



**Community**  
Response

# ANNUAL REPORT 2017

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## CHAIRPERSONS ADDRESS

This past year has been an exciting time to be the Chair of Community Response, the projects development has been an incredible story and it is great to be part of it. I have had the privilege to be involved with this organisation for the last six years, and 2018 will be my final year as Chair. The committees next key task, with myself as Chair, will be to work on the new Strategic Plan, 2018-2021, to provide the team with a clear road map in its next stage of development and growth. We will expand on the significant work that has been done on ensuring as a board we meet, and surpass, best practice and governance within all areas of Community Response.

This development of that framework started when I was approached by the outgoing chair six years ago, and we have incrementally kept up to date with legal, operational and governance requirements. We are mindful that it is our responsibility to maintain funder confidence in our services. In this past year we undertook several actions which included the to shape and develop the long-term sustainability with the establishment of a finance, risk and sub-committee, and a quality assurance sub-committee of the Management Committee. We will without doubt ensure that an external audit of all aspects of the project is included as an action in the next Strategic Plan.

I would personally like to thank the committee for all of the effort that they put in during this period that has been transformative for the organisation, and to acknowledge those who gave time to these committees, as they form an important function. It was a pleasure to give the Project Manager, Nicola Perry, and the staff team the support the running of the service on a daily basis.

Finally, I would like to take this opportunity to acknowledge the tireless work that produces fantastic results and outputs. This is due to a collaboration the Management Committee, staff and service users- everyone's input has been vital to provide this much needed alcohol and liver health service in Dublin.

Of course none of this ultimately would be possible without the ongoing financial support from HSE Addiction Services, CHO 6 & 7, the South Inner City Local Drug & Alcohol Task Force and the Canal Communities Local Drug & Alcohol Task Force.

We look forward to 2018 and its possibilities,

Best wishes,

*Stuart*

Stuart Fraser  
Chairperson

## Project Manager

Community Response has had a successful year in 2017 Plan (2013-2016) as a Primary Alcohol & Liver Health Service. We have now produced a comprehensive programme that offers services along a continuum of care, from those actively drinking to those who are abstinent. Throughout 2017, and prior, we have actively involved our service users in the implementation, changes and development of the programme.

We have worked extensively developing referral pathways and treatment access for Hepatitis C - we have been integral to the development and expansion of the Hepatitis C Partnership (HCP). Particular highlights in 2017 involving Hepatitis C initiatives included engaging with the Mater Hospital & UCD School of Medicine of EU funded "Hepfriend" peer support research programme, which runs until early 2019. We held a national policy meeting in November 2017, "A Vision of Elimination" opened by the Minister for State Catherine Byrne, TD, and led by international keynote speakers.

We started a unique wrap around support service, in conjunction with HSE Addiction Services Castle St OST Clinic, offering on site group and one to one education and support for service users starting Hepatitis C treatment in the community- part of a wider national pilot programme. Early indicators are showing an amazing 100% completion of the 12-week treatment programme.

We will expand next year on our Hepatitis C work, including clinical and academic research, assertive seek and treat of those infected and advocacy with our clients. We will work along with the National Hepatitis C Treatment Programme to ensure that Ireland will reach its goal of eliminating Hepatitis C by 2030.

I would like to thank the Management Committee of Community Response, especially the Chairperson, Stuart Fraser, for the ongoing work they continue to carry out on a voluntary basis. Without the extensive work carried out through the last plan, and into this one, executed by Stuart and the committee, the project would not be providing the evidence based, service user led - as it is today. I also wish to thank everyone who has a stake in the project the team who work to be better and meet changing needs on a daily basis, our service users, key agencies who we share referral pathways with and our funders-HSE Addiction Services CHO 6&7, Canal Communities Local Drug & Alcohol Task Force, South Inner City Local Drug & Alcohol Task Force.

