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# NAVAN SPRINGBOARD LTD

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Annual report 2014



AUGUST 18TH, 2015

81 Black castle Lodge, Flowerhill, Navan, Co. Meath. [www.Springboardnavan.ie](http://www.Springboardnavan.ie)

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*Directors Report for year ended December 31<sup>st</sup> 2014 Including Income & Expenditure  
Accounts for 2014 as per Audit of Company Accounts.*

## Acknowledgements

The Board of Directors and staff team of Navan Springboard Company Ltd. would like to thank the families, parents and children that we have had the pleasure to work with during the last year. At times we have had the privilege to share your joys, your pain, your hopes and your tears. Together through our work and your great efforts, things have improved for you and your children and we thank you for letting us be part of your lives.

The Board of Directors and the Staff Team would also like to thank all those individuals and organisations who have supported our work throughout the last year.

Our work is made possible by the funding we receive from the Co. Louth & Meath Prevention Partnership & Family Support Services Office of the Child & Family Agency Tusla. Due to the wider economic conditions within the Irish Economy and the funding available to the Child & Family Agency Tusla, the funding provided to Navan Springboard for service delivery has been reduced thus posing particular challenges to the service. We have been assisted in facing these challenges by the operational support we receive from many family support services staff within the Child & Family Agency Tusla, to you all, we say thank you.

In 2014 we also received funding from The Family Support Agency, Louth Meath Educational Training Board, and the Department of Children and Youth Affairs. We are grateful for these grants which aided our work and further details of how the funding was used can be found further in this report.

During the year we continued to work in partnership with other non-government organisations to improve the services available to families and parents. A special thank you must be extended to the managers and staff of Meath Women's Refuge and Support Services, Navan School Completion Programme, and County Meath's GAA Development Officer, each of whom have assisted us in the delivery of a particular service within our work. They have provided us with support which has benefited the families we have worked with.

We look forward to your continued support and involvement during the coming years.

## Chairperson Address

I am delighted to present the Annual Report of Navan Springboard Company Ltd for 2014 on behalf of our Board of Directors, Management and Staff. Since 1998, Navan Springboard programmes have enhanced the lives of many children and families due to the professionalism, dedication and commitment of the staff and manager of Navan Springboard Company.

This report highlights the continuation of our work through the variety of services we provide.

I wish to take this opportunity to thank our out-going Directors who have given their time and dedication during the year, ensuring the company continues to deliver to a high level. I also welcome our new Directors who have joined the Board in recent months and look forward to the experience and expertise that they bring with them.

On behalf of the Board of Directors I wish to thank all the agencies that have supported us and contributed to the development of our programmes. In particular we would like to thank our primary funder, Child & Family Agency Tusla, for funding, guidance and advice.

Finally, a special thanks to our Manager and staff for their continued consistent dedication and expertise, enhancing the lives of many children and families

We look forward to new opportunities and challenges during the coming year.

Thank you,

*Christina Nestor*  
Chairperson

## Background and Structure of Navan Springboard

### Our Vision

Our vision is a community where all children and families are treasured and treated equally, where family life is a happy and nurturing experience for all.

### Our Mission Statement

*‘to support adults in their parenting role for the benefit of their children’.*

We are a community based service working in Co. Meath. We focus our services for children from 0 to 12 years of age and their parents.

Our work is in keeping with the National Agenda for Children’s Services and the five national outcomes identified for improving the lives of children within the state;

All children should be;

- Healthy, both physically and mentally
- Supported in active learning
- Safe from accidental and intentional harm, and secure in the immediate and wider physical environment
- Economically secure
- Part of positive networks of family, friends, neighbours and community, and included and participating in society

(National Strategy for Research and Data on Children’s Lives 2011 – 2016, p17 2011)

### Our Aims

We have three core aims, which guide us in our work with families.

- To promote the welfare of children within their family and community.
- To work in partnership with parents, their children and relevant agencies.
- To influence local and regional policy to support adults in their parenting role.

## Our Ethos

In Navan Springboard, everybody is accepted for the talents, strengths, and skills they possess. We believe that by working with children and their families in a respectful, caring way, we can empower and enable them to become the masters of their own lives. Ultimately it is our hope, that family life is a happy and nurturing experience for everyone.

Our work is supported by our core values;

We work from a strengths based perspective, thereby using the inherent strengths and supports that each family have, to begin to improve their situation.

Respect is our corner stone; we endeavour to treat each individual family member with respect and fairness.

Empowerment, we work with each family at their starting point and at their own pace, as far as is practical we involve the parents and children in all the decisions with regard to our work with and for them.

