- Eight individuals completed Anger Awareness programmes before progressing to and completing their Anger Management programmes.

6.3 *Leisure Activities*

- 17 people took part in weekend activities. (Country Walks, Bowling, Soccer, Dunmore, Kilmeaden Railway, Quest Factory, Cinema, Pool & Gym)
- 18 people took part in summer programmes, i.e. Trabolgan, Fenor/Tramore Walk, Dunmore Adventure center, Loftus hall, Golf Driving range, Castlecomer Nature Park, Quadding, Horse Riding & Road Bowling.
- 4 individuals took part in a Technical running training programme with Waterford Sports Partnership. This developed running technique and brought participants to a level of fitness that enabled them to run a 5km after six weeks.

6.4 *Engagement in Skills Development Programmes*

- 58 individuals engaged in weekly timetabled programmes. The programme areas and the numbers of people who accessed them reads as follows;

<i>Programme Area</i>	<i>Uptake by People</i>	<i>Completion figures</i>
Literacy	16	8 (4 ongoing)
Computers	6	3 ongoing
Music Programmes	8	2 (1 ongoing)
Gym	17	10
Service & Repair Workshop	22	15
Wood work	19	4 (3 ongoing)
Driver Theory Test	6	2
Counseling	26 people used 105 hours	
Driving lessons	6 completed 20 driving lesson hours	

- Two 10-week Creative Art courses were facilitated by an ETB tutor. The first programme ran with 6 participants from January to March and concentrated on personalized frames, mirrors and mosaics. The second programme engaged 8 participants. It took the form of a Graffiti Art programme, where participants completed a mural on a balcony wall of the new premises. This mural contained images of what Treo represented to each participant.
- Four people engaged in specific Independent Living initiatives, which were developed to meet their needs as they moved from their family homes into independent accommodation. These initiatives covered areas such as shopping, budgeting, healthy eating, self-care & self-advocacy. 6 QQI Level 3 component awards were completed in Self Advocacy and Managing Personal Finances. These components are awaiting accreditation from QQI.

- 4 expectant parents (two couples) engaged in a childcare programme. It explored their values and attitudes to parenthood, evaluated personal readiness for parenthood and explored the challenges they would face as parents. The programme also examined the financial costs of caring for an infant. The expectant mothers took part in an additional initiative which looked at caring for themselves during pregnancy and after their babies arrived.
- A group of women took part in a skin care and make-up application programme. It was organized & led by the women themselves and facilitated by a local beautician. Each week provided information on the natural way to care for skin, 'eating for a healthy complexion,' along with corrective and camouflaging techniques. The women enjoyed and benefitted from this programme.
- Individuals engaged in one to one & group meetings with an advisor from the Money and Budgeting Service. A MABS staff member met with individuals undertaking the Independent Living QQI component 'Managing Personal Finances'.
- Several individuals took part in a Creative writing programme. This initiative was used as a means of personal development. It also provided people with the opportunity to write their own stories to reflect on their lives to date.
- Participants engaged in a 'Treo Come Dine with Me' catering competition, putting their cooking skills to the test. Each contestant had a budget of €13 and took turns preparing what they considered to be the ultimate dinner. They then received points for their efforts, based on taste, presentation, variety, hosting skills and value for money.
- Treo regularly took part in a local weekly Soccer Street League event held throughout the country. Trials were held in Dublin to pick a national team to represent Ireland at the Homeless World Cup. One of Treo's participants was captain of this national team but unfortunately broke his leg two weeks before the international competition.
- Treo took participants to weekly Boxing Skills Training programme at St. Paul's Boxing Club. Staff and participants from other community and voluntary groups also attended and this helped share the costs.

6.5 Accreditation by Participants

- 11 individuals received their Safe Pass Certificate.
- One man obtained his Leaving certificate.
- 2 individuals completed a Door Security and Guarding skills course. This QQI qualification provides them with the minimum training requirements needed to apply for the Private Security Authority (PSA) Guarding Skills License.
- One man who was homeless on referral successfully completed a QQI level 5 Waterford College Further Education course in Social Studies.
- Five people successfully completed 15 QQI components. These components were spread over 10 subject areas and included 14 Level 4 modules, (3 Communications, 3 Maths, 3 Woodcraft, 1 Workplace safety, 1 Information Technology, 1 Personal Effectiveness, 1 Work Experience and 1 Health Related Fitness).
- Resulting from the above, two participants successfully completed their full QQI level 4 General Learning award. This 90 credit QQI award is equivalent to a Leaving certificate applied. This programme prepares and enables the learners to progress to a Level 5 or 6 Post leaving certificate courses.

