

DUNMANWAY FAMILY RESOURCE CENTRE

DUNMANWAY, CO CORK

STRATEGIC PLAN 2022 – 2027



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- The Board of Dunmanway Family Resource Centre for initiating and guiding this project.
- The Coordinator of the centre for his insights and valued assistance throughout.
- The staff of the centre for the focus group input, interviews and other inputs.
- The beneficiaries and groups who kindly shared their thoughts and experiences in the focus groups.
- The community of the DFRC catchment area for completing the on-line and paper surveys and for participating in the community workshop.
- The partner agencies and stakeholders who gave of their valuable time to phone call interviews and the survey.

Prepared by Paul O'Raw/ O'Raw Consultancy.



Foreword

As Chairperson, I am delighted to present this Strategic Review for Dunmanway Family Resource Centre. To inform this strategic plan, we focused on what has worked well over the past three years and I'm proud to say that the organisation has achieved a significant amount since its establishment in 2005. This plan sets out our strategic framework for the next five years and follows on from our previous plan. This review is timely, as we plan to expand our services in conjunction with our funders.

I would like to thank everyone who contributed to the review, especially our volunteers, the community, our staff and service users. The wealth of experience, expertise and commitment to the provision of support to the local community has provided a thorough and valuable insight into the need for our service within our catchment area. I would like to especially thank the review author, Mr. Paul O' Raw, for his excellent research and for bringing together, and capturing so clearly, the diversity of support offered to families across the generations.

This research highlights and demonstrates the critical need for support in our catchment area and the review is firmly based on the ethos and values of Dunmanway Family Resource Centre, those of Respect, Trust, Empowerment and Quality. We have identified a number of priorities in this review and we are confident in our ability to deliver on each of these over the next five years. The recommended actions will be considered and an operational plan produced, which will address each area. These present significant challenges to any organisation and come at an unprecedented time, following the Covid-19 pandemic. The plan to deliver the goals identified will have to be flexible to meet the impact on our service from this pandemic and any socio-economic challenges our community may face into the future. It is indeed a testimony to the strength and resilience of Dunmanway Family Resource Centre that this review was completed while our operations were impacted by the pandemic.

I would like to thank my fellow Board members for their contribution to the review and we look forward to working with the coordinator, staff team, volunteers and funders and service users to bring the goals identified in this review to a successful conclusion.

Declan Hurley
Chairperson.

Executive Summary

The objective of this document is to guide the work of Dunmanway Family Resource centre over the period 2022 – 2027. The need to prepare a strategic plan was an initiative of the Board of DFRC who are clear on their responsibility to have a plan for the whole organisation, for their strategic partners and funding and for the local community. This document sets out the vision and the details for the work programme over the coming years.

A brief description of The National Family Resource Centre Programme is provided in Chapter 1. This is the programme that provides most of the funding for the centre, and with this support the centre is able to draw down complimentary funding and supports for its work.

The centre implemented a substantial programme of work which was then analysed for the 3-year period 2019 – 2021. The outcome of the analysis is presented in a full set of tables in Chapter 2. DFRC plans to build on this experience and continue this work in the coming planning period.

Chapter 3 summarises the organisational structure: the board and its responsibilities, sub-committees, staff roles and responsibilities and membership of interagency working groups.

It is very beneficial for an organisation such as the family resource centre to have an understanding of the population demographics for their area. At the time of preparing this plan the Census reports for 2022 were not finalised, therefore this analysis relies on the 2016 Census. Chapter 4 provides a summary description of a selection of demographic indicators for the catchment area of the centre.

The methodology used to consult the community and all stakeholders, and all feedback results is described in Chapter 5. This involved the use of focus groups, interviews, surveys and meetings. The analysis from this section provides the framework for the key themes and actions for the subsequent strategic plan.

Throughout the document summary boxes are included to give a brief outline of the findings from the various sections. Section 6 gathers all the summary finding sections and presents an overall findings which allows the table of actions to be developed.

The table of actions in Section 7 sets out the plan of work for the next five-year period. It is categorised into key themes and sub-divided into individual actions. It is consistent with the previous programme of work, but also contains some new areas for development.

Paul O' Raw
Community Consultant & Facilitator
June 2022

Chapter 1 The Family Resource Centre Programme

The Family Resource Centre is a national programme, which is core funded by TUSLA, providing family supports through over a hundred and twenty-one centres throughout the country.

TUSLA describes the aim of the FRC programme: *to combat disadvantage and improve the functioning of the family unit.*

The FRC National Forum, to which DFRC is affiliated, is a network of over 121 Family Resource Centres around the country, it describes core features of a Family Resource Centre as:

-  Providing community-based family support,
-  It takes a community development approach,
-  It is managed by a local voluntary management committee.

Services provided by a Family Resource Centre can include:

- Providing information, advice and support to target groups and families,
- Referrals to mainstream service providers,
- Education and training courses,
- Establishing and supporting groups (e.g., childcare facilities, after-school clubs, men's groups, etc.)
- Counselling,
- Developing community leadership,
- Personal and group development,
- Practical assistance to individuals and community groups.

There are five main outcomes supported by the programme, these are integral to the strategic plans of Family Resource Centres (TUSLA Strategic Framework for Family Support)

1. Health: physical, mental and emotional
2. Education and development
3. Safe from harm and neglect
4. Adequate income
5. Participation in positive networks

Each Family Resource Centre develops its own workplans within the context of the strategic framework above. The work programme of Dunmanway FRC is described in the following section.

Chapter 2 Background & Programme of Activities

2.1 Dunmanway Family Resource Centre Background

Dunmanway Family Resource Centre (DFRC) was established back in January 2005. During 2008 the DFRC was accepted under the Family Resource Centre National Programme and operated from a St Vincent de Paul leased building in Dunmanway town. In Oct 2012 DFRC moved to a new building purchased by the HSE and continues to be based there. From this building in the Kilbarry road we provide family support services, art and play therapies, counselling, facilitate groups and the hire of meeting rooms. Our second building is in Tonofoora which is leased from St Vincent de Paul and provides services for older people including meals on wheels and the older people's social centre. Both buildings are used by other services and organisations who share similar values and aims as DFRC and offer support to the wider community.

DFRC also manages the Dunmanway Community Garden which is leased from Cork County Council and with the help of dedicated volunteers has become a hive of activity, but also a quiet place, for both the community and wildlife. In addition to this, the Men's Shed project, which was initially established in 2012, will be re-established again this year (2022).

DFRC continues to provide community-based services for local people. All our work has a strong community development ethos and has strong networks and collaborative working practices with other voluntary and statutory agencies. DFRC is managed by a voluntary board of directors.

2.2 Programme of Activities - Summary of Work 2019-2021:

Parents & Young Children	
Programme/ Service	Description
Parents & toddlers	A space for parents and toddlers to meet one another and connect.
Baby Talk	Delivered in collaboration with the local Public Health Nurses, Babytalk in a 6–8-week programme for parents with new babies.
Munch Bunch	A targeted programme for families to support parenting
Family Play Group	A space for parents and toddlers to meet one another and connect.
Parents Plus Programme	An evidence-based parenting programme to support families
Just For Mams	In collaboration with Tusla Springboard, facilitated by psychologist, a group focusing on mothers self-esteem, self-compassion, self-worth etc.
Baby Massage	A local baby massage therapist delivered Baby massage at the request of parents
Peer support group for moms of small babies	Continuation of the Babytalk group whereby parents continued to meet as a support to each other.
Family Support	Support for Families.
Art Therapy	Therapeutic support through the medium of Art for children and adults
Play Therapy	Therapeutic support through the medium of play for children

Children's Activities	
Programme/ Service	Description
Community Summer Camp	Led by staff and supported by volunteers, a summer camp for children in the community for 4-12 years old.
Cycle Camp	In collaboration with cycling Ireland, a cycle skills camp for children 3-12 years old
Teddy Bear Picnics in Community Garden	Facilitated numerous teddy bear picnics for families and small children
Easter Egg Hunt Event	Facilitated community easter egg hunt for up to 300 children each year
Garden Summer Camp	Organised and facilitated a garden summer camp in the outdoors
Kids Klub	Facilitated a group of children with the aim of promoting social interactions and friendships, promote self-esteem and confidence.

Supports & Activities for Young People	
Programme/ Service	Description
Teen Art	An art group for young teenagers funded by Cork County Council
Monday Club for Teenagers	Facilitated a group of teenagers with the aim of promoting social interactions and friendships, promote self-esteem and confidence.
Creative Community Alternatives	

Services & Activities for Adults	
Programme/ Service	Description
Ageing Artfully	Funded by Cork County Council, an art group for older adults.
Social Centre for Older Adults	A weekly opportunity to meet and chat and take part in activities.
Meals on wheels	Meals for Community Members
Low-Cost Counselling	Talk Therapy for adults
Art Therapy	Therapeutic support through the medium of art for adults

Community Activities	
Programme/ Service	Description
Community Garden	The initiation of the community garden project.
Herbal workshop in Community Garden	Community members learned about making home products from natural materials
Community Garden School Visits	Hosted and facilitated school tour visits in Dunmanway Community Garden
Street Feast in Community Garden	Hosted a community street feast in Dunmanway Community Garden
Family Crafting Days	Facilitated craft days with families in Dunmanway Community Garden
Halloween Party	Facilitated Halloween parties for the community
Connect Café	A welcoming community space for community members to connect with one another
Women's Craft Group	A space where women can connect with one another and craft together.
Family Swim passes	Subsidised swim passes for members of the community to access the local swimming pool.

