

Macroom Family Resource Centre

Annual Report
2019-2020



chairpersons Address/organisational overview

February 2020

Work is well underway on the Macroom bypass. Reports are that it should be complete by 2022 and we should all benefit from the reduced congestion in the Town Centre and the improved shopping and parking experiences. On the social side of things, we in Macroom FRC have been working tirelessly to ensure that our Town, our Wider Community and our Organisation are not bypassed in the drive of centralisation in Ireland.

Our efforts for over a decade have been towards ensuring that services and supports for our community are available in Macroom and that the need to travel to Cork or Killarney to access services is minimised. We fully support localised decision making as being in the best interests of rural communities when it comes to providing quality targeted services.

We fully support the recent initiative to restructure the HSE into seven regional Bodies that will be accountable locally and focused locally. This type of initiative can only benefit communities such as ours.

As I write this overview of our work for 2019/2020 I am reminded to examine the goals that we set ourselves when we last reported. I am pleasantly encouraged by the progress that we have made on, a number of fronts.

- We spoke last year of our ambition to expand the work of the Centre and to expand services. As I write this report we are in the process of planning and registering an additional Macroom FRC childcare facility in Macroom. This service is in collaboration with St. Josephs National School and it is hoped to commence services after the summer 2020. Not surprisingly this project is fraught with potential obstacles, such as securing the funding for building renovation, securing a new service registration through Tusla and finding suitably qualified staff to operate a safe and professional service. We are delighted to be part of this collaboration with St. Josephs. Both organisations are local voluntary groups who have the development of the community at heart. It is hoped to start this service in a small way and develop the operation over, a period of time as it becomes more established.
- One of our goals this past year has been to establish ourselves as part of national groupings with similar objectives in childcare and community development. This objective was achieved through our membership of Early Childhood Ireland who are a support body for organisations working with children, and also through our collaborations with CRANN who provide a network forum and a lobbying platform for childcare groups nationally. The benefits of such networking, although time consuming is agreed in MFRC as being crucial to achieving local results through national interventions.



- Macroom FRC has always provided support to sister community groups in Macroom, in terms of financial support or expertise. This past year we were delighted to be, in a position to work closely with Macroom Senior Citizens Group to support organisational planning and restructuring for the future. Like many community groups, including ourselves this group is working hard at achieving the standards that are now required of voluntary groups in terms of governance and operations. We were delighted to “come alongside” this group and to provide support. We were also delighted with the support provided by HSE for this initiative.
- I have such pride in the manner that Macroom received and welcomed a community of Asylum Seekers to our town during 2019. It is a fact that Macroom has been praised and given as an example of what can be done by small towns in rural Ireland in supporting families who have come from inhospitable environments that necessitated absconding from their homes. Macroom has provided shelter and entry to our schools, along with childcare and membership of our local voluntary groups. This is what community is about.

childcare

2019 was a very difficult year for all services involved in the provision of childcare. The pressure that built on services who were required to re-register as service providers to satisfy regulation, reached ridiculous levels. Macroom FRC were not exempt from the pressure and I watched the amount of effort that was required to meet the demands.

Many Childcare services looked to be close to closure and most childcare practitioners were visibly stressed and worried about services and jobs. At some point approaching Christmas and “the deadline” someone seemed to pull the release valve and, all of a sudden there was more time and more support.

