

ADAPT DOMESTIC ABUSE SERVICES

Domestic Abuse • No Excuse • Break the Silence

Annual Report 2016





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Chairperson's Foreword

Welcome to ADAPT's 2016 Annual Report. This report attempts to capture a snapshot of the work of ADAPT during 2016, but while doing so, it commemorates the individual stories of all women and children that have sought the support of ADAPT in some of their hardest struggles. Looking back over the year, we bear in mind that every one of the 828 women and 248 children have their own story.

It is ADAPT's goal to be able to respond effectively and in a supportive manner to the complexities and difficulties that women and children who are experiencing domestic abuse face on a daily basis. ADAPT provides practical and emotional support both by offering emergency accommodation for women who need to leave their own homes due to risk to them and their children, and also through our outreach service. We are very aware that the services that women may need in order to make changes to their lives are not easily available. For example, the homeless crisis is still impacting on women's ability to secure safe accommodation should they need to leave the family home.

Working and volunteering in this sector can be difficult and challenging at times. We could not provide the quality service that we provide without the expertise and professionalism of our excellent staff teams, volunteers and management, led by Director of Services, Monica McElvaney. I would like to take this opportunity to thank each of them for their hard work and commitment, not just in 2016, but throughout the years. I would also like to thank my colleagues who sit on the Board of Directors. Their commitment and dedication to the organisation ensures that as a governing body, not only are we able to be fiscally accountable to our funders and donors, but we are also able to ensure that the organisation continues to meet its strategic objectives and remains sustainable into the future.

Recognition is also due to all funders and donors of ADAPT, without whose support we would not be able to meet the needs of women and children experiencing domestic abuse. This includes the community of Limerick and beyond, who have facilitated our work through donations in kind, for example at the ADAPT shop, as well as through financial contributions such as at the annual Churchgate collections. We are also grateful to all the agencies and services that we work in partnership with to provide a continuum of safety and support to those that need it.

Towards the end of 2016 we embarked on a journey to develop a new five year strategic plan, in consultation with our staff teams, the women and children that use our services and other external agencies. This is an exciting time for us as we review our work and plan ahead to ensure that we continue to provide and develop a quality service that responds to the needs in our community. Together, we look forward to new challenges and achievements in 2017, all of which will be focused on responding to the individual needs of women and children affected by domestic abuse.



Alix Tiernan
Chairperson
Board of Directors

Director's Overview

ADAPT's primary purpose is to provide services for women survivors of domestic abuse and their children.

We often meet women and children when they are at their most vulnerable and when they are really struggling to see any possibility of positive change. We are privileged that they are willing to share their stories and their struggles with us.

The resilience of the human spirit is amazing and seeing a woman regain her confidence and self-belief is a reflection of this resilience.

We journey with them as they try to bring about changes so that they and their children can have a brighter, safer future. They endeavour to make these changes despite the many obstacles they face. When women come back to us to tell us how their lives have changed for the better, that is a testament to their resilience.

The core of our work is about supporting people when they are really struggling. The quality of this support is directly related to the skills of staff and their ability to build positive, trusting relationships. The staff team in ADAPT is our greatest asset.

We have a very dedicated team who always want to give of their best and will go the extra mile to support each other and support the women and children who come to the service. The frontline staff members show this dedication in how they work with the women and children. The non-frontline staff members show similar dedication in how they support the organisation to function effectively so that the women and children can get the best service.

Supporting women & children

In 2016, we supported 828 women and 248 children by providing a wide range of services - refuge based services and outreach services. Our outreach service continues to grow year on year. We have 3 outreach clinics in the county but the support workers are available to meet women anywhere in the county that is safe and accessible to the women. In 2016, 317 women used the outreach service.

Our services for children also continue to expand also although unfortunately these are generally only available in ADAPT House as we do not have the resources to bring them out into the communities.

Responding to new needs

We are constantly looking at how we can improve the services we provide and how we can respond to new and emerging needs.

- We support a diverse range of families including families of different nationalities – in 2016 we supported women from 28 different countries.
- We also have increasing numbers of older women accessing our services. In 2016 we had an increase in the number of women in their 70s and 80s looking for support.

