

# 10 YEARS OF PUTTING PEOPLE

# FIRST



Comhairle Cathrach Chorcaí  
Cork City Council

Cork Foyer is a Cork City Council Housing & Community Initiative.

## ANNUAL REPORT 2016



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# INTRODUCTION

In the mid -1990's, and as a measure to cut off an identified path to homelessness, the Cork Homeless Forum, steered by Cork City Council, highlighted the need to provide supported accommodation for young homeless people and those at imminent risk of entering a homeless service. The vision was to provide a tailored service for homeless young people whilst linking its residents to meaningful programmes that would build up the resilience, skills and capacity of each young person for self-fulfilling independent living.

Adopting the Foyer concept to meet the needs of homeless young people in Cork was a brave and innovative decision by Cork City Council. Their hindsight has changed the pathway and lives of hundreds of homeless young people to which we are very proud.

The homeless statistics for the 18-25's demonstrate a consistently high demand for the homeless services in Cork city. Young people using homeless services in Cork city during the past 3 years represent 23% of all homeless people accommodated in the Cork homeless services. Just 4% of all homeless service units in Cork operate a 24/7 service and are specifically tailored for the homeless 18-25's, which are all provided by the one project, the Cork Foyer (National Pathway, Accommodation and Support Database System 7th October 2016).

**Year on year a high percentage of the Foyers young residents return home or go to live with a family member. The value of a service that also prevents young people from entering the cycle of longer term homelessness is difficult to measure both socially and economically. It is without any doubt that the Foyer not only responds to the immediate needs of homeless young people, it prevents longer term homelessness and provides young people with a safe space to build normal family relations.**

With the new National Homeless Service Standards on the way and our continued commitment to the National Youth Council's Health Promotion Quality Mark and Foyer Accreditation process, we aim to ensure the Foyer remains at the forefront of change and continuous improvement, ultimately ensuring the end service user receives the best possible service into the future.

# Cork Foyer 10th Anniversary Celebrations

The Cork Foyer celebrated its 10th anniversary in style with a garden party and awards presentation. Guests were thoroughly entertained by Captain Prendergast and the 1st Southern Army Command Band, the Choir of the Mayfield Men's Shed, Cork High Hopes Choir and the Cork Academy of Music. All provided a very different genre of music performed to the highest standard. Both the Cork High Hopes Choir and the Cork Academy of Music have members who are current or former Foyer residents. Their performance was inspirational to all concerned with the Foyer Project.

**The Lord Mayor Cllr. Chris O'Leary kindly agreed to take time out of his busy schedule to join in our celebrations, present awards and acknowledge the success of the Project and those at the very centre of what we do.**

We are extremely grateful to Denis Murphy (Talents Coach) who provided a mouth watering buffet. The whole event was a fitting way to acknowledge and thank our dedicated staff team, the externally funded ETB tutors and close partners like Churchfield Community Trust, ABLES Adult Literacy Group and the YMCA for their commitment in helping young people to unlock their potential and progress onto a brighter future.



# STATEMENT FROM THE CHAIRMAN

The original vision of the Cork Homeless Forum has been fully realised with the generosity of the Foyers core funding agencies, including the Health Service Executive, Cork Education and Training Board and the Department of Housing, Planning, Community and Local Government. On our 10th Anniversary, the success of the Foyer Project and its uniqueness attracted the attention of two Government Ministers;



Simon Coveney T.D., Minister for Housing, Planning, Community and Local Government, visited Cork in September to promote the Government's "Rebuilding Ireland – Action Plan for Housing and Homelessness", and to focus on its implementation in Cork and the wider Cork Metropolitan area. To the delight of the Foyer residents and staff, Minister Coveney kindly took the time in his busy schedule to visit the Cork Foyer and experience at first hand the Foyer's unique approach to tackling youth homelessness.

Establishing a Project like the Foyer from scratch takes a huge amount of dedication and hard work. The garden party celebration event provided the perfect opportunity to acknowledge the key people who were involved at the very beginning of the Project, the Management Committee members, past and present, who have steered the Project through both good and difficult times, and finally the committed staff team who influence and affect the ability of young people to manage and overcome the challenges and obstacles that lay ahead, when attempting to achieve independence successfully.

Also ensuring that young people are properly catered for in the Government's ambitious housing strategy, we were overwhelmed to receive a second Ministerial visit from Katherine Zappone, Minister for Children and Youth Affairs.