Partnership, we work in partnership with parents and other agencies so as to assist in positive outcomes for the families and Communities we work in.

Team work, as individual staff we believe by supporting each other in our work, we deliver better support to the families with whom we work.

## History and Management Structure

Navan Springboard Family Support Services, (Navan Springboard Company Ltd.) began work in 1998 as part of a Government Initiative to develop community based family support services. The initiative was within the Department of Health and Children.

Representatives of a range of voluntary and statutory organisations make up our Board of Directors whom oversee our work. We are a Limited Company with Charitable Status – No CHY 13758.

**The Board of Directors** during 2014 were;

Christina Nestor	Navan School Completion Project	(Chairperson)
Jim Mangan	Community representative	(Treasurer)
Leonard Callaghan	Service Development Officer Tusla	
Shay O'Neill	Retired Social Care Worker.	
Anne Fitzpatrick	School Principal	
Paul Prendergast	Parent	
Caroline Lynch	Public Representative.	

### Staff Team

The Staff Team at Springboard for 2014 were;

Siobhan Crosby	Project Worker
Eileen Dowdall,	Project Worker
Helena Davis	Family Support Worker & Access Support
Alacoque Fitzsimons	Family Support Worker & Access Support
Martina Devin	Sessional Worker Family & Access Support Services.
Loreto Martin	Project Development Officer on the He's My Dad Project & Children's Access Support Service Co-Ordinator;
Valerie Walsh.	Administration Officer
Sé Fulham.	Manager

Our team bring with them a wealth of skills, experience and qualifications in a variety of disciplines such as Social Care, Social Science, Youth and Community work and Administration/business studies. Most importantly of all, the team have great enthusiasm for working with parents and children to assist in improving their lives.

## Service Structure

Figure 1 is a graphical representation of our service provision during 2014. At the centre of our work are the Individual Programmes of Family Support (IPFS) that we provide to parents and their children. The outer ring of services has grown organically out of IPFS and are open to parents and their children in Co. Meath

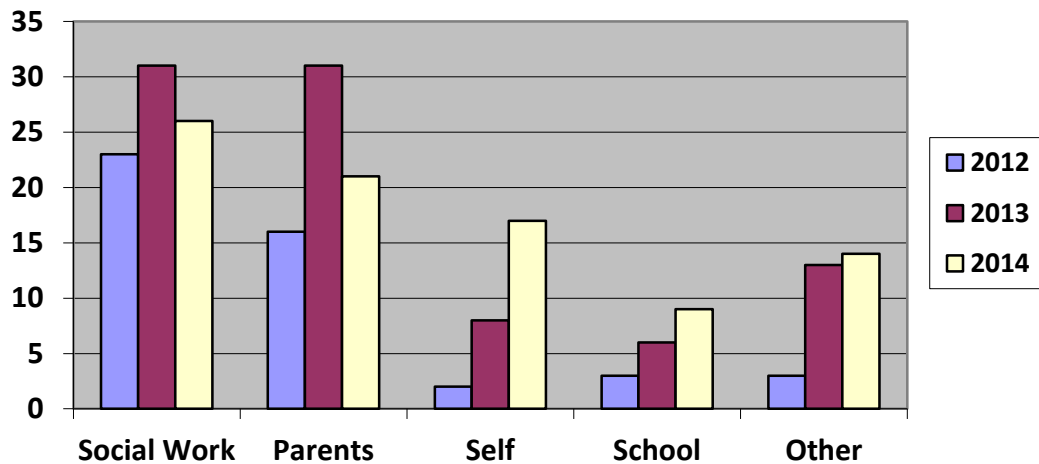
Fig. 1 Navan Springboard Service Provision 2014.



