



Merchants Quay Ireland
Homeless & Drugs Services



*"All I could think about
were his shoes..."*

ANNUAL REVIEW 2014



A Community of
Hospitality,
Hope and Justice



Merchants Quay Ireland
Homeless & Drugs Services

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Homeless & Drugs Services
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Reg Charity No CHY 12809

St. Francis Housing Association
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ANNUAL REVIEW 2014

“17 people graduated our MQI UCD programmes in 2014. It’s great to see many of these go on to work for MQI and other addiction agencies. I know these people will go on to affect change in many people’s lives. I’m proud to be part of this team.”

— Peter, Head of MQI's training team

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CHAIRMAN'S INTRODUCTION

As Chair of MQI I am pleased to welcome our Annual Report for 2014.

Despite signs of economic recovery in the country, at MQI we continue to witness significant increases in homelessness, long term addiction and premature deaths amongst our client base.

The sad and tragic death of Jonathan Corrie was a catalyst for substantial state and public engagement with our sector. At MQI we were pleased to extend our Open Access service to near 24/7 through the opening of our Night Café, providing refuge for those homeless who, for whatever reason, cannot access hostels. The fact that the Café has operated at full capacity from commencement confirms the necessity for such a service.

However, the statistics around fatalities amongst drug users are a national disgrace. In the eight year period from 2004 to 2011 there were a total of 4,606 deaths by drug poisoning and deaths amongst drug users. In 2011 alone the number of deaths by poisoning, which were recorded, rose to 365.

At MQI we continue to raise awareness of the awful consequences of overdose through national and international conferences. We will continue to lobby for a

concerted strategic state response to this crisis. MQI has, for the past few years, championed easy access for drug users and their families to Naloxone and we welcome the pilot project which will provide Naloxone free of charge on a take home basis. Naloxone is an antidote used to reverse the effects of opioid drugs like heroin, morphine and methadone if someone overdoses.

Last year we committed to achieving the highest standards of transparency and efficiency at MQI. In this context, I am pleased to confirm our accounts are presented to SORP standard (see note in Annual accounts) and we are making significant progress towards signing up to the Sector's Code of Governance.

Our donors have continued to respond with incredible generosity to MQI. To all our donors – statutory, corporate and personal – we say a heartfelt thank you. Without your extraordinary generosity, many would go hungry and undoubtedly some would die. It is our policy through our open days, newsletters and fundraising team to continue to provide a full picture of the important, often life-saving, work your donations make possible.

The Franciscan community continue to support MQI with a quiet generosity and on

behalf of the Executive, staff and clients I want express our gratitude to them.

I also want to express our deep gratitude to our Executive team, staff and volunteers. Your passion and commitment to our clients is admirable. All at MQI continue to give remarkable, unstinting service and consistently go the extra mile for our clients.

This year we have commissioned a review of our services from a staffing perspective and will consult widely, taking on board the views of all stakeholders, as we continue to aspire to the highest standard of excellence.

Poverty, hunger, addiction, overdose and homelessness continue to bring hardship and great suffering to our clients. We want all of you who visit our services in any capacity to feel warmly and unconditionally welcome. It is our firm wish to do everything we can to improve your lives.

Thank you.



Mick Price
Chairman, Board of Directors

IT IS BECAUSE OF YOU THAT MQI
CAN CONTINUE TO OFFER CARE AND
SUPPORT TO OUR CLIENTS
THANK YOU FOR YOUR ONGOING
TRUST AND SUPPORT

Our Board of Directors

Mr Mick Price - Chairman
Rev Kieran Cronin OFM
Dr Joanne Fenton
Mr Marcus Keane
Mr Ray Langton
Br Patrick Lynch OFM
Rev Hugh McKenna OFM
Mr Brian Melaugh
Rev Joe Walsh OFM

LOOKING BACK: 2014

As he passed in MQI's doorway, I almost forgot to say hello. All I could think about were his shoes. They had holes in the toes and his feet poked out through threadbare socks. He must've been walking forever. But here at Riverbank Centre he had finally found somewhere to rest. And I greeted him with the same welcome we extend to everyone at our doors.

This man was just another of the ever-growing list that presented at our centres in 2014. It was a busy and challenging year for our drugs and homeless services. There was much talk in the public domain about the new 'shoots of recovery' in the economy and Ireland 'turning the corner' from recession. But this was a long way from the experiences of our clients. In fact, it is the cumulative effect of the previous five and more years of austerity and cut-backs in services that are now manifesting in what can only be characterised as a housing and homeless crisis.

The crisis has emerged in the absence of any significant new social housing units being built. And the collapse of the private rental market due to rising rents has exacerbated this. The result is that emergency homeless accommodation has become bottle-necked, leading to more people being stuck on the streets and rough sleeping. The continued increase in families becoming homeless is another huge concern. While families with children are rightly prioritised in access to emergency accommodation, the knock-on effect is that single people are left behind. Especially those with issues such as mental health problems and addiction.

It is these people that we try to focus on assisting, and over the course of 2014 we saw almost 4,000 individuals in our homeless day services. Providing a healthy meal for homeless people is an important aspect of our service and in 2014 we provided over 79,500 meals. We also provide crisis support and in 2014 we recorded 5,623 supportive interventions with users of our homeless service. The strong link between homelessness, ill health and the harsh reality of life on the streets is clearly evidenced by the increased uptake in our primary health care services. Our GP, counselling, nursing and dental services recording a total of 5,329 health care

interventions during the year, an increase of 19% compared to 2013.

The drugs situation remains a very serious and live issue. In 2014 demand for our drug treatment services, both in Dublin and around the country, remained consistently high. During 2014 we provided 24,266 needle exchange interventions, which is a 6% increase on 2013. In total 3,179 individuals accessed the needle exchange, of which 527 were new first time presenters to the service. Similarly, our residential detox and rehabilitation programmes also remained in high demand with a significant increase in referrals to all of these services. Our medically supervised detox service at St. Francis Farm had 64 admissions, 50 male and 14 female, over the course of the year. 69% successfully completed the detox regime. The detox is a national service and the admissions were drawn from nineteen different counties across the country. Both of our residential rehabilitation programmes, High Park and St. Francis Farm, were equally busy during 2014 with 43 and 46 admissions respectively. Again, these admissions were drawn from more than ten counties across the country.

In reflecting on the year it is also hugely important to recognise the positive gains and advances that have been made. Notwithstanding the decline in statutory income over the last number of years, we have managed to maintain our core services and indeed develop new initiatives to address emerging needs. This is due to the hugely generous support of our donors: concerned individuals, companies and grant making trusts. They share our vision of a better society where problem drug use is minimised and homelessness eliminated. The issues of drugs and homelessness can be addressed. This is demonstrated to us again and again by the many service users who, when they receive the support they need, can and do move on successfully with their lives.

Unfortunately 2014 ended with the tragic



Lord Mayor of Dublin, Mr Christy Burke, and Tony Geoghegan MQI's CEO at the launch of last year's Annual Review.

death of a homeless man sleeping rough on the streets near the gates of Dáil Éireann. This tragic occurrence caused huge public outrage and the Government responded by committing additional resources and commissioning new emergency homeless beds. This demonstrates that resources can be found and progress made when there is real political leadership and commitment to address the matter. The current drugs problem and the crisis in homelessness have been born out of the economic crisis, and the lack of investment in drug services and public and social housing. As a society we cannot afford to make the same mistakes again.

The issues of drugs and homelessness are not insurmountable and can be addressed. It is our hope that the Government will hold fast to their commitments to make a real difference in the lives of people experiencing these problems.

Finally, I would like to extend a heartfelt thanks to all of our donors, big and small. Through your support, you are there day and night for those most vulnerable people in our society.

Thank you.

A handwritten signature in black ink, reading 'Tony Geoghegan'.

Tony Geoghegan
Chief Executive

MERCHANTS QUAY

LOCATIONS NATIONWIDE



19 Locations 11 Counties

1. Dublin

- MQI Open Access – Drugs and Homeless Services – River Bank Centre – Dublin 8
- MQI Head Office – Merchants Court – Dublin 8
- Riverbank – Stabilisation Day Programme – Dublin 8
- Newmarket – Drug Free Day Programme – Dublin 8
- Newmarket – Aftercare & Social Housing – Dublin 8
- High Park, Drumcondra – MQI Residential Detox & Drug Free Rehabilitation Centre – Dublin 9
- MQI Training – Merchants Court – Dublin 8
- Leixlip – Aftercare Housing
- Ballymount – Aftercare Housing – Dublin 22
- Mountjoy Prison Complex – MQI Prison-based Addiction Counselling
- Cloverhill (Remand) Prison – MQI Prison-based Counselling
- Wheatfield – MQI Prison-based Counselling

2. Shelton Abbey, Co Wicklow – MQI Prison-based Counselling

3. St. Francis Farm, Tullow Co. Carlow – MQI Residential Detox Unit and Rehabilitation Centre

4. Cork – MQI Prison Counselling
MQI Training

5. Limerick – MQI Prison-based Counselling

6. Co Offaly – MQI Midlands Outreach Family Support Rehab and Aftercare

7. Co Westmeath – MQI Open Door Outreach, Family Support and Aftercare

8. Portlaoise – MQI Midlands Services and Midlands / Portlaoise MQI Prison-based Counselling

9. Co Longford – MQI Midlands Outreach Family Support, Rehab and Aftercare

10. Castlerea, Co Roscommon – MQI Prison-based Counselling

11. Loughran House, Co Cavan – MQI Prison-based Counselling



Merchants Quay Ireland is a national voluntary agency providing services for homeless people and drug users. We provide creative and innovative responses to the issues of drug use and homelessness in Ireland.

VISION

We look forward to a society where nobody is without a place to call home and where drug related harm for the individual, family and wider community is greatly reduced and the range and quality of drugs and homeless services is maximized. Whilst also reaching out to the marginalised affected by homelessness, to see a society where nobody is without a place to call home and the need to sleep rough is gone.