6.6 Progression to Mainstream Options

- Eight people secured employment in diverse areas that included Panel Beating, Call Centre, Retail, Fast food outlet, Farm Relief, Butcher and Secretarial work.
- One woman entered Waterford College of Further Education (WCFE) to undertake a Criminology course.
- Ten people progressed to Community Employment schemes
- Seven individuals were referred to more mainstream community education and training opportunities at Youthreach and WYTEC.
- Two others engaged with the Job Sampling Initiative.
- Three people began courses with Solas (Horticulture, Delivery Driver course & Employability skills)
- One progressed to a Local Training Initiative in Social Care
- One man progressed to the First Steps Youth Jobbridge as a Maintenance person working in Treo
- One woman undertook her “Linked Work Experience” placement within Treo as part of her WYTEC course

6.7 Engaging Families of Participants

50 families were supported with layered and complex issues including: tenancy support, housing & accommodation, child access, counselling, form filling, child/parental violence, legal, destruction of property & inter agency collaboration. Treo also provided direction and support to service users who have children of their own.

6.8 Community Service & Community Returns

Seven individuals (5 Men & 2 Women) were supervised to complete *Community Service Orders* totalling 519 hours work in the community. Four of the seven completed their hours, one person returned to Dublin, while the remaining two people are completing their hours in 2016.

7 Work in Dungarvan & Co. Waterford

Treo, along with the Dept. of Social Protection set up a Special Rehabilitation Community Employment Scheme (7.1 below) in Dungarvan for 15 stabilised drug users in March '15, while discussions were also undertaken during the second half of the year concerning Treo and Waterford Wexford Education & Training Board setting up a Local Training Initiative (7.2) in Dungarvan.

A “Bridging Service” was provided one day each week throughout 2015 to support people access the CE scheme or provide basic supports to people while the LTI was being established. The type of supports provided were counselling, challenging criminality, family supports and advocating around social welfare, medical, legal, housing, accommodation, addiction, mental health and domestic violence issues.

Domestic violence became increasingly normal and accepted among this target group and their families. There was also seemed to be more cocaine and heroin abuse.

7.1 Treo Special Rehabilitative CE Scheme

As mentioned, this was set up in March 2015. This scheme accommodates 15 people aged 16 to 29 years from west county Waterford who are stabilised drug users. A CE Supervisor, Katherine Peacock set up this initiative based in a house renovated and generously donated by Waterford City & County Council. Katherine was joined later in the year by an Assistant Supervisor, Clodagh Clune.

A total of 23 people were worked with under this scheme, and as of 31st December there were 15 places occupied by 14 men and one woman. A breakdown of employment type training, education, work placements and jobs secured reads as follows:

Certified Courses - Completed and Ongoing

Course Type	No. of Participants	Complete	Ongoing
Manual Handling	10	10	
Health & Safety in the Work Place	9	7	
Communications Level 4	3		3
Safe Pass	10	10	
Basic Chainsaw Course L4 City & Guilds	2	2	
Maths Level 4	1		1
Accounting and Business Studies Level 6	1		1
Career planning Level 4	9		9

Un-certified Courses – Complete and Ongoing

Course	No. Of Participants	Complete	Ongoing
Introduction to Stone Masonry	3	3	
Introduction to Horticulture	7	6	
Stabilisation Programme	5	5	
Fitness programme	9		9

CE employees have been or are currently placed with 14 different employers including: Sandford Motors, Deise Animal Sanctuary, Focus Ireland, St. John's School, Sue Ryder Charity Shop, West Waterford Golf Club and Abbeyside Football Club.

Two people secured full-time employment resulting from their CE placements; one as a Mechanical Engineer in the print industry and the second as an apprentice Carpenter.

7.2 Treo Local Training Initiative

As mentioned, Treo will operate a Local Training Initiative in Dungarvan beginning January '16 for an initial period of 9 months. Much discussion and negotiations were undertaken with Waterford and Wexford ETB (funders) around the shape of this LTI. It will have two full-time staff who will be supported by ETB tutors to provide education and training programmes at QQI level 3 (initially) to disengaged 16 to 23 year olds from west Waterford.

8 *Restorative Practices*

Throughout 2015, Treo's Project Leader, Ken Sauvage chaired Waterford Restorative Practice Network's steering group (WRPN). This steering group comprised representatives from the Probation Service, An Garda Síochána, Tusla Child & Family Agency, Waterford City & County Council, School Completion Programme, Barnardos, WIT, St Bridget's Family Resource Centre, Le Cheile Mentoring & Youth Justice Support Services, Waterford South Tipperary Community Youth Service & Waterford Public Participation Network.