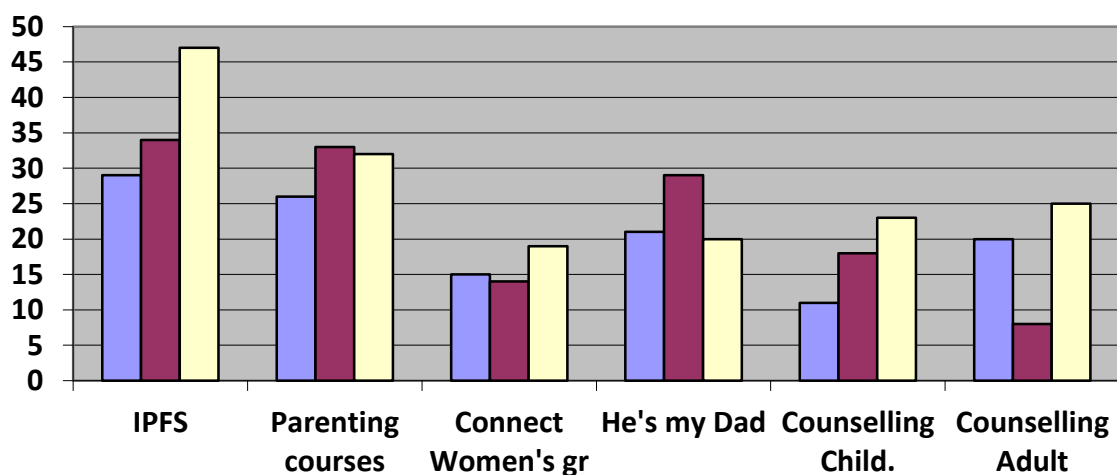
Individual Programmes of Family Support (IPFS) are generally our most intensive level of support to parents and their children. As our service provision has developed, we have established an array of services ranging from low to high levels of support; this facilitates a tailored response to the specific needs of the family / parent that we are working with. In the following pages, our work during 2014 will be outlined under each of the service headings.

## 2014 in Figures

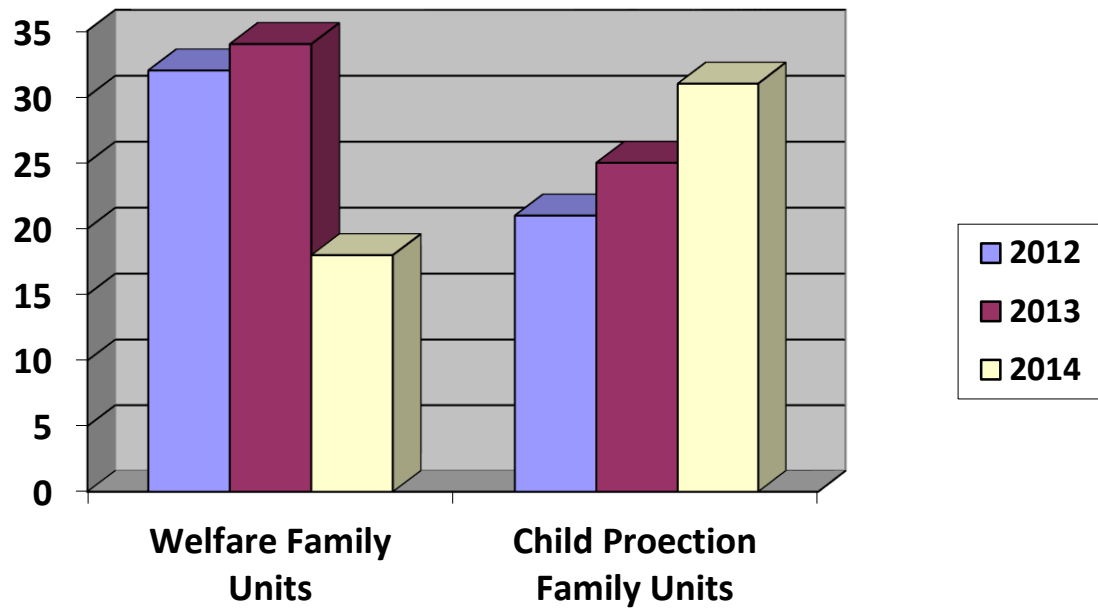
*Referrals by source for Family Support Services funded by Tusla*  
 2012 (59) 2013 (92) 2014 (87).



*Engagement levels by service provision within the Family Support Services  
 Funded by the HSE.*  
 2012 (96) 2013 (111) 2014 (127).



*Children Access Support Service Families attending 2012-2014*



## Individual Programmes of Family Support (IPFS)

In 2014 we experienced a rise in demand for Individual Programmes of Family Support (IPFS). We provided 45 families with this service whilst in 2013 the figure for the same period was 34 families.

The work for each family is designed around their individual needs and strengths. We would integrate weekly therapeutic sessions with children or parents as required, family meetings, group parenting programmes, home visits, and summer activity programmes. As appropriate, families who engage with an IPFS, may also be offered and prioritised for other services available within Navan Springboard.

During 2014, Tusla, The Child and Family Agency introduced the Meitheal Initiative as part of the Prevention Partnership and Family Support. Navan Springboard Family Support Services welcomed this development and during 2014 we integrated the Meitheal Initiative into our Family Support plans.