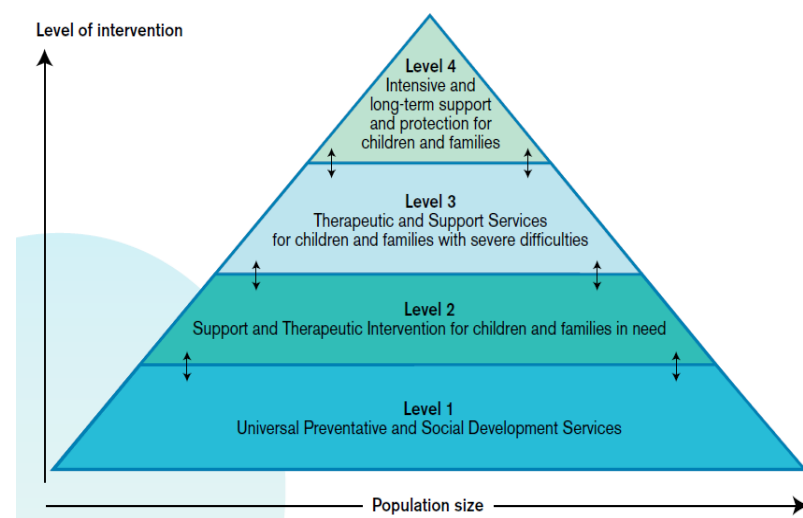
Why it was deemed necessary to create the panic and build such pressure on this sector must be questioned. I’m hopeful that lessons have been learned from the debacle and that we might at some time return to working in partnership and in a supportive manner rather than being subjected to a system that is bullying and focused solely on compliance with regulation.



childcare challenges 2020

It is a fact that the pay rates for childcare practitioners in Ireland are very poor. As a result of this, many school leavers are not seeking to pursue childcare as a career, despite in many cases being drawn to this as a possible career path. The standards and pressures are mounting but the remuneration does not match. In Macroom we have difficulty attracting qualified childcare practitioners and at the same time we are trying to expand our services for the local community. This is our biggest challenge and quandary for 2020. For us to increase wages means that fees are also increased, which is not what we want. Our time is spent balancing both sides of this coin. We are hopeful of some relief through state supports for the improvement of staff salaries. After all, this sector is responsible for our most valuable asset, our children.

measuring what we do



In Macroom FRC our workload is measured. We use a system called the “hardiker model”

- Level One: which is the main body of our service user population who avail of our universal services (65%?)

- Level Two: reflects the service users in our Centre that require additional supports to access and participate effectively in their specific environment (10%)
- Level Three: for individuals and families who are part of our Counselling Programme, Aim Programme or Rainbows programme (15%)
- Level Four: for Service Users who use all or a number of our services and who require significant time and resource investment from our Centre (10%)

In comparison to more densely populated areas in the main cities our percentages in levels 3 & 4 would not be as high and therefore would not attract funding based on volume of needs. This is the challenge that faces Macroom and similar rural areas throughout the country. **How do we attract resourcing to local areas that slows down the need to access services in the main cities?**

Thanks to all those who contributed in any way to our work in 2019 / 2020. Our Service Users, Our Volunteers and Our Staff have all contributed greatly to the immense amount of valuable community activity which takes place in our Centre.

Thanks to my fellow Board Members and to our Manager Seamus for making my job as pleasant as possible under often difficult circumstances.

I'm finishing with the same thought as last year.

“Perhaps we are never intended to reach an end goal and the job is more to do with the journey and the impacts that we make on our people and them on us.”

Thank you most sincerely
Olive O Riordan (Chairperson)

secretary's report to Annual General meeting on work and activities

Secretary's Report

The Board

This report is for a period of 12 months from March 2019 to March 2020

The Board currently has five Directors which, is in line with our Articles of Association.

During 2019 our long-term Board Member and Company Secretary, Peggy Curtis, stepped down from the Board. This position is now filled by Norma O Connor who acts as our Company Secretary.

The Board has convened for 9 Board Meetings during this period. Our 2019 AGM was held on the 13th March 2019 and this report is being presented to the 2020 AGM on 11th March 2020.



My name is Norma O Connor and this is my first “Secretarys’ Report on behalf of Macroom FRC. It will be hard to follow in the footsteps of my predecessor Peggy Curtis who stepped down from the Board at our AGM in March 2019. I’m hopeful that I can live up to the standards that Peggy set in her time as Secretary.

In making this report I have decided to stay with the tried and tested and not to make too many deviations from previous report structures. I hope, with the help of the staff and Board to provide a clear, easily understood overview of the work of our organisation and our impact on the local community in Macroom and surrounding areas. I also hope to highlight the challenges that we have faced and will face over the coming months and possibly years ahead.

