



Annual Report 2018



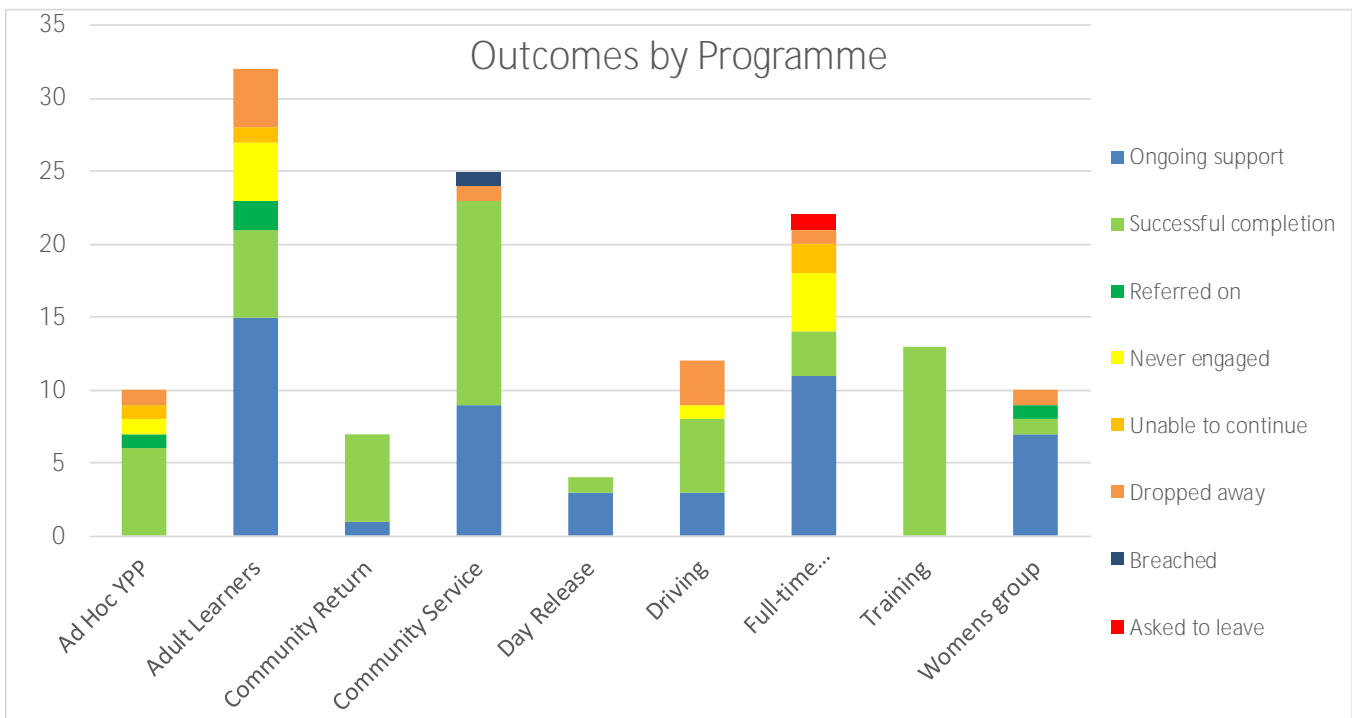


2018 Annual Report:

Welcome to our Annual Report for 2018. As you will read, Tivoli Training Centre has continued to adapt to the developing needs of our clients, with new skills courses on offer this year to help clients re-engage with the jobs market.

I hope you find the stories encouraging, and I would like to thank the board and the staff of Tivoli, along with our main funders, the Probation Service, Young Peoples Probation, Irish Youth Justice Service and Dublin & Dun Laoghaire Education Training Board for their ongoing support.

Jared Huet
Chair – Tivoli Training Centre



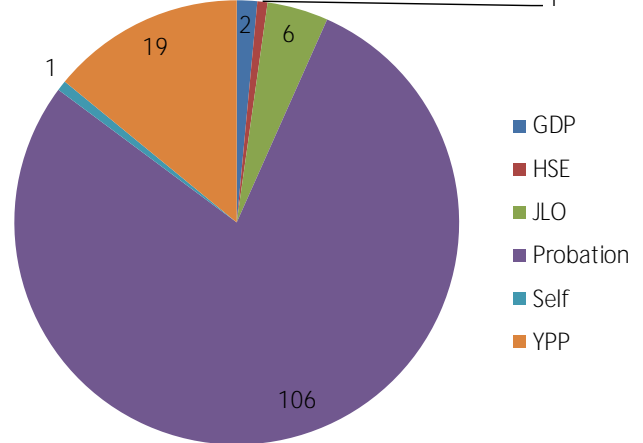
2018 key numbers!