A tailored Family Support Plan is devised between each family and their Key worker, initially on a three-month basis. This plan also takes on board any interests and concerns of other relevant agencies. The plan of work which is specific, measurable and achievable for all involved, may involve the families' key worker undertaking an individual programme of work with a child or parent in relation to specific issues e.g. tips on positive parenting, anger-management, dealing with loss and separation etc. The work plans for families are based on the national policy of The Agenda for Children's Services.

Reviews of these plans are held at the end of a three-month period with the family and referrer (if appropriate), to monitor and review outcomes and adjust interventions as required.

Individual and group based programmes of work can be established and can take place in the child's home; school or our offices and consist of:

- Home/centre visits with parents and children
- Individual support sessions with parents and children
- Therapy sessions for children
- Counselling service for parents
- Parents Support/Social group
- Family Days Out
- Summer Programme

## Criteria for Individual Programmes of Family Support

Before a parent / family are offered an Individual Programme of Family Support they must meet the following four points

- Parent / Family reside in Co. Meath.
- At least one child in the family is under 12 years of age at the time of referral.
- The issue given rise to concern can be most appropriately addressed via education and support to the parent /guardian of the child.
- The parent(s) /guardian wants to improve the situation for the child.

Navan Springboard accepts referrals directly from families and those working with families such as social workers, schools, public health nurses, mental health services, Gardaí, youth organisations etc. A key aspect of any referral is the desire by the family to want to improve the situation they find themselves in.

All work undertaken with families is with their consent and their agreement. When an agency makes a referral, it is expected, where appropriate, that the agency continues their involvement with the family in conjunction with the work that Navan Springboard undertake with the family.

## Referral Process

Parents are encouraged to make direct contact with us to seek assistance on the issues affecting their family. Professionals & volunteers who come in contact with a family may make a referral on their behalf with the consent of the parents. Upon receipt of a referral, the referrer will receive a letter acknowledging the referral and an indication of whether and when the family may receive a service under our Individual Programmes of Family Support. During 2014 most referrals commenced work within three months of initial contact. All referrals are reviewed regularly and prioritised based on need.

## Home/Centre visits

Home visits are a central part of our work, particularly as many of our parents have younger children which can make it difficult for them to get to our office. Support and advocacy work is offered in relation to parenting, housing, educational, financial and childcare issues etc. It is through these visits, either in the family home or our offices where we practice our 3T therapy, 'taking Time to listen and support while Talking over a cup of Tea'. This informal process helps the parents to identify the issues affecting their families. Together we can identify ways to address these issues and to support the parents on following through with their plans.

*The following is an example of some of the activities which were undertaken with Families who engaged with our Individual Programmes of Family Support during 2014*

## Family Day Trips 2014

As part of our Individual Programmes of Family Support we offered those families with little or no resources an opportunity to have a family day trip during the summer holidays. The family's assigned staff member took them to places such as Funtasia in Drogheda, Rathbeggan Lakes and Newbridge House and Farm. Many happy memories for children and parents were created on these days out.

The project also facilitated two group family day trips during the summer of 2014, for all families directly involved with the project. The aim of these days is to provide all family members with the chance to spend some quality fun time together in a relaxed environment. One trip was taken to Dublin Zoo where 19 families, including 45 children, attended the trip. The weather was glorious and everyone seemed to enjoy this day. The second family day trip took place to The Causey Farm and was attended by 9 parents and 19 children.

Feedback from parents and children was very positive for both days and it seemed they were enjoyed by all who attended.

## Mid Term Breaks

During their midterm breaks, as a reward for their hard work during term time, we took the children to the cinema where they enjoyed meeting up and spending time with each other again, just as much as they enjoyed the on screen entertainment.

Parents' view of service received within IPFS, as expressed on Parent Satisfaction Survey:

*"Thank you so much for opening my eyes and helping my family. Also the staff are so natural and easy to talk to."*

*"Thank you for all your help. I would thoroughly recommend Springboard in the future."*

*"Many thanks for your work with our Son which he found extremely beneficial."*

## Expected outcomes for Individual Programmes of Family Support

The expected outcomes for Children involved with our Individual Programmes of Family Support are:

- Increase in the child's emotional wellbeing.
- Improved behaviour management within the family
- Improvement in peer relations
- Improvements in relationships with parents and siblings
- Improvements in pro-social behaviour
- Reduction in impairment to child in respect of their home life, friendships and classroom learning
- Increased participation in school activities
- Reduction in the risk of harm to children,

The key method for working with children to achieve the above outcomes is individual support sessions with the child and or their parents.