Best wishes,

*Nicola*

Nicola Perry  
Project Manager

## BACKGROUND OF COMMUNITY RESPONSE

Community Response was established in 1990, to support people in the local community affected by alcohol and drugs. Community Response underwent a significant change in 2015 following a strategic review. As part of this review the organisation undertook research into the unmet needs of the local community. This review found that within one kilometre of the service there were over 400 homeless beds. A key issue facing people using homeless services was alcohol, an issue compounded by a lack of available services offering alcohol based rehabilitation and support services. The need for alcohol support services within the wider geographical community was also noted. The effects of alcohol abuse on individuals and families is frequently devastating. Based on the views of respondents and local stakeholders, as well as consultation with the South Inner City Drug & Alcohol Task Force, a clear need was identified for additional alcohol support services in the local area.

**OUR VISION** To empower people to make and maintain healthy lifestyle changes relating to alcohol and poly-drug misuse.

**OUR MISSION** Community Response offers a local response to the difficulties faced by individuals, their families and the wider community in relation to alcohol and poly-drug misuse. We aim to provide a wide range of client centered services for those infected and affected by Hepatitis C . Our team provides health information, education and support to encourage people to make positive changes for their health and wellbeing.

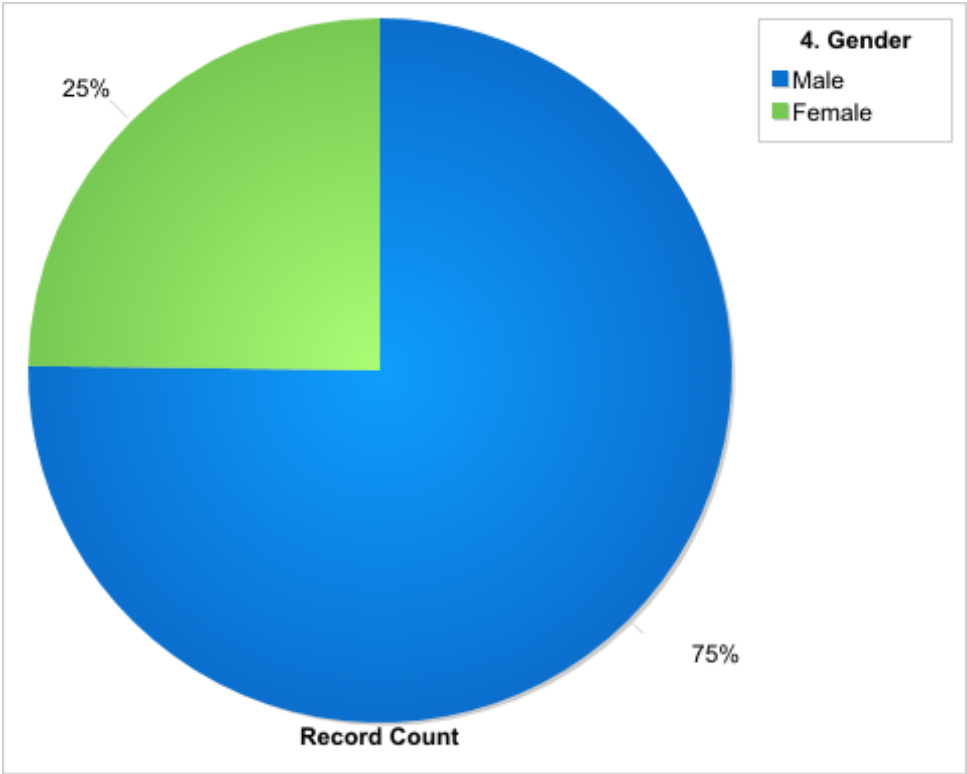
Community Response redeveloped its programme offerings to centre around several alcohol support programmes. The service also provides key working, holistic and relaxation supports. These programmes utilise the organisations experience, developed over the previous 15 years in relation to providing community based alcohol and drug services. The programmes are also firmly based in evidence as to what works and meet with national standards and requirements including the National Drug Rehabilitation Committee (NDRIC) and Quality in Drug and Alcohol Services (QuADS).