The overall aim of WRPN is to make Waterford a restorative community. To that end during 2015 several milestones were reached:

- WRPN was formally launched at the Civic Offices of Waterford City & County Council in May. This occasion was used by WRPN to launch its 5 Year Strategic Plan 2015-2019 aiming to "Explain, Teach, Demonstrate, Prove and Embed" Restorative Practices within Waterford.
- Treo appointed a WRPN co-ordinator (under the Jobbridge scheme) to undertake the day to day work of the network.
- WRPN is now housed in a dedicated space within Treo's new premises at Lacken Road, Waterford City. All RP training, circles, conferencing, workshops, award ceremonies, tutor and WRPN meetings take place from Treo's new facility.
- A total of 129 professionals received IIRP accredited training by Waterford based International Institute of Restorative Practices accredited trainers (Waterford now has a bank of 10 experienced IIRP accredited trained trainers). A breakdown of these figures reads as: 94 people undertook the 3 day RP Facilitators training, while 17 people were trained as RP Practitioners during a one day training. A further 18 people received RP Circles training.
- The 129 professionals above represent the following agencies: Garda Diversion Projects, Barnardo's, Special Youth Projects, Community Based Drugs Initiatives, Focus Ireland, Gardaí, HSE, Integration and Support Unit, Le Chéile Youth Mentoring & YJS, Primary Schools, School Completion Programme, Squashy Couch Youth Cafe, St. Brigid's Family Resource Centre, Traveller Youth Support Projects, Treo, Tusla, Waterford Institute of Technology, Waterford and South Tipperary Youth and Community Services, WYTEC, Waterford and Wexford Education and Training Board and Youthreach.
- Regular RP tutor, certification and implementation workshops were facilitated to learn how people were using RP in their own everyday settings. These workshops provided opportunities for community learning and have led to some refining of subsequent RP support/training by WRPN.

9 *Treo Developments*

During 2015 Treo moved to new premises. This modern facility was refitted to our specifications by its owners Sean & Kieran Carey while the Probation Service generously funded the expensive refurbishing and equipment costs. The Probation Service also provided much guidance and support throughout the whole process which was much appreciated. The painting and decoration contributions of the Community Service team led by Eddie Maher must also be acknowledged, which saved Treo much expense. This facility has dedicated rooms and spaces for the many training, education, IT, recreation & administration requirements associated with a busy Community based organization.

A substantial amount of effort went in to the startup of the Community Employment Scheme early this year. Much support and guidance was received from Dept. Social Protection staff locally and regionally. Waterford City & County Council provided a house from which to operate this scheme. The financial recording procedures associated with operating a CE scheme had to be synchronized with Treo's current financial systems which in turn had to meet the recommendations of Treo's auditors.

Similarly, the work undertaken by Treo staff and WWETB staff to be in a position to roll out the Local Training Initiative in Dungarvan beginning 2016 must be acknowledged and commended.

The voluntary members of Treo's board of management worked tirelessly throughout 2015. There was specific focus required through the work of each sub-committee i.e. Premises, Staff & Finance. There was much flexibility shown and "behind the scenes" work undertaken individually too by members to advocate on behalf of participants within members' own agencies. Similarly, members were incredibly supportive of staff.

The project's attendance recording, monitoring & reporting system continued to be used. This enabled the project to further track programme uptake, attendance, completion levels and trends. This data allowed Treo to commit resources where needed. It also better equipped us to monitor & report on all work undertaken with service users. Please refer to *Appendices 1 to 4*.

9.1 Workshop

A key development in 2015 has been the growth of workshop effort. Important developments would read as follows:

The workshop was open 5 days each week.

The workshop was staffed by a full-time co-coordinator, John Kinsella and a part-time assistant coordinator, Dean Hynes (former participant). During the year, Dean & John completed a City & Guilds Bicycle Mechanic course organised jointly by the Bridge Project and Rothair. This training provided them with the skills to work as bicycle mechanics with industry standard accreditation. Both have also begun studying for their National Certificate in Community Studies at WIT.

There was demand for “Up-cycled” furniture pieces made from pallets along with bags of kindling supplied to outlets and community agencies throughout the city and county.

WWETB tutors provided specialised tuition in engine repair, bicycle mechanics and woodwork.

Treo’s community enterprise initiatives allowed participants to contribute tangibly to their own communities this year in a manner that was also reparative. A wider range of products and services was made available to the people of Waterford at “not for profit” rates.