135 clients were supported by Tivoli during 2018. This is a drop from previous years, despite running more programmes than previous years. Many clients availed of a number of different programmes, so although we worked with fewer clients, the work was more focused on meeting their various needs.

93% of referrals in 2018 came from Probation:

- 79% from Adult Probation
- 14% from YPP

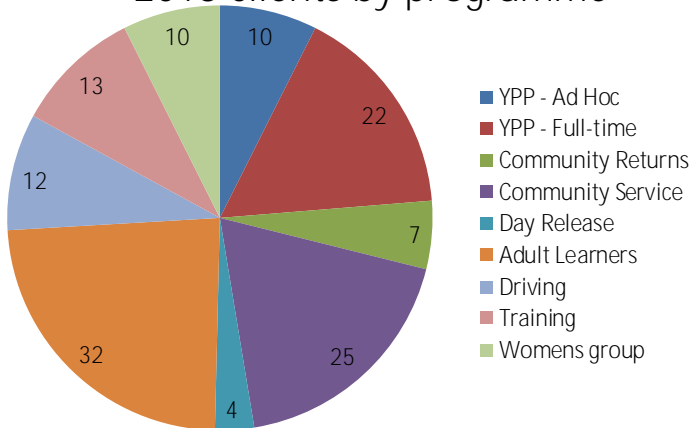
2018 clients & referral source ¹



Programmes:

Clients availed of a range of programmes over the year. The introduction of short Training courses for adults to help them get accredited training certificates has been a very popular addition. These are often minimum requirements for a number of jobs, so getting Safe Pass or HACCP, Manual Handling or Occupational First Aid can be a really practical step towards employment. Over 120 successful training certs were achieved over the course of 2018, with many clients completing more than one course.

2018 clients by programme



Many clients who are part of other programmes also attended these training courses, (and are only counted once in the graph) so the total numbers per programme should be higher!

Outcomes:

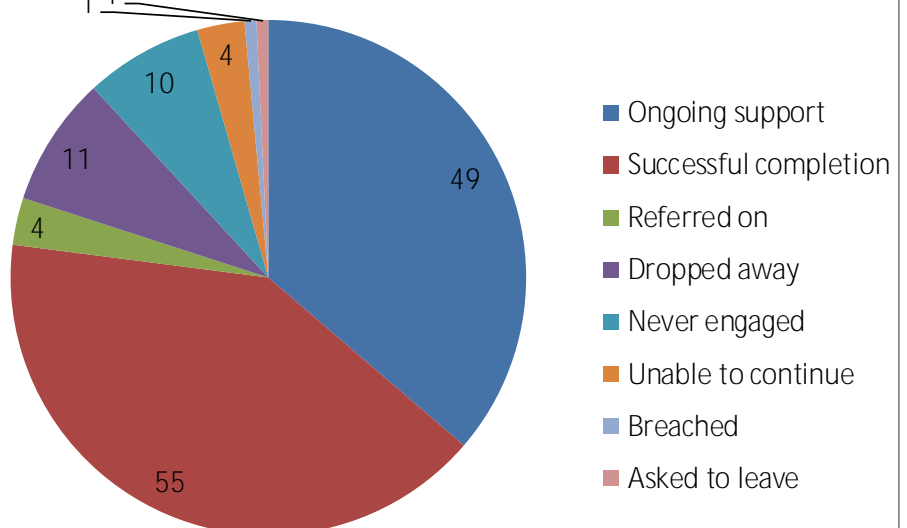
We continue to work with 49 of our 2018 clients. Of those who finished with us, 82% completed successfully, either finishing their programme or being referred on to a service they needed.

10 clients never engaged with the centre despite attempts to get them involved.

As mentioned above, a large number of training certificates were achieved:

Safe Pass:	44
Manual Handling skill:	33
HACCP certification:	16
Occupational First Aid:	21
Paediatric First Aid:	6
Total:	120

2018 client outcomes



Young Person's Programme Highlights:

Tivoli supported a total of thirty two learners on the Young Person's Programme throughout 2018/19. Twenty-two attended the full time education programme over the year. Ten of our clients who finished the full time education programme continued to receive support on a short term/ad-hoc basis. Short term support tends to be around social welfare payments, medical cards, help with applying for identification and support looking for a job or a new course and sometimes they just need to talk about what is happening for them in their everyday life.