In addition to the provision of alcohol programmes, Community Response has a nationally recognised role in provision of Hepatitis C supports. This role has become further consolidated through the organisations support and development role for the National Hepatitis C Partnership. The Hepatitis C Partnership is a multiagency group who aim to provide services to support attainment of the goal of Ireland's population being free from Hepatitis C in 2030 (making Hepatitis C a rare disease).

# ANNUAL REVIEW: AN OVERVIEW OF THE SERVICE DELIVERY 2017

## I. Service User Profile 2017

Community Response welcomed a total of 125 separate individuals (94 males, 31 females).



## II. Sources of Referrals

Community Response received referrals from 9 different referral sources. With 165 referrals in total, 40 Service Users have had more than one referral in the reporting period:

Referral Source	Family	Self	Other Drug Treatment Center	Homeless Service	Social Service
Number of Referrals	1	49	81	13	2
Referral Source	Probation	General Practitioner	Mental Health	Hepatology	Total
Number of Referrals	4	5	5	5	165

## III. Overall Attendance Groups - Summary

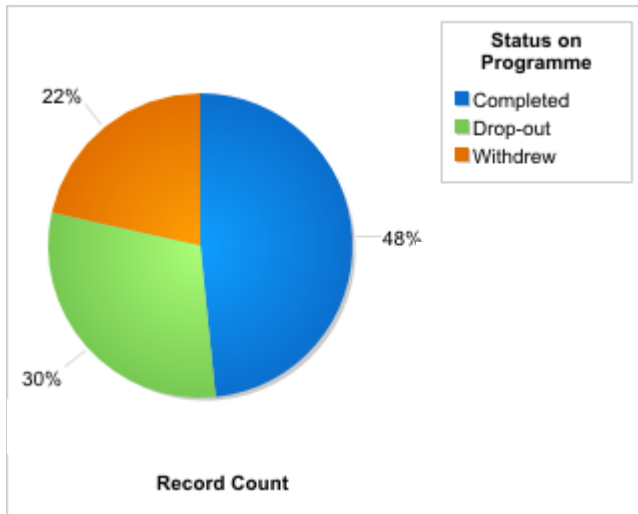
	Unique Service Users	Males – Unique Service Users	Female - Unique Service Users	Total Attendances
Alcohol Stabilisation	56	40	16	323
Alcohol Education	68	61	7	271
Change and Recovery	72	63	9	502
Relaxation	71	62	9	353
Family Support	15	-	15	359
Total Number of Unique Service Users – please note that some SU attended more than one group	279	226	56	1,817

## IV. 2017 Enrolments in Groups

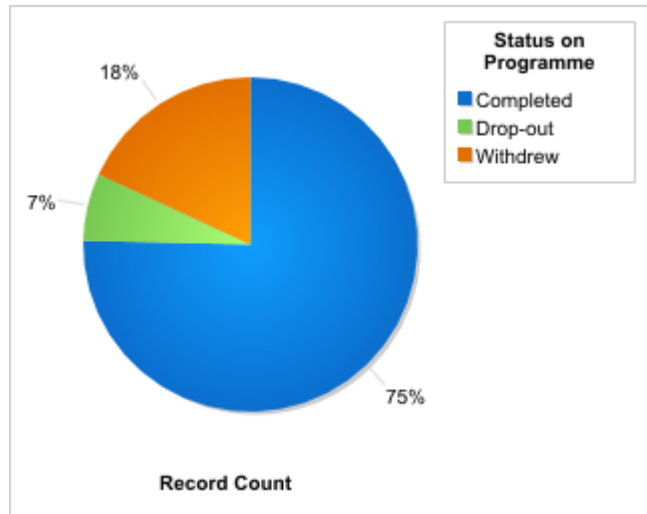
Programme enrolled to	Alcohol Stabilisation	Alcohol Education	Change and Recovery	Family Support	Relaxation	TOTAL
Enrolment Numbers	93	138	87	16	98	432