Those who took part in the Service & Repair workshop undertook a Workplace Safety Induction and Standard Operating Procedures’ training for all machines. Inductions were carried out by the Workshop “assistant coordinator” and included fire drill procedures, familiarisation with personal protective equipment and general house-keeping. The Standard Operating Procedures training for each machine was facilitated by the WWETB tutor.

Participants who engaged in workshop initiatives earned vouchers that were redeemed at agreed times to purchase things of value for each individual i.e. driving lessons, trainers, clothes, counselling and education course costs etc. This served to underline the value of earning while strengthening new lifestyle choices.

Further community enterprise partners were established in attempts to make workshop effort more meaningful to communities and sustainable to Treo. Partners now include Waterford Transport, Mount Congreve Gardens, An Post, Morris’s DIY, Cartamundi, Genzyme, Bausch & Lomb and Spar. Indeed, Genzyme won the prestigious “Chambers’ Ireland” 2015 National award for its corporate/social responsibility work with Treo.

There was cyclical demand for products and services throughout the 12 month period i.e. lawnmower & engine repair, tool repair, bicycle repair maintenance, indoor & outdoor pallet furniture making, woodwork & kindling making.

Treo still holds a bicycle service agreement with An Post in Waterford.

Of the 157 machines assessed 145 were repaired by participants in the workshop. Similarly, of the 145 bicycles assessed, 93 were repaired.

Participants made 78 items of furniture. These included shoe racks, letter boxes, planter boxes, coffee tables, book cases, children's benches, seat-benches, garden gates, picnic tables with benches & exercise steps.

Products & services made for people in our community, along with relationships formed with our enterprise partners, facilitated greater reparations between participants, their families and communities. This all helped to underpin the Restorative Practice elements of all our work.

10 Community Representation by Staff

Staff continued to work on various committees and steering groups in the area. This important work also allowed Treo to further advocate on behalf of the target group while representing the project in the community. These initiatives & projects included:

- Treo continues to be instrumental in-driving the *Waterford Restorative Practice Network* as detailed earlier.
- Treo contributed to the development the *Waterford Children & Young Persons Service Committee* plan.
- The *Job Sampling Initiative* aims to provide employment “samples” to service users prior to education/training/employment opportunities.
- Waterford Area Partnership's *Goal 3 initiative* seeks to support individuals and initiatives that addresses unemployment in the Waterford community.
- *WYTEC* is a Community Youth based Solas/WWETB training initiative for people aged 16 plus.
- Treo continued to facilitate a working group (Treo, Probation Service, Youthreach, WYTEC, Garda JLO, Garda Diversion projects, Waterford Sports Partnership and Community based Drugs projects) to further tighten & co-ordinate supports around young people who were criminally active. These young people were either at risk of dropping out of local services provision or had already disengaged.

11 Proposed Developments & Challenges for 2016

11.1 Core Work with Participants

We must make greater use of the Outcome Star as a tool that informs and guides participants, workers and Treo as an organisation.

The project will continue to provide meaningful and individualised placements for people to complete their Community Service Orders.

We must continue to develop our own Restorative Practice approaches with participants, their families, victims (where appropriate), ourselves as an organisation and communities within Waterford.

Meeting people where they are at must remain a priority. For those who may be unwilling or not ready to engage at the time of their referral, Treo will remain open to their future involvement. With regard to working with people who, because of their lifestyle choices, can only engage with the project infrequently, we must continue to provide appropriate responses, but also remain mindful of other participants' safety, along with our own safety & welfare as frontline workers.

Treo must continue to provide a range of balanced services and programmes that are attentive of participants' gender and age. These must also be practical & individualised that will support people to access their chosen progression routes when ready.

We will continue to develop and provide further workshop initiatives based on innovative ideas and genuine needs of participants and those of the community.

Treo will continue develop the peer mentor led initiatives.

Similarly, we discovered the benefits of having older ex-service users as employees and tutors. The benefits include younger chaotic participants realising that they too can become employable. We aim to develop this when possible.

11.2 As an Organisation

Like many other Community Based Organisations (CBO), that wish to provide qualitative services and supports, Treo must secure required core and supplementary funding in 2016. However, it must be acknowledged that energy and time spent on attempts to secure funding leaves less time to be spent on core work with staff and participants in Waterford city. This is also true for the management of both the Local Training Initiative and Special Community Employment Scheme in Dungarvan.

Treo Port Lairge Ltd. needs to continue to prudently manage allocated resources over the next twelve months.