In 2016 we also had an increased focus on prevention and working with young people. If we are to eliminate domestic abuse we need to support our young people to build relationships based on equality, dignity and mutual respect.



Monica McElvaney, Director



Director's Overview

We have a Healthy Relationships programme which we deliver in schools and other educational settings. In 2016 we successfully applied for EU ERASMUS+ funding to further develop this programme. We have partnered with organisations from 9 countries and look forward to seeing how we can improve the programme based on the experience of our partner countries.

Domestic abuse awareness training

Women in abusive relationships rely not only on the response they get from ADAPT but also on the response they get from other frontline services. For this reason we have developed training programmes for frontline staff to support them to develop their capacity to recognise domestic abuse and to respond and refer appropriately. In 2016 we delivered 30 training programmes and 484 participated. This included 202 students Gardaí as well as frontline health and other professionals.

Future plans

In 2016 we started a new strategic planning process. We see this as an opportunity to review our work, identify emerging needs and trends and plan for the development of the service and the organisation over the next 5 years. We have contracted Mary O'Sullivan to help us with this process. We hope to consult with service users – women and children – and with external agencies as well as with the staff and board. We look forward to seeing the fruits of this process and to developing a plan which will give direction to the organisation in the coming years.

Funding

The financial situation for ADAPT continues to be challenging although happily we did not suffer any reduction in funding from our statutory partners in 2016.

Our main statutory funders are Tusla, Pobal, the Department of Justice & Equality, the Department of Social Protection and the Department of Education & Skills. We greatly appreciate this funding and could not operate without it, in 2016, statutory funding represented 84% (€1,567,090) of the total funding required to run the organisation.

However we continue to rely heavily on fundraising and other forms of income generation. In 2016 we had to generate 16% (€291,538) of the income needed to run the service. We are sincerely grateful to our many supporters, volunteers and corporate partners who are willing to come on board and help us in raise these much needed funds. We look forward to the day when such income is available to augment the services we offer rather being than being required to underpin and support the continuation of core services such as refuge.

As part of our commitment to quality standards we have signed up to a number of codes for charities. These include the Guiding Principles for Fundraising; Building for the Future – A Voluntary Regulation Code for Approved Housing Bodies in Ireland and the Governance Code for charities. We will continue to focus on compliance with these and any other codes introduced for the sector. We will also continue to encourage service users to give us feedback on their experience of the service so that we can continually improve what we offer to them and how we offer it.

Monica McElvaney, Director of Services,

ADAPT Domestic Abuse Services



About Us



ADAPT Domestic Abuse Services is a support service for women survivors of domestic abuse and their children. Located in Limerick City we provide a range of services including 24 hour helpline support; emergency refuge accommodation; outreach services; emotional and practical support for women and children. We also work with other agencies to enhance their understanding of domestic abuse and their capacity to recognise, respond and refer appropriately.

“ I don't think I would be here if it wasn't for this place. ”
- ADAPT service user

ADAPT's services

- 24 hour access to safe refuge
 - 24 hour free confidential helpline
 - Outreach service in Limerick City & County
 - One-to-one practical and emotional support for women survivors
 - Information, advocacy and accompaniment
 - Support for children who have witnessed domestic abuse
 - Supports for young people including Domestic Abuse Teens Support (DATS)
 - Play therapy service
 - Weekly support groups for women survivors
 - Adult education activities
-
- Working with other agencies to address the needs of survivors
 - Public awareness including co-ordination of the annual 16 Days campaign
 - Delivery of domestic abuse awareness training
 - Delivery of Healthy Relationship programmes for young people



Our People

Board of Directors:

The Board of Directors of ADAPT Domestic Abuse Service is committed to maintaining the highest standards of corporate governance and has signed up to the following codes:

- **The Governance Code:** ADAPT is currently on the adoption journey with regard to this code.
- **Statement of Guiding Principles for Fundraising**
- **Building for the Future – A Voluntary Regulation Code for Approved Housing Bodies**

These codes aim to set standards for non-for-profit organisations in relation to governance and the provision of services. ADAPT has signed up to these codes to demonstrate our commitment to these standards.