Resource centre

Our Board and our Centre Manager, Seamus, spent a lot of time discussing the physical infrastructure of MFRC. We have been operating since 2005 and while we make a point of ensuring that the Centre is well maintained and looking well, it is inevitable that some core facilities become worn and defective. In the past year or so we have begun a programme of works to restore / upgrade our flooring, heating, fencing, lighting and website. Much of this work was accomplished during 2019 and plans are well under way to complete work on an environmentally efficient heating system during 2020 and 2021. Unfortunately, our longstanding plans to develop the 1st floor of our Centre for enhanced community support services is still a bit away. This is solely a financial obstacle which has been ongoing for quite a few years since we first applied for planning permission to develop the Centre. Our commitment to this development is evidenced by our reapplication for planning during 2019, which was granted. Our agreed intention is to continue to include this project at every opportunity when submitting funding applications.

On the governance side of our operation, it was notable how much time was devoted to enhanced standards in Charity Oversight and management. In February of 2020 the Board adopted the “Charities Governance Code Compliance Programme” which commits MFRC to

- Clear core standards of objective
- Standards in relation to “potential conflict of interest”



- Clarity of strategy
- High standards of Governance / Management
- Staffing standards, i.e. recruitment, training, support, supervision and pay
- Stated commitments to our service users
- Financial management and organisational sustainability

We hope that through this framework we can maintain a high level of performance, goal achievability and compliance over the coming years.

Each year there are, a number of specific themes which dominate the operational agenda of Organisations like Macroom FRC. These themes, which are normally, initiated externally, impact on everything that we do for the period. Setting the priority agenda has not been in our hands for quite a few years now, which is a frustration for Community Groups like ours, who would like to pursue local interests / needs more, but find ourselves being drawn into actions and issues emanating from National Government or Funders or the EU.

This past year the main themes have been,

- Re-registration of all services who provide childcare in Ireland. This process created a national panic in childcare operations and with childcare practitioners generally for the whole of 2019 & MFRC was no exception. Although the process has now been extended in part to 2020, it appears that we have completed the process successfully. Our Registrations for both Pre-school services and School Age Children services have been completed and are valid for the next three years.
- Governance (as specified earlier)
- Online reporting was a challenge for us during 2019. We now report online to Pobal, DYCA, Tusla, Charities Regulator & National Childcare Scheme. A challenge for us, as a multi-source funded organisation is to provide for additional staffing to adequately maintain numerous systems to the required standards.

Right now, groups / charities all over the country are busy writing reports like this one and finalising accounts for last year, and we’re no exception. When a group survives from year to year on “unguaranteed” sources of revenue, it is incumbent on us to tick multiple boxes from multiple funders to ensure continuity. To this point we have been successful in reaching standards that satisfy ever increasing demands on our sector.

We’ve stated in last years’ report and will repeat every year that:

“Standards cost money and at some point, our sector will reach breaking point”



Services/Activities in macroom FRC

In general we have been very active in a number of key programmes, namely:

- Childcare: This Programme dominates the bulk of the financial and staffing resources of Macroom FRC.
- Counseling: Both Family and Individual which we operate on a referral basis but are not always, in a position to provide due to availability of resources.
- Parental / Child Access: This service is the only such support available locally and without which service users would have to travel to Cork or Killarney
- Bereavement Support through Rainbows: A facilitation programme for children who have experienced bereavement
- Community Information services, which operates formally and informally for our Service users as they pass through.
- Community Group Supports where we provide advice, start-up supports and referral services to new and emerging groups who wish to work on local issues.

Core Funding in macroom FRC

The distinction between Core funding and Service provision funding is important to us.

Service provision funding relates directly to specific services provided, or numbers of children enrolled and can fluctuate considerably from year to year while Core funding provides for us to continue to exist from year to year and be in a position to respond to local needs as necessary. Our core funding ensures the continuity of services in between busy times and not-so-busy times.

Most of the revenue for Macroom FRC is directly related to our numbers of service users, i.e. if a child leaves our Centre the funding for that child, in fees or subvention, follows that child.