Treo will make the most of the space within the new premises in Waterford city. This will be undertaken in a way that promotes further integration of participants whereby people from our communities come to Treo for training and education opportunities that also involve Treo participants i.e. Horticulture initiatives, accredited community

Bicycle Mechanics, Lawnmower servicing, Health & Fitness and Manual Handling training programmes.

Regarding Treo's CE scheme in Dungarvan, there is tremendous and beneficial work being undertaken by staff and CE employees in west Waterford. This scheme will require further support, guidance and management throughout 2016. Particular attention may need to be given to our definition of "stable" as it applies to CE participants.

The Local Training Initiative mentioned earlier will require much support initially during its set up stage. Key tasks during the first quarter of 2016 will be to support staff identify & engage with the target group, develop appropriate initiatives, offer guidance around accreditation, develop appropriate recording & monitoring procedures, while securing a permanent base from which to operate. Once established, it will engage with 14 unattached and often chaotic young people from west Waterford.

Closely linked to the last points must be this organisation's ability to incorporate and manage change i.e. development of existing services in Waterford city including workshop enterprises, Treo's new premises in the city, Dungarvan's CE scheme and the set up and management of the Local Training Initiative.

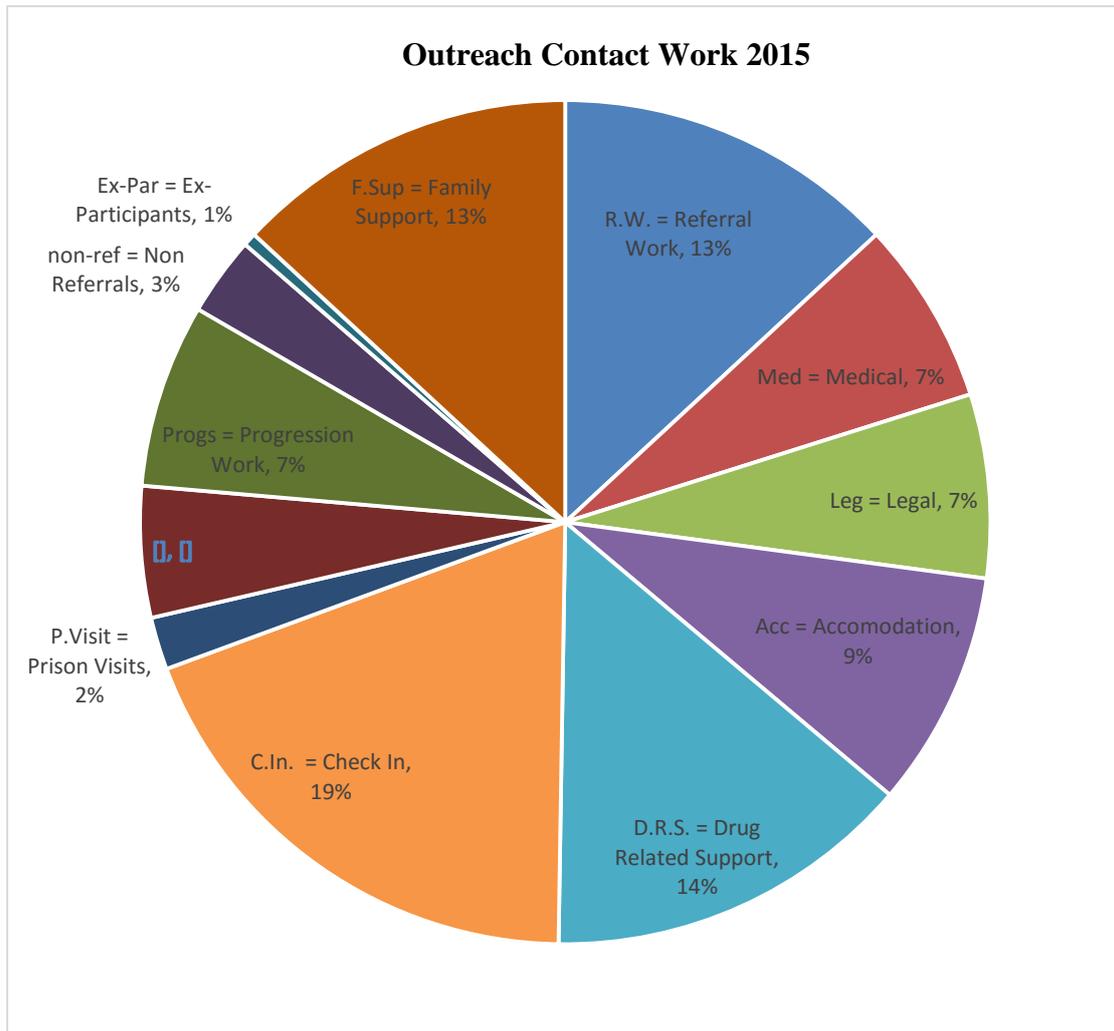
The type & effectiveness of the work undertaken in Treo must be made known to the core funder, the Probation Service at every opportunity. Treo will continue to meet the requirements of its service agreement, along with the established methods of recording participant progress within the project.

