

Merchants Quay Ireland Directors' Report *and* Financial Statements



**For the financial year
ending 31 December 2022**



Merchants Quay Ireland
Homeless & Drugs Services

Contents

Directors and Organisational Information	3
Places of Operation	5
Director's Report	6
Company Structure	6
Objectives and Activities	8
Key Goals of our Strategic Plan 2020 - 2024	9
Eamonn's Story: MQI Client	10
Our Work at a Glance	12
Chairman's Introduction	13
Thomas Kelly's Story: MQI Client	15
Message from the CEO	17
Homeless Services	21
Primary Healthcare	24
Addiction Services	28
Niamh's Story: MQI Client	33
New Developments	36
Research and Advocacy	38
Katie's Story: MQI Client	40
Our People	42
Governance and Management	43
Results for the Financial Year	51
Sean's Story: MQI Client	53
Directors' Responsibility Statement	55
Independent Auditor's Report	56
Statement of Financial Activities	59
Balance Sheet	60
Statement of Cash Flows	61
Notes to the Financial Statements	62
Supplementary Information	82



I was in active addiction for 30 years, but I'm in recovery now. Everybody deserves a second chance and it means a lot that people donate to Merchants Quay.

Nichola, MQI Client



At MQI we respect everyone who turns to us for help – and many are just beginning their fresh start in life. So while client stories are genuine and true, names are changed and stock photographs of models are used for illustrative purposes and to protect client privacy. Thank you for your understanding.

Directors *and* Organisational Information

Directors

Mr Ray Langton (Chair)
Rev Kieran Cronin OFM
Rev Patrick Lynch OFM
Mr Brian Melaugh
Dr Joanne Fenton
Ms Margaret Hennessy
Mr Derek Bell
Mr David Kiely
Mr Raymond Jenkins
Ms Irene Gleeson (Appointed 1st January 2023)
Mr Shane Moriarty (Appointed 1st January 2023)

Members (OFM)

Niall O'Connell OFM
Aidan McGrath OFM
Joseph Condren OFM
David Collins OFM
Stephen O'Kane OFM
Gabriel Kinahan OFM

Secretary

Mazars
Harcourt Road
Dublin 2

Board Sub-Committees

Finance Committee

Mr David Kiely (Chair)
Ms Mairéad Divilly
Mr Ray Langton
Mr Jonathan Mooney
Ms Suzanne Tyrrell (Appointed 9th February 2023)

Registered number

176421

Registered Office

Merchants Court
24 Merchants Quay
Dublin 8

Charity Number

CHY 10311

Charity Regulatory Authority Number

20026240

Bankers

AIB
7/12 Dame Street
Dublin 2

Auditors

Deloitte Ireland LLP
Chartered Accountants and
Statutory Audit Firm
Deloitte & Touche House
Earlsfort Terrace
Dublin 2

Solicitors

Marcus A. Lynch & Son
12 Lower Ormond Quay
Dublin 1

Audit & Risk Committee

Mr Ray Langton (Chair)
 Ms Mairéad Divilly
 Mr Derek Bell
 Ms Deborah Maguire (Appointed 13th March 2023)

HR, Governance & Nominations Committee

Mr Derek Bell (Chair)
 Mr David Kiely
 Mr Ray Langton
 Ms Margaret Hennessy
 Ms Irene Gleeson
 Ms Deborah Maguire

Client Services Committee

Mr Ray Langton (Chair)
 Mr Brian Melaugh
 Dr Joanne Fenton
 Mr Raymond Jenkins
 Mr. Shane Moriarty

Fundraising & Communications Committee

Ms Margaret Hennessy (Chair)
 Mr Ray Langton
 Mr Derek Bell
 Suzanne Tyrell (Appointed 9th February 2023)

Executive Leadership Team

CEO

Ms Paula Byrne

Head of Human Resources

Ms Rosemary Collier

Head of Finance & IT

Ms Antoinette Mangan (Appointed 4th November 2022)

Head of Fundraising and Communications

Ms Carol Casey

Head of Operations & Service Delivery - Non-Clinical Services

Mr Geoffrey Corcoran (Appointed 8th August 2022)

Head of Operations & Service Delivery - Clinical Services (including St Francis Farm)

Ms Elaine Kehoe (Interim from 4th February 2023)



The work done at MQI, there's no words for it. Without High Park and MQI, I'd be dead. I wouldn't have been able to get my life back, get my daughter back, and further my passion for helping people which is what I do now."

Ben, MQI Client



Places of Operation

In response to the needs of those caught up in homelessness and addiction, Merchants Quay Ireland has expanded over the years from being Dublin based to providing services nationwide.

Dublin

Dublin Riverbank Open Access Service,
Riverbank Centre,
Dublin 8

Head Office,
Merchants Court,
24 Merchants Quay,
Dublin 8

Aftercare & Drug-Free Day Programme,
St. John Bosco Youth Centre, Davitt Road,
Dublin 12

Residential Rehab,
High Park, Drumcondra,
Dublin 9

Mountjoy Prison Complex,
Dublin 7

Dóchas Prison Centre,
Dublin 7

Cloverhill (Remand) Prison,
Dublin 22

Wheatfield Prison,
Dublin 22

Jane's Place Women's Services,
7a Dolphin's Barn,
Dublin 8

Kildare

Aftercare Housing,
Leixlip, Co. Kildare

Louth

Northeast Family Support Service,
Dundalk Co. Louth

Wicklow

Shelton Abbey,
Co. Wicklow

Community Recovery & Integration Supports (CRIS) Project,
Co. Wicklow

Carlow

Residential Detox & Rehabilitation Centre,
St. Francis Farm,
Tullow, Co. Carlow

Cork

Cork Prison,
Co. Cork

Limerick

Limerick Prison,
Co. Limerick

Westmeath

MQI Midlands Drug & Alcohol Treatment Supports (DATS),
Co. Westmeath

Open Door, Payne's Lane/Irishtown,
Athlone

Offaly

MQI Midlands Drug & Alcohol Treatment Supports (DATS),
Co. Offaly

Laois

MQI Midlands Drug & Alcohol Treatment Supports (DATS),
Co. Laois

Portlaoise Prison,
Co. Laois

Midlands Prison,
Co. Laois

Longford

MQI Midlands Drug & Alcohol Treatment Supports (DATS),
Co. Longford

Roscommon

Castlereagh Prison,
Co. Roscommon

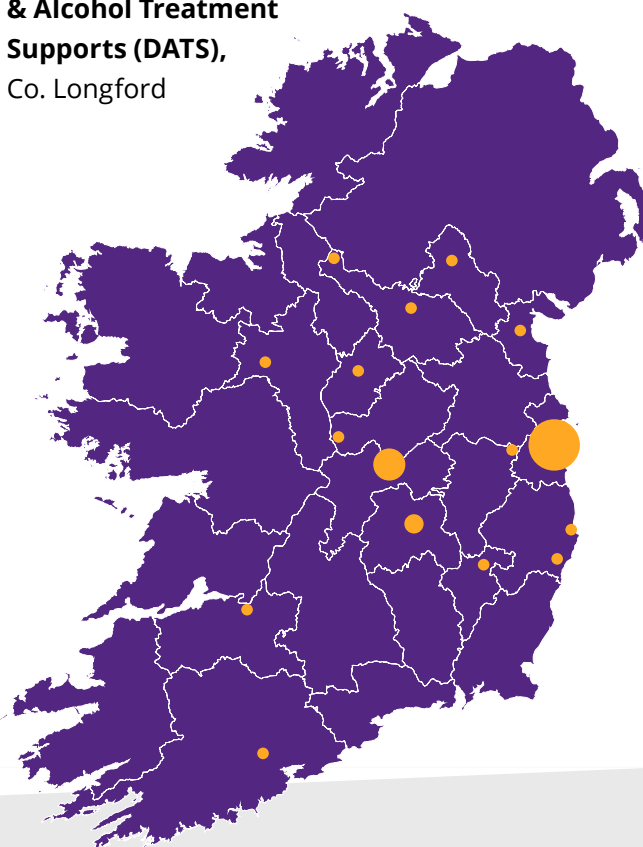
Cavan

MQI CAMDAS,
Acot House, Farnham Road, Drumnahanagh,
Co. Cavan

Loughan House,
Open Centre, Co. Cavan

Monaghan

MQI CAMDAS,
1 Oriel Way,
Mullaghmatt, Co. Monaghan



Director's Report

The directors present their annual report and the audited financial statements of the company for the financial year ended 31 December 2022.

Company Structure

Merchants Quay Ireland CLG ("MQI") is incorporated as a Company limited by guarantee and not having share capital. It was registered on 12 July 1991 with Company number 176421. The Company is registered for the charitable purpose of promoting health and to provide the stepping-stones for every point of a man or woman's journey out of homelessness and addiction, and toward a drug free life.