Services in macroom FRC

Childcare

Childcare continues to be the dominant service Programme in Macroom FRC. During 2019 we operated our Childcare Programme for a total of 51 weeks, with one week's closure for the Christmas period. Our efforts were in the provision of services for children from 3 months to 13 years. Our services included Creche, both part-time and full-time: Daycare, both part-time and full-time: After-schools, including early and late collections and: Morning Preschool sessions for both Junior and Senior children from under 3 to 5 years.

Many of our children attend for a mixture of services depending on the Family childcare requirements.

We provided childcare during 2019 for a total of 150 children when the entire year is taken into account. We are licensed to accommodate up to 60 children at any one time so it is a constant juggling act to provide a service for as many children / families as possible while remaining within regulation.

This is a major responsibility and we endeavour to do our very best to ensure that all of our children get the best possible care and developmental supports.

Childcare services are inspected regularly at different levels and by different agencies:

- Tusla who inspect that our standards, in regard to practice, safety and general compliance are up to standard
- Pobal who inspect that our recording in relation to childcare funding, attendance and registration are compliant
- Depart of Education who examine the educational standards, reporting and approaches which are in operation in the Centre

During 2019 MFRC were inspected only by Pobal, who looked at all aspects of funding received towards the childcare functions from government sources. Also, this process examines the billing systems in place which ensure that all are treated equally and in line with stated billing practices.

Issues, such as the non-attendance of children and inaccurate registrations always pose a challenge. We always aim to keep the levels of such cases to a minimum.

While we were not inspected by Tusla or dept. of Education during 2019, our reports from 2018 are online for public viewing.

The standards of governance, safety and qualifications are being raised every year, and keeping pace with new requirements is a constant challenge for all of us here in the Centre.



Macroom FRC is committed to an approach of “Child Integration” in all aspects of our service. This includes, working with issues of cultural diversity, economic diversity and physical / mental diversity.

While, in theory this approach sits well with, all of our stake holders, the reality of achieving full integration is a constant challenge. We work hard at overcoming these challenges by:

- Ensuring that our staff are trained and accredited in all aspects of the Protection and Welfare of Children through Children First which is our National Framework
- Placing additional staff in rooms where language is a barrier to children participating in activities and where possible providing by-lingual services. This plays a major role in preparing children for Primary School.
- Closely liaising with parents of children with disabilities to assist them in sourcing the required supports to ensure that their child can attend MFRC and participate fully with, all of our other children.
- Supporting Parents to access available childcare programmes, without which childcare would not be possible.
- For children of pre-school age, we often work with parents in identifying signs of special need. This is in the absence of actual assessments for these children within “the system” due to their age. Our work often supports parents to, make contact with the relevant assessment bodies especially in light of our daily experience of the children in question. Many however commence mainstream primary schools without official assessment.

Without any direct funding for this work, we depend on innovative partnerships between parents, schools and Macroom FRC to enable simple but effective arrangements to be put in place and coordinated effectively. This is what we do best.

We try to be innovative and flexible to accommodate need.

new developments in 2018

Apart from the aforementioned, re-registration issue, for childcare there were also a number of new developments in national childcare during 2019, namely: the NCS (National Childcare Scheme)

The NCS went live in October of 2019 and is intended to replace, a number of other childcare programmes such as CCS, CCSP, CETS, CEC and more. The programme places the onus on parents to complete childcare registrations directly online with Pobal and negates the need for services to have private parent information. It also allows parents to contract with childcare services of their choice to deliver the required services

In the long term this programme has the potential to provide an effective funding system for childcare in Ireland, but it is not without its teething problems as we have discovered since we signed up for the programme.

The short-term downside of the changeover is that we are currently operating a dual system while the old programmes are being run down and the new programme is taking over. 2020 should begin to show a clearer and more manageable system for providers and parents alike.

“ChildPaths” has become part of our system since 2017 and during 2018 we continued to use the system in as many of our childcare functions as possible. This is a Child Centred appropriate software system which supports our childcare recording systems and greatly reduces the need for hard copy recording. This system records individual children and specific groups of children by way of attendance, feeding, hygiene, activities and child development.