Project staff will need to be mindful of the ever changing risks associated with alcohol and drug use patterns of participants. This will necessitate staff training, maintaining safe working practices along with revisiting related policies and as required.

We need to continuously balance our core work with the people in our target group with our community contributions & responsibilities with other agencies & projects.

Treo will continue to provide a base to accommodate all RP efforts by Waterford Restorative Practice Network.

Appendix 1



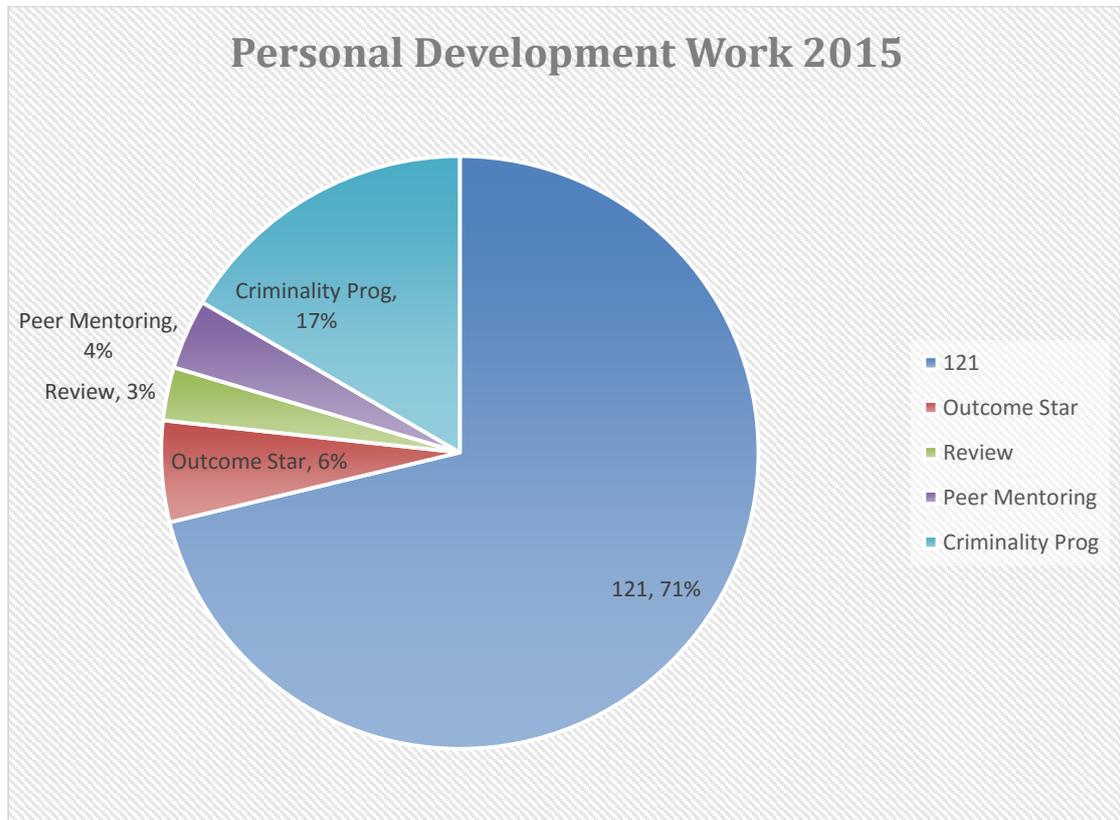
The above graph offers a flavour of the various types of Community “Contact Work” required of the project during 2015 as detailed at 6.1 earlier.

The importance of Treo’s referral procedure cannot be overstated. It allows relationships between project staff and those referred to be developed, while issues requiring immediate attention can be attended to, before an action plan is agreed and implemented. As can be seen, there was much demand to provide Drug related type interventions and support participants’ families throughout the year.

The value of “Checking in” is appreciated among participants too. This is equally true of people who have progressed on as it is with those individuals whose behaviour remains chaotic. During a “House call” with one young man for example, he lapsed into unconsciousness and stopped breathing after a drug overdose. The Outreach worker called emergency services and was taken through the CPR procedure which he undertook. As can be appreciated much follow up work was undertaken with this young man. However much support needed to made available to the Outreach worker too. Additional follow up examination of Treo’s “Substance Misuse Policy” was also required.