The main objects of the Company are:

- A** The promotion of health, including the prevention or relief of sickness, disease, or human suffering through the provision of services to address the health and social care needs of people affected by addiction, homelessness, and other related issues in Ireland, in order to provide them with the necessary information, advice, treatment and supports to improve their quality of life.
- B** As objects incidental and ancillary to the attainment of the Main Object, the Company shall have the following subsidiary objects:
 - The Company is a public benefit entity and is registered with the Charities Regulator, charity registration number 20026240, and is granted charitable tax exemption, charity tax reference number CHY 10311 with the Revenue Commissioners.
 - The Company is governed by its Constitution (comprising the Memorandum and Articles of Association) updated 26th June 2019.

“

My childhood was bad, and my parents didn't notice or care that I was coming in at four in the morning when I was eleven and twelve years of age. I wanted to fit in with the bigger lads, so when they went on heroin, I went on heroin.

Thomas, MQI Client

”



Merchant's Quay Ireland CLG is one of three companies operating under the banner name of Merchant's Quay Ireland (MQI) carrying out activities for social justice for homeless persons and drug users on a nationwide basis. The other two companies are:

- St. Francis Housing Association CLG (SFHA)
 - CRO Number: 449783
 - Revenue CHY Number: 18159
 - CRA Number: 20069117
- Merchants Quay Project CE Scheme CLG (MQPCE)
 - CRO Number: 533762
 - Revenue CHY Number: 21187
 - CRA Number: 20084325

Services continue to incorporate the provision of meals, drug services, crisis intervention, needle exchange, rehabilitation and detox services, together with day programmes, aftercare and training.



Our Riverbank Centre,
13-14 Merchants
Quay, Dublin 8

Objectives and Activities

Our Vision

An inclusive society that supports the integration and well-being of all. We believe in a just society where no-one has to face homelessness or addiction alone, and where everyone has the support they need to reduce the harm caused by homelessness and addiction and to build a better life; an inclusive society where everyone is treated with dignity and respect.

Our Mission

We work as a collaborative community to reduce the harm caused by addiction and homelessness. Our mission is to offer people dealing with homelessness and addiction in Ireland, accessible, high quality and effective services, which meet their complex needs in a non-judgemental and compassionate way.

Our Values

Collaboration

We work together

Professionalism, Teamwork, Adaptability

Compassion

We meet people where they are

Acceptance, Commitment, Support

Courage

We speak up, challenge & advocate

Integrity, Respect, Diversity

“

I've a great relationship with my family, they have peace of mind now. They stayed with me last week and my dad said 'This is a lovely little place you have, I'm so proud of you how far you're after coming.' So, that meant a lot to me.

Nichola, MQI Client

”



Key Goals *of our* Strategic Plan 2020 - 2024

Goal 1

Deliver high impact, high quality services

Priority: To develop and enhance the range and reach of services that respond to the needs of our service users and the community.

Goal 2

Play a leading role in influencing policy makers and the public

Priority: Build the organisations' capacity through research, innovation, collaboration, advocacy & engagement.

Goal 3

Ensure the organisation has the capacity, skills and knowledge to deliver the strategic goals

Priority: Empower our people, develop our culture and strengthen our systems to achieve organisational excellence and maximise our impact.

Goal 4

Develop a funding strategy to ensure our sustainability and support our future direction

Priority: To diversify our funding streams and maintain our reputation for strong financial management & governance.



Eamonn's Story: MQI Client

MQI client Eamon shares his experience of addiction and homelessness.

“ I had issues with drugs when I was very young, in the nineties, and I had to leave my family home. I got a counsellor with Merchants Quay at that time. I met friends there, and knew it was a safe place to be, to come and sit down and just relax. From there, I got into a detox and I came off drugs. I managed to get out of homelessness. MQI helped me and my partner get our first flat. We had five kids, and I have grandchildren now. My relationship broke down after my last child, who has special needs. I left my ex-partner with the house and everything, and moved back in with my parents. But when COVID hit then, it was hard to stay with my parents, because I was worried if I went anywhere, I'd give them the virus, so I moved out and ended up homeless again, when I never thought I would be.

I was back in my old area, the place I used to hang around when I first got addicted to drugs, and after years of being off them, I fell back into addiction. I didn't know how else to cope with all the pain I'd experienced of losing my relationship, my family and my home. My kids were calling me everyday but I didn't feel able to talk to them. I felt ashamed.

I'm grateful to Merchants Quay and everybody who supports them. No matter how much they give, it makes a difference.

Eamonn, MQI Client

I'm still homeless, I'm living in a tent. Most days I just walk around until I get so tired I have to sleep. That's the only way I can get to sleep because the tent...when it's warm, it's roasting and when it's cold, it's absolutely freezing so it can be hard to sleep. Loads of times I've come back and my tent's been robbed or taken, with all my clothes, everything I have in it. It's horrible. That's my home now, that's where I live, and people don't see it as that, they see it as just rubbish at the side of the street.

I know this kills my family, but I don't want them to see me in addiction again, so I choose to stay away from them. I feel so ashamed. I talk to my mam and my kids on the phone, but that's the only contact I can bear to have with them.

It gets very, very lonely, this life, but MQI is always there, with food and warmth. I come to MQI most days, for food and support, to have a shower, and a sit down. Honestly, I'd be lost without MQI. If it wasn't for them, I'd never eat. It's great to be able to come in here and chat to people, and you can pop in and out, have it as your base during the day. Some days, there'd be music on, the staff play music or the client music group play. I love that.

I'm grateful to Merchants Quay and everybody who supports them. No matter how much they give, it makes a difference, they're feeding me and an awful lot of people. The services are very good, and without them, there'd be a lot of people struggling at the moment. I'm really hoping to get back on my feet soon, and my keyworker at MQI is supporting me to look at getting into detox and getting my life back. I have children, grandchildren, I have a lot to live for, and I want to. It's just been a really hard time.



It get's very, very lonely this life, but MQI is always there, with food and warmth.

Eamonn, MQI Client

Our Work *at a* Glance

97,736

overall engagements
with clients



3,606

visits to the GP



725

supported by MQI
DATS in the Midlands



12,764

total unique clients



43,047

Meals for people who are
homeless and hungry



3,390

crisis contact team
interventions



144

families supported
nationwide



114

people admitted
to detox and rehab



331

supported by MQI
CAMDAS



166

young people between
18 - 24 supported by
our team



2,126

unique clients supported
with in-prison counselling
interventions



361

people supported
by our mental
health team



3,808

unique clients supported by
the harm reduction team



273

families supported by
MQI CRIS in the East



668

over 55 year olds
supported



Chairman's Introduction

As Chair of MQI I am delighted to launch our Annual Review for 2022.

Yet again, 2022 saw a significant increase in the demand for support and MQI staff responded with increased support levels across all our services reaching a total of 12,764 unique individuals. As society emerged from Covid 19 we were able to adapt our regional services, our homeless day services, our health services and our rehabilitation services to meet the needs of our clients.

Many of the people we support have multiple needs. Homelessness, addiction, and mental health problems often go hand-in-hand which is why we at MQI strive to provide a full range of integrated support services. We have been told over and over again by our clients just how vital our services are to them and MQI staff will continue to reach out to provide support and to advocate strongly on their behalf.

At Merchants Quay we work as a collaborative community to reduce the harm caused by addiction and homelessness and we continue to develop our services to deliver to the highest standards. Year after year we continue to adapt and innovate in response to the ongoing needs of some of the most marginalised and vulnerable members of society. In 2022 we saw significantly increased demand for support from both younger and older age groups and for female specific support in a safe accessible environment. We have continued the ongoing development of our services to meet the specific needs of our clients and to work, in particular, with those who are homeless for the first time.

Ray Langton, MQI Board Chairman



The staff at MQI continue to adapt and innovate in everything we do. In 2023 we strengthened our collaboration with St James' Hospital and partnered with Dr. Julie Broderick in TCD and Dr. Sarah Morton in UCD and with international peers to help support the services we provide.

I want to recognise the work of the Department of Health, the HSE, the Dublin Regional Homeless Executive, Dublin City Council, Section 39 Homeless and Addiction services, Voluntary and Community organisations for the ongoing provision they made in terms of accommodation and support for those who are homeless and/or are impacted by substance use or mental health issues. The dedication and compassion shown by all the frontline workers in the hospitals, the care centres, the Gardaí, Fire and Ambulance services, the Prison services as well as support staff in food provision and cleaning, has been exemplary. The level of inter-agency cooperation and engagement has also been exceptional, and I want to thank each and every one of the MQI staff and all the frontline workers for all they have done for so many people in 2022.