The educational programme offers the clients a positive educational and learning experience. We aim for a Major QQI Award at level 4, this gives them a good foundation for further education, apprenticeships and a job. The modules we currently offer are Communications, Work Experience, Personal Effectiveness Maths, Computers, Art, Woodwork, Health-Related Fitness, Work Place Safety and Horticulture. They also have the option of Career Planning, Data Entry, Computer Applications, Team-working and various art modules (ceramics, pyrography, weaving, painting, and drawing).



Our Art programme is very popular and they enjoy re-connecting with their creativity and the challenge of learning new skills and processes through art. It is a good calm space for them. The Horticulture programme provides them opportunity to be out and about and learning to use the machinery such as the lawnmower, leaf blowers and strimmer's. They also plant flowers and vegetables and get to know the different vegetables and how they are grown. Learning about food has sparked interest in clients in eating healthier.

When the clients are preparing to leave we work with them on updating their CV and availing of the one day courses that are available at Tivoli such as Safe Pass, Manual Handling, First Aid and HACCP. Two of our clients who left this year obtained their HACCP cert through us and found work in kitchens.

Additionally, to the educational programme we organised cultural and sport related trips. Mountain biking in the Dublin Mountains, fishing, golfing, sea swimming and go-karting were popular trips! The clients continue to avail of the lunchtime sports programme involving the Monkstown Boxing Club, the local gym and the occasional walk on the pier or jog up Killiney Hill!

To support the clients Emma, Project Worker, meets one to one with clients to support their individual needs, to empower them to move forward with their lives. Emma would support them around their mental health, addiction, housing, and court and family situations. Emma also links in regularly with their family and other professionals involved with the young person. She has regular three way meetings with the clients Probation Officer and the client. We see this as an integral part of our Education programme and wider policy of developing our client's potential.

We facilitated clients by organising transport to appointments with Lucena Clinic, Yoda and the Aisling Treatment Centre. Over the year Emma has strengthened contacts with the Education Welfare Officers, which has led to referrals from them and the



South Dublin team came here on a professionals visit. Emma has also taken part in Meitheal meetings run by the EWO and found these meetings to be a good way of dealing with the complex needs of a young person. Tusla also provided training to Emma regarding the Meitheal process.

Some issues that have raised concern with the team are the risk to some of our clients to homelessness, accessing mental health services and former clients who are recently out of prison looking for support.

Client numbers started to increase towards the end of the year and that trend is continuing through 2019. We also had number of young females referred to the programme from Probation and Education Welfare Officers. We try to tailor the educational programme with

the exception of the mandatory modules to the clients' interests and needs. We are currently running a hair and beauty class twice a week as they expressed an interest in it! We hope to continue increasing our numbers and completing full awards with our clients and preparing them for further education or employment and offering them somewhere they can grow in confidence and move forward with their lives. Over the year our project works, staff and tutors have created a safe and supportive environment for our clients at Tivoli.



Perception Survey

Over the summer of 2018, we invited responses from stakeholders to get a clearer understanding of their impressions of Tivoli Training centre.

