



Annual Report

2017

2017 Annual Report: Message from the Chair

I have often said that Tivoli Training Centre is Dun Laoghaire's best kept secret! We have a beautiful facility, and have achieved a body of work we can be genuinely proud of over the years, but still manage to keep a low profile, which serves our clients wishes for privacy and anonymity. 2017 was no exception and it is encouraging to look thorough this Annual Report and to see the many different activities that took place over the course of the year.

Nothing could have been achieved without the hard work of a large team of people. I would like to thank my fellow board members, and in particular Roger Acton, who ably chaired the board up to July 2017. I would also like to thank our dedicated staff team along with the tutors who deliver lessons day in and day out and, of course, a group of clients who are interested in availing of the opportunities presented to them. I am grateful to all involved with Tivoli for your hard work, your continued support and your enthusiasm for building good supports to meet our clients needs.

Tivoli worked with 190 clients through the course of 2017, and we have been encouraged to see so many of them completing their programme here and moving on with their lives. The stories and numbers in this report give just a little snapshot into this work.

We are grateful for the ongoing support of both Probation and ETB. Their support at board level and their advice as we plan new programmes and improve existing ones is invaluable, as is the ongoing funding and provision of tutors.

Jared Huet



Review of the year:

2017 was a very rewarding year at Tivoli Training Centre. We saw a number of clients complete their major awards. Others found jobs and moved on into employment. Many successfully completed their programmes and left to get on with their lives.

Client feedback has been very encouraging, as they articulate how important Tivoli has been for them. Whether it is the acceptance they experience, or the advice, or training, clients consistently say that they appreciate Tivoli and feel that it has made a difference to their life.

This has been achieved with a team of people who have worked hard to meet the needs of our clients and I am grateful for all the work they put in. We had a number of staff changes through the year. Paddy, our woodwork tutor, took a full-time training position, and Carl, project worker, decided to move on. We wish them all the best! We were delighted to welcome back Aisling from maternity leave to manage the Adult Programmes.

Financially, we appreciated the ongoing support of Probation in ensuring the centre was fully funded. We started the year with a deficit, which was being managed carefully, and by mid-year this had been eliminated.



In December we had an enquiry from Aiseiri—an addiction support organisation who work with many probation clients, looking for help hosting evening support groups. It took some time to work out the details but this led to Tivoli opening each Tuesday evening for 3 support groups to meet.

Richard Phillips

Programme Development Manager



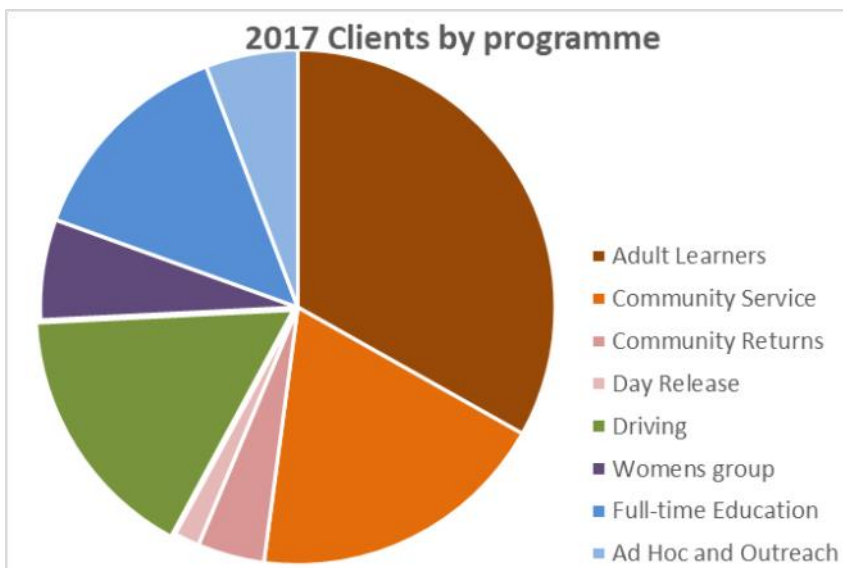
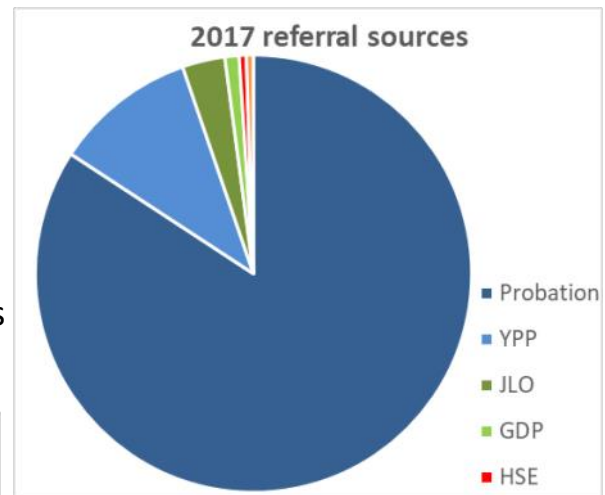
2017 key numbers!