Our strategic focus falls under four main themes: MQI Core Services, Research, Advocacy & Engagement, Organisational Excellence and Funding, Risk & Technology. This strategy is not meant to be a static document but rather a direction and guide that for an ever-evolving set of plans, that respond as the priorities and needs of our clients change over time.

It is the responsibility of the Board of MQI to ensure that we have a well-governed, efficient organisation that is fit for purpose to meet client needs. In this regard we are proud to be part of the "triple lock" concept of good governance – our accounts are SORP compliant, we have adopted and comply with the Good Governance Code and we have formally adopted the Guidelines for Charitable Organisations on Fundraising from the Public.

To all our donors, whether statutory, corporate, or personal, I extend my heartfelt thanks. With your extraordinary generosity, many lives have been saved and improved. I also want to express our deep gratitude to our executive team, staff, and volunteers. All at MQI continue to go the extra mile for our clients.

“

To all our donors, whether statutory, corporate or personal, I extend my heartfelt thanks. With your extraordinary generosity, many lives have been saved and improved.

Ray Langton, Chairman

”

Thomas's Story: MQI Client

MQI client Thomas shares his experience of addiction and the support he receives from MQI.

“I've been on drugs since 1978. My childhood was bad, and my parents didn't notice or care that I was coming in at four in the morning when I was eleven and twelve years of age. I wanted to fit in with the bigger lads, so when they went on heroin, I went on heroin. My father was a night worker and an alcoholic, and my mother let me do whatever I wanted. It was different for my sister, cos my ma would worry about her getting pregnant. But for me, I was let run loose.

I've been coming to MQI for help for years. I get my methadone here, food, I go to the doctor, everything. At Merchants Quay, I'm like a daddy. Everybody comes and tells me their problems. I look out for the girls and make sure they're safe. This is my family now. My father and brother died one after the other a few Christmases ago, and my ma went a few years later. I have my place at MQI. I feel accepted. I'm on the list for a house, and that's good, but I'm a bit worried. I don't think I can live on my own, because when I get lonely, I just go in on myself, and I cannot do anything for weeks, I just cry. I'm no good without people. I've spent a lot of time in prison, and I currently sleep in a shared room in a hostel, so I'm not used to being alone.

I'm very forgetful, as well. I could walk into town and forget where I am. I used to carry around a note with me that I could give to the Gardaí, saying I was lost and where to bring me. They'd walk me back to where I came from. I'm not so bad now, and my key worker in MQI lets me know when I have any appointments, so that's good. But I'm still worried about how I'll get on living by myself.

After my da died, my ma was that lonely, so I'd go up to the house and prepare the turkey and the ham for her at Christmas, because she couldn't cook a boiled egg, couldn't cook to save her life. I used to give my ma money that I robbed. I'd bring her money and she'd bring it to the chapel to be blessed. But she didn't have any money of her own, and I wanted to support her. If I was too sick to help her get the shopping, she'd go and buy my drugs for me. I used to wonder, would I have been better off if she'd kicked me out when I started on drugs, rather than letting me do whatever I wanted? But I think if I hadn't had a place to go, I'd have got worse faster, because I'd have been out all the time. But yeah, she let me away with everything, for better or for worse.

My da was a nightworker. From when I was sixteen, if I did a robbery at night, say I robbed an amusement arcade, I'd call him and he'd drive over and wait for me outside. He was my getaway driver. We'd have sacks of money in the house. So you see, my life was never really going to go any other way.

But if people said to me, would you change your life? Would you like to go back to thirteen or fourteen, and change your life all over again? No. I wouldn't. I know I've been through a lot, but I lived the life I was given. I lived the life I was given. I can't turn around and blame anyone else for my misfortunes. I speak straight from the heart when I tell you that I'm very grateful for Merchants Quay. I'm grateful for all the support I've got over the years.

“

At Merchants Quay, I'm like a daddy. Everybody comes and tells me their problems. I look out for the girls and make sure they're safe. This is my family now.

Thomas, MQI Client

”

Message *from the* CEO

A core focus of MQI's work is to deliver integrated services to clients who are at risk of, or experiencing, homelessness. Our clients, in addition to the trauma of homelessness, often have the further complexities of mental ill health and substance misuse issues to deal with.

Last year alone, MQI offered support to 12,764 unique individuals from different age groups, backgrounds, and nationalities, which is a 10% increase on the number of unique clients who accessed our services in 2021. Despite substantial challenges including the residual effects of Covid 19, we were able to offer a total of 97,736 engagements across our homeless, healthcare and addiction services in Dublin and Regionally.

In 2022, MQI provided services to 1,019 non-Irish EU/Non-EU unique residents, 166 young people and 668 people aged 55+. These cohorts of people have specific needs and in respect of youth, migrants and older people, the demand for our services continued to grow. Most recent data indicated that the number of individuals aged 55+ using the service in the period January to June 2022 had increased by 23% from the same period in 2019. Another significant cohort using the service is women. In the period 2017-2022, there was a 42% increase in women accessing MQI's services.



Last year alone, MQI offered support to 12,764 unique individuals from different age groups, backgrounds, and nationalities, which is a 10% increase on the number of unique clients who accessed our services in 2021.

Paula Byrne, CEO



Homelessness

An independent review of MQI Day Services (Kelly 2022) highlighted the pivotal role MQI plays in responding to the needs of those experiencing homelessness or housing insecurity, many of whom have complex needs, including mental health. The review details the range of wrap around services supporting people who are homeless, in addiction and/or struggle with mental and physical ill-health. In tandem with accommodation-based supports, day services have a role within the wider framework of homeless service provision by making an important contribution to and enabling people to exit homelessness across the spectrum of prevention, protection, and progression.

Covid-19 job losses, the lifting of eviction bans, the worsening housing crisis and rising cost of living, all contributed to an increase in people becoming homeless. In Q2 of 2022, the number of clients presenting to MQI as newly homeless increased by a staggering 178% compared to the same quarter in the previous year, 2021. Overall, we have seen a 112% increase this year in those presenting as homeless for the first time – a 83% increase on the previous year (2021:29%). This figure illustrates how soaring prices, limited rental opportunities and insufficient social housing is making it increasingly difficult for people to move out of homelessness. We are operating against a backdrop of a housing and cost-of-living crisis that impacts vulnerable people the most.

In our harm reduction service in Dublin, we supported 3,808 unique individuals which accounted for a total of 35,787 interventions in the year.

Paula Byrne, CEO

Primary Health Care

Homelessness and addiction have a profound and long-lasting impact on health. The demand for our health services continued to rise in 2022, with a 6% overall increase of unique clients compared to 2021. In 2022, 61% of our homeless clients availed of our health service, many of them wouldn't have accessed healthcare elsewhere. In 2022, there was a 55% increase of unique clients engaging with our mental health team.

Our Hepatitis C Worker, in conjunction with St James Hospital and the National Hepatitis C treatment programme, works with clients who inject drugs to screen for blood borne viruses. MQI supported 176 (198% increase from 2021) unique clients to refer for blood testing, screening, and treatment.

Walk the Talk Toolkit focuses on the recovery principles to develop a unique, collaborative, and planning process and is about transforming services and systems that support clients with mental health. Mental health recovery shifts the focus beyond 'curing' individual symptoms and seeks to help clients live a satisfying, hopeful and fulfilling life despite obstacles they might face related to their mental health. This toolkit is supported by the Mental Health Commission of Canada who will be supporting MQI to implement this in 2023, the first time to be rolled out in a service in Europe.

Addiction

Addiction is a serious and challenging social issue that impacts every community in Ireland. The impact of addiction can be all encompassing. Its effects are chronic, traumatic and can catch families unawares. People lose decades of their lives to addiction. Sometimes they lose their life.

In our harm reduction service in Dublin, we supported 3,808 unique individuals which accounted for a total of 35,787 interventions in the year.

Both our residential and community detox and rehabilitation services supported a total of 138 unique individuals.

The MSIF is a key element of the National Drug Strategy and is also a commitment in the Programme for Government. Notwithstanding the support for the MSIF by successive governments, there have been a few challenges to overcome. However significant progress was achieved in 2022 in our work to advance the establishment of Ireland's first Medically Supervised Injecting Facility with planning permission granted in December.

We know that problematic drug use remains a very serious issue right across the country and is not exclusive to Dublin. In 2022, our regional services provided support to 1,484 unique clients through 15,114 interventions. This is an increase of 11% in unique clients.

If we as a society cannot speak about an issue, we cannot address it. The problem of addiction weighs more heavily on the people who carry it with them every day. The isolation that accompanies addiction is not just for people dealing with their substance misuse. It affects family and friends too. MQI have expanded their support to families in the Northeast and East (Wicklow) of the country. We supported 144 family members across our services.