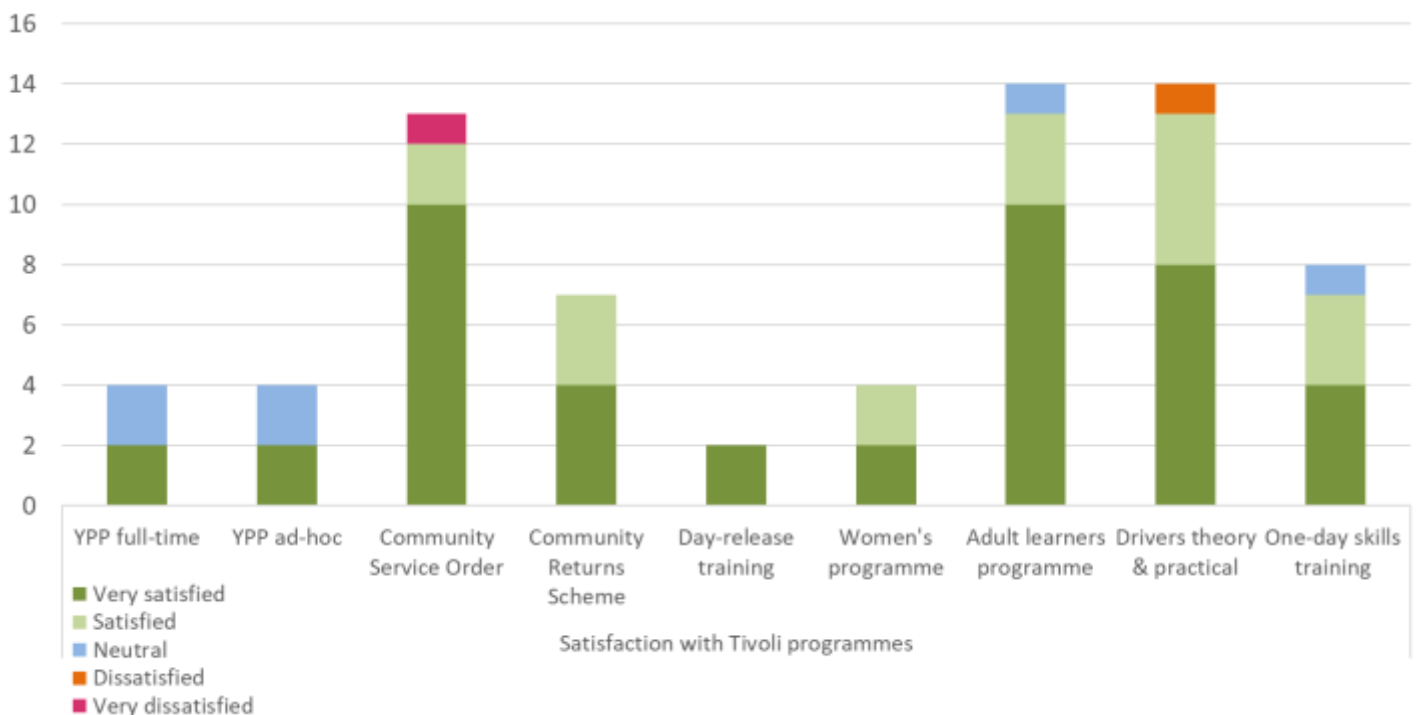
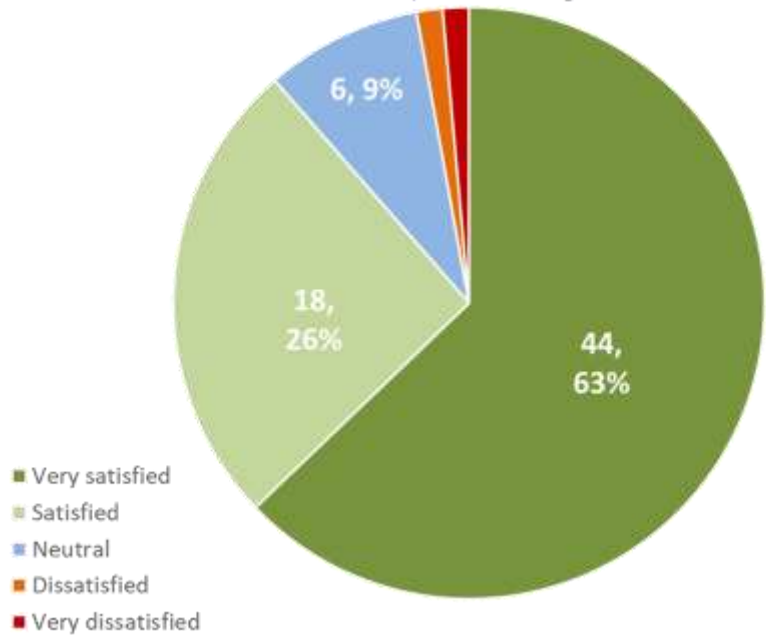
This gave us lots of information on who sends clients our way, why they do so and why they might not. There were a number of very useful lessons for us as a centre:

- There is clearly room for wider awareness of the centre, particularly among the Probation Service as our primary referring partner.
- There is also need for a wider understanding of the range of programmes we offer, even among those who already refer clients to us.
- Overall the satisfaction with our programmes is very high.
- The services offered meets a real need. (2 respondents had been unable to access programmes—which resulted in the 'dissatisfied' ratings)
- Waiting times to access programmes need to be kept as short as possible