190 clients in total were supported through 2017 (up from 155 in 2016):

- 84% of referrals came from Probation
- 11% of referrals came from YPP
- 153 were adults
- 37 were young people

Adult Client achievements:

16 clients completed the Manual Handling Skills course
 12 successfully got their Driving or Drivers Theory test
 10 achieved QQI awards for modules completed
 8 clients achieved non-accredited education certificates
 11 clients recognised for community contributions

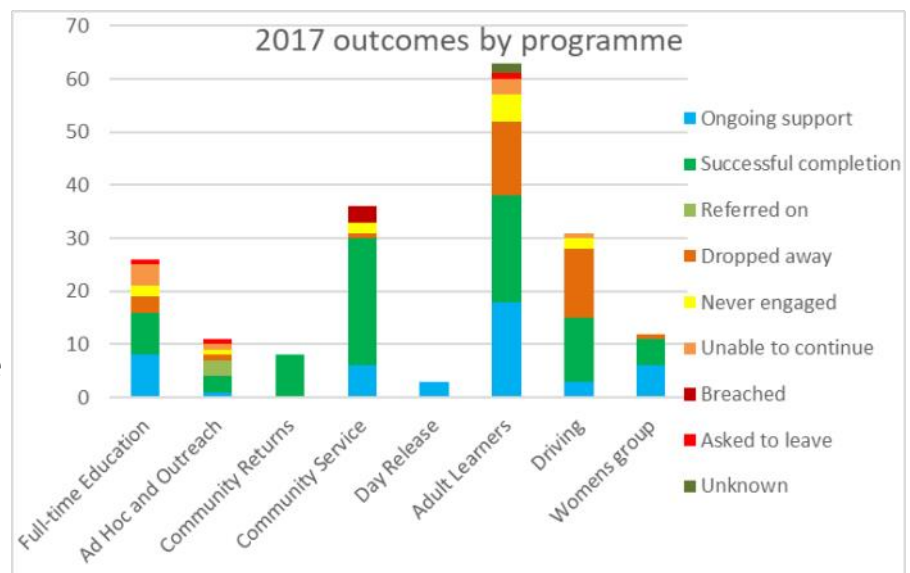


YPP completions:

6 completed a level 4 major award
 5 moved on to employment
 3 referred to specialist services
 3 became parents!
 4 moved away and so finished

Outcomes as of June 2018:

- We still work with 45 (24%) of our 2017 clients
- 80 (42%) completed their programme successfully
- 3 clients were referred on to more appropriate services
- 12 clients never engaged with Tivoli despite being referred here
- 33 dropped away over time
- 12 were unable to continue
- 3 were asked to leave



Client perspectives and comments:

Peace in the Valley

We asked our clients to describe Tivoli Training Centre. These are their comments:



- The staff are very friendly and helpful. They listen to you.
- Plenty of good advice from staff, very experienced, non-judgemental environment
- It has helped me to meet new people
- Learn at your own pace
- Fills my day in and has a positive effect on me, mentality-wise.
- They go over and above, out of their way to help you with all different kinds of things. They keep you positive when you're feeling down.
- I've been attending the Tivoli for about 7 or 8 years, all through my homeless years and it has helped me a lot during these vulnerable days. I especially enjoy the new integrated Community Service being practised here at the moment where we can access driving tests, physical fitness class, art class and a bit of gardening. Great food. We would be lost without the Tivoli



**Gets me out of the house and I find it good to mix with other people.
All the staff are nice and easy to get on with.
I find it therapeutic.**



Young Peoples Programme highlights:

The Young Peoples Programme worked with 37 clients over the course of 2017. 26 of these were on our full-time education programme supported by ETB. 11 clients came to Tivoli part-time or dropped in occasionally for support as needed.