Jane's Place (Gender Specific Service)

Over the last number of years, you will have heard us speak about the need for gender responsive and trauma informed services and how difficult it is for women to speak about their past trauma in mixed services. In early 2022, we opened Jane's Place and 63 women engaged with the service. We are passionate about delivering real and lasting change to the experience of women – providing them with a space where they feel safe. We will develop this service even further in 2023.



The isolation that accompanies addiction is not just for people dealing with their substance misuse. It affects family and friends too.

Paula Byrne, CEO



Both our CRIS and CAMDAS Regional Services developed programmes tailored specifically to women's needs.

These initiatives form part of our commitment to meet the complex needs of women who use substances.

Research

MQI continued its focus on research to better inform the delivery of services and meet the needs of our clients. In partnership with Dr. Julie Broderick, TCD, a study was conducted which looked at how appropriate exercise/physical rehabilitation strategies can stabilise/reverse fragility, general physical decline in the homeless population and how this would work in practice.

MQI partnered with Dr. Sarah Morton, UCD Community Drugs Programme and secured funding from the Irish Research Council New Foundation Scheme to undertake a study exploring the intersectionality of Women's Problematic Drug Use within the Irish Context. The findings of this study will be published in 2023.

British-Irish Council (BIC) Joint Housing and Drug & Alcohol Symposium

– In 2022, MQI attended this symposium, which afforded us the opportunity to participate, along with two of our services users, in a panel discussion capturing the experience of homelessness and addiction. Capturing the lived experience of people is of paramount importance and their contribution and reflection at the meeting was hugely impactful.

This event was jointly organised by the BIC's Housing and Drugs & Alcohol work sectors, chaired by the Northern Ireland Executive and the Government of Ireland.

Acknowledgements

I would like to acknowledge all our colleagues across the statutory, voluntary and community services who work with us to ensure that those who come through our doors are supported.

I wish to thank our colleagues in the Department of Health, the Health Service, the Irish Prison Services, An Gardaí Síochána, the Probation Service, the Dublin Regional Homeless Executive, Tulsa and the Regional and Local task forces.

As well as our statutory funders, I want to say thank you to all our incredible supporters for your ongoing support. You make such a difference to the men and women who need our help.

I would like to thank our staff and volunteers most sincerely, their care for and humanity towards the people we help is an inspiration.

As we face into another turbulent year, with increased numbers accessing our services, the rising cost of living, people finding themselves homeless for the first time or trapped in homelessness for longer, our service users' priorities evolve with changing circumstances and experiences – we need to ensure that the appropriate supports are available when people need them. Providing effective services for people with complex needs is a huge challenge.

“

As well as our statutory funders, I want to say thank you to all our incredible supporters for your ongoing support. You make such a difference to the men and women who need our help.

Paula Byrne, CEO

”



Homeless Services

“Many a morning you wake up, you don’t want to live. For 20 odd years, the soul was gone from me. But I went into treatment with MQI, and now, I’m smiling again.”

Finbarr, MQI Client

Official Dublin Regional Homeless Executive figures for the final quarter of 2022 saw record numbers of people presenting as homeless. As society moved beyond Covid 19 restrictions and lockdowns, MQI was able to fully re-open our services. However, Covid 19 still had an impact on our services and clients.

The cost-of-living crisis and rising rents have particularly impacted the people who use Merchants Quay homeless services as people struggle to meet rent and energy costs. This has been reflected in the increased demand for our drop-in meal service.

For people who are homeless, our drop-in services continue to meet their immediate physiological needs for a safe space, hot food, showers, internet access, opportunities for social interaction. Provision of these basic services enables our team to build relationships with clients and provide information and advocacy supports in relation to issues such as housing advice and tenancy sustainment, assistance with social welfare benefits, financial budgeting and access to medical cards and health services.

Goal
1

Deliver high impact, high quality services



A client sitting down for a hot meal at our Sunday Service at our Riverbank Centre in Dublin

Sunday Service

With the full removal of Covid 19 restrictions, our Sunday Service was in a position to offer a sit-in meal in 2022. This Service operates on Sundays offering breakfast and dinner to clients. The service is one of the few spaces open on Sunday in Dublin City where clients can access a free hot dinner. The service also provides showers and a change of clothes to clients who require this as well as providing support around access to emergency accommodation. In 2022, our Sunday service supported 1,415 unique clients, 58% of whom were registered on the Pathway Accommodation and Support System (PASS)- the online shared system utilised by homeless service providers and local authorities in Ireland.

Meals

In 2022 a total of 43,047 hot and cold meals were provided to 4,875 unique clients in our Riverbank Service in Dublin. This is an increase of 23% on the number of meals provided in 2021. The increase in meal numbers was due to MQI opening the service fully and removing all Covid 19 restrictions. The meal service is often a first point of contact for many people experiencing homelessness and can create opportunities for clients to engage with staff and receive support addressing their homelessness and other related health and welfare issues.

43,047

meals
provided
to Riverbank clients



Support for Young People

In 2022 MQI noted a marked increase in the numbers of young people between the ages of 18-25 who presented to our Riverbank homeless service. MQI has developed a specialist support service for young people. This service provided 1,248 interventions to 166 unique young people in 2022. As part of this service MQI has developed a **Young Person's Creative Empowerment Programme**. This programme supports young people faced with homelessness or addiction to build their resilience and enhance their life skills and build supportive and positive networks. A total of 36 young people participated in the programme in 2022. A highlight for the participants was when 9 young people achieved the bronze and silver Gaisce Awards.

Goal
1

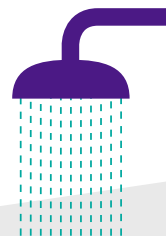
Deliver high
impact, high
quality services

Showers

In 2022, 703 unique clients availed of hot showers in Riverbank, an increase of 47% on 2021. This equated to 2,189 showers in total. 478 of these clients were rough sleepers and fresh clothing and a hot meal was offered after every shower.

2,189

hot showers
provided
in Riverbank



Crisis Contact Team

Providing support to clients who present to our Riverbank service in crisis, who are either homeless or at risk of homelessness, is a key element of the work carried out in Riverbank. The Crisis Contact team provide information, advice, and advocacy to clients around housing supports including registration on the PASS system, access to the Local Authority Housing Waiting List and the Housing Assistance Payment Scheme (HAP) applications. The Crisis Contact team also support clients with a range of issues such as social welfare payments, identification, PPS numbers, language barriers, access to medical services and basic needs of food and clothing. The team also provide a vital signposting and referral service for clients to specialist support agencies. In 2022 the team supported 1,413 unique clients, an increase of almost 10% on the previous year. The team provided 3,390 interventions for these clients.

A key development of this service in 2022 was supporting clients to engage positively with the criminal justice system whereby representatives of the Homeless Probation Team and the local Community Gardaí held bi-weekly clinics in the Riverbank service. These clinics have enabled clients, who may have legal issues related to probation or outstanding warrants, to resolve them in a manner that prevents further engagement with the court system.

Our Crisis Contact team supported 1,413 unique individuals in 2022

Goal
1

Deliver high
impact, high
quality services

Primary Healthcare

“

I had a bad infection in my leg, and I came to MQI and saw a wonderful nurse. She treated me at Riverbank then took me to St. James's where I needed an emergency operation. She stayed with me the whole time, and when I came out of the anesthetic just to see her still there, it meant the whole wide world to me.

Linda, Riverbank client

”

The Covid 19 pandemic has left severe and lasting consequences for economies, health services and individuals. The impact on physical and mental health is widely acknowledged and services are stretched beyond resources. This environment has been particularly difficult for clients who use Merchant Quay Ireland services, and this can be found throughout our primary care and addiction services.

At our Riverbank service throughout 2022, the MQI clinical team continued to work with and address the complex medical and psychosocial needs of our clients following the lifting of the majority of lockdown measures. Unfortunately, our socially excluded population frequently experience multiple adverse events and have a mortality rate eight times higher than the average for men, and nearly 12 times higher for women.

In 2022, the clinical services within MQI supported 2,126 unique clients with their primary care needs through 9,058 interventions. This was achieved through the GP, nurse, dentist, mental health team, Hep C worker and counsellor. MQI also partnered with St James Hospital to pilot a social inclusion link worker in the hospital, to work as part of the interdisciplinary team, in order to provide assertive support and advocacy to Inclusion Health patients experiencing homelessness with complex health and/or addiction needs.

Goal
1

Deliver high impact, high quality services

GP Service

The GP service in Riverbank is accessible to everyone who comes into the service. The GP provides a full range of medical services and onward referral to additional support healthcare services where appropriate. The service has seen a reduction in GP hours in 2022 but, despite this, our GP service supported 917 unique individuals in 3,606 different consultations. There is a further initiative to apply for medical cards for all homeless clients to support their access to mainstream medical services where necessary.