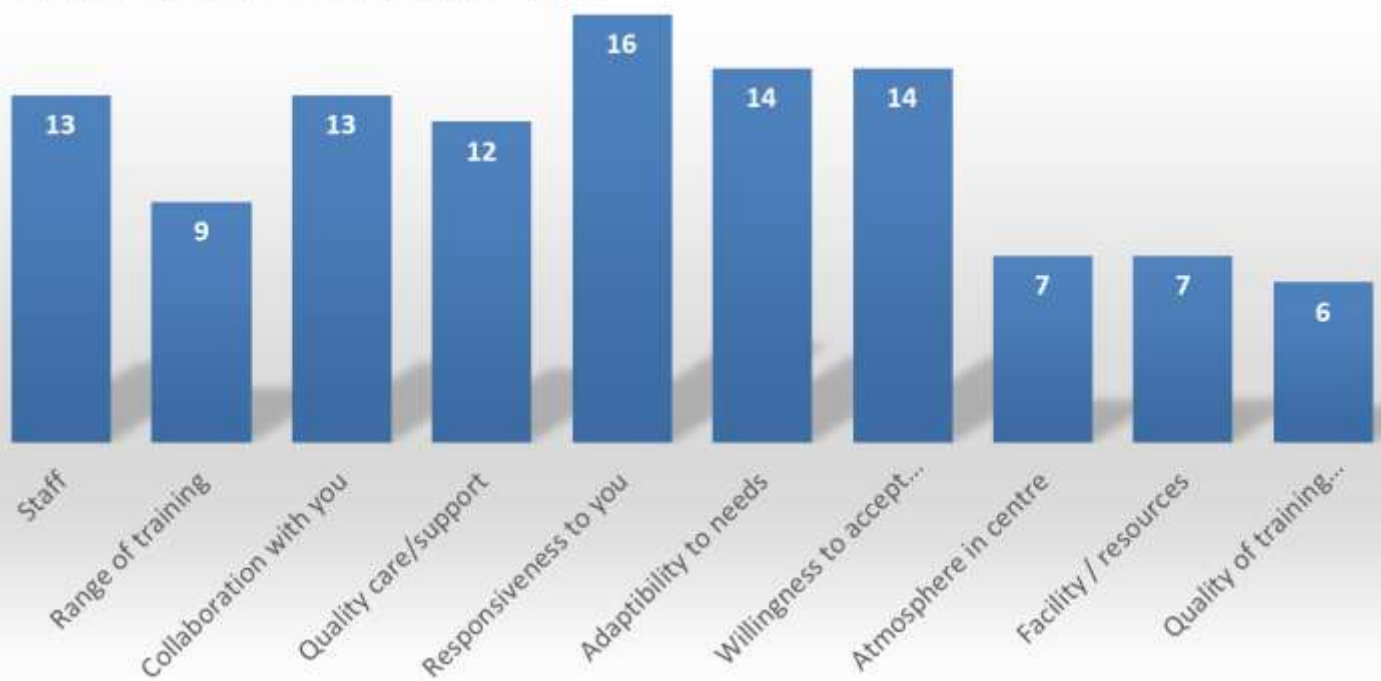
Those referring were also clear on what they appreciated about Tivoli's services. Highest rating went to Tivoli's willingness to respond and to adapt our programmes to match the needs of our partners and clients. Also important was our willingness to accept clients that other places will not work with.

There were also requests for courses or programmes we do not currently offer. As a result we have worked to add some therapeutic courses (*structured relapse prevention, anger management, alcohol & offending* as well as *paediatric first aid for young parents*) into the training calendar for 2019.

Overall satisfaction -
Those who expressed a rating



What do you value most about Tivoli?



Client Feedback:

In addition to the perception survey, we asked our clients about their experiences of the centre. It is clear from the responses that above all, our clients appreciate the welcome they receive at Tivoli, the non-judgemental attitude, the social interaction and the staff willingness to work with them on whatever issues they are struggling with. Below are some of the comments from their feedback:

- It gives you peace of mind and helps (you to be) calm
- They help you with all the things you need
- Tivoli is a place where staff treat me with respect and as a human being. I have friends here in staff and in other clients whom I can talk to.
- This place has made me into hopefully a better person.
- Very good place to go about things. They will help you if they can.
- I am taught to do things for myself and I have learned skills that I can make things for the people who matter in my life. It keeps me sane and I feel good about myself here.
- They're only here to help you, not harm you, and it's non-judgemental. I've enjoyed Tivoli a lot. Thanks!
- The people in Tivoli would do anything in their power to help people rebuild their lives and better themselves.