Minister Zappone said; "tackling homelessness in Ireland is not just a matter of building new houses, but that it is also imperative to provide transitional services to cater for those affected." The Minister continued to emphasise that initiatives like the Foyer are an important example of the type of service needed in Ireland. "The Foyer is an environment for housing as well as a source of education and employment, all under one roof. This is absolutely critical in terms of handling the housing and the homelessness crisis."



In recognition of the Foyer's vital work with homeless young people, we received additional funding or support during 2016 from 8 different organisations, all of which will significantly enhance the service that we can provide to our service users, from developing the individual talents of our residents to supporting resettlement activity and increased involvement in the community. Therefore, on behalf of the Foyer, I wish to record my heartfelt appreciation to;

**Sisters of Mercy Solidarity Trust Fund & JP Mc Manus Benevolent Fund**, both generously contributed towards the purchase of our very first mini bus. The difference transport will make to the lives of the young people and the Foyer service itself cannot be underestimated.



**Pobal Dormant Accounts Fund**, that kindly agreed to finance the Great to Train employability programme which has already surpassed all initial expectations.

**ESB**, who have kindly agreed to fund a Dragons Den style personal development initiative which will support Foyer service users to develop their talents and future ambitions throughout the whole of 2017 & 2018.

**Oxford International** which gave each resident an individualised Christmas gift hamper. Their thoughtfulness and generosity is heart warming.

**Tescos Food Cloud Initiative** who generously deliver food stock to the Foyer twice weekly. They have also involved the Foyer in two in-store collection initiatives. It's fantastic to see unsold food go to such a good use!

**Janssen Pharmaceutical**. Two of their teams conducted some essential landscaping work in the summer and helped the Foyer to prepare for the Foyer Christmas Winter Wonderland.

**Big Issue Magazine & HSE Health Action Zone** continues to generously fund the Cork Street League and participation in Homeless World Cup Annual trials held each year in Dublin. Both are kindly organised by the Foyers soccer co-ordinator, Paul Carroll.

And finally, **Cork Equal and Sustainable Communities Alliance (CESCA)**, who kindly funded the building of an outdoor clay oven. This was a joint project between the residents of the Foyer and the residents of St Vincent's Hostel.





# NEW Announcement.

I would like to conclude by announcing a new and majorly exciting Cork City Council Housing and Community initiative, which will be viewed as a sister project to the Cork Foyer. The Bishopsgrrove Supported Student Accommodation Project comprises of **39 units** of modern, purpose built student accommodation which is close to the Cork Institute of Technology and served by an excellent bus route and local amenities.

The proposed collaborative project between the Cork Foyer, TUSLA and Focus Ireland is due to open its doors in the early summer of 2017, and will undoubtedly help to reduce homelessness and housing instability among young people and care leavers who are in third level education or accredited training, whilst affording the same opportunity as their peers to participate in society.

Through the very nature of homelessness, young people find themselves in an unstable and volatile situation, and at an automatic disadvantage when attempting to maintain or access mainstream education, training and employment services. The Bishopsgrrove Project will provide a perfect window of opportunity to escape the cycle of homelessness, whilst promoting shared living and near independence.

**Dave Cody**  
Chairman

**bishopsgrrove**



# Home & SUPPORT

**“My name is Brendan. I moved to Cork Foyer from Waterford in December of 2016. I moved to Cork to get a new start in life and to get away from problems that I was experiencing in Waterford. I never lived in Cork before so it was going to be a big change for me. I felt nervous and excited at the same time to be moving to a new place and meeting new people.**

Young people who present to the Foyer service often have complex needs and may be affected by trauma and abuse during childhood; some have simply been severely restricted through their varying levels of disability and understanding. All of the above influence and affect a young person's ability to manage and overcome the challenges and obstacles that lay ahead, when attempting to achieve independent living successfully.

In the midst of this traumatic period and to prevent a young person devolving into further crisis, the Foyer strives to provide a safe and supportive home which offers stability and the opportunity to develop and benefit from an improved quality of life as they look forward to a brighter future.