Our GP service also provided our clients with access to addiction support and treatment. In 2022, 144 clients accessed Opioid Substitution Therapy (OST) for their addiction and 100 clients completed OST. Individuals finish OST therapy for a variety of reasons including moving to other clinics which are nearer in location, disengagement from the programme or successful detox from OST and begin their recovery journey, with the help and support of our substance use case worker.

Primary health care:



9,058 interventions

2,126 unique clients

GP visits:

3,606 visits

917 unique clients

People who are homeless can find accessing healthcare appointments difficult as they often can't afford bus fare

Nursing Services

The nursing team continued to deliver nursing care and interventions onsite in our primary care facility in Riverbank. The services offered by the team range from wound care, physical health checks, blood testing, psychological support, and onward referral to support additional healthcare needs. With the ongoing advancement of the Hep C treatment programme in Riverbank, the nursing team have seen an increase in the unique visits for one-off blood testing for blood borne viruses, from 675 unique visits in 2021 up to 756 unique visits in 2022. Because of the established relationships with clients, the team have also seen an increase in clients who present more quickly for simple wound care treatment which reduces the likelihood of more complex wounds developing.

Goal
1

Deliver high impact, high quality services

Mental Health Team

Mental health issues continue to impact the lives of people who are homeless and in addiction. Our mental health team offer one to one support for individuals with mental ill health as well as support to access the HSE's Homeless Mental Health link team and carry out risk assessments and care planning to manage symptoms. The team has provided support to 361 unique individuals, with 3,175 tailored mental health interventions. The team also provide education and support to the teams in Riverbank to further support clients. The mental health team have introduced a referral pathway to support the most vulnerable clients at the most vulnerable time and have equipped the team on the floor to provide support to clients also.

In 2022, MQI partnered with DCU to offer clinical placements to student nurses completing their mental health nurse training. Our nurses and mental health case workers have given the students an opportunity to work first-hand with our marginalised client cohort in the service who need, not only mental health supports, but an array of physical and psychological supports in an empathetic manner.

“

I had a really, really tough childhood. I was bullied badly and my drug use started at twelve. Now, I have everything that a person could want in life: a beautiful partner, a little daughter, a lovely home. But it took a lot to get here, and MQI helped me the whole way.

Ben, MQI Client

”

Community Detox

Our substance use case worker continued to support people to reduce and stop their drug use with the support of our GP. We offered a community detox service supported by our nursing team and addiction counsellor. In 2022, 60 clients commenced a community benzodiazepine detox and a further 12 clients commenced a community alcohol detox.

Hep C Worker

Our Hepatitis C worker, in conjunction with St James Hospital and the National Hepatitis C treatment programme, works with clients who inject drugs to screen for blood borne viruses. Our Hep C worker supported 176 unique clients to refer for blood testing and screening. The role also involves supporting individuals to access accommodation, apply for a medical card, attend appointments, and access treatment in a holistic manner.

Goal
1

Deliver high impact, high quality services

Dental Service

Our dental team provide ongoing screening and treatment for clients and 2022 saw an increase to 216 visits, up from 148 in 2021 for 92 unique clients. The team also provides oral health promotion and education to clients and key support workers have created pathways that enable patients with multiple co-morbidities to access dentistry/oral surgery in the appropriate setting. The focus for the team in 2022 has been on prevention rather than cure and through established relationships with the client cohort, the dental team addressed issues quickly.

216

dental visits,
up from 148 in 2021

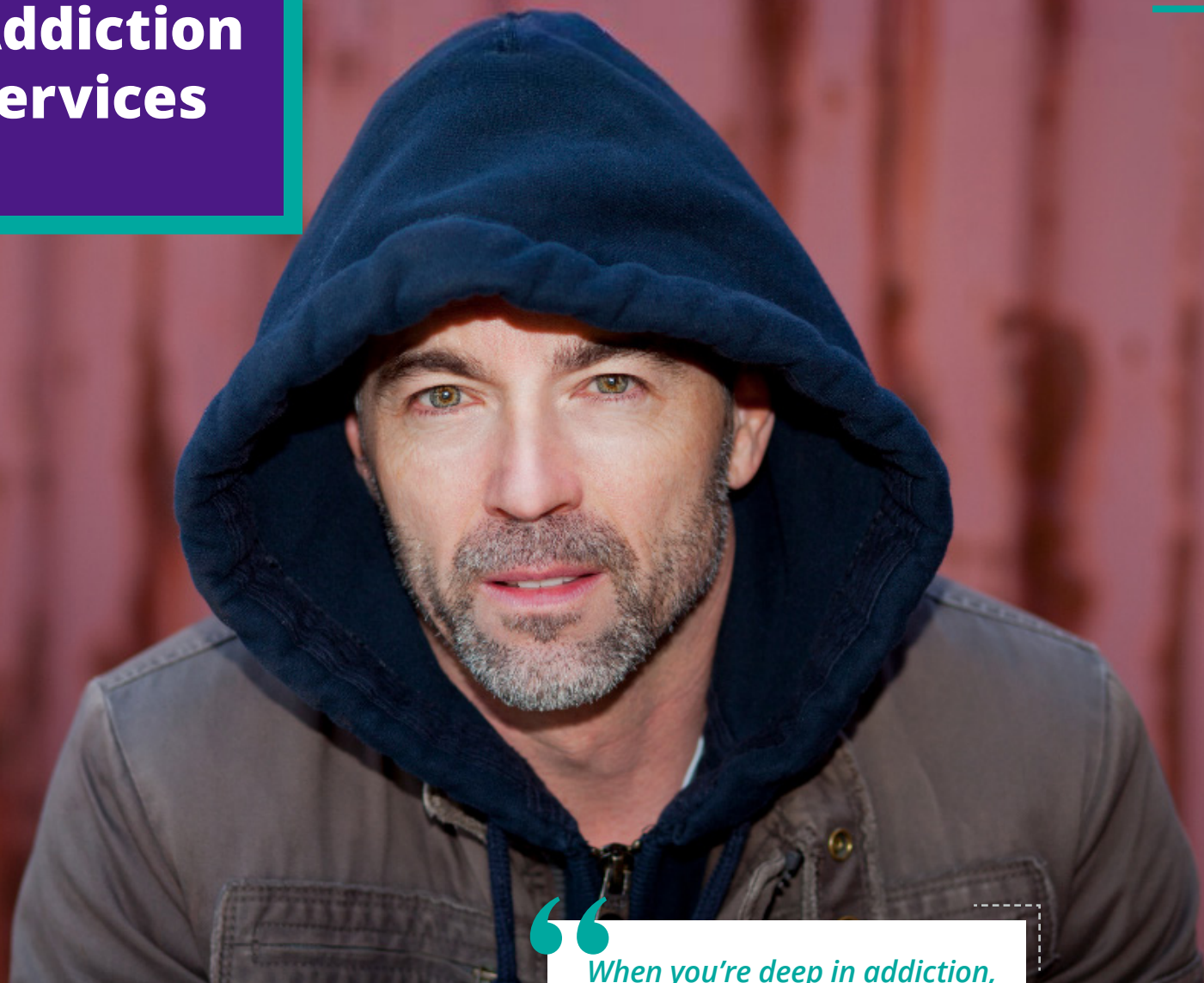


Counselling Service

Our addiction counselling service in Riverbank offers holistic support to individuals who are dealing with substance misuse and addiction. Our counsellor offers one to one assistance for many mental health and life issues such as depression, anxiety, low mood, bereavement, mental ill-health and family and relationship issues. In 2022, the service was accessed by 70 unique individuals and 434 counselling sessions were provided.

Our counselling service offers one to one assistance for many mental health and life issues

Addiction Services



Merchants Quay Ireland are committed to a health-led approach to drug treatment. Our services aim to reduce the harm associated with drug use for our clients. We offer onsite and mobile needle exchange services in addition to providing information and guidance on safer drug use, overdose prevention and pathways to recovery via residential and community-based treatment and support services.

Within the MQI residential detox and rehabilitation programmes, the teams supported 114 individuals into recovery across the services. This was done through a trauma-informed and holistic approach which allowed our clients to progress at their own pace and according to their individual needs.

When you're deep in addiction, life just passes you by. You don't even look up to see the blue sky, you don't hear the birds singing, you don't see the sun. If it's sunny, you draw the curtains. You live in a constant state of darkness.

Finbarr, MQI Client

Goal
1

Deliver high impact, high quality services

Harm Reduction Services

Merchant Quay Ireland's harm reduction services aim to minimise the negative health and social impact associated with drug use by focusing on positive change and working with people without judgement or discrimination. In 2022 we provided health-led, harm reduction services, including needle exchange to 3,808 unique clients providing 35,787 interventions in our Riverbank service.