Parent's view of service received within IPFS, as expressed on Parent Satisfaction Survey;  
*"My child's Support Worker was excellent. Thank you all for everything."*

The expected outcomes for Parents involved with our Individual Programmes of Family Support are;

- Improvement's in family's support network
- Improved communication and involvement with their children
- Improvement in satisfaction with being a parent
- Reduction in stress
- Improved relationships with other agencies e.g. schools
- Improved money management skills

The key method for working with Parents to achieve the above outcomes are one to one parent support sessions in either the family home or our premises.

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## Group work in support of Positive parenting

A guiding principal of Family Support work is to ensure any intervention is proportional to the need. Research has shown that family support is at its best when intervention is at the minimum level possible to resolve the issues of concern. Not every family needs an Individual Programme of Family Support. Navan Springboard has developed a range of groups and courses to support and develop adults in their parenting role. This provision allows us to offer parents a level of support appropriate to their need. As parents engage with the groups or courses we run, they can be offered additional support if necessary. The following are details of alternative services provided in 2014.

### 'Swings & Slides' Parenting Skills Programme

The 'Swings and Slides' Parenting Programme was designed to enhance the existing skills and strengths of parents by offering them the opportunity to explore new ideas, address their concerns and share their experiences of parenting. Navan Springboard offered 2 'Swings and Slides' Parenting Programmes in 2014. The first programme took place during February/March 2014. A total of 13 parents enrolled in the programme with an average of 9 parents in attendance each week. In the September/October 2014 programme 10 parents enrolled with the programme with on average 8 parents attending weekly.

The programme was offered to parents who avail of our case managed service and to parents in the wider community.

Topics addressed in the programme include the benefits of routines; listening to your child; tips for managing your child's behaviour; healthy eating etc.

Feedback from the parents on what they found most useful over the course of the programme included:

*"Learning from other people, tips and information on how to be a better parent"*

*"Learned more patience"*

*"Learn how to talk and listen and manage children's behaviour"*

*"It helped me with my confidence"*

*"I have learned structure, interacting, listening and valuable benefits which I will take away with me in the future".*

*"Thank you for this course, it helped me be a good mother to my only son. Thank you for encouraging me."*

## Parent Plus- parenting programme

Navan Springboard Family Support Services and Navan School Completion obtained funding from the Louth Meath Education and Training Board to deliver an interagency Parent Plus programme for parents of children aged between 10-12yrs, in a school setting. The target group were children at risk of premature departure from the education system. The intent of the course was to strengthen the parental authority in the homes of targeted children by encouraging assertive parenting techniques such as consistent parenting, establishing routines, developing good communication and the importance of encouragement.

This programme was delivered for 1 morning a

per week over 9 weeks, with follow up home visits on a fortnightly basis. 5 participants completed the course and reported that there were favourable changes in their family homes as a result of their course participation.

## The Connect Women's Group

The Connect Women's group has been running as part of our service provision since September 2013. It evolved from the Women's Social group which had been running for a number of years previously. The Group has grown from 11 members in January 2014 to 15 members in Jan 2015 with an average of ten attending each week. The group meets one morning per week during school term. Over the past year the group has assisted its members in;

- Connecting with peers to reduce social isolation,
- Providing a supportive and safe environment,
- Encouraging growth and development in learning new skills & self confidence
- Connecting with their children more by using arts and crafts skills taught in the group.

Support is also given on an individual basis for personal concerns relating to their own circumstances and families.

During 2014 the Connect Women's Group undertook programme activities in the following;

- Cooking in the home for health and wealth
- Festive crafts for the Christmas and Easter
- Knitting
- Dream catcher making
- Mosaic & jewellery making

During the summer eight mothers their 17 children attended Newbridge House and Farm. It was a wonderful venue with walled gardens, working farm and an enormous adventure playground. Both parents and children enjoyed the trip.

*Comments: "Thank you for all your help, we have learned a lot from you."*

## Believe and Achieve

Navan Springboard Family Support Services teamed with Owen McGroarty, a counsellor specialising in CBT, to deliver the Believe & Achieve programme. The programme was delivered in three six week blocks on one morning per week commencing on Sept 16<sup>th</sup> 2014 and finishing on Feb 3<sup>rd</sup> 2015.

The course consisted of two modules. The first module worked in relation to anxiety which dealt with learning how to overcome uncertainty, catastrophizing, and helplessness. The second module was in relation to Low self-esteem which is the belief that we value ourselves negatively and judge that we have little to offer ourselves, others and the world. Participants were shown how to make connections between thoughts, feelings and facts. Living in the present and not the future and how to plan and not procrastinate.

. The learning was helped by recording information about what causes and maintains anxiety for each individual outside of class and practicing the skills learnt throughout the weeks. Fifteen parents started the programme. Due to the nature of the material and the work required by participants, five parents completed programme.