**"I FELT NERVOUS  
AND EXCITED AT THE  
SAME TIME"**

**I met my Project Worker who helped me to settle in and helped me to sort out a few practical things that I needed to do straightaway. I got to know a few residents who made me feel welcome. I also explored the Cork City centre and Blackpool with help from my Project Worker. I then started the internal training which I am really enjoying. I hope to pursue education further in the future. I really like the support that I get from the Foyer as I do not think I am ready to live completely independently just yet. I am looking forward to continue on in my new journey.**

While providing a focused and integrated 24 hour service for three hundred and sixty five days of the year, the service endeavours to meet not only the needs of its own residents, but also helps to connect disadvantaged service users from other organisations such as Cork Simon Community and Focus Ireland to available training courses. Such an empowering service is only achievable through effective integration and partnership working alongside a dedicated team, which is strengthened by the expert advice and vision of the Management.



**"I REALLY LIKE THE  
SUPPORT THAT I GET FROM  
THE FOYER "**

## About Foyer Applicants

Throughout 2016, we received 72 applications for housing:

### Applicants by Gender

<b>Male</b>	<b>45</b>	<b>Female</b>	<b>27</b>
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### Applicants by Age

<b>13</b>	Aged eighteen
<b>14</b>	Aged nineteen
<b>6</b>	Aged twenty
<b>11</b>	Aged twenty one
<b>6</b>	Aged twenty two
<b>9</b>	Aged twenty three
<b>9</b>	Aged twenty four
<b>3</b>	Aged twenty five
<b>1</b>	Unknown

### Applicants by Ethnic Origin

White Irish/ British	<b>67</b>
Black African	<b>1</b>
Eastern European	<b>4</b>

### Applicants by Main Referrer

<b>TUSLA</b>	<b>27</b>
<b>St Vincent's Hostel</b>	<b>7</b>
<b>Out of home/friends</b>	<b>7</b>
<b>Out of home/family</b>	<b>5</b>
<b>Cork Prison Post Release Service</b>	<b>5</b>
<b>Edel House</b>	<b>4</b>
<b>Probation &amp; Welfare Service</b>	<b>4</b>
<b>Focus Ireland</b>	<b>2</b>
<b>Other</b>	<b>11</b>

### 21 lettings during 2016

<b>Support Level Assessed</b>	
<b>High Support</b>	<b>7</b>
<b>Medium Support</b>	<b>8</b>
<b>Low Support</b>	<b>6</b>



**6 new residents had previously experienced a breakdown of tenancy.**

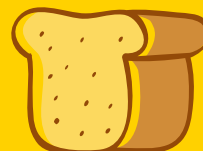
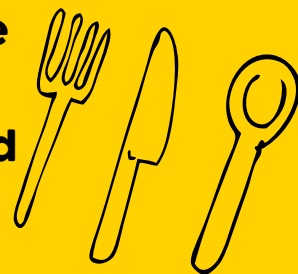
**Some Key Issues on Entry**

<b>Previous offending</b>	33.33%
<b>Diagnosed mental health issue</b>	47.62%
<b>Past/present drug misuse</b>	47.62%
<b>Past/present alcohol misuse</b>	47.62%
<b>Learning/Intellectual disability</b>	23.81%
<b>Survivors of abuse</b>	14.29%
<b>Previously in state care</b>	57.14%
<b>Family Breakdown</b>	76.19%

(New residents may present with more than one issue)

We make every effort to welcome each resident and conduct a thorough induction, where a new resident can learn all about Foyer life and the expectations of them.

**After paying for rent and weekly groceries, there is little left in a resident's pocket. Food Cloud, an initiative which works with Tesco's, was introduced at the Foyer during 2016. The quality of the food delivered is fantastic and has proved a lifesaver for many. With careful food preparation and storage, residents can really make a saving on their weekly food costs. In fact, if a young person is very careful with their money, they can even save a small amount each week for when they move into their own accommodation.**



During 2016, the Foyer worked closely with its residents and stakeholders to develop a Cork Foyer Youth Offer. The Youth Offer aims to underpin the core values, ethos and true purpose of the Project. Equally, it provides transparency and emphasises the 'Deal', the contract between the service and the young person, which requires them to engage with the service in exchange for a tailored offer that works for every young person. With the help of residents we were able to make the Offer visually eye catching and young people friendly. Besides outlining the key aspects of the service and what young people can expect from the service, it informs young people how they can have their say and influence the future development of the service.