Appendix 2

The graph below reflects the type and degree of Personal Development work undertaken with participants. It offers a clear reading as to where staff energies and resources were spent in these key areas over the last twelve months.



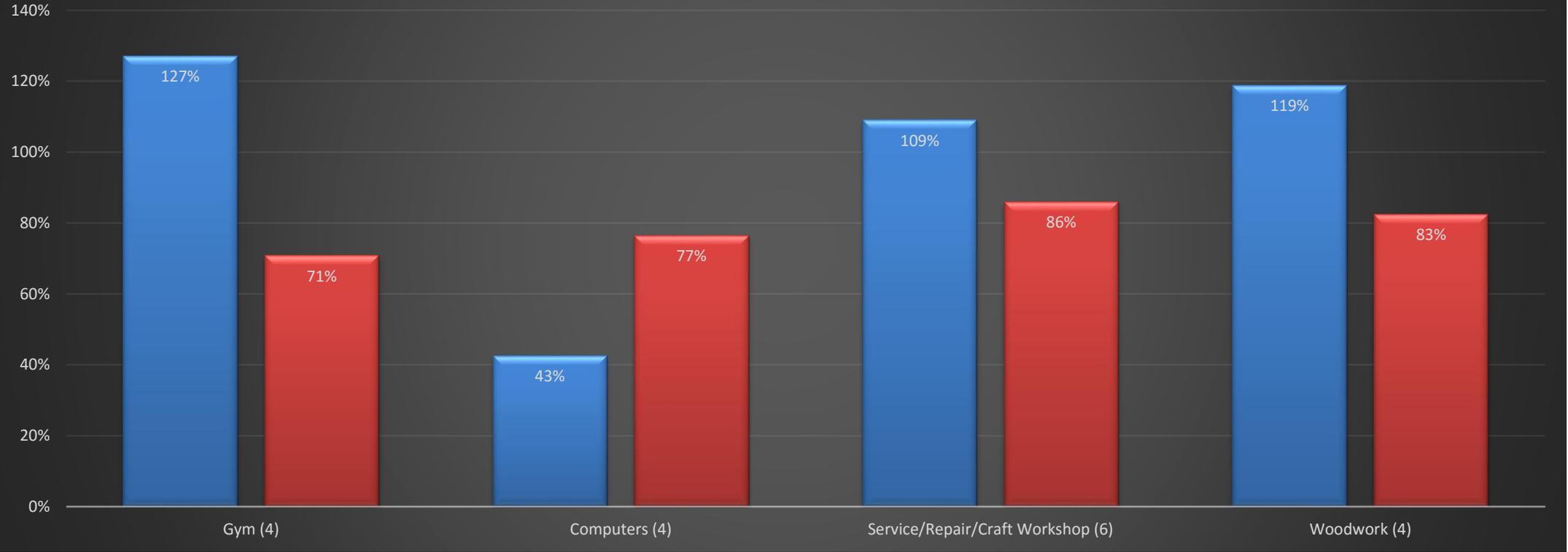
- As mentioned, the chaotic nature surrounding many of the younger participants necessitated much one to one work.
- The use of the Criminality programmes proved effective in terms of generating a greater understanding of and challenging individuals' own attitudes and behaviours.
- There was insufficient time spent using the Outcome Star as a tool. This tool helps to focus and prioritise participants and staff on areas requiring change.

Appendix 3

The graph opposite shows the average monthly uptake and subsequent attendance by participants of weekly group programmes throughout 2015. It is important to read the text boxes underneath to better understand this graph. This data allows us to make the following observations:

- The project needed to enlarge capacities for programmes where uptake and attendance were consistently high i.e. Workshop Service/Repair. This meant offering programmes more frequently which had implications for resources.
- Group programmes with inconsistent uptake and/or poor attendance were discontinued.
- Group programmes ran only when there were sufficient numbers of participants attending.
- People's tastes and ability to engage varied and these impacted on programme preferences. The challenge for us was to be flexible enough to try and meet varying demand with limited resources.