The charts below show the percentages of clients who completed, dropped out or withdrew from the programmes:

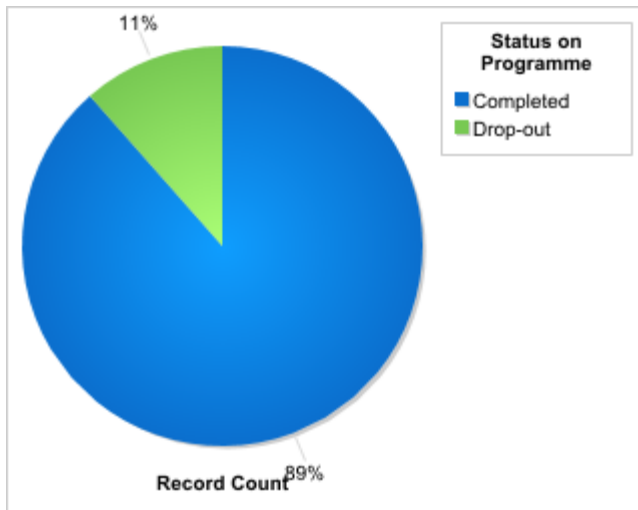
**Stabilisation Programme 2017**



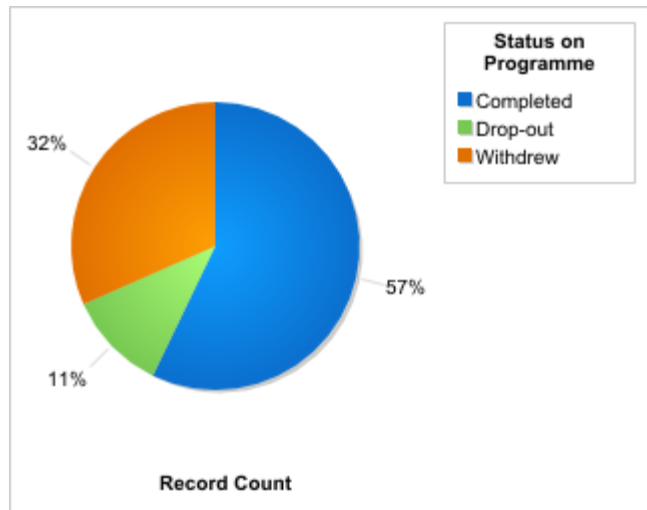
**Alcohol Education Programme 2017**



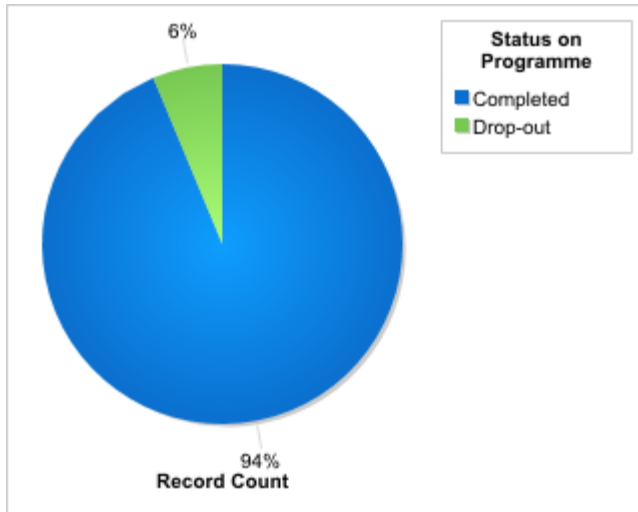
**Change & Recovery Programme 2017**



**Relaxation Programme 2017**

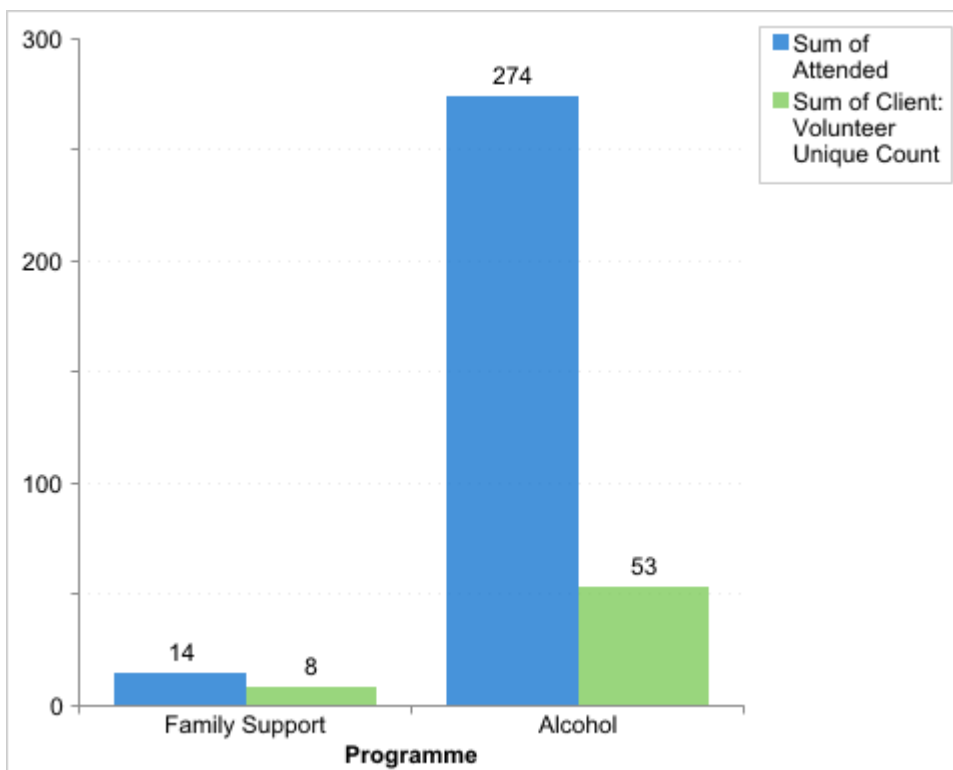


## Family Support Programme 2017



## V. One-to-One Meetings

Within the Alcohol Service, there are 2 programmes under which a service user may avail of one-to-one meetings – Alcohol and Family Support. In 2017, 53 service users availed of 274 alcohol related one-to-ones and 8 service users availed of 14 Family Support related one-to-ones. These one-to-one can be either key-working sessions, crisis intervention, holistic treatment or mindfulness exercises.