Wellbeing Week Family Funday	A day full of fun, music, face painting, animals for the whole community to enjoy.
Community Education	
Programme/ Service	Description
Basket Making	Members of the community learned how to make woven baskets
Cake Decorating	Members of the community learned how to decorate cakes
Crafting Together	Community members signed up for crafting
Gardening Group	Community members took part in gardening course
Flower Arranging	Community members learned flower arranging
Furniture Upcycling	Community members learned how to upcycle furniture
Health and Wellbeing Talks	Community members learned about various health and wellbeing
Lifelong Learning Festival	Organised a number of events for lifelong learning festival
Mindfulness	Community members learned mindfulness skills
Pottery	Community members learned pottery skills

2.3 Other organisations using DFRC facilities 2019-2021:

Organisation	Service
Employability	Employability services
Teagasc	Support & advice for farmers
Arbour House Addiction Counsellor	Addiction Services
CETB	Community & Adult Education
Tusla Social Work Dept	Supervised access visits Family meetings/Case Conferences
St Vincent de Paul	Meetings
Ladybirds	Guiding for 5–7-year-olds
AA	Meetings
Tabor Lodge	Group Support
Private Low-cost counsellor	Low-cost counselling
Private Art Therapist	Art Therapy
Private Play Therapy Student	Play Therapy
BTEI	Training courses
West Cork Development Partnership	Meetings & training
West Cork Counselling & Support Services	Meetings
Iscoil	Education
Breastfeeding Support Volunteer	Volunteer
Mediation Services	Family Mediation
Coolmine Addiction Services	Community Addiction Services
HSE Adult Mental Health Services	Community Mental Health Supports

Key observations from the above tables:

- DFRC delivered a substantial programme of supports and activities during the previous 3-year period.
- The programme of activities embraced a full range of target groups: parents, toddlers, young children, teens, adults as well as the general community.
- DFRC collaborated effectively with agencies and service providers, making best use of available resources.
- The facilities of the centre were well utilised by agencies and service providers as a location to deliver their services in the community.

2.4 Overview of DFRC Actions 2019 to 2022 (SPEAK Reporting System)

Family Resource Centres across the country all report on their activities through SPEAK – this is the national system, commissioned by Tusla, to collate qualitative and quantitative information about the 121 Family Resource Centres (FRCs) across Ireland.

The following list indicates the range and extent of activities, projects and programmes that have been undertaken in 2019, 2020 and 2021 across the work of Dunmanway Family Resource Centre with all target groups both within the centre and in the wider community. While the SPEAK is designed to record the numbers of individuals, families and groups etc availing of DFRC supports, the table below provides a very good picture of the range and extent of services provided by the centre.

For the purposes of this summary, the actions are grouped under the following main headings:

Heading	Activities
Informing, Directing and Referring	Identifying needs, directing to another service, referral to another service
Provision of Administrative Support and Space for Groups	Administrative support to individuals and to groups, sessions and events provided by support groups, consultations with external agencies, supporting TUSLA Access (FRC providing space)
Education Courses and Initiatives	Arts, Crafts and Hobbies Classes, Adult and Community Education, Community Health and Well Being
Child and Youth Programmes and Activities	Cycle camps, Summer/Easter Camps and Programmes,
Community-Based Initiatives	Meals on Wheels, Employment Supports, Men’s Shed, Community Garden
Parenting Supports	Parent and Toddler Groups, Parent and Children Groups, Parenting Programmes
Family Support Work	Drop-In Family Support, One-to-One Family/Individual Support, Creative Community Alternatives
Meitheals	Lead practitioners and key workers within the Meitheal Programme in West Cork. Referrals by CFSN Coordinator.
Counselling Services	Over 18s counselling, Art Therapy, Play Therapy.
Group Based Supports	Connect Café, Arts & Crafts Group
Policy and Awareness-Raising Initiatives	Organising Awareness Raising Events
Other Initiatives	Other Social Participation Initiative e.g., Native Trees Project
Training Volunteers	Training Volunteers, Training Board Members

All family resource centres in Ireland report on the numbers of children, adults and groups that benefit from their services using the headings as per the table above. This is fed into a national database which enables TUSLA to measure the quantitative impact of the services. It is not set against targets, nor does it measure qualitative impacts, it nevertheless serves as a very strong indicator of the nature and variety of the valuable services provided by FRCs nationally, and DFRC in particular in this instance.

(for ease of reading the figures in the SPEAK reports 2019 – 2021 have not been included)

Chapter 3 Organisational Structure

3.1 DFRC Board of Management

Dunmanway Family Resource Centre is managed by a voluntary board of management whose members are drawn from the local area. Individuals with particular experiences, expertise or local knowledge are invited to serve a term on the board. The board has ultimate responsibility for monitoring progress, and for ensuring compliance with all governance and legal matters. The organisation employs a project coordinator who manages staff, coordinates programme delivery and reports to each board meeting.

Organisational Structure
Board of Directors
Coordinator
Staff & Volunteers

At the time of writing, DFRC board had seven directors:

- Chairperson
- Company Secretary
- Treasurer
- Assistant Treasurer
- Directors x 3

Board of Directors responsibilities:

The agency regulating charities in Ireland is the Charities Regulator and it provides useful resources for boards of directors for organisations in the community and voluntary sector. It describes the general responsibilities for board directors (charity trustees) as follows:

- Comply with your charity's governing document
- Ensure that your charity is carrying out its charitable purposes for the public benefit
- Act in the best interests of your charity
- Act with reasonable care and skill
- Manage the assets of your charity
- Make appropriate investment decisions

Also, additional duties of a director are set out in the Charities Act 2009:

- Ensure that your charity is registered on the Charities Regulator's Register of Charities
- Ensure that your charity keeps proper books of account
- Ensure that your charity prepares and furnishes financial accounts to the Charities Regulator
- Ensure that your charity prepares and furnishes an annual report to the Charities Regulator
- Ensure the Charities Regulator is informed if you are of the opinion that there are reasonable grounds for believing a theft or fraud has occurred (Disclosure obligation)
- Ensure that you comply with directions issued by the Regulator

(<https://www.charitiesregulator.ie/media/1078/guidance-for-charity-trustees-july-2017.pdf>)

Board of Directors recent work:

- Embedding Creative Community Alternatives into the organisations' work plan
- At least one director takes part in all interview panels for recruitment of staff for DFRC
- Approving the provision of the Social Prescribing programme within the organisation
- Identifying and assessing new opportunities which are in line with the values of the organisation

Board of Directors recent training:

- Governance
- Policy Development
- Designated Liaison Person Training

3.2 DFRC Sub-Committees:

Sub-committee name	Purpose
1. Staff Liaison	To oversee the administration, recruitment, support, training and development of staff in DFRC.
2. Audit & Finance	To oversee the administration and financial management of DFRC.
3. Health & Safety	To oversee health and safety within the organisation, ensure trainings are up to date for staff and appropriate funding to support H & S requirements
4. Strategic Planning (as required)	To ensure that the plan is focused on the work of the organisation and its aims in consultation with our community and stakeholders

3.3 Membership of Interagency Working Groups:

Title
DFRC Coordinator is Chair of Child & Family Support Network in West Cork
DFRC Coordinator is a board member of West Cork Counselling Services
DFRC Family Support Worker is a member of the Homeless Action Team

3.4 DFRC Staff

Coordinator				
Family Support Workers	Catering Manager & Kitchen Staff	Social Prescribing Worker	Creative Community Alternatives Contract Staff	
Garda Vetting Worker	Maintenance Workers	Office Cleaner	Financial Administrator	Office Administrator