## Cork Foyer's Youth Offer

### HOME

- A key to your own furnished en-suite room
- Furnished communal rooms
- No curfews applied
- A 24-hour visitor and overnight policy
- Responsive repair service
- Laundry facilities, TV and access to social media
- Gas, electricity, water and waste charges included
- Privacy respected through policy

### Safety & Security

- 24-hour staff team
- Support for you if you feel unsafe
- Good quality CCTV
- Prompt action in relation to complaints or unacceptable behaviour
- House Rules and Policies fairly applied
- Visitor ID system in place

### Support & Advice

- Allocated Project Worker and friendly support team
- Support for you to make informed choices about any aspect of your life
- The opportunity to complete a structured support plan tailored to you
- Access to help for concerns and problems that you may have including areas such as emotional wellbeing, relationships, sexual health and substance misuse
- Help to enhance self-esteem, resilience, confidence, aspiration and achievement to improve life chances
- Support for you to lead healthy lifestyles
- Help to identify and develop your talents

### Jobs & learning

- Dedicated Life Skills & Talents Coach and visiting Tutors
- A range of internal FETAC and non FETAC Accredited Programmes
- Help with reading, writing or maths
- Internet access and use of office resources
- Help with CV building and job search
- Help to find work experience or volunteer work
- Support for you to find and apply for a course or job
- Mandatory internal training for those not attending external training or education

### Things to do

- Easy access to positive activities including sports, baking and art
- Free organised cooking lessons
- Free GP clinic (patients to Lilliput World)
- Help to access safe spaces including music and travel projects offering personal and social development opportunities
- Organised short trips out such as walking, fishing, cinema
- Social BBQ's and Sunday Lunches
- Cable, satellite, broadband, play area and pet farms for visitors and residents


### Spring Board to Independence

- Support to apply for and find available accommodation options
- Help to decide if the property is suitable
- Support to improve your independent living skills such as budgeting, cooking, laundry and tenancy rights
- Help to find affordable furniture, if needed
- Help with applying for available grants
- Mediation help with your landlord
- Reducing support visits
- Support to link with local services i.e. GP, Dentist
- Welcome to return to the Foyer at any time for advice
- A safety net should your tenancy breakdown

### Youth Voice

- A variety of platforms including resident meetings to have your say
- Automatic invites to join the Foyer Management Board
- Support to access and influence wider services in the community or nationally
- Encouragement to be active citizens
- Supported involvement in the Foyer Annual Service Review
- Support to campaign on behalf of young people or the disadvantaged

**Cork Foyer – The Young Peoples Service for 18's to 25's**



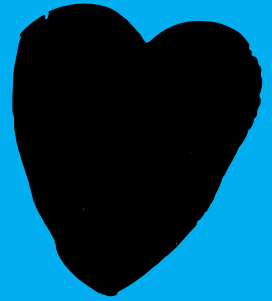
## What residents had to say:

"I AM ABLE TO ASK THE FOYER STAFF FOR ANYTHING I NEED."

Kieran Joyce

**"THE STAFF HERE ARE GREAT AND THEY WILL HELP OUT IN ANY WAY POSSIBLE. THE PEOPLE WHO LIVE HERE ARE NICE AND FRIENDLY AND I HAVE NO PROBLEMS HERE".**

Garreth Kelly



**"I LIKE THE PRIVACY I AM GIVEN IN THE FOYER AND THE FACT THAT I HAVE MY OWN BEDROOM. I ALSO LIKE HOW FRIENDLY THE STAFF ARE AND HOW THEY RESPECT MY CONFIDENTIALITY".**

• Maria Beltran

# Fulfilling POTENTIAL

## Great to Train Programme

In partnership with Cork City ETB, Cork Simon Community and Focus Ireland, the Cork Foyer Project has been able to co-ordinate a range of free short employability and personal development courses to young people aged 18-24 who are not in education, employment or training. Service users from all 3 partner agencies have availed of these courses, and in doing so, we have far exceeded any initial expectations. **During the first 12 months of the programme, the courses have attracted a total of 206 participants, excluding the CV and employment preparation support sessions.**

With the kind funding support from the Pobal Dormant Accounts Fund, the Great to Train programme will continue to run until June 2017, when we hope to secure further funding to continue the programme into the future. The course content has been purposely selected with both service users and employers/training providers in mind. The listed workplace qualifications added to any CV will give an applicant a fighting chance of securing low skilled employment.