Comments from the members who completed the course include;

*'I enjoyed the course, the worry time and recording feelings and emotions are working well for me'.*

*'It has changed how I would have looked at myself and how I can be a stronger person. I feel more confident as a person and my self-worth has increased. I still have to keep a check on my thoughts but feel better equipped to do so with the skills I have learned'.*

*'I feel it has helped with my confidence, to speak up and to listen in an assertive manner. It has helped realise I am not on my own'.*

## He's My Dad Programme

The weekly support group provides an opportunity for men to come together and discuss any challenges either stressful or joyful they may experience in being a Dad. The group meet on Thursday mornings with a core group of 6 to 8 attending each week. Most of the attendees have also availed of the Advocacy Support Service.

As part of the programme for the weekly group we organised family events during the year. During the summer school holidays we provided family days out for them to Causey Farm and Dublin Zoo. The year was concluded with a trip to Santa Claus at Mellows children's play centre.

These outings gave the men and their children an affordable day out, a chance to enjoy each other's company and the opportunity to create positive family memories.

*Comments: "Thank you to everyone involved with Springboard, you have been a massive help to me and my family."*

*"Thanks for all the support you gave us."*

## Advocacy Support

Advocacy support provides one to one assistance and support for men on issues impacting on their parenting role. Throughout the year men sought support with issues regarding parent child relationships, positive behaviour management, family budgeting, housing, relationship difficulties post separation, etc.

Some of the men described the Advocacy Support in the following terms

*'The team provide an invaluable service in a very friendly & warm environment'*

*"Staff very helpful and understanding. High level of professionalism exhibited."*

*"Keep up the good work. It is a much needed service"*

## Meath Children's Access Service

Within the work of Navan Springboard Family Support Services we are acutely aware of the distress and pain suffered by parents and children who live apart from each other following family break-up. Research shows that children adapt better to the situation if they can maintain a positive relationship with both their parents. It is our belief that children have a right to a positive relationship with both parents as long as it is in the child's best interests.

In supporting children to stay in contact with both parents in these situations, we have developed "The Children's Access Support Service". Through this service our staff act as an intermediary between parents where communication has completely broken down. Staff assist both parents to agree an access support plan for the children with their non-resident parent. We use our premises as an access venue given its safe homely environment and our child centred child first ethos.

The service is available Monday to Saturday from 9.30am – 5.30pm each day.

Following a tendering process in 2010, the HSE Child Protection Services (Now Tusla Child and Family Agency) of Co. Meath entered into an agreement with Navan Springboard for the provision of an access support service for children to maintain and in some cases develop their relationship with their parent(s) following the children being placed in foster care. During 2014 we provided access support to 31 Families under this service

## Children's Access Support Service

### ***Children's Access Support Service - Child Protection Services***

The access Support Service Welfare provision refers to access support for children to see their non-resident parent following family break up. During 2014 we provided access support to 18 Families under this service. The service is paid for by the parents on a pay per use basis.

Below are some parent's comments/views:

*'I have left springboard with more confidence in my role as my child's parent'  
"Thank you for all your help and advice while I was seeing my daughter."*

*"Your support and your staff were very good in helping me and my children. Thank you so much."*

*"I had no idea what would have happened to the boys if Springboard weren't there. I don't understand why the service is available countrywide as there must be a demand for it"!*

## Counselling Support

We aim to provide brief counselling support in response to needs that arise for parents and or children in the course of our service provision. We arrange counselling when requested and when funding allows by hiring an external appropriate personal. The service is funded by three elements; a grant from the Family Support Agency, a small amount of money from our Service Level Agreement with the Child and Family Agency and by direct client contributions. Clients are charged according to their ability to pay. The client fee gives ownership and responsibility for their counselling, whilst also supporting the limited funding we receive for this valuable service to aid more clients.

The demand for counselling for children has seen a sustained increase in the last three years, rising from 11 in 2012, to 18 the following year and 25 in 2014. This represents a 127% increase in two years. Our counselling support for adults saw a 25% increase between 2012 and 2014. In 2014 we provided support to 25 adults via low cost counselling.

The increase in demand for both adults and children coupled with inadequate funding has resulted in Navan Springboard periodically during 2013 and again in 2014 freezing referrals for adult counselling to hold onto funding for child counselling. We prioritised children for two reasons;

- 1) There are a number of alternative services that adults can access for low cost counselling across the county. This is not the case for children.
- 2) Timely intervention with children can lead to fast resolution of the issues given rise to the need for counselling, simultaneously avoiding mal-adaptive behaviours becoming part of the child's identity.