Over the course of the year, numbers attending the full-time programme dropped away from 16 at the start of the year to 5 at the end. An older group of clients completed the programme and there were not many referrals through the course of the year. Some of those referred had significant issues and were unable for full-time education at this point. Over the course of the year we met with all referring partners—Young Peoples Probation, local Juvenile Liaison Officers, Garda Diversion Programmes and Education Welfare Officers as well as local Training Centres (when they feel Tivoli is more equipped to meet the learners needs), to ensure that they were aware we had capacity for referrals and that there were no issues with referring to Tivoli. This trend reversed again in the first few months of 2018 and numbers have reached 11 again by June 2018.

New clients to the full-time programme sometimes start working with Miriam or Fiona in literacy & numeracy modules, and can complete a Level 2 award. Most start with modules at Levels 3 & 4, and work towards a Major Level award at level 4 (General Learning). This involves 5 core modules (*Communications* and *Personal Effectiveness*, taught by Miriam, *Work Experience* taught by Jackie, *Information Technology Skills* taught by Fiona and *Functional Mathematics* taught by Robbie), and a variety of optional modules, so that clients can pick ones that best suit their particular skills and interests.



Fiona teaches two other IT modules, Margaret and Joanne teach a variety of Art and Craft modules, Howard teaches a couple of different Horticulture modules. We have also had other tutors in to teach Woodwork modules and *Health Related Fitness*.

In 2017, we were delighted that 6 young clients left having completed the full Level 4 Major award.



Through the course of the year, there were also a number of outings, including karting and mountain biking. The young clients also had the opportunity to go to the gym or to boxing each lunchtime. This continues to be a popular way for the guys to let off some steam after a morning in the centre. Thanks to James who leads the boxing and Colm who gets them to the club, to their outings and who often jumps in to bring the guys to appointments and helps them sort things out, whether it be in social welfare, ETB, at the bank or wherever.

The true value of the programme at Tivoli is not in the classes but in the relationship with tutors and with a Project Worker. Emma again did great work through the course of the year in identifying what was going on with each client, and helping them talk things through and decide how they were going to deal with the issues they face.



Adult programme highlights:

39 clients were referred to Tivoli to complete **Community Service** hours. 27 of these completed the programme successfully and 6 are still involved. We also had 8 clients referred to Tivoli on the **Community Returns** programme, and all 8 have successfully completed their time with us. These groups ran 3 days a week throughout the year, On Monday and Wednesday clients engage in horticulture.



This is mostly on the grounds of the centre, but over the course of the year we also took on a garden in a local HSE site. This continued into 2018 and has transformed an abandoned and overgrown courtyard into a beautiful and useful garden. On Fridays, our HSE recycling programme runs, and clients clean, repair, sanitise and re-pack medical and mobility aids for the HSE to re-use. This is a rewarding days work for the clients, is greatly appreciated by the HSE and has led to significant cost savings for the HSE.

We also had 3 clients referred to us on **Day release** from Shelton Abbey. This has worked well, they come for a day a week, engage in horticulture, art and woodwork classes. It gives them an opportunity for wider social interaction in a managed environment.

Driving lessons (both drivers theory and practical driving lessons) remain one of our most popular classes. Over the year 31 clients were referred to Michael for driving support. 12 of these successfully got their theory test or full licence.

The **Women's group** continued through the year, working with 12 women over the course



of the year. They meet each Thursday morning, and provide a much-needed space for the women to relax, engage in activities and chat to Martina from Probation and Aisling from Tivoli.