Roles & Responsibilities

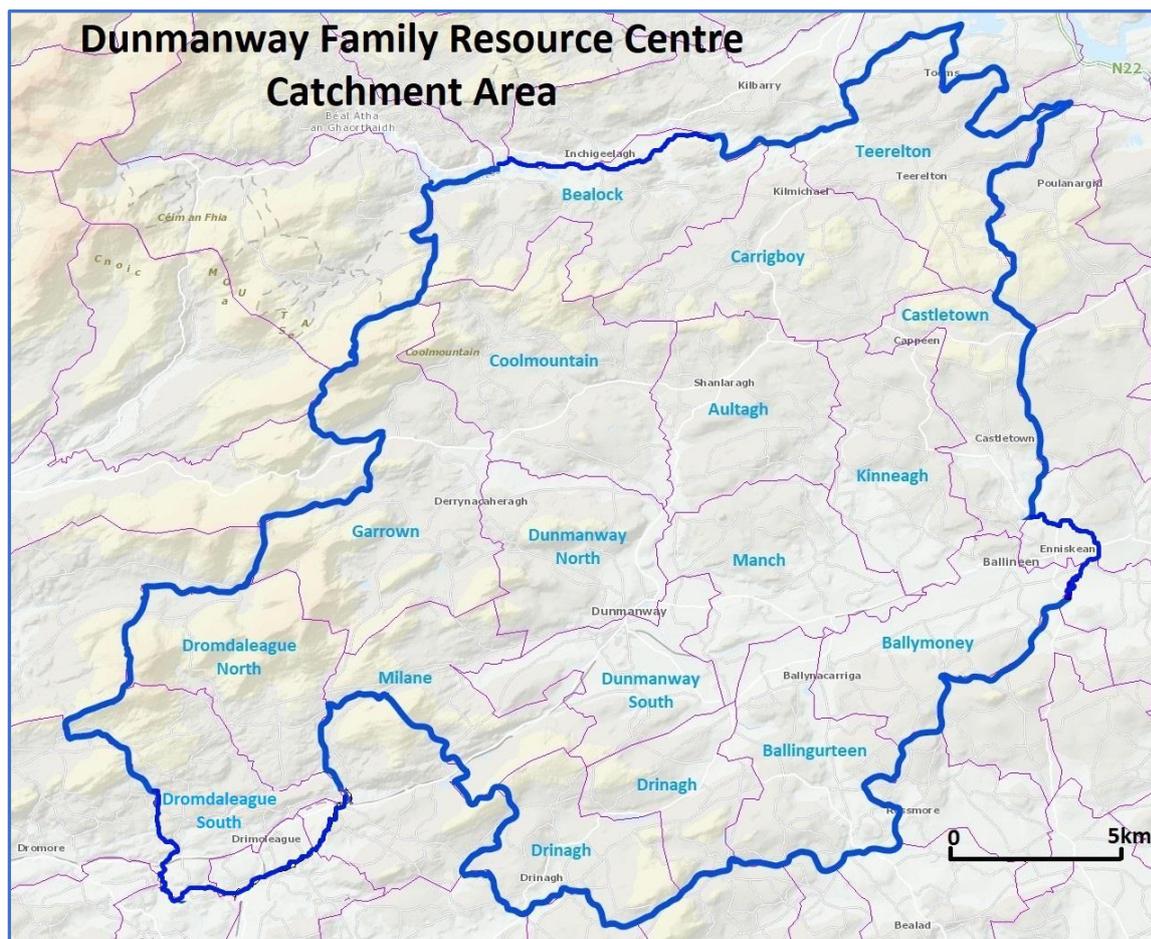
Project/ Job Title	Description
Coordinator	The coordinator oversees the day to day running of the organisation taking direction from the board of management.
Family Support Workers	To provide one – one support and advocate on behalf of the families and individuals who engage with the service. To facilitate groups based on the needs of the families and communities who use our services. To act as lead practitioner for Meitheal cases where identified.
Catering Manager	To provide day to day management of our meals on wheels service.
Kitchen Staff	To prepare, cook, package meals and plan delivery routes.
Social Prescribing Worker	To provide one to one support to those who experience isolation due to poor wellbeing or as a result of circumstances and link them in with appropriate social/ progression activities.
Creative Community Alternatives Staff	To work with young people and their carers to prevent care placement breakdown and integrate them into their communities.
Financial Administrator	To oversee the financial administration of the organisation in conjunction with the coordinator.
Office Administrator	To provide administrative supports to staff and manage bookings and queries.
Garda Vetting Worker	To facilitate the provision of garda vetting for staff and volunteers.
Maintenance Workers	To maintain the DFRC, MOW and Community garden spaces.
Building Cleaner	To maintain our offices and communal spaces.

Chapter 4 Description of Catchment Area – Demographic Profile

This section presents a summary of selected demographics for the DFRC catchment area. This provides useful information to the organisation when planning its work.

4.1 DFRC Catchment Area

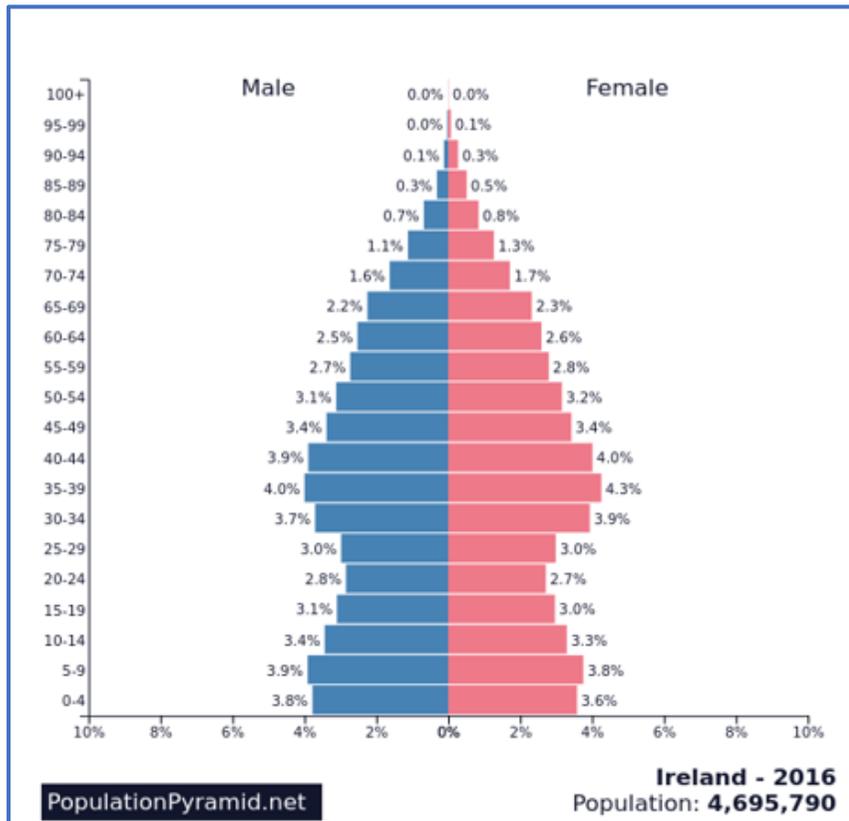
At the time of preparation of the strategic plan for Dunmanway FRC (Spring/ Summer 2022), the 2022 census had recently taken place and results would not be available for inclusion in this document until 2023. Therefore, this is a brief summary of a selection of themes from the 2016 census reports.



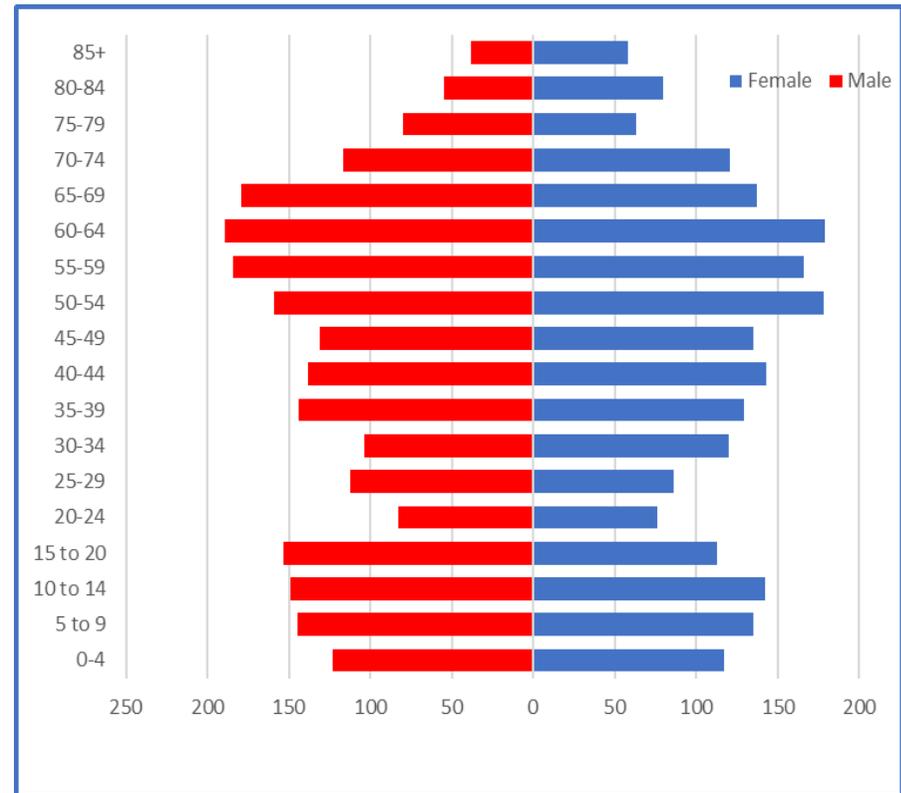
The FRC catchment area includes twenty-six Electoral Districts.

Electoral District	Population	Electoral District	Population
Aultagh	357	Dromdaleague South	630
Ballingurteen	688	Dunmanway North	1050
Ballymoney	775	Dunmanway South	1447
Bealock	290	Garranes	351
Bengour	292	Garrown	275
Boulteen	664	Kilmoylerane	309
Carrigboy	494	Kinneigh	456
Cashel	421	Knocks	333
Castletown	469	Manch	583
Coolmountain	430	Milane	161
Drinagh	360	Murragh	521
Drinagh (2)	239	Teadies	915
Dromdaleague North	295	Teerelton	593

National Population Pyramid 2016



DFRC Catchment Area Population Pyramid 2016



4.2 Population Pyramid:

A population pyramid graphically illustrates the age profile of a country or a local area. An ideal pyramid is widest at the base and tapers off, more or less evenly, towards older age. When we compare the DFRC catchment area with the National Population Pyramid we can observe a number of differences. There is a noticeable narrowing of the age band in the national population of the 15- to 29-year-olds, reflecting out-migration of this age group. For the DFRC area there is a particular narrowing of the 20- to 24-year-old age band, again reflecting out-migration from the area, most likely for studies or employment opportunities. There is a gradual tapering off of the national population from 39 years of age and older, whereas there is a considerable widening of the 50 to 69 years age bands for the DFRC area, illustrating the ageing profile of the area.

4.3 Urban/ Rural Spread:

The total population of the catchment area in 2016 was 13,398, of which the combined population of the two Dunmanway EDs was 2,497. This represents approx. 18.5% of the overall population of the catchments. Therefore over 80% of the population lives in the rural hinterland. The table and map above demonstrate the population spread across the catchment.