## Great to Train Outcomes for 2016

<i>Fire Warden Training</i>	29
<i>Manual Handling Training</i>	35
<i>HACCP (Basic Food Hygiene Training)</i>	34
<i>Basic First Aid Training</i>	32
<i>Occupational First Aid Training</i>	24
<i>Safe Pass Training</i>	44
<i>Abrasive Wheel Training</i>	15
<i>SHEP Personal Development Programme</i>	7
<i>CV Building and Employment Preparation</i>	47






Many of the qualifications are achievable, which automatically provides a positive learning experience for the participants concerned. For some, the qualifications will provide the motivator that a young person needs to take up more sustained training and up-skilling in the future. Others are solely concentrating on their personal wellbeing, coping skills and self confidence, which will undoubtedly benefit the individuals greatly and place them in a better place to consider using their time more purposely in the future. **In total 38 learners secured employment, further training or education to date.**



**"I FELT WAY MORE  
CONFIDENT TO  
APPLY FOR JOBS".**

Garreth



**"I have completed the majority of the Great to Train programmes. My Project Worker, Jessie, informed me of some training courses that were coming up.**

**She told me that these training courses would be a great addition to my CV and could help me to get a job in the future. I did manual handling, first aid, safe pass and abrasive wheel training. As a result of this, I felt way more confident to apply for jobs. I applied for a lot of jobs and I was lucky to get a job for the Christmas period as a merchandiser. I have asked my Project Worker to put my name down for future training courses so that I will be able to expand my CV further"**

Garreth

Under the direction of Joe Finnerty, School of University College Cork (Applied Social Studies), Dr Alexander Amah, has kindly agreed to evaluate the programme and capture its effectiveness. The findings will prove invaluable when considering the future direction of the programme.

**What some participants  
had to say;**

**"I LEARNED A LOT  
ABOUT EFFECTIVE  
COMMUNICATION WITH  
OTHERS".**

Jimmy O'Brien

**"I REALLY ENJOYED THE  
TRAINING COURSE AND  
IT HAS BEEN A GREAT  
ADDITION TO MY CV".**

Karen Daly

We are confident that the Great to Train programme will continue to produce excellent outcomes, from the attainment of valuable work related qualifications, to improving the focus, confidence and self-worth of young (NEET) people who have participated in the programme.

#### **ABLES Adult Literacy Group**

Funded by the Cork Education and Training Board, ABLES Adult Literacy Group has continued to offer a variety of internal FETAC accredited courses with additional one to one tuition, when required. The selected qualifications help residents to overcome barriers to learning and improve their prospects of securing external training, education and ultimately employment. Their programmes are enhanced further with twice weekly cooking lessons and an accredited horticulture programme.

## Outcomes During 2016

Commenced External Education or Training	25
Commenced FT/PT Employment/Volunteer Work	11
FETAC Level 3 General Learning	2
FETAC Level 3 Personal Effectiveness	3
FETAC Level 4 Personal Effectiveness	2
2 FETAC Level 3 Communications	2
2 FETAC Level 4 Communications	1
FETAC Level 3 Career Planning	2
FETAC Level 4 Career Planning	2
FETAC Level 4 Computer Literacy	4
FETAC Level 3 Outdoor Vegetable Production	4
Short Courses, Safe Pass, HACCP, First Aid Etc	58



## What Conor had to say?

### Birmingham Practice Event

Once again we were invited by the Foyer Federation to showcase the Cork Foyer at its annual practice event in Birmingham. Under the watchful eye of Jessie Feehan (Project Worker), both Conor and Sean set up a stall to highlight the Foyers work and initiatives. Using their knowledge of Cork, both residents also provided an array of tourist information to anyone at the event thinking of travelling to Cork. To their credit, Conor and Sean were excellent representatives of the Foyer and they should be proud of their achievement.

**“I was given the opportunity to go to Birmingham to represent Cork Foyer with another resident and staff member. We went over to attend the Foyer Federation Practice Event. We flew from Cork to Birmingham; it had been a very long time since I was on a plane so I was really looking forward to it. We stayed in Aston University Campus. We attended the welcome dinner with the staff from Foyer Federation and other representatives from different Foyer’s. The next day was the big day. We got up early to set up our stall. We were promoting the Cork Foyer and its new Youth Offer. We attended the practise events. I learned a good bit about other Foyer’s in England and Wales. The Foyer Federation staff were very friendly and welcoming. I was extremely grateful to be offered the opportunity to represent Cork Foyer. It was one of the best experiences I have ever had”.**

## Promoting Social Inclusion & Fun

Providing access to a wide range of external and internal development opportunities and enjoyable social activities are key components when helping young people reduce their sense of isolation and social exclusion. Such participation, without doubt, builds a young person's self confidence and self esteem as well as providing the perfect opportunity to make new friends.