The most popular advantage by far in our experience has been the capacity of the system to allow parents to keep in touch with everything that their child is experiencing and doing while they are in Macroom FRC. Photographic and documented information is updated constantly and can be accessed privately by parents for their own children.

Another positive aspect of the system has been to facilitate children and parents to interact at home as a continuation of the daily activities.

Childpaths is operated by MFRC free of charge to ensure that we can use the facility for all children and not just those who are willing to pay for it.

Smart Start

Macroom FRC received the Smart Start Quality Award in 2018.

This is a quality programme operated through the National Childhood Network and supported by the HSE. It focusses on Macroom Family Resource Centre becoming a Healthy Ireland Pre-school Service.



Staff in Macroom FRC have been trained in this programme and it has been operational in MFRC since 2018. The primary focus, of the programme has been to work with Parents & Children on

- Health Promotion
- Oral Health
- Nutrition
- Health & Safety
- Physical Activity
- Emotional Well-being



This Programme involved some major changes for our staff who took it in their stride. The preparation for the programme was carried out over a twelve-month period by our senior staff prior to launching the programme in June 2018

Sensory Facilities

Through funding which was provided by Cork County Council MFRC outfitted a Sensory Room Facility in early 2019. It has taken us most of the past year to design a programme of use for the facility. We worked with the Kids Clinic in Ballincollig to design an appropriate system for use for both typical and developmentally delayed children.

Our intention, at the moment is to begin operating in a few ways, namely:

To inform our service users that we have this facility (*Sensory Facility*) and offer it for use under professional guidance for children who are already receiving sensory support privately or through HSE.

We will also be happy to discuss with parents “undiagnosed behaviour” and see if we can find a way of providing an early intervention through use of the *Sensory Facility* where this is agreed by all concerned.

We have sourced some foundation training from a Paediatric Occupational Therapist for our own staff to assist them in supporting agreed activities in the Sensory Facility for use with children attending the Childcare Services.

We are delighted to make the public aware of the existence of this facility and its availability to them.

Finally, we are happy to hear from other private professionals working with children from this area to discuss how we might support them in their work with local children and possibly avoid them having to travel too far for supports.

Considerations for use of the Sensory Facility in Macroom Family Resource Centre:

- Typically Developing Children attending Childcare Services may access the Sensory Facility as part of their childcare programme routine or structure. By accessing the Sensory Facility, the child’s sensory development is being supported through a variety of sensory experiences, i.e.

- Visual Development
- Auditory Development
- Tactile Development
- Movement Development & Body Awareness/Coordination

Use of the *Sensory Facility* contributes to the aims & learning goals set out in the four main pillars of AISTEAR: *the Early Childhood Curriculum Framework*, e.g.

- **Wellbeing** eg *Children will be as healthy & fit as they can be by gaining increasing control & co-ordination of body movements; discover, explore & refine motor skills in a multi-sensorial way; express themselves through a variety of play; develop & nurture their sense of wonder & awe.*
- **Exploring & Thinking** eg *Children will learn about & make sense of the world around them by engaging, exploring & experimenting in their environment; develop a sense of time, shape, space & place; express feelings, thoughts & ideas through moving, playing, art, story-telling etc.*
- **Communicating** eg *Children will develop use of language & communication using a range of body movements & express themselves creatively & imaginatively using verbal & non-verbal communication; use language & movement to explore sound, pattern & repetition in language; express their feelings through a variety of multi-sensory experiences eg story telling, moving to music, role-play etc*
- **Identity & Belonging** eg *Children will have a ‘sense of who they are’ through learning opportunities that allow them to express their ideas, preferences & needs & have a sense of co-operation, responsibility & negotiation through group play & group activities.*
- Children with additional needs will benefit from participating with their group in the Sensory Facility eg
 - Children with gross motor difficulties, e.g. balance, ball skills, spatial awareness, etc.
 - Children with attention / concentration difficulties
 - Children with social participation difficulties / anxiety/difficulty with transitions.
- Children with sensory processing difficulties eg auditory sensitive, tactile sensitive, sensory seeking behaviours.