4.4 Population Decline:

Between 2011 and 2016 the total population for the area fell by 72, approximately a 2% decline, since the 2011 census, compared with a national growth of 3.8% for the same period. The 2022 census results should indicate if the downward trend continues.

Year	Total Population
2011	13470
2016	13398

4.5 Male: Female Ratio:

	Total	DFRC Ratio	National Ratio
Male	6831	1040	978
Female	6567	1000	1000

While nationally the total number of females is greater than males, this statistic is somewhat reversed in the case of the DFRC catchment area. Nationally there are 978 males for 1,000 females, but in this case, there are 1,040 males for 1,000 females. The explanation for this would require further investigation but it could be attributed to traditional out-migration of women while men stayed at home to work on the family farm.

4.6 One Person Households:

This statistic refers to households occupied by one person only. Almost one quarter (24%) of households in the catchment were occupied by one person, this is almost the same as the national figure of one in five. This tends to reflect the higher proportion of older people living alone. This age group can be at risk of isolation and loneliness.

One Person Households	1110
Total homes	4693

4.7 One-Parent Families:

This statistic refers to families headed by one parent. Almost 12% of families in the catchment were one-parent households, in comparison with the national statistic of approximately 18%. In Ireland there is higher risk of poverty for one-parent households.

Father and children	80
Mother and children	347
Total one-parent families	427
Total families	3455

4.8 Family Size:

2 persons	1237
3 persons	722
4 persons	725
5 persons	498
6 or more persons	273
Total	3455

4.9 Age Dependency Ratio:

DFRC Catchment	25
County	20.2
State	20.4

The age dependency ratio describes the level of dependency of younger and older people compared with the size of the working population. As the population gets older the level of age dependency increases. In the case of the DFRC catchment area the ratio is 25, or one in four, whereas the national ratio is 20, or one in five. This reflects the older age profile of the area.

4.9 People with a Disability:

The percentage of people with a disability in the DFRC area is very similar to that of the state. This group of people in our society are at a greater risk of poverty. People with disabilities are more than twice as likely to experience poverty and deprivation as those without disabilities.

Male	888
Female	857
Total	1745
DFRC	13%
State	13.5%

4.10 Carers:

Closely linked to 6.9, family carers also face significant hardship and a risk of poverty. Carers often have to forego employment and incur additional costs in supporting a person with a disability, particularly in areas where supports may not exist. The percentage of carers is higher in the DFRC area than the state level, in line with the higher proportion of older people in the area.

Male	267
Female	408
Total	675
DFRC	5%
State	4%

Observations:

- The population of the DFRC catchment is widely spread across the rural hinterland.
- There was a slight decrease in the local population at a time when the national population was growing.
- The proportion of older population is significantly higher than that of the state.
- Consequently, the age dependency ratio is greater.
- The percentage of one-parent families and one-person households is similar to those of the state.
- The levels of people with a disability and carers is similar to national figures, these groups are also at higher risks of poverty and exclusion.

Chapter 5 Consultations: Methodology & Findings

5.1 Methodology

The methodology used in this project was agreed with the board and entailed a schedule of steps, one leading on to the next, clarifying and expanding on the emerging feedback and findings. The process involved close liaison with the board and project steering group, preparation of a demographic profile of the catchment area, a community survey, a community workshop, focus groups, agency consultation, and a further workshop with the board to finalise the plan.

Project Workplan/ Schedule



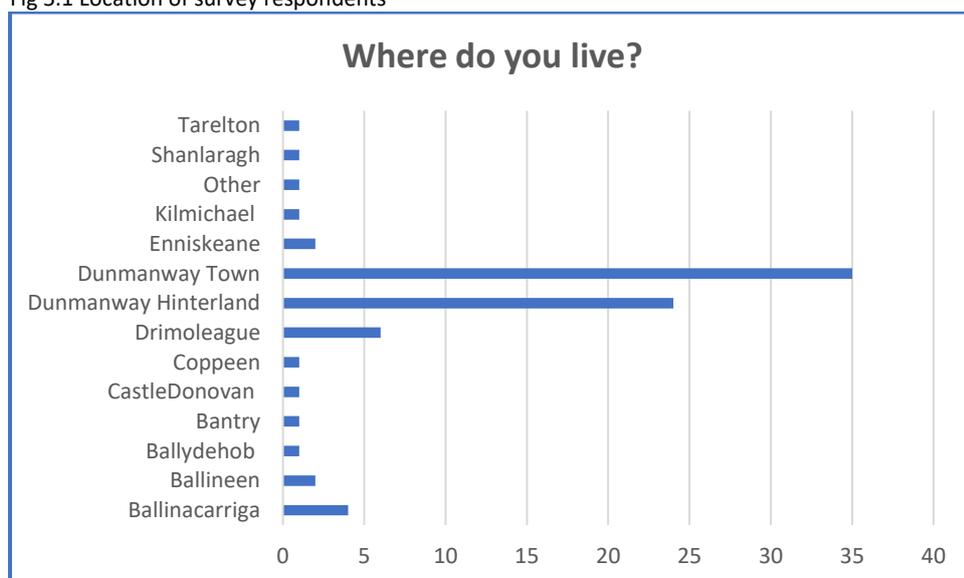
5.2 Community Survey

A community survey was prepared in close conjunction with the project steering group. The set of questions was designed bearing in mind the key responsibilities and focus of the work of DFRC. The survey was conducted between February and March 2022, it was distributed on-line, and paper versions were also made available. The centre used its network of contacts and local organisations to widely promote the survey to the community. A total of 82 completed questionnaires were returned. See appendix 9.4 for copy of questionnaire.

The quantity and quality of the responses provided a wealth and depth of feedback and provided valuable perspectives and information on the services of the centre. This identified key themes and issues when designing the strategic actions.

As outlined in Section 4 the catchment area of DFRC covers the urban centre of Dunmanway Town and includes a wide rural hinterland. Figure 5.1 shows that while the bulk of survey responses were from residents located in the town and immediate surrounds, the survey was also completed by residents located in most of the twenty-six EDs that constitute the DFRC area. This reflects the rural nature of the catchment.

Fig 5.1 Location of survey respondents



Responses were also received in smaller numbers, from the following areas: Ballydehob, Ballyhalwick, Bantry, Coolkelure, Coppeen, Enniskeane, Derrinacaheragh, Kilmichael, Shanlaragh, Tarelton, Togher

Communications. People were asked to state how they hear about the work of the centre. While a range of sources were mentioned, the most popular was through social media. However, it must be remembered that a considerable proportion of the population, in particular those over 60, don't engage with social media and the internet etc. This is clearly illustrated in figure 5.5 where most people favour a mixed methods approach to communications.

Fig 5.5 Communications

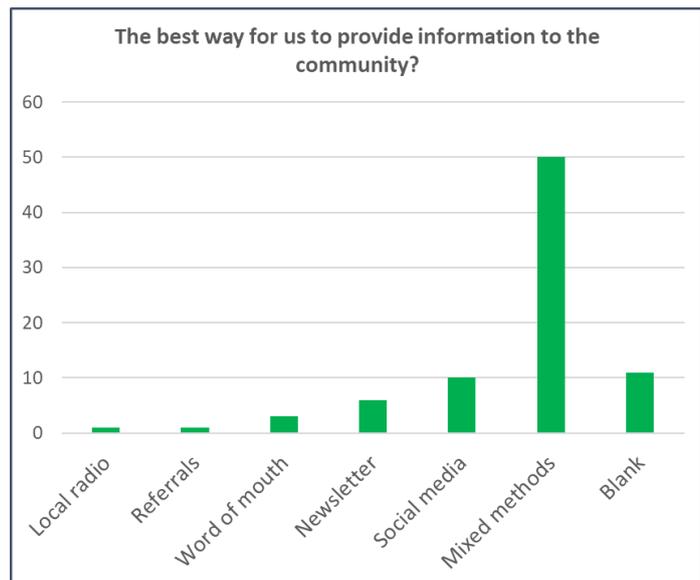


Fig 5.6 Experience of using DFRC Services

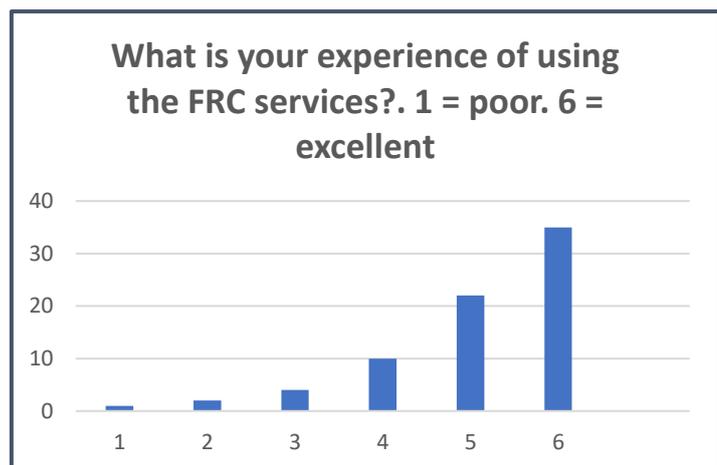
Experience of DFRC Services. The DFRC Board was keen to gain insights into community experience of using the services of the organisation as per figure 5.5. The responses to this question are presented in figure 5.6. Using a scale of 1 to 6 respondents were invited to rate their experience, from this it can be seen that the majority were very pleased with the services, with a small number reporting dissatisfaction.