One such initiative, the Foyer Annual Winter Wonderland, creates the perfect opportunity for residents and staff to work alongside each other. The fun community initiative ultimately helps the Foyer and its residents integrate into the wider community. As usual our current and former residents thoroughly enjoyed the experience of dressing up as Christmas characters to entertain local playschools, families and their children.

We are extremely grateful to the Janssen Pharmaceutical Team, Denis Murphy and Martin Dineen for their hard work and pitching in at the last minute to give Santa's grotto, train and sleigh a full makeover. The whole event was topped off by receiving a visit from the Deputy Lord Mayor, Cllr. Joe Kavanagh, who kindly agreed to switch on the lights and acknowledging the fantastic community event and all the hard work behind the scenes.



**winter wonderland**



**janssen team**



**deputy lord mayor**

## Other activities organised during 2016 included;

market stalls



decoration making



sea fishing



ice skating



weekly soccer & competitions

gardening



**With our new mini bus, a whole new world of activities will open up to Foyer residents, many will be affordable such as hill walking and trips to a beach. We can't wait!**

# SPRINGBOARD TO INDEPENDENCE

**The Cork Foyer aims to positively assist the transitional process of each young resident into permanent or more appropriate housing by adopting and maintaining a very close partnership approach with the voluntary and statutory sector.**

One of the key elements of the resettlement process is the regular assessment of a residents' ability to live independently and the type of move-on housing and support they will eventually require. To help this process, all residents are expected to sign up to a Resettlement Plan during their stay. The plan helps to promote realistic expectations, whilst setting short and long term objectives.

We recognise that for most young people, moving into fully independent accommodation is a very daunting experience, which often presents young people and the Foyer with a number of obstacles and challenges to overcome. The Foyer therefore provides a resettlement service within its existing resources which generally includes:

- **Assistance with relevant grant and housing applications**
- **Information on a variety of housing options**
- **Advice around tenancy stipulations**
- **Basic advice around the legal rights of a tenant**
- **Advice on purchasing furniture**
- **Property visits and mediation with landlords**
- **Assistance with establishing utilities and form filling**
- **Links to local community facilities**
- **Access to programmes and activities held at the Foyer**

**The Foyer ultimately aims to decrease the level of support required by former residents as soon as practicably possible and often involves linking former residents into community facilities, activities, and for some, ensuring they have access to specialist help through the HSE or a Voluntary Organisation.**

The current social and private rented market continues to prove very challenging, resulting in limited move on activity for the second year running. This has reduced the average number of residents who are able to move on each year from approximately 32-34 year on year to **17 during 2015 and 21 during 2016**. Foyer residents cannot find accommodation and have simply been priced out of the market which has also forced the Foyer to extend the duration of its Licence Agreement until suitable accommodation can be secured. The average length of stay for residents leaving during 2016 increased to **10.9 months**.

### Where did the residents move to?

Private Landlord	3
Approved Housing Body	2
Returned Home	2
Sharing with Family Members or Friend	7
Local Authority Housing	1
Rental Accommodation Scheme	1
Other Homeless Service Provider	3
Treatment	1
Secured Employment Overseas	1



## Resettlement Case Study

Hi my name is Ciaran and I was living in the Cork Foyer for 18 months. I was very hesitant to move in at first until I talked to the staff and realised how nice they were and the facilities they offer.

Due to the housing crisis and increases in rental prices it was impossible to find an apartment in Cork City for €500 per month which was the limit set by the rent allowance. It can be difficult being in a situation like this but I found the Cork Foyer staff very helpful.

It was difficult at first adjusting to living with so many people, but the staff and my Project Worker Jessie in particular really helped with this. I was already very independent but it was great to see that they would help you if you needed to be shown how to do anything. I've also seen Dennis teach a lot of residents how to cook and he also teaches horticulture which are great skills to have. I had mixed feelings about the room checks at times, but looking back I think it is good for developing good habits so that when you do move out you will have a nice clean house.

It can take a long time before you find somewhere to move out to but I think that the Cork Foyer do their best to build your independent living skills while you are living there. And also do their best to make the best of your time while you are living there.