2015 Group Programmes- Uptake & Attendance



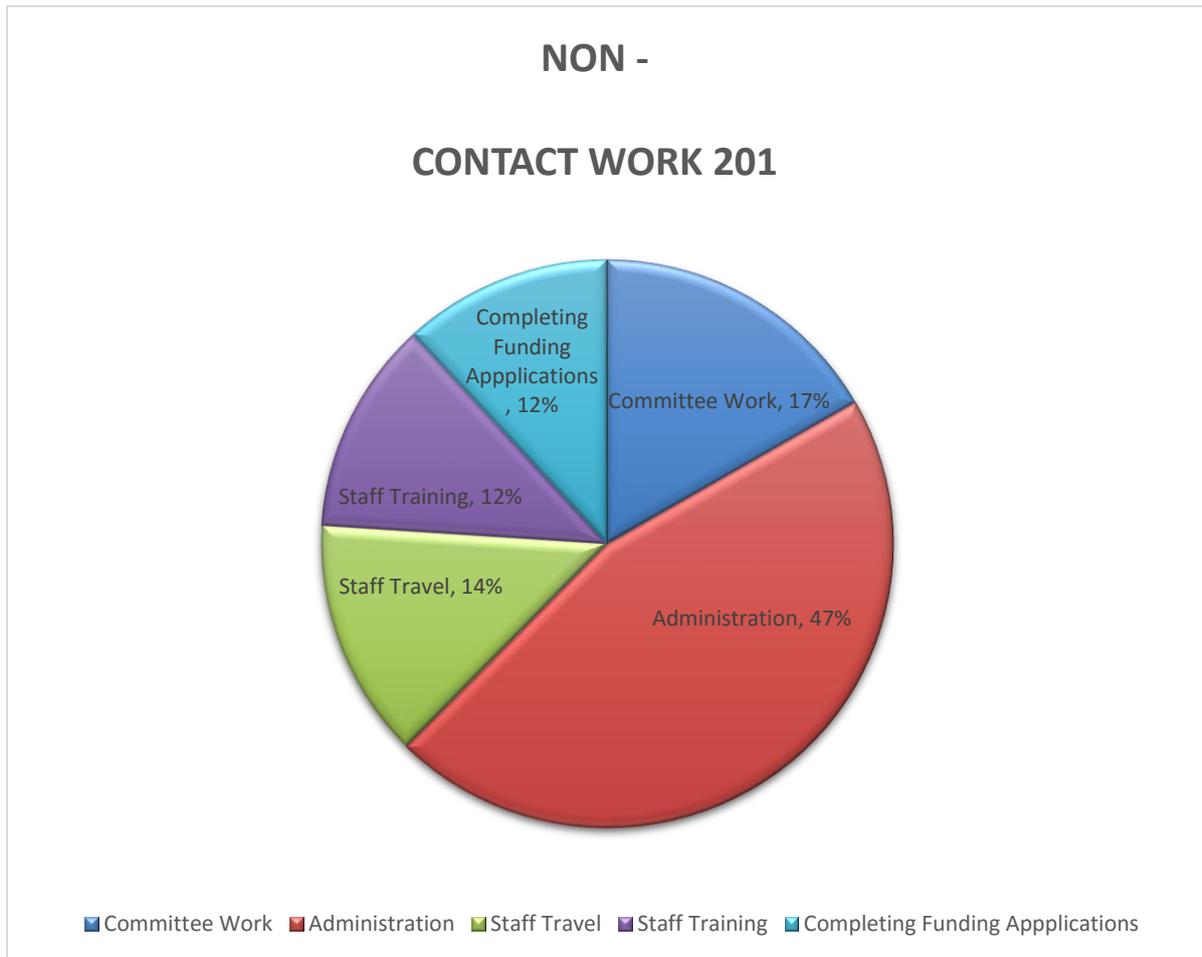
Understanding the Graph

Capacities (numbers shown in brackets at bottom): The maximum number of places available on each programme at any one time.
 Programme Uptake (Blue): This is the number of people expressed as a % who have taken up each programme.
 Monthly Attendance (Red): Attendance of participants expressed as a %.
 Service /Repair/Craft Workshop include: Bicycling reconditioning, Engine mending, Kindling, & Furniture making.

Treo's Approach to Programmes

Participant's cherry-pick programmes and receive no payment. Programmes requiring specialized tutors only start when there are sufficient numbers of people interested. This ensures meaningful use of resources.
 If a person fails to attend or provide a genuine reason for non-attendance twice he/she will lose their place on that programme.

Appendix 4



The graph above represents the type of “Behind the scenes” work that must happen for the more visible or explicit outputs to occur.

“Administration” work takes up almost half of this non-contact effort by staff.

The main reason “Staff travel” was high this year was the volume of journeys made to & from Dungarvan to provide the Bridging Service, support the Community Employment scheme, and begin the process of setting up the Local Training Initiative.

A considerable amount of travel was required to visit prisons.

Treo’s generous contributions to other community based initiatives is reflected in the “Committee work” percentage as shown.