Adult programme highlights:

Our adult programmes continued through 2018 with the existing programmes and our new Skills training courses.

As already noted, the Skills Training courses have been enthusiastically received. We ran 5 different courses (and repeated the Safe Pass training and Manual Handling Skills a few times). In total 120 **skills certificates** were achieved by our clients, a number of them completing a few different certificates. This has been a huge boost to their confidence and self-esteem, as well as giving them better access to the jobs market.

The **Women's group** continues to meet weekly. This is a very supportive environment for all of the women involved. As well as training in IT, Art & Craft and Beauty, they can spend time with a support worker, seeking help in addressing whatever issues they are facing outside of the centre.



Community Service and **Community Returns** clients attend on Monday, Wednesday and Friday, to engage in Horticulture work, the HSE recycling programme and also to attend classes in the afternoons (Art, Woodwork, IT, Literacy Support). As well as horticulture work around the grounds in Tivoli, the clients took on a project to restore a disused garden in a local HSE facility that was being re-opened as a day-care centre for the elderly. (see page 10!)

We also continue to support clients on **Day Release** from prison within this programme, in order for them to re-integrate towards the end of a life-sentence, usually due to parole conditions before release.

Throughout the week clients come in for our **Adult Learners** classes



(Art, Woodwork, IT, Literacy). These are popular as

much because it is a chance to hang out and chat socially with others in a safe place with routine and structure, as it is for the skills themselves! It also gives them the opportunity to avail of regular key-working so that they can access the soft supports and advocacy they need to help them address the issues they face outside the centre.

A number of clients have expressed a desire to do something to give back to others. We have explored this with them and helped them come up with ways to do this. As with previous years, we made benches and planters to donate to local support groups. One client also made a clock to be donated to Barnardos, and we facilitated an opportunity for it to be handed over.





A group of clients took on a project to refurbish the IT room which was getting very grubby! Supervised by Tony, Facilities Manager, they got stuck in and over a couple of weeks transformed the space into a brighter IT room and a new document storage room (helping us become compliant with GDPR in the process). As you can see in these before and after pictures, the room was brightened up, and it was a very rewarding project for the clients.

Recognising a need identified in the perception survey, we started to offer 1-1 anger management support in September. 3 people completed this in 2018, and in 2019 we also offered it as a group.

As always, the opportunity to study for drivers theory and then to get practical **driving lessons** was very popular. Through 2018 4 clients received their full licence and 7 more received their learner permit.



Over the summer, the clients had a number of different trips.

- As part of the discussions in the Art classes, they visited the GPO museum
- With the Art and Horticulture tutors, the clients visited the Botanic Gardens
- A fishing trip was also organised for those who wanted it, and proved very popular!



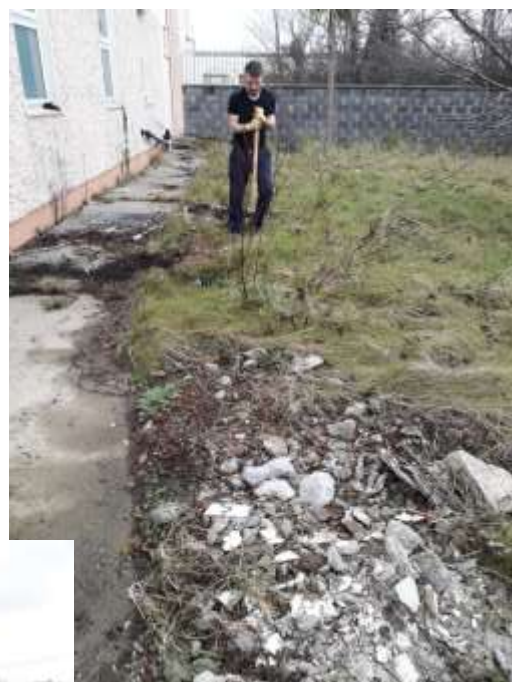
A reflective space was built in the gardens, and a '*tree of hope*' planted to remember those we know who died by suicide. This space is a beautiful and restful spot, and is often used by clients (and staff), especially in good weather.

We worked with a wide and diverse group of clients through the course of the year. It was not without its challenges, but we are very encouraged by the feedback from the clients who have really appreciated the care that they have experienced from the team at Tivoli.