**"IT CAN BE DIFFICULT BEING IN A SITUATION LIKE THIS BUT I FOUND THE CORK FOYER STAFF VERY HELPFUL."**

**Jessie was very good to talk to and I still keep in touch with her now. I told her I was interested in getting a place in the Cork Academy of Music and she was very helpful with this. She rang them and arranged a time for me to talk to them and even went with me to talk to them.**

**I moved into a 1 bed apartment in Cork City which is great and I am working away hard in the Cork Academy of Music which I started in October. I am really enjoying it and I still call in some days afterwards when I have time, just to say hi to Jessie.**

**Ciaran**



**"I HAVE REALLY ENJOYED MY INDEPENDENCE AND HAVING A BIGGER BED THAN I DID IN THE FOYER".**



**"Moving to my own place was a big thing and a little bit scary at the start, as I had not lived on my own before. But with the support of my Father and the Foyer I have managed well. I have been impressed with my own adaptability. I have put the skills, especially budgeting, that I have learned into place. I have really enjoyed my independence and having a bigger bed than I did in the Foyer".**

### **Annual Service Review**

Cork Foyer works hard on a continuous basis to improve the quality of service that it provides to its service users. In order to do this, we monitor all complaints and service users are regularly asked for their feedback. The information is then compiled and evaluated to determine some key areas for improvement. Service users are asked to complete a satisfaction survey during their stay; when they leave the Foyer and three months after leaving the Foyer.

We also operate a satisfaction survey for those attending internal training. The feedback from each survey gives the Foyer a general working knowledge of how service users feel about the Foyer and how it is helping them. It is commendable to note that a large majority of current and former residents who completed these surveys were either satisfied or very satisfied with the Foyer service.

**Here are a few examples of what residents who stayed at the Foyer in 2016 had to say:**

**“WHAT I LIKE MOST ABOUT THE FOYER IS THE MULTITUDE OF HELP YOU GET. NOT JUST A ROOM, SUPPORT, EDUCATION, BUT ALSO THE PEOPLE HERE WHO HELP IN WHATEVER WAY THEY CAN.”**

Meghan McDowell

**“THE FOYER HAS HELPED  
ME TO GET OFF DRUGS AND  
CHANGE MY LIFE.”**

Conor Webb



**“I LIKE THAT THE FOYER IS  
A SAFE, CLEAN PLACE WITH  
NICE STAFF AND RESIDENTS.”**

Abdiwali Dahir Hassan

**“I LIKE HOW THE STAFF TRY TO HELP  
YOU AND MAKE SURE THEY CAN FIND YOU  
MOVE-ON ACCOMMODATION.”**

Shane Cotter

# FINANCIAL STATEMENT

## CORK FOYER INCOME AND EXPENDITURE SUMMARY AS OF 31ST DECEMBER 2016

### Foyer General Account:

#### Income:

Rent	€111,225
Miscellaneous Income	€2,493
Health Service Executive	€281,745
Department of Environment, Community & Local Government (Cork City Council)	€205,034
<b>Total Income</b>	<b>€600,497</b>

#### Expenditure:


Payroll	€377,144
Transfer to Capital Budget Provision	€106,188
Cleaning	€14,391
Heating & Lighting	€27,695
Repairs, Maintenance & Materials	€35,058
Miscellaneous	€3,373
Non Capital Equipment	€10,922
Other Supported Housing Costs	€6,688
Professional Fees	€2,417
Telephone	€4,507
Office Furniture, Printing, Stationery, Advertising, TV, Postage	€9,999
Travel, Training & Subsistence	€2,115
<b>Total Expenditure</b>	<b>€600,497</b>

**Foyer Capital Accounts:****Foyer Resident Hardship / Participation Fund:**

Balance as at 1st January 2016	€5731
<b>Income:</b>	
Big Issue Magazine Street League Tournamen 	€2,500
Sisters of Mercy Solidarity Trust (Contribution towards minibus)	€12,000
JP Mc Manus Benevolent Fund (Contribution towards minibus)	€10,000
Transfer from C7086 (Foyer Contribution towards minibus)	€29,425
Pobal Great to Train Employability Programme	€44,331
HSE Once Off Social Inclusion Hardship Payment	€5,000
Miscellaneous Income	€4,242
<b><u>Total Income</u></b>	<b><u>€107,498</u></b>
<b>Expenditure</b>	
Foyer Minibus	€51,425
Participation, Activities & Hardship	€33,392
<b><u>Total Expenditure</u></b>	<b><u>€84,817</u></b>
<b><u>Balance as of 31st December 2016</u></b>	<b><u>€28,412</u></b>