VALUES

- Providing quality services for drug users and homeless people
- Offering access for the most marginalised
- Promoting positive change
- Working at the cutting edge
- Involving our service users
- Valuing our staff
- Managing finances prudently
- Promoting partnership

MISSION

Merchants Quay Ireland is a community of hospitality, hope and justice. We seek to::

- Work for justice and opportunity for those who are excluded in partnership with those who share our aims
- Create a place of safety, compassion and welcome for all who enter our door and offer high quality services to meet their needs
- Remain committed to supporting all who work in Merchants Quay to enable us to achieve our full potential in our various roles
- Believe in and cherish the value of every human being in keeping with our commitment to social justice coming from our origins in the Franciscan Tradition



ADDRESSING CRISIS OPEN ACCESS SERVICES

OPEN ACCESS HOMELESS SERVICES

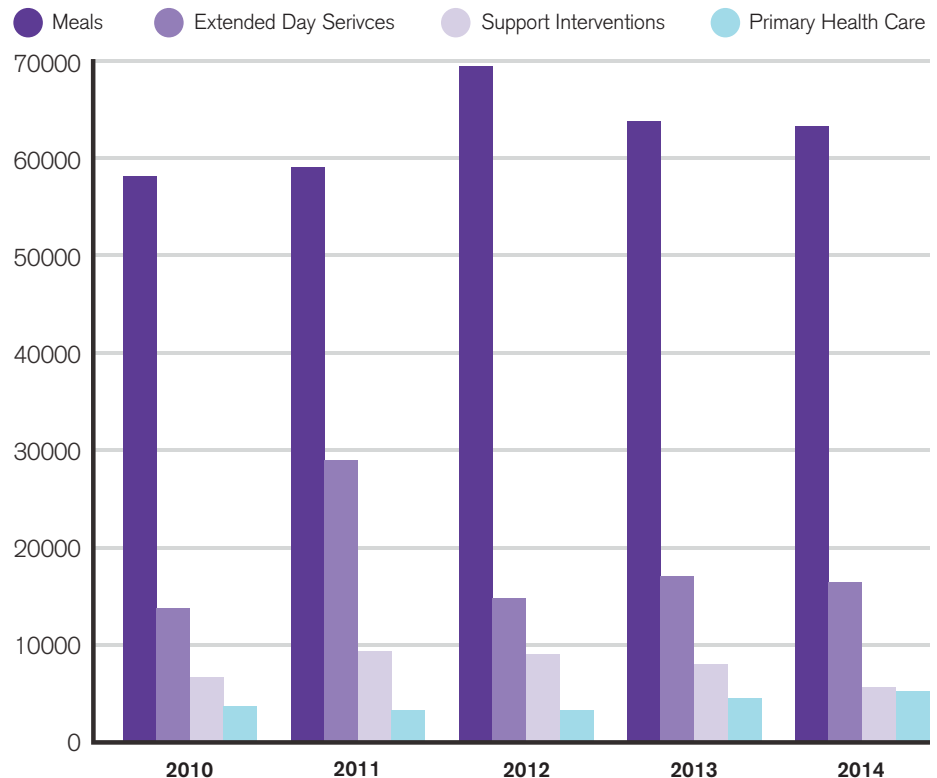
The new Riverbank building on Merchants Quay continues to be a resounding success. With the enhanced space we are able to cater for the increasing numbers of people coming to our homeless services with complex needs. Over the course of the year we provided more than 79,636 meals for homeless people across our day and evening services. We continue to offer meals at our Day Service and at our Extended Day (Evening) Service, which is operated in conjunction with Focus Ireland.

THE DROP-IN SERVICE FOR HOMELESS PEOPLE (FÁILTÍÚ)

The aim of the Drop-in Service at Riverbank is to provide a "one stop shop" offering a range of interlinked services. These services minimise harm associated with life on the streets and offer clear pathways towards settlement and reintegration. In 2014, our Drop-in Service was open Monday to Friday from 7:30am to 4:30pm and on Sunday from 7:15am to 1:30pm. The services we provide for homeless people from Riverbank are as follows:

★ **NEW IN 2014 – Client Care and Case Management – CRM System:** The cloud based CRM system implementation project was completed in December 2014. With effect from January 2015, MQI now use a state of the art client management system. This database allows us to provide the optimum support to clients in line with the HSE's NDRIC (National Drugs Rehabilitation Implementation Committee) protocols on inter-agency working. In line with international research evidence on

Homeless Services between 2010 and 2014



recovery, this system enables us to maximize outcomes and ensure continuity of care for service users.

Information, Advice and Crisis Support

Service: The Drop-in Service includes assessment of each service users' needs. It offers advice and information on health, social welfare, emergency accommodation, long-term housing and other issues. In 2014, we recorded 5,623 supportive interventions with service users at Riverbank. Interventions include key working sessions, referrals to emergency accommodation, social work services, medical services and social welfare

services. It also includes help in contacting friends or family, access to drug treatment and support in a variety of other matters. The service supports clients who have been sleeping rough on the streets and ensures that they find and maintain a place to live. Project workers help homeless people from a variety of settings - rough sleeping, hostels, B&B's, short-term arrangements with friends/ families and transitional and supported accommodation. Our staff aims to assist those who are homeless to link in with short term crisis accommodation, with the eventual goal of helping clients into more stable long term housing and independent living.

IN 2014 MQI'S RIVERBANK OPEN ACCESS PROVIDED...



300
SANDWICHES
DAILY



Meals Service: The Day Service at Riverbank centre offers homeless people two meals a day -breakfast and lunch. A total of 63,279 meals were provided by the Day Service in 2014. The Extended Day Service, operating from 5:30 to 8:30pm, provided an additional 16,357 evening meals. Sunday remained our busiest day with more than 350 people attending for breakfast or lunch each Sunday.

PRIMARY HEALTHCARE SERVICES

MQI is working in partnership with the HSE, the Dublin Regional Homeless Executive and SafetyNet to provide a primary health care service for homeless people. The service has General Practitioners, a Dentist, a Nurse and a Counsellor. In total there were 5,329 health care interventions during the year (an increase of 19% compared to 2013).

Nursing: There were a total of 1,804 nursing interventions in 2014, or 150 per month (an increase of 10% compared to 2013). The nurse's drop-in clinic provides a full range of primary health care services such as wound care management, blood testing, sexual health, medication management and gender specific health issues. Mental health interventions range from acutely suicidal clients to those who have lost touch with other state and agency mental health services. Referrals to tertiary services such as A&E and other hospital services are a large part of the nursing role. The nationwide SafetyNet Primary Health Care Service, of which the MQI medical unit is a part of, is still developing and provides for consistency and continuity of care between those homeless services involved.

Counselling: We provided 811 counselling sessions in 2014 (an increase of 3% compared to 2013). Homelessness is often associated with severe stresses and difficulties in life, and it's not surprising that many people find it hard to cope. The Counselling Service for homeless people

MY YEAR AS MQI MENTAL HEALTH NURSE: DEREK LOOKS BACK

Late in 2013 MQI supporters rallied to hire a 100% donor funded mental health nurse – the first position of its kind in Ireland to bring hope to people who are alone on the streets and suffering from mental illness. One year in, Derek looks back...

No State funding existed for the pilot programme. But among Ireland's homeless there was a crying need for help around mental illness. So when MQI supporters learned of an incredible gift to cover half of a new mental health nurse position, they came through with flying colours to provide the rest. Just six days into 2014, Derek – MQI's first mental health nurse – joined the staff. With nearly a decade of experience in acute mental health in both hospital and community settings, Derek hit the ground running at MQI's Riverbank homeless centre. It's a good thing too: he's seen clients since the day he started.



Multifaceted problem

The underlying problem, he explains, is multifaceted. "People can fall into homelessness because of their mental health. Or the drugs they use can make them more susceptible to mental illness in the first place. To make matters worse they lack professional supports, in that they are barred access to many places. With me here it's hoped the number of people who to go to hospital will go down, and that will ease pressure on HSE beds. I do education for our staff as well, so they know the warning signs."

A silent stigma

It is MQI's open door that makes the difference, Derek says. "I've seen people here who have just vanished from other

"Even with the government cutbacks and people more reliant on services than ever, I'm still shocked by the sheer numbers of homeless people that are coming through our doors – and by how willing they are to engage with me."

— Derek, MQI's first mental health nurse

services. I'm seeing people who are suicidal or have plans to self-harm. They have lost their family, their house. They could have been going through this six months. Other than staff here nobody has spoken to them. Quite a few people break down the first time I ask, 'How are you?' It's such a relief to know it's not hopeless, that somebody is listening – that maybe there is something they can do. Because of our donors that support is now here."

PRIMARY HEALTH CARE SERVICES DELIVERED TO THOSE IN NEED IN 2014...

5,329
VISITS



NURSING
DENTAL
COUNSELLING
GP

ADDRESSING CRISIS OPEN ACCESS SERVICES, continued

works at two levels. Firstly, providing a brief crisis counselling service targeted at service users in distress. And secondly, offering medium to long-term counselling relating to issues such as relationships, bereavement and drug use. In addition we provide group support for homeless service users attending our day programmes.

GP Service: Our GP service dealt with 1,985 consultations in 2014, or 165 per month (an increase of 33% compared to 2013). The service is used by clients with a variety of acute and chronic illnesses. In 2014, 1,008 unique clients used the GP service (an increase of 28% compared to 2013).

★ NEW IN 2014 — Psychiatric nurse:

Recent research shows that as many as 81% of homeless people have a mental health diagnosis. In January 2014, Derek Parker, a psychiatric nurse, was added to our existing mental health team. The initial funding for three years was provided by generous voluntary donations from MQI's supporters. Derek was quick to establish strong links with the HSE, foreign embassies and other homeless and addiction agencies.

Since commencing our mental health crisis support service in January 2014, 168 clients have been assessed by the psychiatric nurse due to concerns about their mental health. 141 of the 168 clients seen in 2014 were Irish nationals, with 124 of these from Dublin. 27 foreign nationals used this service in 2014. Supporting foreign nationals with a mental health diagnosis to access treatment and medication has been an area of great success for the team this year.

The mental health crisis support now offered at MQI has resulted in fewer



MQI staff member David Sherry greets clients at the Riverbank Day Centre

referrals being made to A&E with those that are being referred being given psychiatric treatment. 86 clients using the service in 2014 required significant crisis intervention. Of these, 16 were referred for hospital assessment with 5 clients requiring admission. Of the 168 clients, 93 achieved a positive outcome as a result of their engagement, 56 disengaged for various reasons including stabilization of their mental health crisis.

Establishing closer working relationships between the Open Access service and mainstream psychiatric services has provided significant benefits to all involved. The Mental Health Service now has an initial point of contact which is highly beneficial and provides more effective monitoring, continuity of care and communication.

The Mental Health Service has also

provided substantial support to staff at Open Access as well as at Merchants Quay's other services. Staff training is an integral part of the role which has assisted in staff making more appropriate referrals as well as managing lower level problems in a more effective manner. Having this support and information has increased staff confidence and aided in them assisting clients to achieve more positive outcomes.

EXTENDED DAY SERVICE

This service was established in partnership with Focus Ireland to meet the evening time needs of homeless people and rough sleepers, and continued throughout 2014. Between 80 and 120 people used the service each night. The Extended Day Service addresses a significant gap in services whereby none were available to homeless people in the evening time from 5:30pm to 8:30pm. The service provided 16,357 evening meals in 2014, along with crisis support, information, advice and assistance arranging overnight accommodation.

★ NEW IN 2014 — THE NIGHT CAFÉ

In December 2014, there was public outcry at the death of a homeless man near the Dáil, which led to the convening of a 'Homeless Summit' by Ministers Alan Kelly TD and Paudie Coffey TD. As a result of this the government commissioned MQI to set-up a new 'Night Café' to support homeless people who are rough sleeping. The MQI Night Café service opened in January 2015 and will operate between 11pm and 8am, seven nights per week, catering for 50 people each night.