The Board of Directors comprise the following:

Alix Tiernan (Chair)	Mary Kenehan
Eileen O'Neill	Kevin O'Farrell
Deirdre Moore	Michael Keane
Fiona Quinn	Susan Leahy

The Board members are drawn from diverse backgrounds and bring with them a wide range of skills and experience. There has been no change in board membership in 2016. The Board of Directors met on the following dates during 2016: 02/02/16; 16/03/16; 18/05/16; 15/09/16; 09/11/16

Committees:

The Board establishes committees to take responsibility for specific areas of the work and sets down the terms of reference for them. Currently there are two committees and each report directly to the Board. Both Committees have been very active in 2016.

Audit & Finance Committee:

This Committee has oversight of the finances of the organisation on behalf of the Board. The members are Michael Keane (Board Member) and Kevin O'Farrell Board member). Trish Deegan (Organisational Services Manager) and Monica McElvaney (Director of Services) attend meetings of this committee.

HR Committee:

This Committee has oversight of HR matters on behalf of the Board. The members are Mary Kenehan (Board member) and Eileen O'Neill (Board member). Monica McElvaney (Director of Services) attends meetings of this committee.

The Director of Services reports directly to the Board and provides reports to the Board in advance of Board meetings to ensure that it has full oversight of its governing responsibilities. Matters such as policy, strategic development, corporate governance and financial budgets are monitored by the Board.

Risk Management and Safety Statement

ADAPT Domestic Abuse Services ensures that there is an effective Safety Statement and Risk Management System in place to provide a high quality, safe environment for clients, staff, volunteers and visitors.



Our People

Staffing Structure:

ADAPT has a Director of Services (Monica McElvaney) and an Assistant Director of Services (Denise Dunne). In addition it has a 31 (25.2WTE) core staff working across 5 departments:

- **Women's Services** – This department has 7 (6WTE) core staff. Their focus is on addressing the needs of women survivors of domestic abuse. They provide support either face to face or through the Helpline.
- **Child & Youth Services** – This department has 7 (5.5WTE) core staff. They focus on addressing the needs of children and young people who have witnessed domestic abuse. They work with mothers to support their children.
- **Refuge service** – This department has 9 (6.6WTE) core staff. Their focus is on addressing the needs of women who are seeking refuge; and support women and children while they are living in the refuge.
- **Training & Development** – This department has 4 (3.5WTE) core staff. Their focus is on prevention, public awareness and fundraising. They also provide training for professionals to enhance their capacity to respond appropriately to domestic abuse.
- **Organisational Services** – This department has 4 (3.6WTE) core staff. They provide services to support ADAPT to function to appropriate governance standards and to deliver quality services to service users. These services include HR, finance and administration.

Community Employment – ADAPT also has a Community Employment scheme and the staff on this scheme provide support across all departments.



Service Provision - 24 Hour Refuge

Refuge Accommodation

112 individual women accessed refuge in 2016.
74 of these women accessed refuge for the first time.
182 individual children were admitted to refuge, and 8 adult dependents.



ADAPT Domestic Abuse Service provides 24 hour access to emergency refuge accommodation for women survivors of domestic abuse and their children.

Access to such safe accommodation is critical for the safety of victims of domestic abuse.

ADAPT refuge has 14 self-contained apartments so each woman or family has private space. Staff support women and children while they are living in the refuge. Staff try to make their stay as safe and as comfortable as possible. When a woman is leaving staff will assist her in working out a safety plan that fits in with her decision.

Children staying in the refuge can avail of the services of Child and Youth. This allows the children to have their needs met in a safe, fun and supportive environment.

It can also give mothers time and space to themselves to think about what their situation and what they want to do. It also means that the children are looked after if their mothers need to meet with their support workers or attend appointments with various services such as housing, social welfare, health or legal.



“ They saved our sanity. It now makes sense...
What I learn, I pass onto my daughter.
I can now deal with the kids.
Because of coming here they feel safe. ”

- ADAPT service user who used the refuge

Total number of women supported by ADAPT

828 women from 28 different nationalities were supported by ADAPT in 2016. This includes women who used the helpline and women who availed of face to face support.