Comments. When asked to comment on the services, a wide range of positive responses were offered including:

Fig 5.5 Range of DFRC Services Accessed

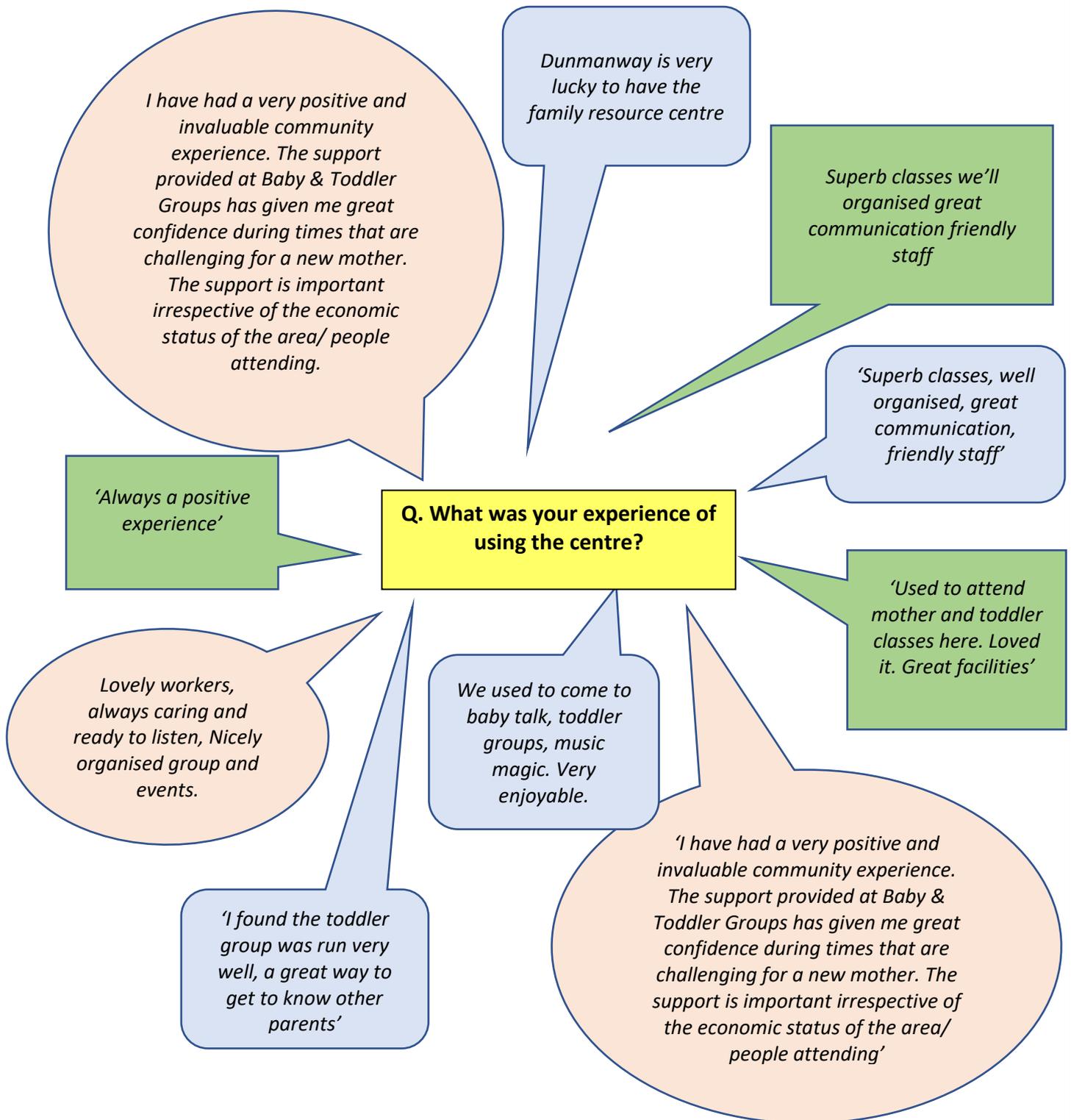
- Parent & Family Support
- Baby/ Parent & Toddler Group
- Connect Café
- Occasional Activities
- Older People's Services
- Meals on Wheels
- Lunch Club
- Social Centre
- Talks & Events
- Community Garden
- Meeting Rooms
- Other Services

Fig 5.6 Levels of Satisfaction with DFRC Services



See quotes on experience of using the services of DFRC on the following page.

Experience of using the centre. People were invited to indicate which service they availed of and to give a comment on their experience of using the centre. Below is a selection of comments reflecting a high level of satisfaction with the work of DFRC – the staff of the centre being a major asset to the organisation. Figure 5.7 below.



COVID 19 Impact. In preparing the questionnaire, the DFRC Board was interested getting some insights into the impact of COVID 19 restrictions on individual and family life. While some of the comments indicate positive aspects, the majority reported negative impacts. It can be seen that the pandemic caused stress and anxieties on families of young children, on children with additional needs and on family life in general. Figure 5.8

Fig 5.8 Impact of COVID 19 Pandemic



Volunteering is an important element of the working of the centre and in their survey responses people indicated a wide range of areas in which they could offer support and assistance. This is a valuable resource that the organisation can draw up in developing and expanding its services. See table below (fig 5.9)

Fig 5.9 Volunteering Suggestions

Active retired	Disability services.
Developing walks	Youth café
Planning activities working group	Chronic illness support group
Any volunteering	Employment
Tutor for personal development courses	Men's Shed
Childcare, a mammy's groups	Strategic planning support
Community Garden	Assistance with form filling
Community projects	

Describing Dunmanway. A series of questions invited respondents to describe the town and hinterlands of Dunmanway. Illustrated by the following wordclouds:



Q. In general, what three words would you use to describe living in the area? The Dunmanway area is described as very friendly, a safe community and a beautiful area. It is also described as quiet, peaceful and helpful.

Developing DRFC Services. Two final questions focussed on how the work of DFRC could develop over the coming years, and how people would like to get involved in the work of the centre. Respondents offered an appropriate range of areas where the services could be developed as per table below (fig 5.10).

Fig 5.10 Suggestions for Developing DFRC Services

A community childcare service	Accessible footpaths to the centre
Young mothers programmes	A meeting point for newcomers
Community consultation	Supports for carers
Better advertising	A range of talks and courses
Services for people with disabilities	Open room/ café/ play area
Services for teenagers/ mental health	Supports for men struggling with the family law system

In summary, a number of key points can be taken from the community survey responses:

- ✓ The vast majority give very positive feedback.
- ✓ Most responses are from families and from older people.
- ✓ People hear of the services through Facebook and word of mouth.
- ✓ Most commonly accessed services are Parent & Toddler/ Family Support and Meals on Wheels.
- ✓ A mixed-methods approach is recommended for communication.
- ✓ The main reason for not availing of services is lack of awareness.
- ✓ Covid impact has been a stressful, isolating, and negative experience. It has created anxiety, depression and confusion. It has been particularly challenging for families of children with additional needs, and has further isolated older people.
- ✓ 3 words describing Dunmanway: friendly, safe & quiet.
- ✓ 3 likes about living in Dunmanway: community, people, amenities.
- ✓ 3 dislikes about living in Dunmanway: a sense of lack of amenities but no overall consensus.
- ✓ Emerging needs: a childcare service, parenting programmes, women's/ young mother's health, mental health supports for teens, supports for teenagers with autism, isolated

5.3 Focus Groups Discussions

Focus group sessions were held with young mothers, community meals volunteer drivers, community garden volunteers, the crafts group and DFRC staff. The focus group sessions generated a wealth of feedback and insights from which conclusions and observations can be drawn. While each had their own focus, a number of common themes can also be identified. All feedback is summarised in the following table;

Theme	Feedback
Pride & Satisfaction	Overall, a high level of both pride and satisfaction is reported. Beneficiaries such as young mothers are very appreciative of the professionalism, friendliness and helpfulness of DFRC staff. Similarly, volunteers in the Community Meals service and in the Community Garden are proud of their work and value the staff support.
Young Mothers	Young mothers are very keen for the services to continue and develop, including parent and toddlers, women's health, coffee mornings. They identify a need for professional health services for expectant or new mothers, available in other towns, to be made available in Dunmanway, perhaps in DFRC. They suggest greater promotion of DFRC services to young mothers throughout the catchment area.
Family Supports	Continue family support. Support families from all walks of life; those in receipt of income supports, working parents, one-parent families. Promote DFRC services to all families regardless of income levels.
Community Garden	Greater use could be made of the garden – it is valued as a great resource for the town and surrounds. More events and programmes could be held there. There is a need for some practical improvements including electricity and a toilet.
Community Meals	The volunteers are aware of the vital service they provide for isolated and vulnerable people and are proud of their work. They would like to see the service promoted as 'Community Meals' rather than the traditional 'Meals on Wheels.' Community Meals includes anyone in need of cooked meals delivered to their home due to a change in personal circumstances, be it short-term or on-going. The volunteers would like to see on-going team meetings and induction for new volunteers.
Promotion, Communications & Addressing Stigma	A common response from focus groups was the need to promote the services of DFRC more, as it is felt that its function is not well known or understood within the area. Perceptions of stigma could be addressed through appropriate and on-going publicity. At the same time, it is stressed that the centre also needs to listen to beneficiaries on an on-going basis.
Internal Developments	A greater level of full team meetings to increase knowledge of each other's work. This could include further interaction with DFRC Board. Secure appropriate funding for staff salaries.
Youth and Teens with Autism	With further resources more centre-based activities for young people, particularly those at risk. A safe space for youth at risk to meet friends and avail of supports. It was suggested to set up an autism teen group, as parents report these children's needs are not being catered for.