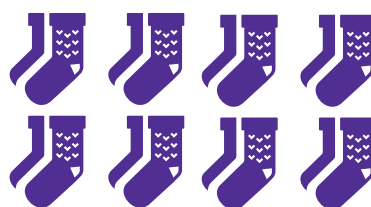
The Night Café service is different from a coffee shop – people can't just walk in the door. Instead, they will be referred to the Night Café by calling the homeless 'Freephone' or by engaging with the 'Housing First' Outreach Team operating on the streets at night. These two services do everything possible to get people into

WAYS MQI CARED FOR MEN AND WOMEN IN CRISIS IN 2014...

1,786
SAFE
INJECTING
WORKSHOPS



25
PAIRS OF SOCKS
& UNDERWEAR
DAILY



4,373
HOT
SHOWERS
TAKEN IN
2014



emergency accommodation for the night. The Night Café then kicks in as a 'plan B' for those who cannot or will not access emergency accommodation.

The Night Café provides a range of services to people who are experiencing homelessness and drug use, including:

- Tea/coffee and a light meal
- Information and advice
- Showers/clothing
- Brief interventions on addiction and mental health
- Case work including referral to support services for accommodation, treatment, health, social services

NEW COMMUNITIES SUPPORT SERVICE

A substantial portion of visits to the service were made by people from new communities living in Ireland, especially from Eastern Europe. Over the past number of years MQI received funding from Pobal, under the Homeless Measure, for a New Communities Support Worker to facilitate support for people from the new EU states who have become homeless in Ireland. Several of our Project workers are fluent in a number of Eastern European languages and provided a

Needle exchange from 2011-2014



range of supports including advice and information, referral and advocacy for these service users.

In 2014, MQI provided one to one support to an estimated 350 such service users – the greatest number were from Eastern European countries (the majority of whom were Polish). The services provided to new community clients are:

- One-to-one support sessions
- Accommodation support
- Repatriation
- Provision of clothing
- English language classes
- Referral to other agencies
- Replacement of identity documents
- Revenue & Social Welfare applications & appeals
- Assistance with opening bank accounts
- Providing a temporary postal address

OPEN ACCESS DRUGS SERVICE

These services can be accessed by drug users simply by walking in from the street. For this reason we are often the first place to which drug users turn for help. Services include:

NEEDLE EXCHANGE – HEALTH PROMOTION UNIT

Here we provide drug users with information about the risks associated with drug use and the means to minimise such risks. We also offer drug users a pathway into treatment and the possibility of living life without drugs.

In our needle exchange and health promotion service, our main focus is on reducing the harm associated with injecting drug use, fostering the motivation to make positive change, giving advice on HIV and hepatitis prevention and on providing information on overdose and other risks. We also offer early referral to drug treatment services.

In 2014 there were 26,400 visits to Drug Services and 24,266 needle exchange interventions. A total of 3,179 individuals used the service of which 527 were new clients.

As part of our health promotion remit, a total of 1,786 safer injecting workshops were undertaken with injecting drug users in 2014, an increase of 2% compared to 2013.

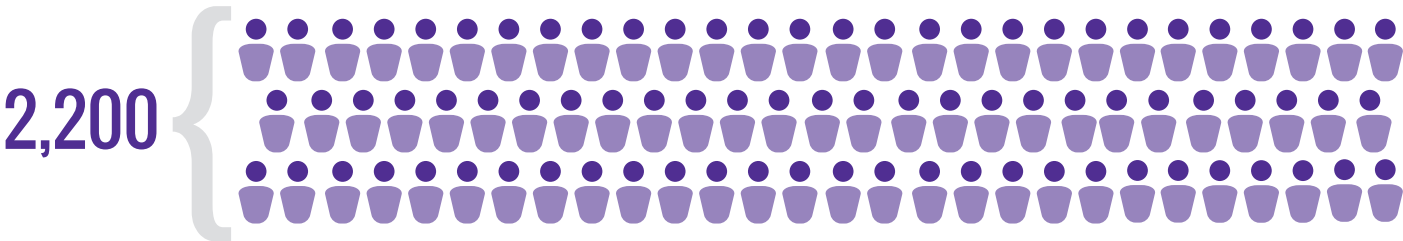
★ NEW IN 2014 – INTENSIVE ENGAGEMENT SERVICE

Many of the drug users who come to us are in crisis. Some have become homeless; others have financial problems or are in



Clients queuing for MQI's Night Café, from January 2014 it has been open 7 nights a week from 11pm to 8am.

A GROWING NEED: TOTAL CLIENT VISITS TO MQI’S DRUGS SERVICES EACH MONTH...



ADDRESSING CRISIS OPEN ACCESS SERVICES, continued

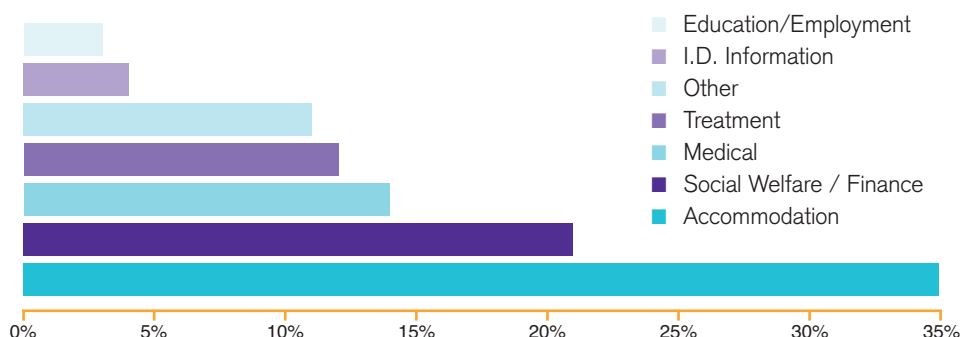
★ NEW IN 2014 — RESEARCH: PERFORMANCE AND IMAGE ENHANCING DRUGS

Merchants Quay Ireland's research study 'Examining the Profile and Perspectives of Individuals Attending Harm Reduction Services who are Users of Performance and Image Enhancing Drugs' was launched by Ms Susan Scally, Head of the Drug Policy Unit, Department of Health. The report highlighted the relatively new phenomenon of Users of Performance and Image Enhancing Drugs (steroid users) presenting at Irish drug treatment services. Users of Performance and Image Enhancing Drugs (PIEDs) are a new group of injecting drug users who are at serious risk across a range of physical, psychological and behavioural areas.

The focus of the present report was on exploring this emerging trend and examining ways in which to address the associated risk. The Research Report worked with a sample of 89 individuals who were using Performance and Image Enhancing Drugs and were attending Merchants Quay Ireland's Dublin based needle exchange programme. The report revealed the following:

- The sample was all male with an average age of 24 years and with an age range of 18 to 40 years.
- 50% had never tested for HIV or Hepatitis C and of those who had tested 10% were Hep C positive.
- The level of other drug use was high with use in the past month showing 62% used alcohol, 40% used cannabis, 23% used benzodiazepines and 17% used cocaine.
- Users reported a range of negative side effects including increased aggression (38.2%), sudden mood changes (31.5%), anxiety (19.1%), and depression (18%).
- The progression of PIED use most commonly reported was "starting using oral steroids and then progressed to injecting steroids" (38%).

Assessed case work needs 2014



trouble with the law. Relationship or family breakdown is an issue for many people. We offer drug users practical help in getting through such difficulties – by providing counselling, advice and information, through referral to other relevant services or by providing support to people facing court action and working with people in prison.

As the volume of people using our services has risen over the past number of years we have recognized that it is important to look at the depth of work being done with those who are in need of crisis interventions.

In 2014 MQI set up a new function called the Contacts Service as part of the Open Access Service to specifically address this need. The service provides one to one support mainly with accommodation but also in relation to treatment, training, medical, welfare and legal issues.

The Contacts Service also provides continuity of care – sometimes it can take weeks or months working with multiple support agencies in order to attain outcomes for clients. Part of the challenge in working with homeless people or drug users as a support agency is that clients do not present for appointments due to chaotic

lifestyles. In maintaining contact with clients we were able to assist both them and partner agencies by filling out paperwork or getting signatures on medical card applications, homeless registrations or treatment referral forms. The ultimate result is better outcomes for clients.

Engaging in more in-depth work gave us a more detailed sense of our client's needs – the most notable trend being that over 50% of the 452 people who availed of this service in 2014 were experiencing homelessness. This in turn led us to establish the 'respite zone' in July 2014 which is a facility for those living on the streets to rest between 9am and 1pm. This service facilitates 18 people at any one time and was oversubscribed from day one.

From June to December 2014, 452 clients (357 male and 95 female) visited the intensive engagement service. The main presenting needs in order of frequency were 1) Accommodation, 2) Social Welfare/ Finance, 3) Medical, 4) Treatment/Harm Reduction, 5) I.D. Information, 6) Education/Employment, 7) Legal/Justice, 8) Social Work/Family Issues, and 9) Other (this includes support letters, repatriation assistance and form filling).

MQI CARING FOR MEN AND WOMEN IN CRISIS IN 2014...

"I've been seeing clients since I started. I hit the ground running. I'm still shocked by the sheer numbers of people coming through Merchants Quays Doors daily – and by how willing they are to engage with me." — Derek, MQI Mental Health Nurse

The report highlighted that the varied needs of this group require integrative approaches, with emphasis on developing inter-agency links and establishing care pathways between general health services, harm reduction services, and mental health services.

★ NEW IN 2014 — ADVOCATING FOR NALOXONE

Naloxone is an opioid antagonist which reverses the effects of opiates (such as heroin) and is commonly used to reverse the effects of an opioid overdose. In 2014 MQI advocated for Naloxone to be made available to drug users with the support of partner agencies (The Family Support Network and the Ana Liffey Drug Project). This included working with media, hosting a conference on reducing drug deaths and producing research on the lived experience of drug overdose among drug users. The HSE announced in 2014 that Naloxone would be made available to a limited number of at risk drug users as part of the 'Naloxone Demonstration Project' in 2015. MQI has participated in the steering group for the project and 15 drug users attending our needle exchanges have been prescribed naloxone to be used in the event of an overdose.

OUTREACH SERVICE

This service aims to make contact with drug users not engaged with services and to make referrals to Merchants Quay Ireland, as well as to other external agencies. In 2014, the outreach team contacted vulnerable drug users on the street, collected used needles and syringes and also liaised with local community groups, the Gardaí, Dublin City Council and other drugs and homeless service providers.

The geographical zone covered by the outreach service was predominantly around the Merchant's Quay area. Outreach workers also liaised with a variety of other businesses, residents, individual tourists and services.

Clients were assisted with accommodation, clothing, food, showers and basic services. We also engaged with tourists and made them aware of the risks associated with illicit drug taking in the city. The service visited a number of clients in hospitals and nursing homes throughout the year – this involved working with medical staff and social workers to progress care plans. Our work involved locating clients who were not presenting to services. We also accompanied service users to doctors, court and other case conference meetings. The service engaged with over 1,000 individuals throughout 2014, the majority of whom were homeless.