Our staff have been initiated / trained in the planning and implementation of effective room activities and it is hoped to develop this programme at a manageable pace during 2020

macroom Family Resource Centre childcare Pricing Policy from 28th August 2019

Our centre operates a core pricing policy of **between €4.80 & €6 / Hour (or part of)** depending on the type of service being availed of in Macroom FRC.

We operate a **minimum stay of 3.5 hours** policy & all costs are inclusive, i.e. contributions to food and admin are not additional. Half Day 3.5hrs – 5 hrs. Full day 5 – 10 hrs.

We give **priority to full-time and regular care** over part-time and intermittent care.

We operate within the Gov. Subsidy Programmes.

Service	5 days	4 days	3 days	2 days	Cost per day	Cost per half-day <5 hours	Cost per Additional Hours
Babies under 1 year	€230	€193	€151	€105	€57.75	€31.50	€6.50
Wobblers between 1 and 2 years	€230	€193	€151	€105	€57.75	€31.50	€6.50
Toddlers over 2 years of age	€230	€193	€151	€105	€57.75	€31.50	€6.50
After Schools from 1.40pm	€136	€115	€92	€65	€35.50	N/A	N/A
After Schools 2.40pm to 3pm	€115	€97.50	€79	€54.5	€30.50	N/A	N/A
Pre-school Play-Group (5 sessions per week)	Free for eligible children €80 if paying				€16 per session	N/A	N/A

counseling and Family supports

Counseling, through Macroom FRC is described as a “low cost model” whereby it is charged on an “ability to pay” basis. Due to the reduced levels of counseling resources available to us we have placed more emphasis on the contributions of clients while trying to ensure that no referral is without supports.

Our Counseling Programme is funded by the Child and Family Agency (TUSLA).

While we are delighted to have continued funding for this programme we are very limited with the levels of intervention and the number of possible sessions on offer for such interventions.

We will continue to attempt to provide a range of counseling options within our available resources, i.e.

- One to one individual counseling
- Relationship / Marriage counseling
- Pre-accredited counseling for those who are willing to accept this
- Rainbows group facilitation for Children who have experienced bereavement
- Play therapy / counseling for some children

supervised visitation/access

The nearest Supervision Centre outside of Macroom FRC is based in Cork City. We have provided supports for Families through Supervised and Unsupervised Access every year for the past decade and each year this service has been utilised by local families on multiple occasions and by some for, a number of consecutive years.

This service is fundamental in its nature and provides for Children to have Access to Parents in a safe environment which is neutral and away from difficult family situations.

Our “Access Programme” is, without doubt an unrecognised resource for Macroom and yet this service receives no direct funding outside of our existing resources.



Without this intervention many parents in rural areas would be forced to use services in Cork City at great cost in terms of finance, time and distress to children.

By its nature this type of support is provided in an atmosphere which is adversarial and sometimes aggressive.

This service has always tended to take up a disproportionate percentage of time and resources. When service users utilise this resource it tends to be long-term and almost invariably involves dealing with Families, Social workers, Solicitors and directly with the Courts. Our challenges have been:

- To encourage parents / guardians to recognise this service as being in the best interest of their child or children, and to encourage them to set aside differences for the period of the access
- To ensure that both parents / guardians respect the neutrality of our Centre in regard to the provision of this service and do not attempt to involve the Centre in actions aimed at gaining retribution against the other party.
- To guarantee a safe environment for the child/children, the visitor and for our staff.

Our approach to this service has been one of constant vigilance and by taking each situation on its individual merits.

Like so many of the supports that we provide this service is in dire need of further development and investment.

website

www.macroomfrc.com was revamped and updated during 2019. Although we do not attract many new service users through this medium, as most come through word of mouth, we value this site as a place where we can demonstrate our work and our organisational potential in an open and transparent manner to all who are interested.

We have received childcare, counseling and educational enquiries through this medium continuously over the past few years. Job enquiries are a regular form of communication to our site.



new and developing work

meitheal

Many people in rural areas will be familiar with the term meitheal which has been a mainstay of life in the country for many years.