**Capital Replacement / Development Account:**

Balance as at 1st January 2016	€125,305
<b>Income</b>	
Transfer Capital Budget Provision	€106,188
<b><u>Total Income</u></b>	<b><u>€106,188</u></b>
<b>Expenditure</b>	
Completion of Heating Up Grade	€8,596
Contribution towards Minibus	€29,425
Completion of Garden Development Project	€556
HSE CESCA Refund	€500
<b><u>Total Expenditure</u></b>	<b><u>€39,077</u></b>
<b><u>Balance as of 31st December 2016</u></b>	<b><u>€192,416</u></b>

**Certified By:****Management Accountant, Cork City Council**

# FOYER MANAGEMENT COMMITTEE MEMBERS

**Dave Cody**

*Chairman  
CEO (Retired)  
Cork City Enterprise Board  
Union Quay  
Cork*

**Dennis Hickey**

*Project Manager  
Social Inclusion  
HSE South Floor 2  
Áras Slainte  
Wilton Road  
Cork*

**Denis Barrett**

*Cork Education & Training Board  
Community Education Facilitator  
21 Lavitt's Quay  
Cork*

**Barry Waddingham**

*Cork Foyer Manager  
Assumption Road  
Blackpool  
Cork*

**Ger McCarthy**

*Treasurer  
Admin Officer  
Housing & Community  
Services  
Cork City Council  
Cork*

**Aileen O'Connor**

*Homeless Officer  
Housing & Community  
Services  
Cork City Council  
Cork*

**Karen Higgins**

*Admin Officer  
Housing Department  
Cork County Council  
County Hall  
Cork*

**Mark Cronin**

*Member of Blackpool  
Community  
Co-operative Service Centre  
Ltd  
90 Great William O'Brien  
Street  
Blackpool  
Cork*

**Garda Shiela Griffin**

*An Garda Síochána  
Mayfield Garda Station  
Mayfield  
Cork*

**Invited Resident  
Representatives**

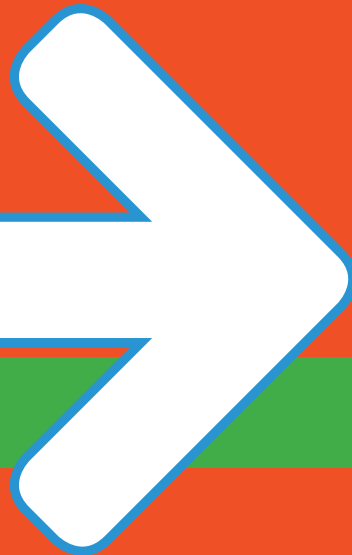
*Cork Foyer  
Assumption Road  
Blackpool  
Cork*

I would like to pay a special mention to Denis Barrett, Cork ETB, who stepped down from the Management Board towards the end of 2016. His dedication and expertise provided over a number of years has been extremely beneficial to the service, especially in relation to community education and supporting the tutors. On behalf of the Foyer and its service users, I wish him the very best in his new role, aspirations and endeavours.

**Note:** The Cork Foyer Management Board meets on a quarterly basis each year

# *Mission* STATEMENT

**Cork Foyer is a unique homeless service that offers quality affordable accommodation with education and training at the heart of the project. We strive to develop independent living skills through integrated training programmes and clear-cut Support Plans, empowering young adults to realise their full potential and take their rightful place in the community.**





# Staff TEAM

**Barry Waddingham**  
**Ruairi O'Farrell**  
**Jessie Feehan**  
**Catherine McAdoo**  
**Denis Murphy**  
**Richard Meagher**  
**Patrick Fitzsimmons**  
**Jeremiah Slattery**  
**Paul Carroll**

Foyer Manager  
Senior Project Worker  
Project Worker  
Administrator  
PT Life Skills Worker & Talents Coach  
Night Premises Supervisor – Job Share  
Night Premises Supervisor – Job Share  
Night Premises Supervisor – Job Share  
Night Premises Supervisor - Job Share

*The core staff team are supported by a dedicated Bank of Relief Support Workers:*

**Phil O'Reagan**  
**Susan Edwards**  
**Jeremiah Slattery**

**Denis Murphy**  
**Patrick Fitzsimmons**  
**Ruth McGuane**

**Trish Jones**  
**Paul Carroll**







Comhairle Cathrach Chorcaí  
Cork City Council

CORK FOYER IS A CORK CITY COUNCIL  
HOUSING & COMMUNITY INITIATIVE