FAMILY SUPPORT GROUP

We often get family members contacting the service who are worried about their loved ones. We give one to one advice and support to family members on the realities of drug use and how they can best cope and provide optimum support to their loved ones.

We also run a Family Support Group which meets every week providing a forum

where parents, and other close relatives and friends of drug users are offered support and advice on a range of issues. The participants provide support for each other and the group is continually open to new members. The Family Support Group is linked to the National Family Support Network which offers an opportunity to raise issues at a national level. MQI's Family support group in Dublin worked with 30 individuals throughout 2014. The group meets up every Tuesday evening with an average attendance of 11 family members or concerned persons.

WORK WITH CLIENTS IN CUSTODY

Merchants Quay Ireland endeavours to continue working with service users within the prison system. We offer support, advice and counselling with a particular focus on accessing appropriate post-release options. This process entails a close working arrangement with the Probation and Welfare Service and with members of the legal profession.



MQI's Outreach Team (Mick Latimer, Andrea O'Reilly, Gavin Earls and Bernie Houlihan).

BRINGING SHELTER AND RELIEF, MORE HOURS IN A DAY...

1,363

PER MONTH
CLIENT VISITS TO
MQI'S EXTENDED DAY
SERVICES (EDS) IN 2014



780

ADDITIONAL HOURS OF
SAFE SHELTER OFFERED
BY MQI'S EDS IN 2014



45

CLEAN CHANGES
OF CLOTHES
PER WEEK



PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES

These services offer the first steps away from crisis drug use and towards stability. They are aimed at people who are currently using street drugs, or those recently engaged in treatment and seeking more stability and structure in their lives.

SUPPORT SERVICES

THE PRE-ENTRY GROUP

The pre-entry group has operated successfully throughout 2014. The group provided a dedicated assessment, information and referral pathway to residential treatment. Numbers in the group vary between 6 and 9 people. 19 service users were successfully supported through this program into residential detox and rehabilitation treatment in 2014.

METHADONE PRESCRIBING TREATMENT AND SUPPORT

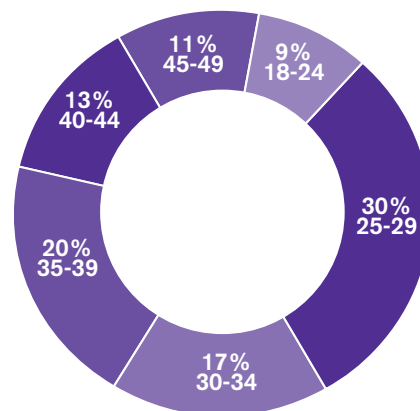
Methadone substitution therapy helps people to break their links with illegal and high-risk drug use. MQI collaborated with the GP's

from Safetynet in providing methadone substitution therapy to 20 service users on this programme in 2014.

INTO EDUCATION AND EMPLOYMENT: STABILISATION PROGRAMME

As part of our stabilisation services, Into Education and Employment offers therapeutic groups, life skills training, personal development work and pre-employment training to help drug users reintegrate into society. Links with the City of Dublin VEC allow us to include a strong educational component for this programme, which is of considerable importance in addressing the educational disadvantage experienced by so many of our service users. The MQI Stabilisation

Stabilisation Programme by Age 2014



programme had 46 participants during 2014 with 80% of participants falling into the 25 – 39 age group.

HOLISTIC SUPPORTS

MQI seek to open gateways from crisis services to recovery – we do this by providing one to one support linked to a range of leisure and learning opportunities. The aim is to encourage service users to examine alternatives to drug use. One of the features of this program is weekly acupuncture within the Open Access Service which was accessed on 176 occasions during the year by 39 individuals. The weekly music programme at the Riverbank centre has provided another mechanism for engaging service users. Our links with the Franciscan church, the



MQI staff greet clients by name as they arrive at MQI's Riverbank Day Centre before linking them in with MQI crisis services.

FACTS ON DEDICATION AND DEMAND IN 2014...

355

TOTAL YEARS' EXPERIENCE
OF OUR DEDICATED
OPEN ACCESS STAFF



8,372

NUMBER OF
UNIQUE PEOPLE FOR
DROP IN SERVICES



Muslim community and yoga and meditation practitioners offers a spiritual existential dimension to those who are seeking resources beyond their basic needs.

THE EQUALITY FOR WOMEN PROGRAMME

With support from Pobal, under the Equality for Women initiative, MQI was able to develop a range of low threshold training opportunities for women. In addition this programme provides a range of other supports (e.g. computer training and hairdressing skills) aimed at assisting marginalised women with a history of drug use to move towards further training and employment. Training inputs provided include information and communications technology, literacy, personal development and personal grooming and presentation.

In 2014, a total of 331 women participated in this programme; there were 608 visits to the programme. The project functions for the women at a time in their lives when addiction, poverty or mental health is playing a significant role in their lives. The project provided a vehicle for some clients to address addiction or mental health by providing structure in their lives. One of the big achievements of the project has been to carve out a specific safe space for women attending our service.

AFTERCARE & SOCIAL HOUSING SERVICES

DRUG FREE DAY PROGRAMME

Our Drug-Free Day Programme based in Newmarket Square, Dublin, is part of MQI's Aftercare Services and is targeted at clients exiting our residential detox and rehab services at High Park and St Francis Farm. The day programme is 6 months in duration and provides one-to-one care planning, support groups and education sessions aimed at assisting clients reintegrate into society. Demand for the service was high during 2014 with 19 clients admitted to the

HOW POST-REHAB AFTERCARE HELPS: Q & A WITH JACK AND OISÍN

Two clients we'll call "Jack" and "Oisín" share why the risk of overdose is at its highest after rehab – and how your support of MQI's Aftercare is vital to their journeys to drug-free lives...

MQI: Jack, you completed both the residential detox and rehabilitation programmes here. What was it like on the day you graduated?

Jack: People say the real test comes when you get out of treatment. There's truth in that. After my detox and rehab at St. Francis Farm I was drug free for the first time in my life since I was a teenager. Everything was just raw. And I was still homeless – without MQI's aftercare I would have had to go back to a hostel.

MQI: Was it that way after rehab for you as well, Oisín?

Oisín: It was. Hand on my heart I would be back to using drugs if I'd gone home. It's when the drugs are gone out of you that it really starts.

MQI: And could you both explain to our readers how the Aftercare that they support has helped you?

Oisín: After my 17-week rehab at High Park I was lucky enough to get into MQI's aftercare housing programme. Near the end they asked me to be a role model for other clients. In my last weeks here I was actually in

college for software and computer networking. The stress of the housing situation for us – it is hard. The landlords aren't accepting rent allowance. A bloke who'd been with me in the early days said, 'There is a bed tomorrow in the hostel.' It was down to that. That same day I got a flat, and I'm living on my own now. Coming to MQI was the best decision I ever made.

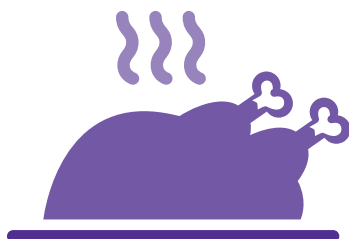
Jack: Without the supports of aftercare a lot of people end up back using drugs, or dead. MQI's housing, aftercare, and day programmes are as vital as the treatment itself. And as well, having it all together here. Constant support by the same people, it puts structure in your day. I was homeless. Can you believe that I'm planning to go to college now? If you had the person here from over a year ago that went into treatment, I don't think you'd recognise him! MQI saved my life.



HOLIDAY CHEER AND A HELPING HAND...

250

SUNDAY ROAST
DINNERS SERVED
AT CHRISTMAS 2013



811

COUNSELLING
SESSIONS IN 2014



MEDICAL CARE UNIT

Helping them heal, with true humanity

“Our clients are faced with such complex problems, it seems to them – and us sometimes – that they need a really big answer. And sometimes it’s just lots of little answers, like healing a chest infection in the dead of winter, getting a meal, getting the flu vaccine. A lot of our men and women feel degraded. Many have chronic ulcers from walking miles and miles all day and night. Apart from the intense pain, they can and do smell, they feel embarrassed being around other people. You can imagine how demoralising that is, how difficult it must be to consider any other aspect of your life while that’s going on. The ease of access and drop-in medical service here is hugely impactful to them. Then as their wounds heal it gives them the strength and motivation to heal other areas of their life. It has a real knock-on effect.”

— Enda Spain, MQI Medical Nurse



Enda

OUTREACH TEAM

Meeting people in dire need, wherever they’re at

“To sit out this time of year, it’s getting dark and cold in the evenings, people on the streets are not made of iron – they’re human beings. They have a family somewhere. On MQI’s outreach team, we go out into the streets to make sure our clients are all right. We don’t judge anybody. One woman has been in

hospital now for weeks, her dermatitis had got so bad she couldn’t lift her hands. Before I brought her in, I found out she hadn’t eaten for three days because she was afraid to ask anybody to feed her. But we can keep her cream here and she can have a hot shower. I make sure they’re taken care of by social welfare as well, and made arrangements with the post office to put some of her money into savings each week. If she took the whole lot with her into the streets, she’d be robbed.”

— Mick Latimer, MQI Outreach Team



Mick

MENTAL HEALTH

Safekeeping for their meds

“A lot of our clients are homeless or living in hostel accommodation, and doctors would prescribe them a week or a month’s supply of medication. But these medications have ‘street value.’ It’s dangerous for them to be walking around with a big box of tablets in their backpacks. Many clients were being robbed or having prescriptions stolen. So as an offshoot of mental health we set up a storage service for our men and women who are prescribed medications by a G.P. or psychiatrist. Its purpose is beneficial in



Derek

many ways: clients are safer and know their medications won't be stolen, and the prescribing doctor or psychiatrist knows its safe and also whether the client is taking their meds or not. It has only been running for 3 or 4 months, but has already grown by one person each week. And it gives us another reason to see them every day, another way to build relationships."

— Derek Parker, MQI Mental Health Nurse

SAFE SLEEPING ROOM

Bringing rest and comfort to the weary

"When you have a bed to sleep in at night in your own home, the peace you get is something we all take for granted. On the streets it doesn't matter how long you've been there, the risk of your stuff being stolen, of abuse, of poor weather, you always sleep with one eye open. So it was a really exciting development at Riverbank over the summer when we opened our Safe Sleeping Room. From 9:30am to 12:30pm we actually roll out mats with pillows and blankets on the floor and our clients can go up and have a sleep. There is always two staff in the room, so it's safe and quiet. To be able to lie down for a few hours and know, 'There is somebody watching over, it's warm, I'm not going to get rained on,' there is a never a fear of being left alone. We're currently using my training room on the first floor so we can only fit 16 clients, but with more funds we hope to expand it."

— Brenda Kane, Programme and Drugs Services Coordinator for MQI



Brenda

OPEN ACCESS

Welcoming those who are hungry and homeless

"Somebody coming in from the streets that has been out all night, it's not an easy world out there. People passing by – people passing them by – they mightn't have heard their name

in a long time. We call them by name as soon as we can, 'How are you, Pat? How did you sleep?' To give them that cup of tea and meal, to call their name and have a chat, it opens a whole new experience for them.