Service Provision - Supports

Outreach

ADAPT has an extensive outreach service. Staff in the outreach service provide one to one practical and emotional support for women who have experienced domestic abuse but do not need refuge. Outreach women can avail of the same range of services as women in the refuge.

Each woman will have a support worker who will help her develop and implement a support plan. Each woman can avail of the services of ADAPT and are supported to access other relevant services such as housing, social welfare, health care and legal protection.

The total number of women supported in the outreach service in 2016 was **317**.



Helpline

ADAPT Domestic Abuse Services runs a free, confidential, anonymous, 24 hour telephone helpline service manned by experienced staff. The helpline, 1800-200-504, is available 365 days a year.

24 hour helpline

1,064 helpline calls
were answered in 2016

Transitional housing

ADAPT has 3 transitional houses. These are made available to support women who do not need refuge but would benefit from intensive support over a longer period of time. During 2016, 6 families, comprising 6 women and 11 children stayed in the transitional housing.

Support groups

52 women participated in support groups in 2016.

- The 'Let's Talk' introductory thematic support group is run over a 15 week cycle.
- The 'Road to Recovery' is a longer term support group – it also has a thematic focus but themes and concerns are addressed in more depth.

“ It was great that someone believed me. I never looked back. I found the support group fantastic. I hadn't recognised what I was experiencing was abuse. I thought it was my fault, because that's what he told me. ”

- ADAPT service user who participated in support group

Court Accompaniment & Accessing Legal Protection

295 women were supported to access law enforcement and legal protection services in 2016.

This includes accompaniment to court.



Service Provision - Child & Youth Service



ADAPT's Child and Youth Service aims to:

- promote the right of children and young people to have their voices heard and their needs met
- provide children and young people with the safety and freedom they need to be themselves and have confidence in their ability to make positive life choices
- work creatively and safely with children and young people and their mothers in relation to their experiences of domestic abuse

The Child and Youth Service is based in a large, bright and airy facility. The service has a team of professional, highly qualified, and experienced staff who are trained to support children who have witnessed domestic abuse. The service caters for children from birth to eighteen years of age and has the flexibility to accommodate differing numbers of children of different ages at any time.

Services provided

ADAPT provides a pre-school service to women who are using the refuge or the outreach service. The service follows the Aistear/Siolta framework and each family is assigned a key worker that is there to listen to and support the child. It also supports the mothers to support their children.

Other services offered to children and young people include:

After-school support

Youth Club

Play therapy

Therapeutic play

Mother and Toddler Group

Incredible Years Programme

DATS – Domestic Abuse Teen Support



Service Provision - Child & Youth Service

Play Therapy

Children who access ADAPT’s play therapy service can get great benefit from the opportunity to use play to explore their experience. They are given time and space to express their feelings and make sense of what has happened. In 2016, 27 children availed of either therapeutic play sessions or play therapy.



Incredible Years

Incredible Years is a programme for parents of young children. ADAPT runs this programme for mothers using the service who have children up to the age of 12. The programme ran in September 2016 for 15 weeks with 10 participants. (Ref: The Incredible Years, Inc. USA, 2013).