Assertive In-Reach Service

The role of the Assertive In-Reach Service is to support and empower clients to link in with different services in order to access appropriate and specialist supports. Last year, the Assertive In-Reach worker supported 82 unique clients and provided 197 interventions.

Community Detox and Opioid Substitution Therapy (in Dublin):

- 82** clients accessed community detox
- 114** clients accessed opioid substitution therapy
- 60** clients accessed benzodiazepine detox
- 12** clients accessed alcohol detox

Community Engagement Team

The Community Engagement Team operate in the neighbourhood around Riverbank to strengthen relationships with the local community and stakeholders and proactively engage with clients and people sleeping rough in the area. The team also respond to calls and queries from the general public in relation to the local area as well as collecting drug litter discarded in the area. The team carried out 687 patrols in 2022, engaged with residents and local businesses and collected 3,200 items of drug litter.

Family Support Service (Dublin, Midlands, and Louth/Meath)

MQI currently engages Family Support Specialists across our services who support families of active drug and/or alcohol users and act as a reliable source of support, information, and advice on drug and/or alcohol use and related issues. The service aims to provide effective coping strategies to families as well as optimising the role of the family in directing the drug user into recovery. The services provide support on either a one-to-one basis or within a group setting. In 2022 MQI provided support to 144 family members nationwide.

Goal
1

Deliver high impact, high quality services

Irish Prison-based Addiction Counselling Service (IPS)

MQI work in partnership with the Irish Prison Service to provide addiction-based counselling services across the prison network. This service gives prisoners access to one-to-one counselling enabling them to develop clear treatment plans to assist them to maintain stability and abstinence from alcohol or other drugs misuse. In 2022 counselling supports were provided to 2,126 unique individuals, an increase of 10% on the previous year. MQI also operates a national phonenumber where prisoners can access phone-based support, the service received 6,943 calls in 2022.



MQI CAMDAS, based in Cavan, supported 331 unique clients last year

MQI DATS (Drug and Alcohol Treatment Supports)

This service provides a range of supports to individuals and families in the Midlands counties of Laois, Offaly, Longford, and Westmeath. These services include mobile harm reduction and needle exchange in each county, dedicated family support specialist and rehabilitation and aftercare support. In 2022 this service provided 9,008 interventions to 725 unique individuals. In 2022, MQI opened Tanyard in Tullamore which will operate as a base for the running of groups and programmes for service users.

MQI CRIS (Community and Recovery Integration Supports Project)

The MQI CRIS service is based in Greystones, Arklow and Wicklow town and operates on an outreach basis. The service provides community-based drug and alcohol supports to drug users and their families including stabilisation programmes, family support groups and one-to-one interventions. In 2022 the service expanded in Wicklow Town to provide a dedicated counselling service to clients. The CRIS service carried out 2,094 interventions and supported 273 unique clients, an increase of 23% on the previous year.

Goal
1

Deliver high impact, high quality services

MQI CAMDAS (Cavan and Monaghan Drug and Alcohol Service)

MQI CAMDAS offers a range of education, information, advocacy and support services to individuals, families, and the wider community in the counties of Cavan and Monaghan. The services CAMDAS offers include Key Working, Family Support Information, Education, Advocacy and Support and a Drug Rehabilitation Community Employment Scheme. In 2022 CAMDAS facilitated 2,506 interventions and worked with 331 unique clients, an increase of 19% on the previous year.

MQI Aftercare Service

This service offers supports to clients who have completed primary residential treatment in the MQI High Park or St. Francis Farm services. The aftercare programme consists of a drug-free transitional housing project in Kildare, developed in partnership with Respond Housing Association. The programme supports service users to maintain and develop the skills required to sustain a healthy and productive lifestyle. The programme also supports those interested in returning to education or employment. In 2022 MQI supported 24 clients in the Aftercare service, an increase of 14% on the previous year.

The aftercare programme also incorporates a 'life-after' group which supports clients to maintain their recovery journey; to connect with others who share their experiences; including a LGBTQI+ recovery group. All these groups meet monthly.

Residential Rehabilitation, High Park

The residential programme operating from High Park, Drumcondra, Co. Dublin runs for 14 weeks, the facility has capacity for 13 clients at any given time. The programme assists clients to explore the issues that underpin their drug use and to develop individual plans that will support them to remain drug-free and prevent relapse.



Our High Park Service in Dublin 9

The programme operates on a therapeutic basis offering one-to-one counselling, group therapy, fitness, horticulture and life skills development. In 2022, despite Covid 19 related disruptions, the service received 235 referrals, of these 205 people completed assessments, 39 were admitted and 27 completed treatment.

St Francis Farm Detox Programme

St Francis Farm Residential Detox service is based on a working farm in Co Carlow. The service provides 6-8-week, 24-hour medically supervised, residential detox programmes, delivering four detox types.

- Methadone
- Benzodiazepine
- Methadone & benzodiazepine combined
- Suboxone

Goal
1

Deliver high impact, high quality services

The purpose-built unit has 8 beds, all with ensuite facilities, catering for both males and females over 18 years old. The structured programme includes individual one-to-one care planning, group work, addiction and health education workshops, complementary therapies, fitness gym, NA/AA meetings and onward referral support to post detox rehabilitation and aftercare services. Working with the land offers clients the opportunity to plant, care for, and grow vegetables.

In 2022, there were 237 referrals to the detox service. Despite being forced to close the centre for a short period of time in 2022, due to staffing issues, 35 individuals were admitted to the detox programme and 23 people completed the programme.

Detox and rehab: (across all MQI services)

114 unique clients
admitted

77 unique clients
completed
treatment

St. Francis Farm Residential Rehabilitation Programme

The rehabilitation programme in St Francis Farm offers a 14-week residential structured programme. The programme is situated on the same working farm in Co Carlow and offers a drug free, rehabilitation programme which supports individuals in addressing the issues underpinning their addiction. The structured programme includes individual care planning, therapeutic group work, addiction and health education workshops, complementary therapies, fitness gym, house maintenance, NA/AA meetings and onward referral support to post rehabilitation and aftercare services.

In 2022, there were 173 referrals to the service which was an increase of 4% from 2021 figures. There were 40 individuals admitted to the programme and 27 people completed.

St. Francis Farm Residential
Rehabilitation Centre, Tullow,
Co. Carlow

Niamh's Story: MQI Client

MQI client Niamh shares her experience of addiction and her journey towards recovery with the support of MQI's residential rehabilitation service.

“ I found out around the age of eight my dad wasn't my father. I felt like a bit of an outcast in my own family, then. Around the same time, I was abused by a family member. Then my nanny passed away. I remember it was the day before the Twin Towers fell down. My ma decided to move us out to live with my granddad then, but he was a chronic alcoholic, which was a problem. My two uncles moved in. They were addicted to heroin. I had to give up my bedroom to them and sleep on the floor of my ma's room. My brothers were with us in the house as well, so it was crowded, with a lot of drug and alcohol use.

In school, I went with the wrong crowd, where I got the attention that I didn't get at home. I felt wanted, but that came at the price of taking drugs. I started smoking hash. I didn't really like it at the time, but I liked the fact that people were laughing with me. It was like I was a part of something. I never wanted to go home, because I would be getting abuse flung at me the whole time from my uncles and my granddad. When my grandad tried to physically abuse me, I ran away. My mother got a council house and I moved back in with her but by that stage, I was running amok. I was drinking with my friends, I was robbing from shops to get



Before I thought I just took drugs because I wanted to, but it turns out there's a lot of reasons why I did what I did.

Niamh, MQI Client

money for drugs. I'd be smoking weed and taking tablets to numb myself. I was groomed around then, too. I was fifteen and he was twenty-three, but I thought it was alright. I was young and didn't know any better. My ma tried to get me to stop seeing him, but I fought back. I didn't realise what was happening to me. When I was eighteen, my ma threw me out over my behaviour and I was homeless then. I was living in a B&B. I was only there about three weeks and a man knocked on my door and said "Have you any sugar on you?" But he was holding out heroin on tinfoil, trying to give it to me. I remember pushing him away and slamming the door, I was so in shock. I found out the next morning that I was pregnant with my daughter. I was like, "What am I going to do?" but I was so glad then I hadn't taken heroin when I so easily could have. It's so easy to throw your life away for a spoonful of sugar. In one way, finding out I was having a baby gave me a reason to exist, a sense of purpose I hadn't had before, but still, I had nowhere to live. I got a key worker with a homeless service, and they got me into emergency accommodation for women. After I had my baby, I remember just sitting there in the accommodation with the baby in a car seat and nothing else at all, thinking, "What am I supposed to do?" I remember that was the year of all the snow, in 2010.