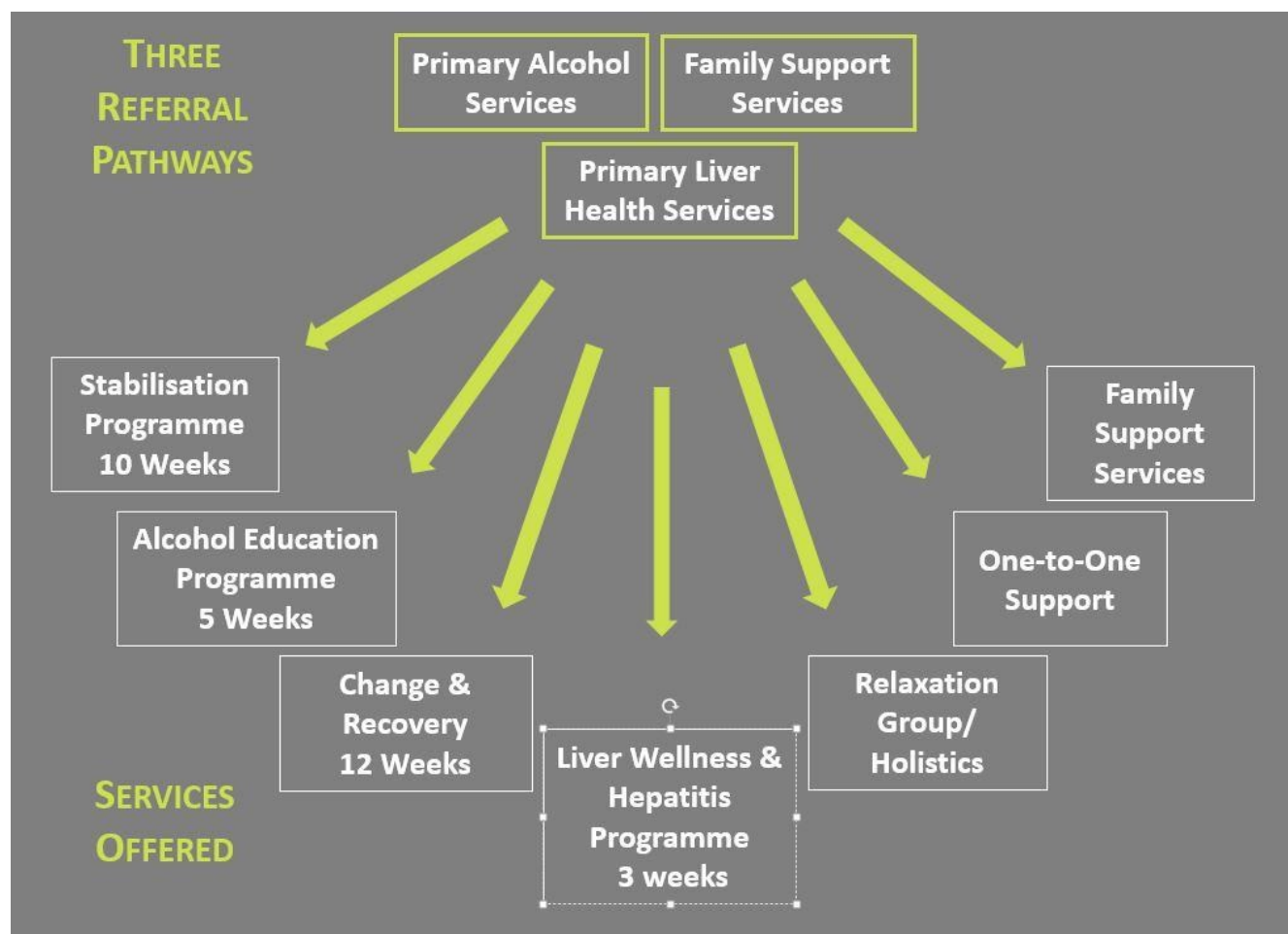
## VI. Hepatitis C & Liver Health Programme

A total of 39 Hepatitis C Education sessions were delivered to 438 participants. Those attending were all participating in residential drug & alcohol treatment at the time or in day programs.

70 Outreach appointments were made with Hepatitis C clients. These group educational sessions are run once a week for two hours over two weeks. They offer knowledge and support to start and complete the Hepatitis C treatment and become Hepatitis C free. We also provide one off sessions for staff teams to update their Hepatitis C knowledge.

How does it relate to other programmes? For those that need it there are pathways to holistic, stabilisation, alcohol education programmes and key working. In 2017, 28 service users availed of 72 Liver Health & Hepatitis C related one-to-ones. We also work externally with the Mater Misericordiae, St. James and St. Vincent's Hepatology and Infectious Diseases clinics.