*“ We are really grateful to Springboard for pointing us in the direction of Aisling in Trim, since meeting with her, our family situation has improved and my child is more settled and happy”, Many thanks.*

## Interagency and Community Links

Navan Springboard is active at a community and interagency level in promoting a greater understanding and development of a supportive environment for families and the work of family support. In pursuit of this agenda the project undertook the following work during 2014.

### Meath GAA Kellogg's Cúl Camp 2014

For the third year running the Development Officer of Meath GAA generously provided a Cúl Camp for 73 children. The camp was targeted at children who would not be going on any holiday or attending other camps due to family circumstances.

This camp was co-ordinated by Navan Springboard, with children referred by Navan Springboard, Tusla Family Support & Social Work Staff and Navan School completion Programme. The camp ran during the first week in August and 73 children had a fun sporting week of instruction and activity. A huge thank you from the children and their parents, to the GAA for making it happen.

### Sunshine House Summer Camp

The Sunshine Fund is a unique part of the Society of Saint Vincent de Paul which provides summer holidays for children living in disadvantaged areas of Dublin and surrounding counties. Sunshine House is a purpose-built holiday centre and is only 300m from the sea, surrounded by 5 acres of grounds. Outside, children can play on the football pitches, basketball court, swings, slides, or play equipment. If it's raining, activities are organised for indoors, where the sports hall, concert hall and top-of-the-range play centre, opened by President Mary McAleese, give plenty of space for the children to play all day.

The holiday starts when children get on the bus. Some children start to make new friends on the journey to Sunshine.

Once they get to Sunshine the children unpack in the dormitory upstairs and meet the adults who'll be minding them for the week, then have something to eat before they go to the disco, an evening show and a film before bedtime.

The children will need plenty of rest because the next day, after breakfast, they have a huge number of activities to choose from. The football and basketball leagues will commence, arts and crafts and dancing classes will begin, or they might want to rehearse for the talent show that night, or just play in the playgrounds. Everyone heads to the beach a little later, where they hear about the first competition of the week.

After lunch, prizes are handed out for the beach competition, then they might be going shopping with some of their new friends, or trying to find hidden treasure somewhere in the town. If the weather's nice, they might be trying to find shells or collect crabs, but if it's raining they will head inside to try out the indoor play centre. In here they can try the Play stations, climb the climbing wall or use the indoor jungle gym.

After tea it's time to practice some dance moves in the disco, then the talent show begins. After that it's musical chairs and more prizes, before they settle down to watch a film. By now they will be so tired and ready for bed – because there will be a whole pile of new things to do the next day!

In 2014 two children from Springboard attended the camp on the week the 21<sup>st</sup> June and another 4 children attended the camp the week the 5<sup>th</sup> July. Transport was arranged to get the children to and from the camp on the week 5<sup>th</sup> July and 6 other children from the Meath area also availed of this service. Feedback was positive from both parents and children and a fun filled activity week was enjoyed by all.

### **Meath MOVE Programme**

Navan Springboard act as treasurer to the Meath branch of the Move Programme and participate in the steering group. The program started with 8 men and finished in April 2014.

### **Navan School Completion Programme**

Navan Springboard continues to be active on the local management group of Navan School Completion Programme. There is a close working relationship between Springboard and school completion and this aids the service delivery of both groups.

Fostering Approval Committee for Co. Meath

The manager of Navan Springboard is an active member of the HSE Fostering Approval Committee for Co. Meath.

### **Co. Meath Child Services Committee**

Navan Springboard is an active member of the Children Service's Committee for the county. During 2014 Navan Springboard chaired the Vulnerable Children and Families Subgroup. As part of our contribution to the work of the Children Services Committee, Navan Springboard manage the website for the committee, <http://familysupportmeath.ie/>. The website aims to assist parents to locate the service they require within the county in one easy to use location. During 2014 the website had an average of 120 users per month.

## Service Evaluation

Service evaluation is ongoing within our service delivery model. The most significant of which is the planning and review process which is built into each service area. The following table outlines the planning and review process used in each service delivery area during 2014.

Service Area	Planning and review process
Individual Programmes of Family Support	Work plan is developed between the service and the parent. The plan is regularly reviewed with the parents. Each staff member is in a regular programme of workload supervision where each plan is discussed with the manager.
He's My Dad programme	The advocacy work is directed by the needs of each individual client. Each case is reviewed as part of the workload supervision process. The support group have a review meeting twice a year where their feedback is obtained.
Parenting Courses	The parents are asked for their feedback at the conclusion of the course and a month after they conclude with the service.
Connect Women's Group.	The support group have a review meeting twice a year where their feedback is obtained.
Counselling	Upon completion of counselling, the counsellor is asked to complete a review form. A month after they conclude with the service, parents are asked to complete a Parent satisfaction form.
Access Support	Each access support plan is devised in discussion with the parents and children (when age appropriate.) All access plans are reviewed on a regular basis. A month after they conclude with the service parents are asked to complete a Parent satisfaction form.