We open mornings at half seven and thanks to our donors we're open right the way through. Our homeless men and women are so grateful to come in out of the cold. We make sure they get the best of what MQI has to offer.

— Martina Mannix, MQI Project Worker



Martina

A hot meal. A helping hand. A fresh start.

Two years after funders and supporters rallied to help open MQI's Riverbank Centre in Dublin City, thanks to their generosity it is still, for our homeless and hungry, a light in the night. If ever you'd like a guided tour of this work of the heart, please ring us on 01 524 0139. We'd love to hear from you.

Thank you!

PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

service during the year. Of the 20 clients who left the service during 2014, 55% of them completed the programme.

WEEKLY AFTERCARE SUPPORT GROUP

The weekly Aftercare Support Group is also targeted at clients exiting our residential detox and rehab services at High Park and St Francis Farm. Demand for the service was high and consistent through 2014, with 22 clients admitted to the service. Of the 27 clients who left the service during the year, 52% of them completed the programme.

★ NEW IN 2014 – AFTERCARE SUPPORT GROUP EXPANSION:

Given the increasing demand for access to the Aftercare Support Group, during 2014 Merchants Quay Ireland increased the frequency of the programme from 1 to 2 group sessions per week. This increased capacity from 12 to 24 client places.

TRANSITIONAL HOUSING SERVICES – BALLYMOUNT AND LEIXLIP

Finding accommodation for the large proportion of clients leaving our residential services who are effectively homeless has been an increasing challenge in recent years. MQI operates two short-term transitional housing services, one in Ballymount, Dublin, developed with the support of one of the organisation's donors, the other in Leixlip, Co Kildare, developed in partnership with Respond Housing Association. Across both houses we provide a total capacity of 9 supported accommodation units. Demand for the Ballymount and Leixlip Transitional Housing services was high during 2014, with 17 clients admitted during the year. In addition, occupancy levels for the 9 units were 84% during this period. Of the 18 clients who



Clients can eat meals and learn to cook in the kitchen at MQI's Open Door Centre in Athlone.

departed the service during the year 67% completed the programme.

COMMUNITY EMPLOYMENT (CE) SERVICES

MQI works in partnership with the Department of Social Protection (DSP) to provide hands on training for prospective drugs workers, clients and post treatment service users. This is done through a number of Community Employment (CE) projects based in our services. CE projects provide participants with skills that enable them to access permanent employment. In many cases our CE projects have often provided service users with their first experience of paid employment. In 2014 a total of 144 persons participated in CE placements at Merchants Quay Ireland. Of those, 42 completed their CE placement at

Merchants Quay during the course of the year. Of these, 8 secured permanent employment, 3 returned to education and 3 transferred onto another scheme. In addition 21 completed a MQI residential or community based drugs intervention programme as part of their CE project.

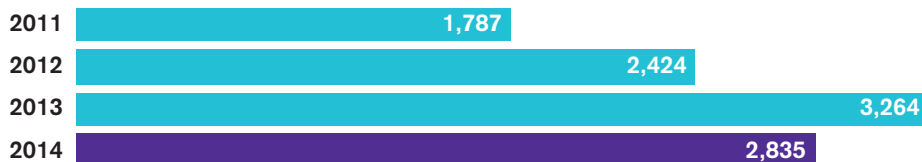
MIDLANDS SERVICES

With support and funding from the Midlands Regional Drugs Task Force and the HSE, Merchants Quay Ireland provides much needed services in the four Midlands counties of Laois, Longford, Offaly and Westmeath. The MQI Family Support and Community Harm Reduction Team was established in late 2008 and provides dedicated outreach services for individuals actively using drugs. It also provides Family

PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2014...

“Helping people wherever they’re at...here in the midlands it’s so different. People haven’t the option of all that’s offered in Dublin, where there is transport. We have to go to them, or they might never get help” — Bernie Ryan, Midlands Family Support Worker

Open Door Total Annual Visits 2011- 2014



Support Services focused on the needs of the families of active drug users. The Midlands team consists of staff, DSP participants, work placements and volunteers working across counties Laois, Longford, Offaly and Westmeath.

ATHLONE OPEN DOOR CENTRE

The Athlone Open Door Centre provides a range of services for drug users in Athlone. It includes a Drop-in Centre offering crisis support, a food service, washing and laundry facilities, vocational training initiatives and support towards rehabilitation and reintegration.

The service is focused on providing crisis support and offering progression pathways for clients. The service operates in partnership with DSP, HSE, VEC, GP's and other inter-agency partners in the midlands region.

As part of the harm reduction and rehabilitation process, the Open Door team have been working closely with a group of 144 individuals, many of whom have been attending on a regular basis throughout 2014. This group makes use of the facilities within the centre such as food, training, computers, washing and laundry as well as the one-to-one counselling sessions with the project workers. The Open Door team develop therapeutic relationships with clients through a focused non-judgemental approach to their work. In 2014, there were 144 individuals (117 male and 27 female) linking in with the service. There were 2,835 interventions and visits to the project including the provision 2,266 meals, 172 showers, 195 laundry services, and 2,741 advice and support sessions.

MIDLANDS FAMILY SUPPORT SERVICES

This involves the provision of services and interventions that support families in coping with addiction related issues. Such services often concern counselling, guidance and advice. Under the National Drugs Strategy, family support is seen as increasingly important in the areas of drug treatment and prevention. The Family Support Service assists families to:

- deal with the trauma associated with a family member or loved one using drugs
- work with vulnerable families in the area of drugs prevention



Claire Dunne, a project worker at MQI's Open Door Centre.

- act as a reliable source of information and advice on drug use and related issues
- deal with the reaction of neighbours and others
- overcome self-blaming responses
- create positive coping strategies that will help the parent and the drug user make positive decisions
- build their capacity to respond
- set rules of behaviour for those living in their house
- challenge views that they caused the problem, can control it, or can cure it

We also provide one-to-one sessions by appointment for parents and other close relatives seeking advice and support. We work to proactively link people with other support or treatment services that may be relevant to their needs. In 2014, the family support project supported 143 individuals, provided 302 support phone calls and facilitated 212 family support groups and 994 one-to-one sessions.

MIDLANDS COMMUNITY HARM REDUCTION SERVICES

We are aware that most local people and organisations are very concerned about the level of public and community harm associated with drug use in their communities, as well as the risks that drug users may expose themselves to. The aims of this service are to:

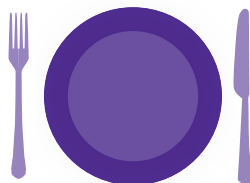
- act as a resource for community groups in the target areas in their efforts to minimise the impact of problem drug use on their communities
- reduce the level of individual and community harm experienced in local communities as a result of drug use in the target areas
- reduce the associated level of public health risk experienced in the designated areas

PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2014...

253 FAMILY SUPPORT SESSIONS



2,315
NUMBER OF MEALS SERVED AT ATHLONE OPEN DOOR



2,835
TOTAL VISITS TO ATHLONE OPEN DOOR



PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

- provide harm reduction and crisis support services to local drug users in places and at times where such services are unavailable
- ensure that problems associated with drug use are minimised
- promote a partnership model between Residents Associations, Estate Management Committees, Community Policing Services and Midlands services in tackling the drugs issue at a local level

Sadly, overdose is a daily reality for many of our service users – nationally, 365 people lost their lives in 2011 (Health Research Board, 2014) due to drug or alcohol poisoning. In the midlands region, our harm reduction service worked with 255 clients during 2014, providing 2,454 harm reduction interventions. The service facilitated an average of 217 needle exchanges each month and operated in close partnership with the local pharmacy needle exchange scheme.

The harm reduction outreach team provide on-going support for clients, and are outcome focused through the use of motivational interviewing, CBT and care planning. MQI work on supporting clients in the 'pre-entry' phase before admission to residential rehab and detox, and supported 23 outreach clients in entering residential drug treatment during the course of 2014. MQI is focused also on supporting clients in meeting the entry criteria for a Community Detox programme, as having both the residential and Community Detox options maximise the choices available to clients. The team adopts an inter-agency case management approach to working with all agencies (Probation, HSE, HATs teams, voluntary providers) in the area in order to maximise multi-disciplinary support available for clients.

MIDLANDS REHABILITATION AND AFTERCARE SERVICES

Merchants Quay Ireland, with the support of the Midlands Regional Drugs Task Force and the HSE established a Rehabilitation and Aftercare Service in September 2010. The purpose of this service is to provide a range of rehabilitation and aftercare supports targeting clients from the region including those exiting drug treatment or exiting prison. This involves assisting clients in the process of regaining their capacity for daily life free from the impact of problem drug use and enabling their reintegration into their community.

Our Rehabilitation and Aftercare Workers provide case management for clients with a view to ensuring that all clients have their needs assessed and have the opportunity to participate in developing a care plan offering a pathway towards rehabilitation. The workers also provide psychosocial support for persons leaving drug treatment or released from prison via one-to-one support and aftercare group work. The service worked with 76 individuals in 2014. The team liaise closely with interagency partners in order to address the underlying issues of addiction, accommodation, healthcare and abuse. Service users are both supported and challenged in terms of meeting their care plan goals and have a structure including both group support and one-to-one interventions where required - there were 422 one-to-one sessions and 99 groups facilitated in 2014.

★ NEW IN 2014 – MIDLANDS SERVICES DAY PROGRAMME:

MQI launched a Department of Social Protection community employment scheme based in the Open Door centre in 2014. This day programme has been successful and has provided 10 individuals with employment and training tailored to their

specific goals in life. Securing employment is a significant step for those seeking to permanently exit lifestyles involving drugs and homelessness. Rehabilitation and aftercare was incorporated into the scope of harm reduction outreach workers in the Midlands area, in line with the international research evidence base on what works in drug treatment. This ensures that people who have achieved abstinence are given the vital support they need to maintain drug free lifestyles as part of their individual care plan.

★ NEW IN 2014 – MIDLANDS SERVICES – RESETTLEMENT:

Post-treatment settlement is an ongoing issue and in 2014 the Midlands Services established a working relationship with property owners, and MQI now provides 8 beds to those who are on a recovery pathway and struggling to find accommodation. The midlands team have been able to place clients in this accommodation and work with them on further treatment and progression options in order to consolidate their pathway back into mainstream society.

NATIONAL PRISON BASED ADDICTION COUNSELLING SERVICE

OVERVIEW OF SERVICES

Merchants Quay Ireland in partnership with the Irish Prison Service, delivers a national prison based addiction counselling service aimed at prisoners with drug and alcohol problems. This service operates in 13 prisons throughout the country and provides structured assessments, one-to-one counselling, therapeutic group work and multidisciplinary Care and Release Planning interventions with clearly defined treatment plans and goals.

HOW MQI HELPS BEYOND DUBLIN...