Carers	The suggestion to provide supports for carers emerged from feedback. Further investigation required to clarify this need.
Premises Revamp	Suggestion to give the building a facelift; re-painting, improved lighting, improve façade etc, it is felt this would make the centre more attractive.
Community Cafe	A number of suggestions emerged in conversations: open mornings/ drop-in/ a café corner for mothers with children.
Be Strategic	Make full use of the strategic plan to have a focussed, cohesive, and planned future for the service. Anticipate the expansion of DFRC community footprint. Avoid duplication of services, make best use of resources, and work strategically with other organisations.
Secure Resources	While the feedback includes innovative and creative suggestions to expand and develop the services, it is acknowledged that, in many cases, additional funding is required to support these initiatives.

Summary of focus groups' discussions - emerging needs:

- ✓ Very positive response in regard to parenting supports, community meals service, and community garden,
- ✓ Continue programmes for young mothers, professional health specialist clinics needed, provide a coffee morning/ drop-in,
- ✓ Make greater use of the community garden, improve facilities,
- ✓ Transition from *Meals on Wheels* to *Community Meals*, address associated stigma,
- ✓ Address general stigma associated with accessing DFRC services,
- ✓ Provide centre-based supports for youth,
- ✓ Set up an autism teen group,
- ✓ Provide supports for carers.

5.4 Adolescents

As part of their roles, both Family Support Workers and Creative Community Alternative staff work directly with young people. This work can focus on building relationships with parents/carers or building up their own resilience to help them deal with their circumstances. This is very much a collaborative piece of work with the young person's interests determining the activities they participate in. Following consultation with adolescents the following needs were identified:

- A safe space where ASD teenagers can socialise with friends or people similar to them instead of hanging around the streets,
- Support for early school,
- Support following exposure to domestic violence,
- Support with managing emotions and feelings,
- Support to get along with their parents,
- To have someone to talk to,
- Support group in secondary school for LGBT kids,
- A youth club/café for teens

DFRC has worked closely with Carbery (YMCA) in West Cork and has facilitated the establishment of a youth space within our centre which currently operates on Fridays afternoons.

5.5 Board Consultation

The board of the Family Resource Centre was consulted through an on-line survey and a workshop. This included a review of actions in the previous plan directly relevant to its roles and responsibilities. In embarking on the preparation of a new strategic plan, the board reflected on the implementation of the previous plan, acknowledging the challenges of maintaining strategic focus due to changes in Project Coordinator and staffing roles. In reviewing the actions in the previous plan directly related to its roles and responsibilities, the board reported completion of a number of actions including: a review of policies and procedures, a review of all sub-groups, and compliance with all governance obligations. It also noted that other actions are still relevant and can be carried forward, including board training and development, team building and learning from the experience of other FRCs.

When considering the type of plan needed to take DFRC forward the board identified a number of key criteria stating that the plan should:

-  Be a simple plan; user-friendly, transparent, realistic, achievable and measurable,
-  Be people-centred with a focus on the users/ beneficiaries of the services,
-  Be a concise and practical framework to take the organisation forward,
-  Be a living document to guide the board and the organisation,
-  Clearly demonstrate strategic focus and actions to deliver the organisation's aims and objectives.

The board's hopes from the consultation and planning process were to gain a clearer focus on what work to prioritise, to have a plan to shape the future direction of the organisation, and that the plan would target supports and services to children and families.

The board sees its role to guide and govern the work of the organisation through the Project Coordinator, to assist the coordinator in delivering on its aims and mission statement, and to have oversight of the operation through the subgroups. In addition, the board envisages its role to steer the organisation towards a sustainable future by adopting sound, ethical, and good governance and financial management policies, as well as making sure the organisation has adequate resources to advance its functions.

Regarding achievements and challenges in recent years, the board reports the organisation has come through change in management, in staff, and in board membership. During these times the organisation has maintained its relationships with key funders, it has recruited new directors, it has remained compliant and has put appropriate structures in place to ensure future stability of the organisation.

Looking ahead, the board is keen that the organisation have a plan that will guide and direct the work of the organisation, while securing the necessary funding and partnership arrangements with the various stakeholders. It is planned to recruit additional directors who will bring relevant and additional skills to the organisation. The board is particularly keen to promote its work to the wider Dunmanway catchment area to ensure the community has a greater awareness and understanding of the valuable services it provides. While promoting the work of the Family Resource Centre to all families, the board plans to prioritise supports for families in greatest need.

Over the period of this strategic plan the board plans to continue partnering and developing working relations with key agencies, stakeholders and local community organisations. Appropriate representation on the board will be prioritised - sectoral and geographic. The board also plans to work to secure the funding levels needed to deliver the strategic actions in the plan. To fulfil their roles and

responsibilities the board intends to undertake appropriate training and development on an on-going basis and to learn from the experiences of other family resource centres.

5.6 Agency Consultations

DFRC engages with a range of agencies and other stakeholders in delivering its services as per the list below:

- ✚ TUSLA:
 - National Commissioning Unit (Core Funding)
 - Local Area Lead Commissioning (Family Support/ CCA)
 - Creative Community Alternatives Coordinator
 - Child and Family Support Network Coordinator
 - West Cork Social Work Department
- ✚ HSE:
 - Community Dept, Meals on Wheels/ Community Meals and other HSE initiatives.
 - West Cork CAMHS
- ✚ Schools: all primary and secondary within the catchment area
- ✚ Dunmanway ETB – Community Education
- ✚ West Cork Co Action
- ✚ West Cork Women Against Violence Project
- ✚ West Cork Counselling Support Service
- ✚ Dunmanway Community Council
- ✚ St Vincent De Paul.

Agency Roles;

TUSLA

- Family Resource Centres receive core funding from the TUSLA National Office for salaries and overheads. TUSLA funds family supports, typically this includes Parental Supports, Child Protection, Meitheal Referrals, and Adolescent Counselling.
- TUSLA also provides funding from the local area office for other programmes such as the CCA (Creative Community Alternatives) which supports two contract posts in DFRC. CCA is described as *'a tool for high level prevention work aimed at delivering wraparound supports for children and families within their own community.'*
- A *Meitheal* in the context of the work of a Family Resource Centre is a Tusla-led Early Intervention Practice Model designed to ensure that the strengths and needs of children and their families are effectively identified, understood and responded to in a timely way so that children and families get the help and support needed to improve children's outcomes and realise their rights.
- The Child and Family Support Network coordinates all services that play a role in the lives of children and families in a given area – mainstream agency services as well as Family Resource Centres and other relevant services.
- West Cork Social Work Department. The Social Work team in the Local Health Office is responsible for providing support to children and families in the community.

HSE

- Funding for the running of the Community Meals (Meals on Wheels) service is received from HSE Cork-Kerry Community Work Department. DFRC provides this service to individuals and families in need of long-term or short-term supports due to some change in their circumstances where they are unable to adequately prepare their own daily meals. The HSE funds the post of Catering Manager and one of the kitchen assistant posts.

- West Cork CAMHS. Community CAMHS are services located in local communities which offer specialised assessment and treatment for a range of young people and their families with mental health difficulties.
- **Schools**
Local primary schools, and the secondary school in Dunmanway, can avail of family support services for pupils, provided through the family resource centre.
- **The Cork College of Further Education - Dunmanway Centre**
Community Education programmes in DFRC Community Garden are funded by Cork Education & Training Board through the Dunmanway Centre.
- **West Cork CoAction** *‘provides quality services to support children and adults with an intellectual disability and /or autism. This is achieved by helping each service user reach their full potential, working in partnership with their families and carers within the community’* The service avails of spaces such as our community garden to provide services and activities for local members from the Dunmanway area.

Agencies Feedback Summary:

As part of the strategic planning process the agencies and stakeholders were invited to complete a short, on-line questionnaire. A summary of verbal and written responses is presented here.

Growing Awareness. Arrangements with most partner organisations are working well in recent years, a greater level of awareness of the work of DFRC is reported, and working relations are strengthening. The work of the centre is valued for example through providing good supports for parents, developments in the Community Meals service, and the community garden is considered a good asset to the town. In a small number of cases however, there has been a lesser level of contact, pointing to the potential for further developing strategic partnerships.

Challenges in providing DFRC services to the community are identified as: a lack of awareness, local perception of the centre supporting disadvantaged families only, reluctance on the part of some people to take up services, and clarity on identification of needs.

Future Developments. Agencies and stakeholders state they are keen to continue providing and developing partnership arrangements over the coming years. It is felt DFRC could actively promote itself to the community and to ensure partner organisations are fully aware of the range of services and supports provided by the centre.

These responses and suggestions indicate the work of DFRC is valued by partner agencies and stakeholders. The centre is perceived as a focus for innovation and creativity in developing new responses as needs emerge. This feedback indicates the potential development of the scope and footprint of the centre. The capacity of DFRC to expand and develop its services, is of course, contingent on securing adequate funding.

It can also be seen that the themes and challenges identified in the agencies’ responses are reflective of similar themes and challenges identified through the community and focus group consultations – a consistency of issues can be observed.