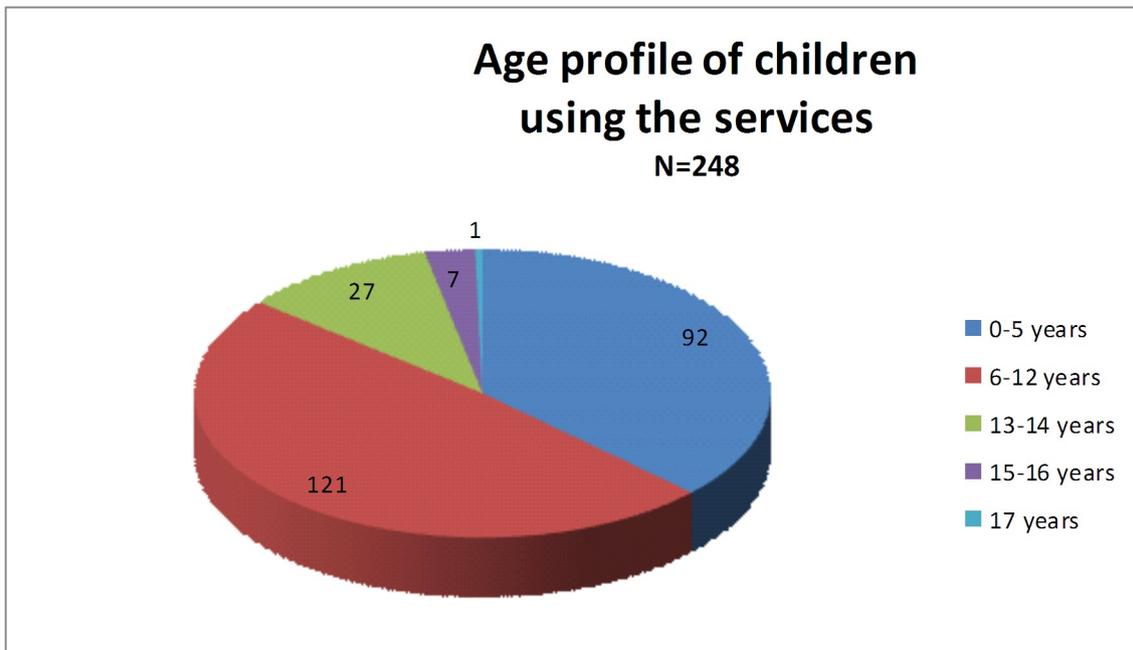


“I learned a lot about my children and myself - that we have a real bond again and my kids have a way better relationship”



- ADAPT service user who participated in Incredible Years.

Age Profile of Children in Child & Youth Services in 2016



Prevention & Awareness Raising

Awareness Training

ADAPT has developed a range of training programmes for professionals and other individuals to support them to develop their capacity to recognise domestic abuse and to respond and refer appropriately. We have developed a 1 day Level 1 (basic) training and a 2 day Level 2 (advanced) training. We have also developed a taster workshop which gives staff a taste of what the full training and hopefully whets their appetite for the full training programme. We have also been contracted by agencies to deliver training targeted at specific professionals e.g. Gardaí, staff in maternity hospital.



Training 2016

Level 1 - Run in Clare, Limerick & North Tipperary. 48 participated.

Bespoke Training: Student training based on Level 1. Run twice. 27 participated.

Bespoke Training: Taster Workshop designed for staff in maternity services. Run twice. 22 participated.

Other Level 1: 7 workshops run—open to frontline providers. 103 participated.

Level 2: Open those who completed Level 1. Run twice. 33 participated.

Bespoke Training: Taster Workshop designed for student Gardaí. Run 12 times in Templemore Garda College. 202 participated.

Other taster workshops: 4 other taster workshops were run. 76 participated.



Income Generation & Fundraising

ADAPT is fully committed to achieving the standards in the Statement of Guiding Principles for Fundraising.

In signing up to the Statement of Guiding Principles for Fundraising, ADAPT commits to:

- Promoting high levels of accountability and transparency;
- Providing clarity and assurances to donors and prospective donors.
- Ensuring that information on our fundraising activities is available to the public.
- Welcoming feedback on our performance and has established procedures to facilitate it.

We received approximately €1,567,090 in state funding in 2016. We used this funding to deliver a range of services for women and children. However, we need to supplement this funding in order to sustain services at their current level. Each year we have to raise over a quarter of a million euro. We depend on the generosity of the public to raise this money and to continue to provide our services 24 hours a day 365 days a year.

Thanks to all our supporters. We are indebted to our socially conscious supporters and corporate partners and to our dedicated volunteers who helped us in 2016. Our volunteers helped out in the shop and with other fundraising events including bag packing, church gate collections, street collections and carol signing.

Other supporters also make unsolicited donations including food, clothes, toys and gifts for women and children. At Christmas in particular, the generosity of the public is very apparent and they make sure that the women and children are not forgotten by Santa! To all of you we say a huge thank you.