My baby's father and I split up. When she was about eight months old, I got a council flat. I was okay for a while. I stopped smoking weed, I literally only drank once a month when I was going out with the girls. But then I got with a new partner, and I got pregnant. That's when things got worse for me, because my partner wasn't great, and he

was taking tablets and it was hard for me to stay off them, then. I took them to numb myself. It was a vicious cycle, I couldn't get away from them. When my partner left, leaving me with the kids, I thought, "I'm grand, I'm managing, I can cope." But I couldn't. I had postnatal depression after all pregnancies and I got it again after my last baby was born. My mental health just spiralled out of control and I couldn't stop my drug use. I'd take pills that made me extremely productive but then I couldn't remember anything because my brain was knocked off. I'd be cooking and cleaning and then waking up the next day with my kids looking at me going, "Mammy, can we do what you said yesterday?" And I'd look back at them going, "I don't know what you're talking about."

The next Christmas, I had a seizure. I was in hospital for about two weeks. When I got home, I managed to stay alright for about six months, but then Covid 19 hit and I was stuck on my own in the house with four kids. I ended up back drinking and taking drugs to cope and I had another seizure. My oldest child rang 999.

After that, my older kids were going to their da and my youngest baby went to my brother. It would have been this time last year then, when I reached the lowest point of my addiction. I remember lying there in a ball of pain, and the pain was that my kids were gone, and the tablets weren't taking the pain away anymore. I missed them so much and I couldn't see myself getting them back. So I called my kids and told them I loved them. I visited my baby and then I went home and wrote letters to them all, and took an overdose. But as I swallowed the last tablet, I had a realisation and my mind just switched. I thought, "What am I doing?" and I called an ambulance. I woke up in hospital the next day.

When I got home, one of my neighbours stopped me and asked me what was wrong, because she hadn't seen me out with the kids recently and I just broke down and told her everything. She put me on to a service where I started doing meetings and they helped me get on the waiting list for a day programme. That's when things started turning around for me. I ended up getting into the day programme. They suggested Merchants

Quay, so we started that process. I was linking in with MQI's rehab every week and telling them how many days I was clean. I was getting excited being able to say, "Okay I'm this many, and this many and now I'm this many days drug-free." And I was having regular access with my baby and with my kids. I was about four and a half months drug-free when I got into rehab. I knew I needed to figure out why I took drugs in the first place. Before, I thought I just took drugs because I wanted to, but it turns out there's a lot of reasons why I did what I did. From the sexual, physical and emotional abuse I faced, to how neglected I was, the environment I grew up in, with no guidance or support, and a lot of substance abuse, to bad relationships and the trauma of addiction, all these things furthered and exacerbated by dependency.

The baby remembers me, which is what I was really worried about. The first time I did a video call with her from rehab, I was panicking she wouldn't know who I was, but she did. The social workers said they could see how much of a connection that me and her have and that she loves me as much as I love her, and they want

us back together. Every week she goes and sees her brothers and sisters as well, which is great, because I was worried if I came in here, she might not get to see them.

My kids are back in my life now and that's the main thing. I'm looking to go to college in the new year to do addiction studies. I'm excited, but a bit fearful as well because I don't know what's going to happen. I am excited, but it's the fear of the unknown really, isn't it?

I've loads to look forward to now, but there is fear, because I'm going back to my area and I'm going to see everyone and I'm going to be thrown by that. But my key worker reminded me yesterday that I managed to become drug-free outside anyway before I even came here. I got drug-free and stayed drug-free, so I can do it. I'll be fine, because I still have my day programme and I'll do the aftercare. I've learned so much about myself in the process of recovery. I remembered what it was like to be a kid, and who I was then before anything happened to me. I remembered that I loved those little books with the rabbits that told stories. One of the staff was encouraging me to write my feelings and memories down in a journal as they were coming to me, and I was putting it off, then when I did it, I said "Look, I've done it!" and he said, "That's not for me, that's for you." That's a lesson I've learned in here: that recovery is nothing got to do with anyone else, it's all got to do with me, and understanding myself. I get it now.

I've learned so much about myself in the process of recovery. I remembered what it was like to be a kid, and who I was then before anything happened to me.

Niamh, MQI Client

New Developments

MQI CRIS

In 2022, the MQI Community Recovery and Integrated Support (CRIS) service expanded its presence in Wicklow town to provide a dedicated counselling service to clients. Another new service added during the year was the delivery of supports to family members of those impacted by addiction in the Wicklow area.

MQI Northeast Family Support Service

This service was established in mid-2022 as a specialized family support service which caters for adult family members of people impacted by addiction. The service covers the counties of Meath and Louth. The service focuses on personal well-being, self-care, knowledge and understanding of addiction and awareness of their ways of coping and responding to their loved one's addiction. This service commenced operation in July last year and since then has supported 52 individuals through 386 interventions.

Janes Place – Gender Specific Service

In February 2022 Merchants Quay launched Jane's Place, an all-female service that offers one-to-one and group supports to women who are dealing with homelessness and addiction issues. For the women who access Jane's Place, it is a safe warm and welcoming environment that provides holistic, trauma-informed services such as, one-to-one Case Management, Psycho-educational health and wellbeing groups and Holistic Therapies.

“

The programme for young people at MQI makes me feel less alone. It's so nice to have a cup of tea and chat with people who understand what I'm going through.

Tara, Young Person Creative Empowerment Programme

”



Goal
1

Deliver high impact, high quality services

When I was using drugs, I felt so broken and ashamed I was often on the brink of suicide then, and now I can go to work, and have conversations with my mother. St. Francis Farm saved my life.

Adam, former MQI client

In the first year of operation of Jane's Place, 63 women accessed the service with a total of 563 interventions. In Q4, 2022 Merchants Quay received funding from the HSE Community Enhancement Fund via the South Inner-City Drugs and Alcohol Task Force for the recruitment of a full-time counsellor and a project worker for the service.

St. Francis Farm, Recovery Support (online)

In 2022, the team in St Francis Farm worked with the HSE substance misuse service to develop an online recovery support package to offer clients on completion of their programme. This programme offers support to individuals who have completed their residential journey with MQI to help them stay safe, connected, and supported while continuing on their individual recovery journey.

Inclusion Health Link Worker, St. James's Hospital

The Inclusion Health Link Worker supports the Inclusion Health team in St James hospital in the provision of assertive engagement support services for individuals in hospital. This new role in 2022 acts as the link between the hospital and community services, in order to prevent first time homelessness on discharge from hospital. The role also provides appropriate follow-up care for individuals already experiencing homelessness with complex health and/or addiction needs. The Link Worker develops and builds effective working relationships with the appropriate statutory, voluntary agencies and healthcare providers to ensure access to services and accommodation for the client, whilst in hospital and post discharge. In 2022, the Inclusion Health Link Worker assisted 217 individuals (39 female and 178 male) in a variety of areas, where needs were identified.

The signs that lead into St. Francis Farm in Tullow, Carlow

Goal
1

Deliver high impact, high quality services

Research and Advocacy



Irish Syringe Analysis Project

In 2022 the findings of the first Irish Syringe Analysis Project were published as part of the European Syringe Collection & Analysis Project Enterprise 'Escape' Research Project. This project is a partnership between MQI, the HSE Drug Treatment Centre Laboratory and the HSE Drug Treatment Office to analyse used syringes collected by MQI staff in both Dublin and the Midlands. This is a European-wide project that analyses and tracks local, national, and European-wide drug use trends and behaviors. This project will run on an annual basis and the collection of syringes for the second phase of the project was completed in September 2022.

MQI Participation in Research

People who are homeless are more likely to experience poor mental health and addiction as well as suffering from non-communicable diseases. Research has provided concrete evidence of frailty and accelerated physical ageing among people experiencing homelessness. Appropriate exercise/physical rehabilitation strategies can stabilise or reverse frailty and general physical decline, but it is not known how an intervention would work in practice in this population. MQI participated as a Research Partner in the following Study: 'Disrupting Premature Ageing Trajectories in Non-Communicable Disease; Feasibility of a frailty-focussed intervention in a Population Experiencing Homelessness' carried out by Dr. Julie Broderick, Assistant Professor, Discipline of Physiotherapy, School of Medicine, Trinity College Dublin. The results of the study will be published in 2023.

Goal
2

**Influence
policy makers
and the public**

MQI, in partnership with Dr. Sarah Morton, were successful in obtaining a research grant in 2022 from the Irish Research Council under their New Foundations Scheme to explore the intersectionality of women's problematic substance use, within the Irish context. The research will be carried out in early 2023.

Implementation of Quality Standards in drug prevention, treatment and harm reduction.