Needs identified from agency / stakeholder consultation:

- ✓ Continue the focus on families,
- ✓ Need for a greater awareness among schools of DFRC services,
- ✓ Provide supports for children recently diagnosed with learning difficulties,
- ✓ The need for provision of supervised parental access,
- ✓ Need for a transition programme from primary to secondary schools,
- ✓ Expansion of DFRC catchment area (Hub & Spoke model),
- ✓ Make greater use of the community garden for education and awareness programmes,
- ✓ That the DFRC facilitate networking of local agencies in the greater Dunmanway area,
- ✓ Develop a coordinated plan for older people's services,
- ✓ Schools pleased to advise parents of DFRC services.

Feedback & Demographic Profile Summary. The following is a summary of all consultation feedback.

- ✓ **Programme & Service Delivery:**
 - A substantial programme of supports and activities was delivered during the 3-year period.
 - The activities embraced a full range of target groups: parents, toddlers, young children, teens, adults as well as the general community.
 - DFRC collaborated effectively with agencies and service providers and made best use of available resources.
 - The facilities of the centre were well utilised by agencies and service providers.
- ✓ **Demographic Profile:**
 - The population of the DFRC catchment is widely spread across the rural hinterland.
 - There was a slight decrease in the local population.
 - The proportion of older population is significantly higher than that of the state. Consequently, the age dependency ratio is greater.
 - The percentage of one-parent families and one-person households similar to those of the state.
 - The levels of people with a disability and carers is similar to national figures, these groups are also at higher risks of poverty and exclusion.
- ✓ **Consultation Feedback:**
 - Very positive response received in regard to all DFRC services and activities.
 - Suggestions to continue programmes for young mothers; professional health specialist clinics needed, provide a coffee morning/ drop-in.
 - Make greater use of the community garden, improve the facilities.
 - Transition from *Meals on Wheels* to *Community Meals*, address associated stigma.
 - Address general stigma associated with accessing DFRC services.
 - Provide centre-based supports for youth.
 - Collaborate with relevant services providing support for young people with autism spectrum disorder.
 - Provide supports for carers.
 - Continue the focus on families.
 - Need for a greater awareness among schools of DFRC services. Schools pleased to advise parents of DFRC services.
 - Provide supports for children recently diagnosed with learning difficulties.
 - The need for provision of supervised parental access.
 - Need for a transition programme from primary to secondary schools.
 - Expansion of DFRC catchment area.
 - That the DFRC facilitate networking of local agencies in the greater Dunmanway area.
 - Develop a coordinated plan for older people's services.

Chapter 6 Overall Findings

-  **Substantive and impactful.** DFRC has effectively delivered a substantive and impactful programme of activities during the 2019 – 2021 period, working in collaboration with a range of agencies and programmes and making best use of available funds. Target groups across the life cycle have benefited from the programme of work. Other services and stakeholders have availed of DFRC facilities to provide their programmes and services in Dunmanway.
-  **Very positive feedback.** Feedback from the consultations was very positive with project staff in particular highlighted for the professionalism, helpfulness and friendliness. Beneficiaries and participants value the personal benefits derived from the programmes and services of the centre. Very positive feedback was received on the services and programmes of the centre throughout the consultations. DFRC is valued for its professionalism, its capacity to respond innovatively, and its potential to provide services across a wider geographic area.
-  **Clear, strategic focus.** The organisation has come through a challenging period with changes in staffing and management and is developing a clear strategic focus through preparing a new plan for 2022 – 2027.
-  **Rural catchment.** The bulk of the population in the DFRC catchment live in outlying rural areas, therefore there is a need to promote the services to families and communities through the catchment.
-  **Address misconceptions.** There is a need to address misconceptions of the role and services of the work of DFRC. Closely related to this is a lack of awareness of the valuable supports and activities provided by the centre. Lack of awareness is cited as the main reason for not availing of the services of the centre. Communications needs to take a mixed media approach. The centre should be promoted to all families while ensuring services reach the most vulnerable and disadvantaged families and individuals. Promote the Community Meals Service rather than the traditional Meals on Wheels.
-  **Risk of poverty and exclusion.** The demographic profile reveals a number of sectors at risk of poverty and exclusion including: one-parent families, one-person households, older people, people with a disability and carers. These groups are in need of continued and further supports to ensure social inclusion and quality of life.
-  **Programme continuation and development.** Beneficiaries suggest a continuation and development of programmes: for parents, children, young people, older people, community education, and community activities.
-  **COVID 19 impact.** Covid impact has been a stressful, isolating, and negative experience. It has created anxiety, depression and confusion. It has been particularly challenging for families of children with additional needs and has further isolated older people.

-  **New developments.** Suggestions include: investigating the feasibility of a childcare service for the town, pursuing a new location for the Older Persons Services, developing activities and programmes in the Community Garden, and re-establishing the Men's Shed,

-  **New programme suggestions.** A number of new programme areas are suggested including Supervised Access, Wider Service Footprint, Carers, Teenagers with Autism, Transition to Secondary Schools, Supports for Children with a Learning Disability Diagnosis, and Facilitating Agencies Network.

-  **Agency collaboration.** Agencies and other organisations are pleased to collaborate with DFRC and suggest it promote its services more and strengthen its partnership arrangements.

Chapter 7 Strategic Themes & Actions*

Theme	Actions		Partners/ funders
1. Family Supports & Programmes - Universal	1.1 Continue programme of supports for parents and young children. 1.2 Continue programme of activities for children. 1.3 Facilitate appropriate health specialists in Dunmanway for young/ new mothers. 1.4 Develop a women's health programme. 1.5 Promote the Therapeutic Hub; Play therapy, art therapy, music therapy, addiction services, counselling. 1.6 Explore provision of services through a Hub & Spoke model. 1.7 Liaise with other services e.g., PHN and GPs to ensure awareness of DFRC work.		TUSLA Primary schools Secondary schools Public Health Nurses CoAction CAMHs Social Work Dept
2. Family Supports & Programmes - Targeted	2.1 Continue programme of supports and activities for young people at risk. 2.2 Collaborate with other services providing autism support for teenagers. 2.3 Explore provision of services through outreach. 2.4 Provide supervised access for children in care.		TUSLA
3. Providing Childcare	3.1 Undertake a feasibility study to establish the need for a community childcare service in Dunmanway including after-schools.		TUSLA, County Childcare Committee
4. Community Development	4.1 Men's Health & Well-Being.	4.1.1 Re-establish the Men's Shed. 4.1.2 Target isolated men.	Irish Men's Sheds Association, West Cork Development
	4.2 The Community Garden	4.2.1 Utilise the community garden to its full potential. Run programmes there. 4.2.2 Continue to facilitate community events at the garden. 4.2.3 Install a toilet and electricity.	Cork ETB
	4.3 Older People.	4.3.1 Promote the community meals service to the wider community. 4.3.2 Provide on-going volunteer training and support including induction for new volunteers. Convene regular volunteer meetings. 4.3.3 Pursue development of a new centre for Community Meals. 4.3.4 Develop a coordinated plan for Older People's Services.	HSE PHNs
	4.4 Caring for the Carers.	4.1 Undertake further research into the need for a carer's group. 4.2 Run carers support meetings/ coffee mornings.	Carers & Older Person's Development Worker Irish Carer's Association

	4.5 Welcoming Newcomers.	4.5.1 Provide a meeting point for newcomers to the community: migrants, refugees and new residents to the area.	Local community.
	4.6 Community Education	4.6.1 Continue providing a programme of community education and lifelong learning.	Cork ETB
	4.7 Community Activities	4.7.1 Continue coordinating a range of community activities	Local community.
5. Promoting DFRC	<p>5.1 Promote the work of DFRC through mixed media: social media, print and face-to-face.</p> <p>5.2 Advertise the services of DFRC to the community, including promotion to rural areas.</p> <p>5.3 Address issues of stigma, change perception of DFRC as a service for disadvantaged families only.</p> <p>5.4 Continue improving community awareness of the work of the board.</p> <p>5.5 Undertake on-going community consultations as needs arise.</p>		Strategic partners. Dunmanway community networks.
6. Networking	<p>6.1 Network with other Family Resource Centres.</p> <p>6.2 Continue networking and collaborating with agencies and stakeholders.</p> <p>6.3 Consider facilitating a network of local agencies in the greater Dunmanway area.</p>		National and Regional Family Resource Centre Network. Dunmanway Chamber of Commerce
7. Internal Developments	7.1 Board	<p>7.1.1 Continue providing focus, leadership and stability for the organisation, its beneficiaries, staff and partners.</p> <p>7.1.2 Provide on-going training for board members.</p> <p>7.1.3 Recruit additional members to the board with relevant skills and experience.</p> <p>7.1.4 Provide induction for new board members.</p> <p>7.1.5 Ensure the needs and views of beneficiaries & the community are heard.</p> <p>7.1.6 Secure funding and resources needed to implement the work programme.</p>	Internal
	7.2 Staff	<p>7.2.1 Provide regular internal communications: staff team, coordinator and board.</p> <p>7.2.2 Schedule regular team meetings of all DFRC sections.</p> <p>7.2.3 Continue to seek and advocate for funding for staff pay increments.</p> <p>7.2.4 Provide induction for new staff.</p>	
8. Premises	8.1 Maintain the building to a high standard, ensuring it is welcoming and more visible to the general community.		Internal

***Implementation of the full set of actions is subject to securing adequate funding.**

Appendices

Template for preparing a local Family Resource Support Strategy for Parents & Children (TUSLA)*