Staff supervision provides a regular platform for staff to discuss and review their work with families. This case by case evaluation looks at how our work as an agency impacts families concerned and is assisted by the structured use of Parent Satisfaction Surveys.

## Parent Satisfaction Surveys

A month following the conclusion of our work with a parent / family we send the parent a Parent Satisfaction Survey and ask them to complete the survey and return it via the stamp addressed envelope supplied. During 2014 we concluded our work with 45 families - We sent out 39 parent satisfaction survey forms during the year and received 13 by return post.

The breakdown of services availed of by the 13 parents who returned surveys were; 41% Parenting Courses, 22% Access Support, 15% IPFS, 15% Counselling and 7% He's My Dad programme.

Feedback regarding good models of Practice

The 33% feedback from the surveys returned with regard to the questions on the model of practice was very positive, with parents almost unanimously rating the service very highly against the 8 questions asked. The questions with the highest scores were regarding respect towards them from staff, improvements in their family situations and highly recommending our services. The number under each option indicates the number of people who ticked that option on the survey.

The following is a breakdown of the feedback received.

	Strongly Agree	Agree	Un decided	Dis-agree	Strong Dis agree
Q1 Overall I am satisfied with the services my family received from NSFSS	8	3	1		
Q2. I was involved in deciding how Springboard responded to my family needs	10	2			
Q3. My child /I could talk openly with Springboard staff.	8	3			
Q4. The location of the project was convenient to us	8	4			
Q5. Staff spoke with us in a way we could understand	9	4			
Q6. Staff treated us with respect	11	2			
Q7. My family's situation has improved as a result of being involved with NSFSS	11	1	1		
Q8. I would highly recommend NSFSS to other parents	11	2			

The number under each option indicates the number of people who ticked that option on the survey.

## Feedback regarding the five national outcomes for children services

The feedback from parents regarding how their experiences with NSFSS had impacted on their lives in relation to the five areas in health, education, safety, financial security and family & community connections shows overall positivity. 65% returned positive outcomes and only 3% returned negative responses. These negative responses refer to Physical wellbeing, extended family & community and family finances. The number under each option indicates the number of people who ticked that option on the survey.

The following is a breakdown of the feedback received

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly disagree</b>
My family's physical health has improved since attending Navan Springboard Family Support Services	7	1	2	1	
My family's mental health has improved since attending Navan Springboard Family Support Services	6	5	1		
Navan Springboard Family Support Services has encouraged my family to actively participate in education and learning.	5	1	3		
Navan Springboard Family Support Services has helped me to ensure the safety and wellbeing of my child while at home	8	2	1		
Since attending Navan Springboard Family Support Services our involvement with our family, extended family & community has improved	8	2	1	1	
Since attending Navan Springboard Family Support Services I am more proactive in managing my family's finances.	6		4	1	

The number under each option indicates the number of people who ticked that option on the survey.

## Conclusion

Our services continued to be in great demand during 2014 and we thank the Child and Family Agency for their continued funding. We are in a very privileged position to be able to assist adults in their parenting and thereby improve the quality of their children's lives. The maintenance and delivery of our services would not be possible without the dictation, hard work and imagination of the staff team, directors, counsellors and volunteers who work within Navan Springboard.

In 2014, Navan Springboard experienced an ongoing rise in the demand for its services; the increased demand is from across the county. Against this backdrop of increased demand the funding was cut by a further 5%. A key to effective family support is the timely delivery of services, as funding levels have been cut and demand increased, we have not always been able to ensure timely delivery. Cuts affect service delivery, and in our case that means the quality of family life for children and their parents.

As is evident from this report, 2014 was a challenging year both from the perspective of the provision of effective, efficient services and maintaining the services against the wider economic background. It is very heartening to hear and read the feedback from parents who have or are attended our services. The feedback from both the informal conversation and the structured Parent Satisfaction Survey demonstrate that we continue to have a significantly positive impact on the lives of the large majority of families that engage with our services.

For 2015 we are committed to maintaining very high standards in how we engage with our clients and we will endeavour to preserve our current level of service provision. We look forward with hope, to the continued engagement of parents and their children and to working in partnership with other services who share our goals.

*Sé Fulham*

Manager

Navan Springboard Family Support Services