### ORGANISATIONAL STRUCTURE



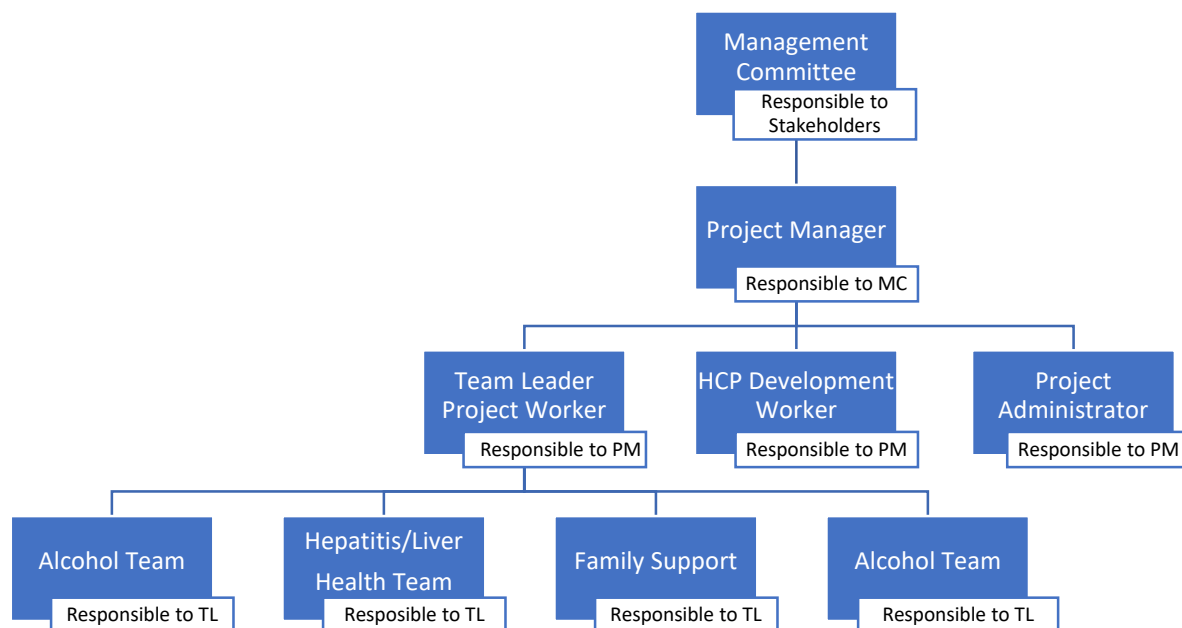
## ORGANISATIONAL GOVERNANCE

Name	Role	Profession	Note
Stuart Fraser	Chairperson/Director	Inchicore Bluebell Community Addiction Team	Appointed in 2011
Pat Buckley	Secretary	Business in the Community	Appointed in 2015
Aodan Bourke	Treasurer/Director	Regency Financial Consulting	Appointed in 2011
Michael Butler	Director	Community Representative	Appointed in 2008
Lynda Butler	Member	Life skills Co-ordinator	Appointed in 2015
Susie McEvoy	Member	Human Resource Manager	Appointed in 2016
Sinead Mulhall	Member	Solicitor	Appointed in 2016
Emma Somers	Director	Communications	Appointed in 2017

All board members give freely of their time, and do not receive any form of remuneration.

## STAFF AND JOB TITLE

There has been some reconfiguration of roles within the project this year. This has led to some changes in the structure of in-house supervision/line management, outlined below.



Name	Role	Full Time / Part Time
<b>Nicola Perry</b>	Project Manager	Full Time
<b>Derek Jennings</b>	Team Leader	Full Time
<b>Robbie Byrne</b>	Alcohol and Hepatitis C Project Worker	Full Time
<b>Lawrence Murphy</b>	Hepatitis C Partnership Development Worker	Full Time
<b>Mandy Moore</b>	Alcohol and Hepatitis C Project Worker	Part Time (80%)
<b>Janet Lawlor</b>	Alcohol Project Worker	Part Time (50%)
<b>Tara Anderson</b>	Alcohol Project Worker	Part Time (60%)
<b>Reinhild Bock</b>	Project Administrator	Part Time (60%)

## ACKNOWLEDGEMENT OF FUNDERS

Community Response would like to acknowledge the following organisations that make the service delivery of Community Response possible:

- Health Service Executive – Addiction Services CHO 6 & 7
- The Canal Communities Local Drugs and Alcohol Task Force
- The South Inner City Local Drugs and Alcohol Task Force
- Industry Sponsorship

## CONTACT DETAILS

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