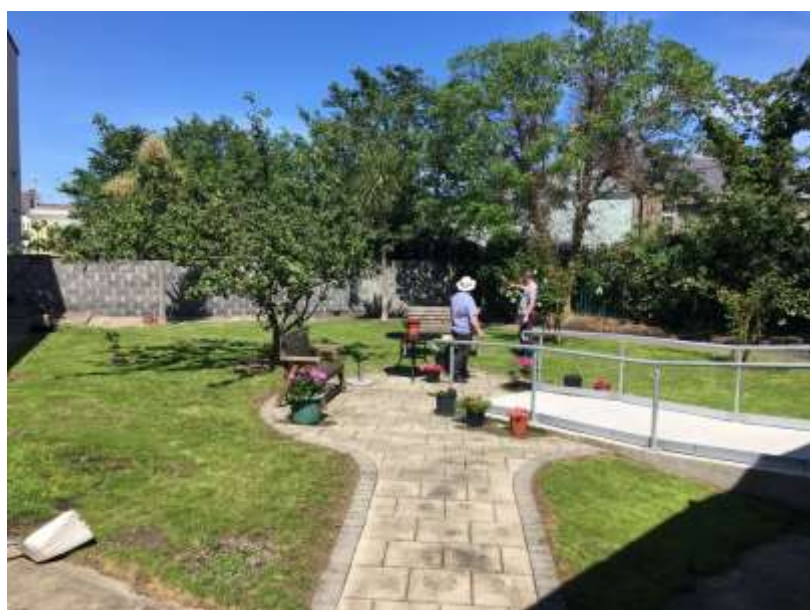
HSE landscaping project:



Tivoli is already supporting the HSE by cleaning and sanitising equipment for re-use through its Community Service programme. In 2018 we also supported the redevelopment of a site on Tivoli Road for use as a residential unit. An internal courtyard had been neglected for years and was unusable.



Following an initial survey of the work needed, the community Service team spent a day each week clearing the site, removing rubble and rubbish, cutting back the weeds and undergrowth, restoring the lawns and flower beds and transforming the site into a beautiful garden. The unit itself was refurbished and re-opened and the garden is now greatly appreciated by the residents.



Finance & Governance:

The board met formally 6 times through 2018 with an average attendance of 7 directors at each meeting. The board and staff also met socially for a meal in December.

Board members:

Jared John Huet	Chair	
Kevin Cronin	Treasurer	Resigned 11 September 2018
Joe McNeill	Company Sec.	
Jane Dillon Byrne		
Paul Gahan		
Joan O'Brien McNamara		Resigned 30 November 2018
Barbara Hammond		
Rosie Smith Dunne		Resigned 11 September 2018
Angela Timlin		
Steven Drew		Resigned 11 September 2018
Olivia Kavanagh		
Darren Kavanagh		Appointed 3 December 2018

(2 further Directors were appointed early 2019)

Tivoli Training Centre's 2018 accounts were audited by Boland & Partners.

Income & Expenditure and Balance Sheet figures are published below.

Income & Expenditure sheet	2018	2017
Year ending 31st December 2015	€	€
Income	656,755	658,157
Expenditure	<u>655,682</u>	<u>-613,092</u>
Deficit for the year	<u><u>1,073</u></u>	<u><u>45,065</u></u>

Tivoli is grateful for the ongoing support of the Probation service. Core funding for 2018 stayed at the same level as 2017, allowing us to maintain services and focus resources on the areas of greatest demand.

Expenditure for the year was kept within Income despite a number of expenses late in the year to repair heating systems and replace some essential equipment in the kitchen and IT room.

Balance Sheet	2018		2017	
As at 31st December 2016	€	€	€	€
Fixed Assets				
Tangible assets		12,186		1,702
Current Assets				
Debtors	23,212		21,732	
Cash at bank and in hand	<u>112,677</u>		<u>125,177</u>	
	135,889		146,909	
Creditors: amounts falling due within one year	<u>119,712</u>		<u>-121,321</u>	
Net current liabilities		<u>16,177</u>		<u>25,588</u>
Total assets less net liabilities		<u><u>28,363</u></u>		<u><u>27,290</u></u>
Reserves				
Income and Expenditure amount		<u>28,363</u>		<u>27,290</u>
Members Funds		<u><u>28,363</u></u>		<u><u>27,290</u></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
- Castle Project, Sandyford
- Mounttown Community Facility
- Monkstown Boxing Club