302

SUPPORT PHONE CALLS
MIDLANDS



944

ADVICE AND SUPPORT
SESSIONS MIDLANDS



During 2014, Merchants Quay Ireland successfully tendered for the delivery of the Prison-based Addiction Counselling Service for a further 3 years up to 2017. Services offered include:

- brief interventions
- motivational interviewing and motivational enhancement therapy
- 12-step facilitation programme
- relapse prevention and overdose reduction
- cognitive behavioural therapy
- harm reduction approaches
- individual care planning and release planning

MOUNTJOY DRUG TREATMENT

PROGRAMME (in partnership with Ana Liffey Drug Project, Ballymun Youth Action Project and Coolmine)

The Merchants Quay Ireland Addiction Service also co-ordinates and contributed to the delivery of a structured, multi-agency 8-week Drug Treatment Programme (DTP) in the Mountjoy Medical Unit. The programme

Referrals to MQI-IPS Addiction Services 2011-2014



Individuals Seen, MQI-IPS Addiction Services 2011-2014



assists prisoners in detoxing from methadone and benzodiazepines. The Mountjoy Drug Treatment Programme was very successful during 2014. Of the 52 prisoners who availed of the service during the year, 82% completed the programme, a 7% increase in completion levels compared to 2013.

REFERRALS TO ADDICTION SERVICES

There were 3,267 prisoners referred to the MQI addiction services during 2014, a 7% increase in demand for access to addiction services.

COUNSELLING SESSIONS

Counselling sessions refer to the number of one-to-one meetings with prisoners where counselling interventions and care planning is provided. During 2014 there were 11,225 counselling sessions delivered to prisoners by the Merchants Quay Ireland Prison-based Addiction Counselling service.

GROUP WORK ATTENDANCE

Group work figures refer to the number of attendances at therapeutic and psycho-educational group sessions facilitated by the addiction counsellors. In therapeutic group sessions prisoners are facilitated to share with each other their experiences of their upbringings, addiction and criminal offending, relationships and other issues and how these experiences have impacted on them. Psycho-educational group sessions are focused on prisoner skills and awareness development and include topics such as harm-minimisation, relapse prevention and overdose prevention. During 2014, there were 4,273 attendances at group work sessions.



“The job title is MQI addiction counsellor, but you’re not just that. You become mentor, advocate, project worker – I love the work.”

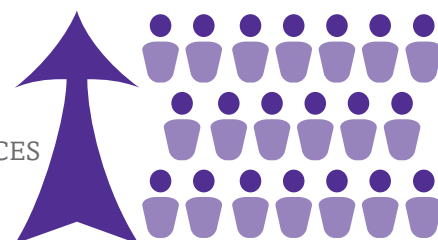
— Caroline Dyer, MQI addiction counsellor

GATEWAY TO CHANGE: MQI'S PRISON BASED COUNSELLING SERVICES IN 2014...

11,225
COUNSELLING
SESSIONS
DELIVERED
IN PRISON



2,888
INDIVIDUALS USED MQI'S
PRISON ADDICTION SERVICES
DURING 2014, A 10%
INCREASE ON 2013



PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

During 2014 there were 2,888 individual prisoners who accessed the MQI / IPS addiction counselling and group-work services, an 18% increase compared to 2013.

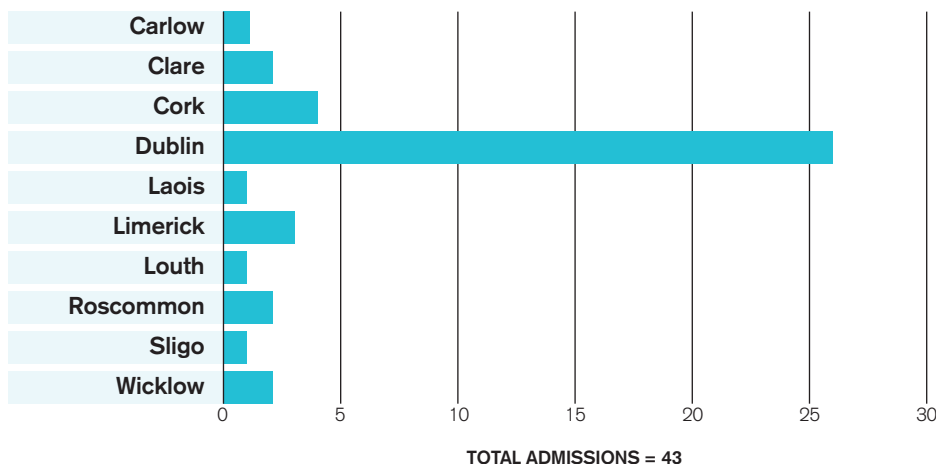
DRUG FREE TREATMENT SERVICES

Our Drug Free Treatment Services aim at providing easily accessible treatment for drug users who wish to become drug free. Service users can self-refer or may be referred from a wide variety of agencies across the country.

HIGH PARK RESIDENTIAL PROGRAMME

This is a 17 week fully residential programme designed to help participants to become and remain drug free. The service is a low threshold programme that seeks to attract service users who might not otherwise engage in drug free treatment such as prisoners, homeless and female drug users. The emphasis is on assisting service users to gain insight into the issues which underpin their drug use and developing realistic measures to prevent relapse.

High Park — Admissions by County 2014



The High Park programme offers individual care plans, one-to-one counselling, group therapy, psycho-educational groups, fitness-gym activities, outdoor pursuits and recreational activities and where necessary in-house detoxification in partnership with community GPs.

In 2014, there were 297 clients referred to the High Park service. In addition, there were

43 clients admitted to the High Park programme during the year, 31 men and 12 women. As the below graphics illustrate, High Park has a national catchment area, with 60% coming from the Dublin area. In addition, 58% of clients were homeless at admission.

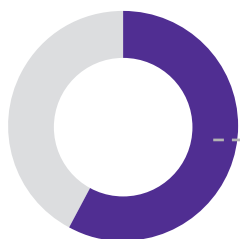
★ NEW IN 2014 — HIGH PARK AND THE GAISCE PRESIDENT'S AWARD:

In 2014, MQI introduced the opportunity for clients in our residential drug rehabilitation service to participate as an integrated part of their treatment programme, in Gaisce, the President's Award. The Awards are open to men and women under the age of 25 years and involve completing projects across the areas of Community Involvement, Personal Skill, Physical Recreation and Adventure Journey. A number of our staff has trained with Gaisce to support clients in the process of achieving the awards. The awards are a really positive affirmation for clients on their recovery, and provide a further avenue for greater re-integration. In 2014, 8 clients received their Gaisce Bronze award.

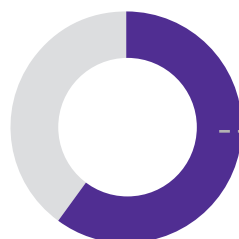


Clients leave messages of hope at the garden of MQI's High Park Residential Rehab Centre.

PATHWAYS OUT OF HOMELESSNESS AND ADDICTION AT MQI, 2014...



HIGH PARK
COUNSELLING &
RESIDENTIAL SERVICES
58%
OF ADMISSIONS CAME
FROM HOMELESSNESS



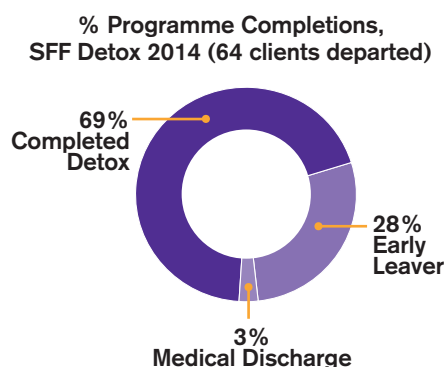
ST. FRANCIS FARM
REHAB CENTER
60%
OF ADMISSIONS CAME
FROM HOMELESSNESS

ST. FRANCIS FARM RESIDENTIAL DETOX PROGRAMME

The Merchants Quay Ireland residential detoxification service at St Francis Farm delivers methadone and combined methadone/benzodiazepine detoxes. The unit has a national catchment area and has a 10 bed capacity for men and women. The detox activity programme includes individual care planning, therapeutic group work, psycho-educational workshops, fitness/gym training and farm work activities.

During 2014, the service's third year of operation, St. Francis Farm Residential Detox received 289 referrals, a 23% increase in the previous year's referral levels. There were 64 clients admitted for detox during the year, 50 men and 14 women. The detox service has a national catchment area with admissions originated from 19 counties, and 44% of admissions coming from the HSE South & South East regions.

As the below detox completion graphics illustrate, of the 64 clients who departed the service during 2014, an impressive 69% completed their detox:



ST. FRANCIS FARM RESIDENTIAL REHAB PROGRAMME

This is a therapeutic facility with a 14 weeks rehabilitation programme set on a working farm. At St. Francis Farm we provide a safe drug free environment where service users can adjust to life without drugs and make

THE STRENGTH TO SAY GOODBYE: NEIL'S STORY

At St. Francis Farm, one man gains the strength to say goodbye: to a painful past, entrenched addiction and a self-destructive way of life...

Drug use for many begins as a way to be one of the gang. Not for Neil. He calls the cocktail of drugs he turned to at the age of 15 – grass, speed, cocaine, ecstasy – “the cure for my feelings.” Awful childhood events he was too small to stop had left Neil desperate, grasping for any way to “block away nasty memories.”

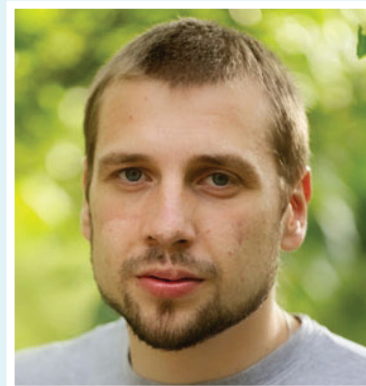
He hid it all from his family. Even today, you can hear the emotion in his voice when he says, “I had a good childhood. I’m glad it happened to me, and not any of the rest of them.”

Rock bottom

But the self-destructive lifestyle took its toll. One day, Neil hit rock bottom. “If I had just gone to sleep and never woke up, I would have been happy.” It was only at his brother-in-law’s urging that Neil rang Merchants Quay’s St. Francis Farm. “Basically, I begged them for help,” he says. “I’ll never forget it.”

Fortunately there was a space for Neil, and he began residential rehabilitation. Like all clients, he did a turn in the St. Francis Farm kitchen, learning to plan and prepare meals. “The food is fabulous,” he laughs. “I put on two stonel!”

As to the root causes of his drug use? Neil credits project worker Ronan O’Riain’s counselling with helping him to face his past. “Ronan turned my life around. Now I care about helping out the little boy who was inside me, ‘cause he was shut



At St. Francis Farm rehab, Neil finds the intentionally structured chores therapeutic. “I pick up a shovel, I’ll do anything. I’m just happy to breathe the air again – fresh air.”

down a long time ago.” Neil also finds therapeutic the structured daily routine and farm chores. “It’s no bother doin’ a bit of hard work. I pick up a shovel, I’ll do anything. I’m just happy to breathe the air again – fresh air.”