In the past few years TUSLA have adopted the term for a specific operation which they continue to roll out nationally.

Through the Meitheal Programme participating Organisations aim to work in a planned and shared manner to support children who are identified as “being in need” of coordinated supports. For example, a school can suggest that a meitheal for or on behalf of a particular child who might be in need of coordinated support. In consultation with the parents of the child the matter would be supported by the TUSLA Meitheal Officer and a meeting would be called of all professionals involved with the child. This could include Teachers, Social Workers, Childcare providers Health Professionals, etc.

Macroom Family Resource Centre is delighted to support and participate in this programme in line with our policies of supporting Families and Children

macroom Rainbows Group

We have been committed to supporting Children through the effects of bereavement since we opened in 2005. The Rainbows Programme is a national programme that provides a framework for this support to take place and the positive feedback in relation to the impact on children has been positive throughout the period of our involvement.

During 2018 all of the Voluntary Facilitators for the Rainbows Programme had to re-train / upskill in the renewed standards for the programme.

During 2018 our number of programmes was reduced greatly due to the lack of volume in applications. This was impacted greatly by the change in policy as to the make-up of the groups which now prevents us from bringing certain categories of bereaved children together. In the past we were allowed to form groups of children of similar age regardless of their “type of bereavement”, i.e. Family Break-up or Death of a loved one. This mix is no longer permitted within the programme which has impacted on our service greatly, due to the small numbers of applicants in the Macroom area.

We intend to continue with our involvement during 2019 with the hope that we will be, in a position to provide Rainbows to many more local children during this period.



Macroon Bereavement Group

This is a local group who provide independent supports for families and individuals who have been affected by bereavement. Services / Supports include drop-in supports, local meetings and planned talks. This service is provided by a local group of volunteers who have been tutored in the provision of supports to loved ones of recently deceased local people.

This is a non-intrusive and non-judgmental service which can be accessed easily in the event that an individual requires such support.

Grow

The local GROW mental health support group continues to meet in Macroon FRC on a weekly basis. The Group can be contacted through our Centre or through GROW directly. This support group operates in a private and low-key fashion and provides a local support to members of the Macroon group.

Macroon Asylum Seekers Group

In the summer of 2019 Macroon welcomed a substantial number of new residents to the town from diverse and distant locations. The Riverside Hotel is now home to over 100 residents for, a period of time while Asylum applications are processed.

Macroon FRC are delighted to be part of the local "Asylum Seekers Support" network where we try to coordinate support and services for the families in Riverside. In particular we have been able to support childcare services, counselling services and access to local community initiatives / groups.

While we are not in position to say how long we will be hosting this community we are very proud of the reception that they have received in Macroon. Ceard Mile Failte

Expansion of Childcare Services

MFRC are currently in talks with St. Josephs National School in respect of the provision of childcare services on site in St. Josephs. If all goes well and funding is successfully secured along with registration for the service, we may be providing a Senior Preschool service on site and in collaboration with St. Josephs.



Centre Users/Collaborators

Over the past year our Centre has been used by a number of Groups for Community purposes. Also we collaborated with numerous local Groups in the execution of our work. We are sincerely grateful to all concerned for their support and friendship.

- Employability Services
- West Cork Travellers Support Group
- Macroon Senior Citizens Committee
- Macroon Youth Network
- Macroon Youthreach
- Muskerry Community Employment Project
- Macroon District Environmental Group
- Macroon Youth Services
- Macroon Bereavement Group
- Macroon Adult Literacy
- Macroon CIC
- Bishop McEgan College
- Clann Aire Childcare
- MABS
- West Cork Women Against Violence
- Cope Foundation
- Macroon Community Drugs Initiative
- HSE North (Southern Section)
- Meitheal (TUSLA Programme)
- TUSLA
- GROW
- SHINE
- West Cork Development Partnership
- SECAD
- IRD Duhallow