The biggest group of adult clients are our **Adult learners**. There are referred by their probation officers for classes. We have group classes and individual lessons running each day, covering literacy

and numeracy, horticulture, art, IT and woodwork. For many clients these are the first classes they have ever succeeded at, and for others these classes are the only social interaction they have all week. Clients will arrive early to have some lunch and a chat, stay late for a cuppa and some time with a key worker, and the time here is clearly a very important part of their week.



Through the year the clients took on a few projects to support local groups. They made a series of 'Buddy benches' (pictured opposite) to put where they would be useful. A few went down to DROP in Dun Laoghaire, and others went up to ETB in Loughlinstown. They also made a dolls house (pictured left) which was donated to Barnardos. This was a client-led initiative which we were happy to support.

Towards the end of the year, we started planning to run accredited training courses to enable clients who were employment ready to get certification which would open more jobs to them. This programme kicked off in 2018, and already we have trained:

- 20 clients in Manual Handling Skills
- 16 in Safe Pass
- 10 in Basic First Aid
- 13 in HACCP

These courses will continue monthly, and have already proven to be extremely popular. We will continue then each month, changing the courses offered as needed to meet with the specific demand.





Governance:

The board met formally 6 times through 2017 with an average attendance of 7 directors at each meeting. The board and staff also met socially for a meal in December.

3 subcommittees met through the year:

- Finance and Audit subcommittee
- Adult Services subcommittee
- Young Peoples Services subcommittee

Tivoli Training Centre continues to be fully compliant with the *Governance Code for the Community, Voluntary and Charitable sector*. Tivoli Training Centre is registered with the *Charities Regulatory Authority* and submits all required reports on an annual basis.

Board members:

Roger Acton	Resigned 4/9/'17	Chair to 4/7/'17
Jared John Huet		Chair from 4/7/'17
Kevin Cronin		Treasurer
Joe McNeill	Appointed 28/3/'17	Company Secretary
Jane Dillon Byrne		
Paul Gahan		
Joan O'Brien McNamara		
Barbara Hammond		
Rosie Smith Dunne		
Angela Timlin		
Steven Drew	Appointed 28/3/'17	
Olivia Kavanagh	Appointed 21/11/'17	





Finance:

Probation continues to be our primary funder, supplying €653k of our annual funding for 2017. Tivoli started the year with an €18k deficit which we had been carefully working back down over time. As planned, we eliminated the deficit mid-year, and were able to finish the year with a healthy cash balance.

This is despite a year where a number of repairs became necessary unexpectedly. This is a feature of a building that is now nearly 10 years old, and we are planning with a view that ongoing maintenance costs will go up.

Income & Expenditure sheet Year ending 31st December 2017	2017 €	2016 €
Income	658,157	648,960
Expenditure	<u>-613,092</u>	<u>-661,286</u>
Deficit for the year	<u>45,065</u>	<u>-12,326</u>

Balance Sheet As at 31st December 2017	2017 €		2016 €	
Fixed Assets				
Tangible assets		1,702		2,496
Current Assets				
Debtors	21,732		6,517	
Cash at bank and in hand	<u>125,177</u>		<u>102,345</u>	
	146,909		108,862	
Creditors: amounts falling due within one year	<u>-121,321</u>		<u>-129,133</u>	
Net current liabilities		<u>25,588</u>		<u>-20,271</u>
Total assets less net liabilities		<u>27,290</u>		<u>-17,775</u>
Reserves				
Income and Expenditure amount	<u>27,290</u>		<u>-17,775</u>	
Members Funds	<u>27,290</u>		<u>-17,775</u>	

We confirm that Tivoli Training Centre complies with The Governance Code for the Community, Voluntary and Charitable Sector in Ireland.



Tivoli Training Centre is also registered and fully compliant with the Charities Regulatory Authority (CRA)

Tivoli Training Centre appreciates the ongoing support of the various agencies who partner with us and who provide us the resources to do our work:

- The Probation Service
- Young Peoples Probation
- Irish Youth Justice Service
- Dublin & Dun Laoghaire Education Training Board
- Loughlinstown and Ballybrack Youth Diversion Programme