A new man emerges

Of the 14-week programme, he wishes it were longer – but is thrilled with the man he’s become. He hopes to take college courses, and to one day return to St. Francis Farm as a volunteer. “I’d like to give something back, for what people have done for me. There’s a lot of people out there, that need help. If Merchants Quay weren’t here, I would have killed myself through overdose. I’m not the old Neil I used to be.” Thank you for making Neil’s story possible!

GROWTH AND CHANGE AT MQI’S HIGH PARK & ST. FRANCIS FARM DETOX & REHAB CENTRE

“People come in and the bottom is just gone. They’re undernourished. They feel worthless. Then to see that transition, the self-care, the ‘hold on, I actually am worth something,’ it is incredible.” — Tony, High Park Project Worker

PROMOTING POSITIVE CHANGE

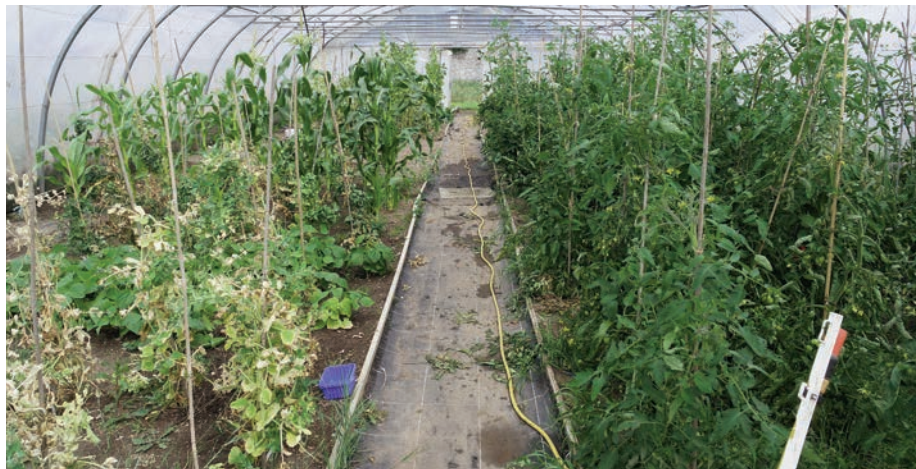
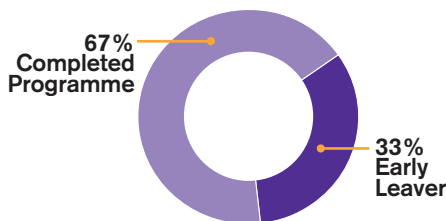
PROGRESSION PATHWAYS PROGRAMMES, continued

positive choices about their future. We also afford service users the opportunity to explore the reasons for their drug use and to learn more effective coping mechanisms.

The programme covers areas of relapse prevention, one-to-one counselling and care planning, group therapy, self-esteem seminars, assertiveness training, anger management and farm work training. Service users also receive training in Emergency First Aid and in life skills and budgeting. What makes St. Francis Farm unique is the fact that our programme is situated in a working farm environment. Service users gain work experience in animal care, vegetable production, and in general farming. The food produced at the farm is used to supply the kitchens in our various centres, and contributes to feeding up to three hundred people every day.

There were 357 clients referred to the St. Francis Farm Residential Rehabilitation service during 2014, a 14% increase compared to 2013 referral levels. Of these referrals 46 individuals were admitted to the service during the year, 30 men and 16 women. In addition, 67% of clients were homeless at admission. As the below graphics illustrate, of the 43 clients who departed the service during 2014 an impressive 67% completed the programme.

**% Programme Completions,
SFF Rehab 2014 (43 clients departed)**



Polytunnels at MQI's St. Francis Farm Rehab and Detox Centre where clients learn to grow their own fruit and vegetables.

PASTORAL CARE AT MQI

From its earliest days back in 1969, Merchants Quay Ireland has been dedicated to the Franciscan tradition of "speaking the language of the human heart." An integral part of that ethos is to welcome Ireland's homeless and hungry regardless of their faith, and to offer pastoral care. This healing tradition came full circle with the 2011 appointment of Franciscan Friar Gabriel Kinahan as Chaplain to MQI. Gabriel is available to clients and staff on a regular basis in MQI's facilities at Riverbank Open Access Centre, Athlone Open Door, High Park, Newmarket Square and St. Francis Farm in Tullow. He works in collaboration with Pastoral Care volunteers Jimmy Dunne and Franciscan Sister Brid O'Sullivan.

You'll find Gabriel wherever and in whatever way Merchants Quay's clients and staff need his comfort and guidance most. He also speaks to civic and student groups that come to MQI. In MQI's more structured programmes, Gabriel helps oversee the now established Faith & Spirituality Group

Sessions at St. Francis Farm, High Park, and in the Aftercare Day Programme at Riverbank. "Because MQI serve people from many different faiths – and sometimes none – an important aspect of these groups is that clients can explore faith and spirituality in an open and accepting environment. I never want to come across as trying to supply them with answers; rather I would hope to be one who helps facilitate their questioning" (Gabriel Kinahan OFM).

TRAINING & EDUCATION

MQI & UCD

At MQI we believe strongly in the provision of accessible training which provides progression routes into education for those who may have been excluded from formal education. It also helps provide a mechanism whereby prior learning can be recognised and accredited. It is for this reason that, in 1998, Merchants Quay Ireland and University College Dublin entered into a partnership to offer our Certificate and Diploma courses in 'Drugs Counselling and

GROWTH AND CHANGE AT MQI'S HIGH PARK & ST. FRANCIS FARM DETOX & REHAB CENTRE

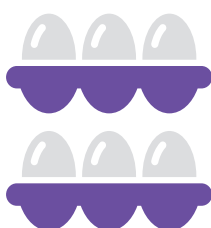
91

CLIENTS
COMPLETED MQI
RESIDENTIAL REHAB
PROGRAMMES IN 2014



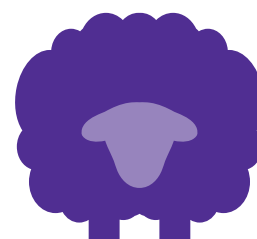
12

DOZEN
EGGS LAID
PER WEEK
IN 2014



38

LAMBS,
3 CATTLE,
4 PIGS, BORN
AT SFF 2014



Intervention Skills'. Our aim is to deliver professional accredited training for those interested in developing their skills, knowledge and careers in the drugs and addiction field. UCD's commitment to making education more accessible fits perfectly with our own mission of improving services and influencing change and we are pleased to say that our partnership has gone from strength to strength.

In 2009, we launched the Certificate programme in Cork and in 2010 we developed a clear progression route whereby students can move from the Certificate programme to the Diploma and then onwards towards a Degree in Social Science in UCD.

- MQI/University College Dublin, Certificate in Drugs Counselling Theory & Intervention Skills 2013-2014 delivered in Dublin & Cork, a total of 30 students availed of this programme
- MQI/University College Dublin, Diploma in Drugs Counselling Theory & Intervention Skills 2013-2014 delivered in Dublin, a total of 18 students availed of this programme
- MQI/University College Cork, Diploma in Drugs Counselling Theory & Intervention Skills 2013-2014 delivered in Dublin & Cork, a total of 14 students availed of this programme
- 62 people participated in our three university courses

MQI STAFF & VOLUNTEERING

In 2014, a number of training events were held across the organisation including workshops on self-care and managing trauma. As volunteering is such an essential part of the MQI ethos, the training department also provided Volunteer Induction and additional training throughout the year. In 2014, MQI recruited 6 new Graduate Volunteers to work in our frontline services for a year-long programme. Of the 6, one has been offered a full time contract with our organization.

HE WALKS THEIR JOURNEYS OF RECOVERY

The careful use of every euro has been central to MQI's good work since 1969. Our open days, tours, and coffee mornings are just one way we prove it...

With a newly minted degree from UCD under his belt in the summer of 1999, Michael came to MQI's High Park residential rehab centre to train as a volunteer. "When it was finished I asked the team would they take me on. I'm here since. I feel really privileged to work in a place like Merchants Quay."

Volunteering three days and one overnight stay each week, Michael helps with everything from organising the day's activities for clients in the 17-week programme, to being there if they need something at night. "You hear the horrendous roads people have travelled to get to MQI. Then afterwards you learn how some are in college or have work, how great they're doing. It touches the heart."

Healing power

Michael himself is visually impaired, and admits his sight loss sometimes makes life difficult. But at MQI he feels that his struggles "give me insights I mightn't otherwise have had. Because my road isn't always easy, the clients see me as someone who can identify with them. That can be so helpful when you are talking with people on a one to one basis."

He laughs as he reaches down to pat his guide dog and adds, "And then of course there is Hugo. Merchants Quay never carries passengers, all of the clients have jobs to do. They are tripping over each other to fill his water bowl! Many would have dogs at



Together with his trusty guide dog Hugo the Labradoodle, 13-year MQI volunteer Michael walks beside people on their journeys of recovery at High Park.

home or have had dogs as children, so Hugo is marvellous healing therapy."

Easing their journey

When asked about your support of the work, Michael's voice softens. "If it wasn't for the donors, the funders – I would struggle to see how we could operate. The people we help are somebody's sons, and daughters. God forbid if MQI was out of reach to them. Your support is really helping people. And if I have been able to be part of that, to give support to staff and make the client's journey that bit easier than it might have been, I will go to my rest a happy man."

PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2014...

"St. Francis Farm is the best treatment centre I've ever been in. I used to head off into the fields with the animals. Staff there tailor your recovery to you. Its proven to work, and it worked for me." — Martin, Former Client, St. Francis Farm now drug free.

FINANCE AND GOVERNANCE

2014

CORPORATE GOVERNANCE

MQI are dedicated to achieving the highest standards in Corporate Governance. Directors are appointed by the Members of the Company. The Chairperson of the Board of Directors shall be appointed by the Members for a three year term and may be reappointed. The term of office of a Director shall be three years and Directors may be reappointed. The current Chair of the Board, Mr. Mick Price was appointed in 2013.

The composition of the Board shall be not more than ten persons and not less than five. The quorum for meetings is four. All Directors are chosen on the basis of their willingness to serve, ability, governance, experience, and support of the ethos, mission and philosophy of the Company. The Board is committed to ensuring it has the necessary mix of skills and expertise at all times and where necessary seeks professional advice.

The Board meets formally at least six times a year. During 2014 the Board met seven times. During their term the Directors are required to undergo an induction programme to ensure that collectively they have the overview necessary for the proper governance of the organisation. Ongoing training is arranged when a need is identified. With the exception of necessarily incurred expenses, Directors are not remunerated for their work on the Board nor can they be appointed to any salaried position of the Company. No expenses were paid to Directors during the year (2014: €Nil).

The Members meet annually to receive the annual report and audited financial statements of the Company. Other meetings may take place as required.