Charity Shop

Our charity shop on Sarsfield Street continued to perform well in 2016. We accept new and quality used ladies', gents' and children's clothes and furniture. We also accept good quality household goods that are in saleable condition. A huge thank you to all who have donated goods to our shop!



Corporate Volunteers

As part of their corporate social responsibility programmes (CSR) many companies encourage their staff to participate in volunteer projects. ADAPT welcomes this commitment and has benefitted from corporate service days. We want to thank DELL, Vistakon and Stryker all of whom ran service days in ADAPT in 2016.

In 2016 our income generation and fundraising activities raised a total of €291,538. We could not have done this without our many volunteers and our corporate partners. This is an amazing amount to raise in such a difficult economic climate.

Accountability for Funds Received

The public have the right to expect us and all charities to be operate to the highest standards. We can assure our generous supporters that we do, and always have operated to the highest standards of transparency and accountability.



Income & Expenditure

The total cost of running ADAPT Domestic Abuse Services in 2016 was €1,872,572.

Chart A below shows the sources of this income:

84% (€1,567,090) came from government sources.

1% (€13,943) came from philanthropic bodies.

The remainder – 16% (€291,538) – was generated by ADAPT.

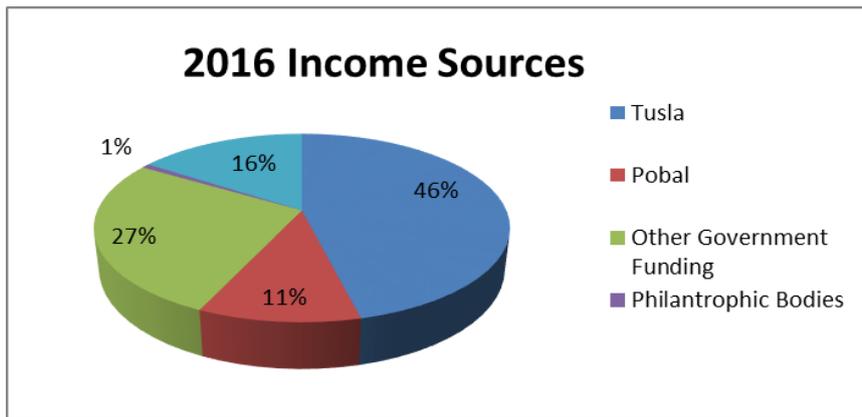


Chart A: Income Sources in 2016

Chart B below shows how this funding was allocated:

71.4% (€1,336,653) was spent on the provision of services for women and children

8.2% (€153,170) was spent on prevention and public awareness including training for frontline professionals

10.9% (€204,341) was spent on organisational services to support the organisation e.g. HR, administration

6.8% (€126,435) was spent on management and service development

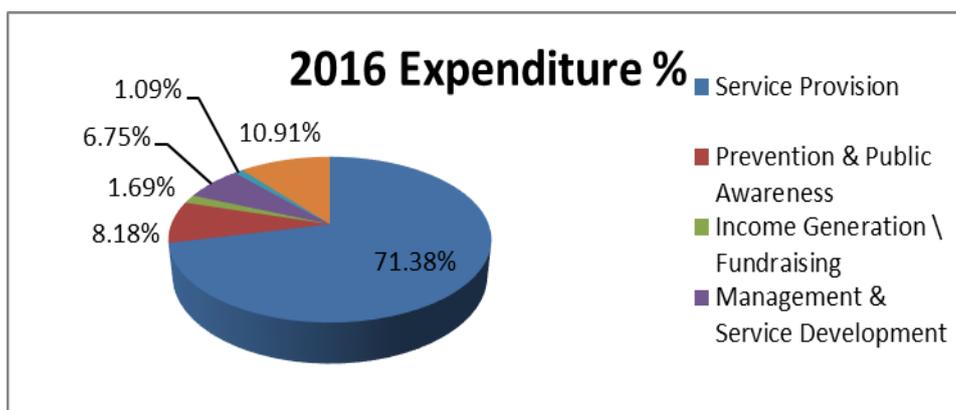


Chart B: Breakdown of Expenditure in 2016

ADAPT received statutory funding in 2016 from the government sources listed below.

We greatly appreciate their support.