Finances

2019 Key Figures and Statistics

Salary Costs	€362,273	
Operating Costs	€147,224	
Tot Expen.		(€509,497)
Service User Fees Income	€248,633	
Free Preschool Income	€125,722	
Childcare Subvention Income	€11,329	
CETS (Parent Education Subsidy)	€5,189	
AIM (Access/Inclusion Childcare)	€21,450	
CCSP (Universal Subvention)	€26,722	
Nat Childcare Scheme	€2,512	
HSE, TUSLA & Counseling Grants	€82,815	
Pobal Capital	€1,250	
Cork County Council	€5,000	
Donations	€750	
Misc Inc	€12,888	
Total Income		€544,282
Net Creditors / Debtors @ 31/12/19		(€25,000)
2019 Surplus / Deficit		€9,785



staffing

Poor pay levels in the childcare sector has led to a significant decrease in entry levels for childcare practitioner training. In a rural area such as Macroom, this staffing shortfall impacts greatly on our ability to sustain current services or to add to the childcare services in Macroom. Recruiting new staff to work with us in childcare has proven to be very challenging over the past two years in particular.

Our weekly operational hours for 2019 were maintained in line with the previous year at between 500 and 550 staffing hours per week.

Our People are the most important element of our operations in Macroom. Over 80% of our turnover is expended on our staff. Our efforts to maintain a loyal, well-trained and content workforce is central to the quality of service that we aspire to provide. We hope to continue to build the quality of our services over the coming years through staff development programmes and better reward systems.



The qualifications, expertise and most of all the attitude of our staff to the provision of a wide range of social services is what makes our Centre special.

mile buiochas

2019 Staff

- Seamus O Leary is our Centre Manager and our link from the Board to all daily operations
- Deirdre Hurley is our Centre Administrator
- Louise Coughlan is our Childcare Supervisor with responsibility for the standards and care within our childcare programme
- Amanda O Callaghan, Orlaith Lynch, Amanda Twohig and Hilda Regaspi are our Childcare Seniors who form part of our programme management team and manage childcare and staffing standards.

We have numerous staff who are designated to childcare:

- Amanda O Connor
- Gina Campion
- Margaret Kelleher
- Bernie Spillane
- Anne O Mahoney
- Agata Zarzycka
- Karen Clarke
- Emma Nott
- Sandra O Mahony
- Belinda Costin Healy
- Kamila Magdziak
- Marie Relihan
- Claire O Riordan
- Fiona Cunningham
- Dan Kiely
- Jerome Coakley



Our ambition is to keep our staffing turnover to a minimum so that our consistency of quality is maintained.

Norma O Connor (Secretary)



macroom FRC core details

Mission Statement

Macroom Family Resource Centre (The Project) is a Community-Based Voluntary organisation which aspires to promoting and developing family support services in the Macroom Area and its hinterland.

We are committed to working with the full participation of individuals and groups towards improving our Community socially, economically and educationally and with our priority on the most disadvantaged.

Our Values

- User friendly and approachable with an emphasis on mutual respect.
- Committed to ensuring a social balance at all levels of our operation.

Our Approach

- Working in participation with other agencies while maintaining the right to an independent view
- Achieving success by offering realistic, well planned and adequately resourced programmes and activities
- Integrating equal opportunities policies in all aspect of our work.

Aims

1. To provide, promote and develop a wide range of community-based family support services
2. To create opportunities for individuals and families to become actively involved in their own learning and development
3. To encourage and provide opportunities for people to become involved in educational and developmental programmes towards realising their full potential
4. To promote and develop a community awareness in health care, education, community development, social justice and empowerment.

Objectives

1. Provision of a quality childcare service for children from 3-months to 13 years
2. Provision of a professional counselling service for individuals, couples and families
3. Promotion of research into the difficulties being experienced by families
4. To encourage and provide opportunities for people with leadership qualities to become involved in the community
5. To promote educational opportunities
6. To work hand in hand with other agencies in alleviating poverty
7. To develop an information bank on community initiatives, educational opportunities, health and rights issues and to make this information available to the local community and to service users
8. To listen and respond to local community initiatives with particular focus on disadvantage.