There are currently six sub-committees of the Board:

- The Finance Committee is responsible for overseeing the effective financial management of the Company including the raising, collection, investment, borrowing and outlay of all monies required to fund its activities, and to report and make recommendations to the Board thereon.
- The Audit & Risk Committee is responsible for making recommendations to the Board about the appointment and remuneration of the external auditor, approve the terms of engagement of the external auditor, to monitor and review the external auditor's independence and the effectiveness of the audit process and also for monitoring and reviewing risk for the organisation.
- The Services & Change/Innovation Sub Committee is responsible for overseeing the services and operations of the Company. It is also responsible for assisting the Board in the planning and development of new services, the development and implementation of appropriate quality standards, compliance reporting to stakeholders and the clinical governance of the services such as supervision, good quality standards and best practice. The Committee is also responsible for considering the impact of any new proposals in line with the strategic plan, opportunities and considering the challenges which may arise in any change process.
- Governance & Nominations Sub Committee is responsible for ensuring that best practices are adhered to regarding governance, accountability and transparency and for making recommendations to the Board and Members with regards to nominations for Board membership.
- HR & Remuneration Sub Committee is responsible for reviewing any proposals regarding pay and pay structures and advising the Board in relation to same.
- Fundraising Sub Committee – is responsible for ensuring that best practices are adhered to regarding the governance of fundraising and to make recommendations to the Board regarding the nature of fundraising being undertaken. This committee was established post year end.

COMMITMENT TO BEST PRACTICE IN CORPORATE GOVERNANCE

The Company is fully committed to achieving the standards contained within the Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland ("the Code") and is currently on the journey to being fully compliant. The aim of the Code is to determine and formulate standards of best practice in corporate governance applicable areas such as leadership, exercising control, transparency and accountability, working effectively and behaving with integrity.

COMMITMENT TO STANDARDS IN FUNDRAISING PRACTICE

The Company is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising ("the Statement"). The Statement was developed by the Irish Charities and Tax Research Group and exists to provide charities in Ireland with a Fundraising Code of Practice.

The purpose of the statement is to:

- Improve the way charities in Ireland raise their funds
- Promote high levels of accountability and transparency by organisations fundraising from the public

"For clients the residential treatment is rewarding and challenging in equal amounts. At the end of the day, thanks to the generosity of our donors, St. Francis Farm is a stepping stone to men and women on the road to trying to change their lives."

— Ronan, St. Francis Farm project worker

- Provide clarity and assurances to donors and prospective donors about the organisations they support.

The Company is committed to complying with the Statement for Guiding Principles for Fundraising and has formally discussed and adopted the Statement at a meeting of the Board.

FINANCIAL OVERVIEW

MQI'S income continues to be impacted by the difficult economic climate in Ireland but despite this, public support for our work continues.

Total expenditure for the year was €7.77m compared to 2013 (€7.10m). Total income for the year was €9.36m compared to 2013 (€8.11m). This increase is largely due to the continued generosity of our donors supporting our vision.

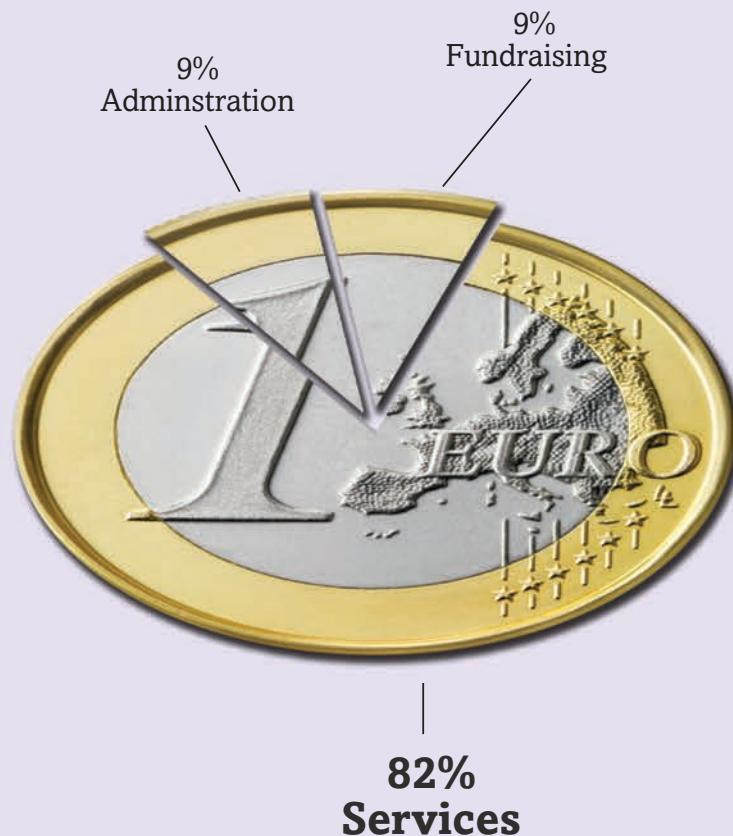
Over the last number of years MQI have had to deal with reductions in state funding at a time when demands on its resources are increasing. In response to this MQI have been working hard to not only increase its voluntary funding but to also contain costs where possible whilst trying to not impact its front line and core services. Some of the measures undertaken in 2014 are:

- Review of on-going service contracts and expenditure to achieve cost savings where applicable
- Strategies in place to increase the number of DSP participants, volunteers and graduates in the organisation
- Utilisation of outsourcing where appropriate and cost effective
- Partnerships with business and other charities provided efficiencies in the provision of client services

In 2014, 82% of all costs were directly spent on the core service workers dealing with clients and the core objectives of the Company; these include counsellors, project workers, outreach workers, nurses, catering staff, food and homeless resources services.

Allocating sufficient expenditure to staff, administration and management is essential

How donations are wisely used:



to ensure that all resources, including donations, are used to greatest effect for public benefit and that the highest standards are maintained at all times.

MQI is gratefully supported by various different state funders including Midlands Regional Drugs Task Force, HSE, Probation Service, Dublin City Council, Dublin Regional Homeless Executive, South Inner City Drugs Task Force, The Family Support Agency, Department of Social Protection, Pobal, South East Regional Drugs Task Force and the Irish Prison Service.

OUTLOOK FOR 2015

MQI is committed to its clients and the improvement on how funds are spent as well as maximising the value for these

funds. We will continue to try and develop new income streams in line with emerging client need. Whilst it is a challenge to plan or develop new services with the difficult economic climate, MQI will continue to work with state funders, donors and staff to try and ensure its front line and core services are maintained whilst also trying to deal with any emerging needs within our client group.

FUNDRAISING

The support of those who donate and support MQI is vital in the continuity of services to the poorest and most marginalised in our society. In 2014 MQI received €3.2m (40% of running costs) from fundraising. For every €1 spent on fundraising MQI raised €4.57.

**STATEMENT OF FINANCIAL ACTIVITY FOR MQI FOR THE YEAR
ENDED 31 DECEMBER 2014**

	2014 Total	2013* Total	Difference
Income Resources.....	9,364,008	8,119,366	1,244,642
Total Resources Expanded.....	(7,769,731)	(7,104,502)	(665,229)
Movement in Total Funds for the year.....	1,594,277	1,014,864	579,413
Actuarial (Loss) / Gain in respect of the pension schem	(33,111)	81,716	(114,827)
Total Funds at 1st January 2014.....	1,083,577	(13,003)	1,096,580
Total Funds at 31st December 2014.....	2,644,743	1,083,577	1,561,166

**MERCHANTS QUAY PROJECT LTD
BALANCE SHEET AS AT 31 DECEMBER 2014**

	2014 €	2013* €
Fixed Assets		
Tangible Assets	70,241	74,433
Current Assets		
Debtors	470,607	751,227
Cash at bank and in hand.....	2,751,806	1,308,717
	3,222,413	2,059,944
Creditors: amounts falling due within one year	(1,147,822)	(1,170,148)
Net Current Assets	2,074,591	889,796
Total Assets / Liabilities Excluding Pension Liabilities	2,144,832	964,229
Net Pension Liability	(92,943)	(94,058)
Net Assets / Liability including pension liability	2,051,889	870,171
Represented by:		
Restricted Funds.....	327,902	332,129
Designated Funds.....	1,532,561	531,282
Unrestricted Funds	191,425	6,761
	2,051,888	870,172

FRANCISCAN SOCIAL JUSTICE INITIATIVES LIMITED
BALANCE SHEET AS AT 31 DECEMBER 2014

	2014 €	2013* €
Fixed Assets		
Tangible Assets	0	328
Current Assets		
Debtors	64	3,017
Cash at bank and in hand.....	767,549	784,641
	767,613	787,658
Creditors (amounts falling due within one year)	(174,758)	(574,581)
Net Current Assets	592,855	213,077
Total assets less current liabilities.....	592,855	213,405
Represented by:		
Restricted Funds.....	144,655	
Designated Funds.....	350,000	150,000
Unrestricted Funds	98,200	63,405
	592,855	213,405

MERCHANTS QUAY PROJECT CE SCHEME LIMITED
BALANCE SHEET AS AT 31 DECEMBER 2014

	2014 €	2013* €
Fixed Assets		
Tangible Assets	0	0
Current Assets		
Debtors	58,108	0
Cash at bank and in hand.....	3,365	0
	61,473	0
Creditors (amounts falling due within one year)	(61,473)	0
Net Current Assets	0	0
Total Assets Less Current Liabilities.....	0	0

*From 2014 Merchants Quay Ireland has adopted and reported its performance in accordance with the format provided for in the Charities SORP and in particular reports its performance for the financial year in the format of the SORP's Statement of Financial Activities (SOFA). The 2013 figures have been restated as comparatives in accordance with the format provided for in the Charities SORP.

ACKNOWLEDGEMENTS

THANK YOU TO OUR SUPPORTERS

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, charitable trusts and foundations. Without their steadfast support we would be unable to continue expanding our vital services to those in need in Ireland. To all our supporters we wish to express our immense gratitude.

We would like to acknowledge the following supports received in 2014

- Gwanda Trust
- ESB Electric Aid
- OFM – Franciscan Friary
- The Ireland Funds
- Community Foundation for Ireland
- OLC Ireland Trust Fund
- JP McManus Charitable Foundation
- The Charitable Infirmary Charitable Trust
- KPMG Ireland – Denis O'Connor Memorial Walk

We were gratefully supported by the following:

- VEC
- MRDTF
- HSE
- Probation Service
- Dublin City Council
- Dublin Regional Homeless Executive
- SICLDTF
- The Family Support Agency
- Irish Prison Service
- Department of Social Protection
- Pobal
- SERDTF

Investing in your future

The Equality for Women Measure 2010-2013 is funded by the European Social Fund (ESF) through the Human Capital Investment Operational Programme 2007-2013 and the Department of Justice and Equality.



A woman with long brown hair, wearing a blue and white patterned top, is smiling and holding a white sign with the text 'Thank YOU FOR CARING' in a stylized, hand-drawn font. She is standing in front of a large, intricate wooden carving that depicts various figures and scenes, possibly a historical or religious scene. The carving is made of light-colored wood and has a circular design in the center.





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A hot meal. A helping hand. A fresh start.