Outcome Area	Needs	Actions		Targets for:
		Developmental	Programmed	- Community - Adults & Parents - Children
1. Health: physical, mental & emotional	<p>Supports for mothers/ parents of young babies & toddlers.</p> <p>Parenting programmes for families with young children & teens.</p> <p>Mental health supports for youth.</p> <p>A support group for youth with Autism.</p> <p>Supports for LGBT youth.</p>	<p>Facilitate appropriate health specialists in Dunmanway for young/ new mothers.</p> <p>Provide a therapeutic programme; Play therapy, art therapy, music therapy, addiction services, and counselling.</p> <p>Collaborate with other services providing autism support for teenagers.</p>	<p>Programme of supports for Parents & Young Children.</p> <p>Develop a women's health programme.</p> <p>Programme of activities and events for children.</p>	<p>Parenting courses.</p> <p>Family supports.</p> <p>Health programmes for parents.</p> <p>Children's events.</p> <p>Therapy sessions incl. counselling.</p> <p>Autism programme for teens to be identified and resources.</p>
2. Education & development	<p>Supporting children diagnosed with learning difficulties.</p> <p>Support from primary to secondary level education.</p> <p>Lifelong adult learning.</p> <p>A childcare service for Dunmanway.</p>	<p>Children with learning difficulties diagnosis.</p> <p>Primary to secondary transition.</p> <p>Undertake a feasibility study on the need for a community childcare service.</p>	<p>A schedule of community education programmes.</p>	<p>To be developed and resourced: support for children with a learning diagnosis, and a primary to secondary transition programme. Est numbers.</p> <p>Number of community education programmes.</p>

3. Safe from harm & neglect	Need to support young people witnessing violence or abuse at home. Need to provide supervised access visits/ meetings.	Continue a programme of supports for young people at risk. Provide supervised access for children in care.	Ensure staff have access to latest evidence-based interventions and trainings	Number of young people availing of one-to-one supports. Number of young people benefitting from supervised access.
4. Adequate income	Support and advocate for families who are experiencing financial difficulties to access entitlements and/or to engage with appropriate services such as MABs	Offer budgeting programmes for families	Continue to advocate for families to have access to their financial entitlements from the state. Support linking families in with our local MABs	Number of families seeking support Number of families referred to MABs
5. Participation in positive networks	Support and confidence-building for young/ new mothers. Support for carers.	Undertake further research into the need for a carer's group. Run carers support meetings/ coffee mornings.	Continue Connect Café for parents and their young people	Carer's supports to be clarified and resourced.

*subject to availability of funding

Strategic Partners Matrix

	1. Supporting Families - Universal	2. Supporting Families - Targeted	3. Providing Childcare	4. Community Supports	5. Networking & Collaboration
	Young parents, babies & toddlers. Women's health programme. Promote therapeutic hub; play, art, music, addiction services, counselling.	Providing targeted support for young people. Explore provision of services through a Hub & Spoke model. Access Hub.	Feasibility study to establish the need in Dunmanway.	Community Meals. Community Garden. Men's Shed. Carers & Older People. Newcomers & refugees.	Promote DFRC services to local agencies and partners; schools, PHNs, GPs. Network with other Family Resource Centres.
TUSLA National	√	√	√		
TUSLA Local		√			√
TUSLA CCA		√			
TUSLA CFSN		√	√		√
TUSLA Social Work Comm Dept	√	√	√	√	√
HSE Mental Health Service CAMHS	√	√		√	
HSE Comm Dept				√	√
Schools	√	√	√	√	√
ETB – Comm Education	√			√	√
Cork County Childcare			√		
Community Partners	√	√	√	√	√
West Cork Dev Partnership	√			√	√
NFRC Forum	√	√	√	√	√
St Vincent de Paul				√	√
MABS	√	√			√

Principles & Ethos Underpinning the Work of Dunmanway Family Resource Centre

- ✓ **Welcoming.** We are a welcoming organisation, when someone walks in our door, they will be met by staff who will listen, understand and support you.
- ✓ **Professional & Empathetic.** Each member of our team fulfils their role to the best professional standards while balanced with human empathy and kindness.
- ✓ **Equality & Inclusion.** We are a fully inclusive organisation, and we embrace diversity. All are treated equally regardless of race, ethnicity, gender etc, we endorse the principles of The 9 Grounds under the Equality Status Act.
- ✓ **Open to all Families.** Healthy, happy families are the basis for healthy, happy communities. Our Family Resource Centre is for all families across the community.
- ✓ **A focus on Disadvantage.** We work to ensure that all families can access our services, regardless of their financial circumstances.
- ✓ **Strict Confidentiality.** Trust is slowly built but can be quickly broken. Trusting relationships are critical to the success of our work. We implement best practice in the storage, sharing and retention of personal information, in line with GDPR requirements.
- ✓ **A Whole-of-Organisation Approach.** The successful implementation of our strategic plan is based on the buy-in and commitment of each member of the organisation – the board, the employees and volunteers. We will endeavour to ensure all concerned fully understand and support the plan.
- ✓ **A Community Development Approach.** The success of our work depends on the quality of our relationship with the local community. Over the course of this plan, we will continue to develop and strengthen our links with the people, the organisations and the businesses of Dunmanway.
- ✓ **Interagency Collaboration & Strategic Partnership.** DFRC will develop and implement its services and activities working in close collaboration with key agencies and organisations, operating as equal partners, each working to their own area of strengths and expertise.
- ✓ **Transparency.** Transparency is essential to trust-building and to gaining public and institutional respect. Our annual report and financial report will be made available. Also, we will provide effective communications using a wide range of media.
- ✓ **Sustainability.** Conscious of the United 17 Sustainable Development Goals, we are committed to working in an environmentally sustainable and responsible manner, committed to reducing the organisation's carbon footprint.

2/14/22, 7:05 PM

Dunmanway Family Resource Centre Community Consultation Survey

Dunmanway Family Resource Centre Community Consultation Survey

Dunmanway Family Resource Centre is undertaking a strategic planning process for the years 2022 - 2027. This involves consulting with the community on family support needs and priorities.

The strategic planning is being facilitated by Paul O'Raw (O'Raw Consultancy), this survey is an important part of the process. Your input and suggestions are greatly appreciated. It will help the Board of the Family Resource Centre develop their plans for the future.

Enquiries: paul@pauloraw.ie, mobile 087 2317204, website www.pauloraw.ie

Data Protection/ GDPR: this survey will not gather any personal data or information. Your response is anonymous.

SURVEY CLOSING DATE FRIDAY 11th MARCH 2022

* Required

Background information

1. Where do you live? (a required question) *

Mark only one oval.

- Dunmanway Town
- Dunmanway Hinterland
- Enniskeane
- Ballineen
- Drimoleague
- Drinagh
- Ballinacarriga
- Other: _____

2. If you ticked 'other' for above, please state the area only.

3. Age Group

Mark only one oval.

- 18 to 30
- 31 to 44
- 45 to 64
- 65+

4. Family Status - select as many as need be.

Check all that apply.

- With pre-school children
- With school-going children
- One-parent family
- Couple
- Living alone
- With child with additional needs
- With a dependent adult

**Dunmanway Family
Resource Centre Services**

Please describe how often you have used the services of the centre and your experience of the services.

5. In general, what do you know of the work of the organisation?

6. How do you hear about the activities and services of the organisation?

7. Which of the services have you used?

Check all that apply.

	Never	Once or twice a year	Monthly	Weekly
Parent & Family Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baby/ Parent & Toddler Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connect Cafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occasional activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older People's Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals on Wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lunch Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talks and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other services in the FRC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you chose 'other' please state which.

9. What is your experience of using the services of the Family Resource Centre?

Mark only one oval.

	1	2	3	4	5	6	
Poor	<input type="radio"/>	Excellent					

10. You may leave a comment on your experience of using the services.

11. If you have not used any of the services why might that be?

Check all that apply.

- I am not aware of the services provided.
- None of the services offered meet my needs/ my family needs.
- I prefer to go elsewhere for these type of services.
- I have no need for any of the services offered.

Other: _____

12. If you chose 'other' you can leave a comment.

13. What do you think is the best way for us to provide information to the community?

Check all that apply.

- Social media
- Word of mouth
- Newsletter
- Newspaper
- Notice board
- Local radio
- Referrals from other services (eg GP, HSE/ TUSLA)

Other: _____

14. If you answered 'Other' to the question above, you can leave a comment.

15. Do you follow us on any social media platform?

Check all that apply.

- Facebook
- Instagram



16. Over the past few years, have these aspects of your family life in the area got better or worse, or have they stayed the same?

Check all that apply.

	Better	Worse	The Same	No opinion
Children's health & well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenage health & well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parents health and well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parenting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caring for a child with additional needs or a dependent adult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthy eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fitness & recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family finances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Growing older	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping with schoolwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availing of support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection with grandparents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Comments. If you wish you can leave comments on the above.

18. How has the COVID 19 pandemic period impacted on family and community life?

Living in your area

19. Over the past few years, have these aspects of living in your area got better or worse, or have they stayed the same?

Check all that apply.

	Better	Worse	The Same	No opinion
Amenities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling Safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Well-Being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amenities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Comments. If you wish you can leave comments on the above.

21. In general what three words would you use to describe living in the area?

22. What three things do you like the most about living in the area?

23. What three things do you like the least about living in the area?

Thinking ahead...

24. We are preparing our next strategic plan. Have you any suggestions for developing the services?

25. Would you like to be involved in the work of the Family Resource Centre?

Mark only one oval.

- Yes
- No

26. If yes to above, in what way would you like to be involved?

27. If you would like to be invited to a community workshop to be part of the consultation project please leave your email or phone number.

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