MQI's application for a new EU funded project that the European Harm Reduction Network (C-EHRN) is involved in, was successful. The objective is for nine selected organisations to roll out a new toolkit and provide feedback on the results. The project aims to enhance the implementation of quality standards in drug prevention, treatment and harm reduction throughout the EU. Project partners cover all EU member states and DDR areas and include four academic partners based in Belgium (UGent), Croatia (ERFUNDIZG), France (Lyon) and the Czech Republic (CUNI) and four pan-European networks – IREFREA, Correlation C-EHRN, Euro-TC and EUFAS. It is expected that the standards will be published by the end of March 2023.



I was 15 when I found heroin. I don't remember choosing, 'this is what I'm going to do.' I just knew for that short space of time, it gave me a break from my mind and what I was thinking. My head was absolutely tortured with the memories of the stuff that had happened to me. It completely stopped me from thinking or feeling.

Joanne, MQI client



Walk the Talk Toolkit

The Walk the Talk toolkit is about transforming services and systems that support client with mental health. Mental health recovery shifts the focus beyond 'curing' individual symptoms and seeks to help clients live a satisfying, hopeful and fulfilling life despite obstacles they might face related to their mental health. This toolkit focuses on the recovery principles to develop a unique, collaborative, and planning process. This toolkit is supported by the Mental Health Commission of Canada who will be supporting MQI to roll out this initiative in 2023, a first in Europe.

Goal
2

Influence
policy makers
and the public

Katie's Story: MQI Client

MQI client Katie shares her journey of recovery from addiction.

“Both of my parents were in addiction. I grew up around a lot of drug dealing, addiction and violence, and then I was put in the care system. I was in and out of residentials, foster homes and secure care. I always fell in with the wrong crowds. My drug addiction took off after I witnessed my father's death. I was traumatised. After that I ended up in a relationship with someone who was violent and controlling. I have two children from that relationship. After my kids were taken into care, my addiction got much worse and my life spiralled out of control. I didn't care about my life. I was sleeping on the streets. I got extremely sick and I nearly died. I walked out of hospital early, knowing it could kill me and not caring. Then, as a cry for help, I went into criminality and got a criminal charge. I had never been charged with anything in my life until that. I went to prison for three years, and honestly, that saved me. I went on a methadone detox straight away and then I detoxed myself off the methadone. I built myself up to be a model prisoner. At that stage, they give you a bit more trust and responsibility. It's great for your self-esteem.

I completed a course while I was in prison which taught me how to deal with my emotions and triggers. What ways to deal with it and what you could do in a situation. I think prison was my eye opener. It is not going to be that revolving door cycle for me. So, I am glad in a way, in hindsight, that I got a severe sentence for my first time in jail because it taught me that I never wanted to go back.

Towards the end of my sentence, I started getting sent pictures of my kids and their school reports, and I felt like there was potential for me to be in their lives again. Then I was offered treatment.

It was a massive change for me coming to High Park. I remember having an appointment with the dentist on my second day here, and they had to bring me to the area I'm from for the appointment. When the staff member handed me the money to pay the dentist, I felt so scared, because I knew where I could go to buy drugs instead. But I didn't, and I came back and I sat in the group and I voiced how I was feeling and I got

I find the all-female groups great. I think it is needed in treatment centres to have gender groups.

Katie, MQI Client



through it. Even talking about how I'm feeling is new for me. Where I come from, you keep your mouth shut. But in treatment, it is not like that. You're being supported and you're supporting others. Everyone progresses in here, as long as they actually take what is being offered to them. You get out of it what you put into it. There is no point in coming here unless you actually properly give yourself over to the programme.

You're learning all the time. For instance, going and taking biscuits without asking or taking four biscuits instead of three. Those little behaviours are what would take you back into addiction on the outside. You might say, 'Ah, go away, three biscuits is no big deal,' but it is all rooted in little behaviours like dishonesty and sneakiness. For me it is not just about getting off drugs, it's making sure my behaviours don't lead me back into addiction.

The biggest thing I have learned since coming to High Park is where certain aspects of my behaviours come from. I would have been very, very defensive, and I didn't understand that about myself, I thought it was just what I was like. It was through conversations and one-to-ones and groups that I established that for me, it was power. My power had been taken when I was younger when I was sexually abused in the care system. That person took my power and took advantage of me. So, my defensiveness was me trying to take my power back and protect myself. I have learned now to challenge that in a positive manner and not to become so defensive. It is hard, but for me connecting the dots was a relief.

I thought that coming in here, I wouldn't be able to relate to anyone, but that wasn't the case. We all get on very well.

Katie, MQI Client

Nothing happens for you immediately. You have to go through the journey. But you have peers in here, who are on that journey with you. I thought that coming in here, I wouldn't be able to relate to anyone, but that wasn't the case. We all get on very well. They've helped me connect a lot. It's helped so much, having conversations with the girls and finding people who relate to what you've been through.

I find the all-female groups great. I think it is needed in treatment centres to have gender groups. I will bring certain things to the women's group and that will help me talk about them. Then when I become comfortable, then I might bring those things to the mixed group, but it is actually just voicing it first of all and getting comfortable with speaking about it that really helps. I remember saying to my key worker when I came in here 'Oh, they will never know that about me because they will look at me differently.' But the support you have in the room, you just can't put it into words, you really can't. I think that is majorly important for women to have the gender group, because a lot of women would have massive trauma around men and they just don't feel comfortable opening up straight away. It allows us to adjust at our own pace.

My dream from here is to have my kids back with me. Then it's getting an education. I'll strive to have a career. I am driven to have that. I would love to work in psychology, that would be a major dream. I think there is nothing better than if I am sitting here in ten years' time and I am saying to someone, "I didn't read this out of a book, I have lived this experience and I am telling you that when you think there is no way out, there is." I would love to be a support and help someone grow and change.

I was really ashamed of going to jail. I was the only female in my family who went to jail. But addiction brought me to the stage where I didn't try and hide my crime, and looking back, that was my cry for help. As sad as it sounds, I almost wanted to go to prison, because at least then, you know where your bed is every night. You have the comfort of your shower. You have your three meals a day. When I finish at High Park, I will go to a recovery house and try that route.

Our People



Our Community Outreach Team

Volunteers and Student Placements

Following an easing of Covid 19 restrictions in 2022, MQI recommenced our volunteer and student placement programmes. We currently have volunteers who provide vital support to staff and clients in our Riverbank food service and in our residential support services at High Park, Aftercare and St. Francis Farm. We have also been able to provide students on placement with work experience opportunities across our services.

Community Employment Schemes

Merchants Quay Project CE Scheme CLG operates dedicated drug rehabilitation Community Employment Schemes in Athlone and Cavan Town. The schemes assist participants to access training, education, and work experience opportunities with a view to potentially entering or re-entering the labour market. The scheme also supports participants through their recovery by facilitating relapse prevention and stabilisation groups, mindfulness, and motivational interviewing.

The scheme works closely with the local Community Drug and Alcohol Services (CADS), local addiction support practitioners and Tier 4 residential treatment centres who refer individuals who may be suitable for the scheme.

MQI currently has a total of 25 CE Scheme participants with 28 available places across the two schemes.

Goal
3 **Building capacity, skills and knowledge to deliver strategic goals**

Governance *and* Management

Directors/Trustees and Secretary

The current directors are listed on page 3. The directors/trustees, who served at any time during the financial year except as noted, were as follows:

Directors/Trustees

Mr Ray Langton (Chair)
 Rev Kieran Cronin OFM
 Rev Patrick Lynch OFM
 Mr Brian Melaugh
 Dr Joanne Fenton
 Ms Margaret Hennessy
 Mr Derek Bell
 Mr David Kiely
 Mr Raymond Jenkins
 Ms Irene Gleeson (Appointed 1st January 2023)
 Mr Shane Moriarty (Appointed 1st January 2023)

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 Members are the Definitory of the Order of Friars Minor of the Irish Franciscan Province.

The term of office of a director shall be three years and directors may be reappointed.

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

The Board can meet as they think fit in accordance with the constitution of the company. In practice there is a minimum of 5 Board meetings held a year. During 2022, the Board met 6 times.

Directors are required to undergo an induction programme to ensure that collectively they have the necessary oversight for the appropriate governance of the organisation. Training is arranged when a need is identified.

Except for necessitous 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 financial year 2022 (2021: €nil).

Meeting Attendance – Board Meetings 2022

Ray Langton	6/6
Derek Bell	6/6
Rev. Kieran Cronin	2/6
Dr. Joanne Fenton	4/6
Margaret Hennessy	4/6
Raymond Jenkins	4/6
David Kiely	6/6
Br. Patrick Lynch	4/6
Brian Melaugh	5/6

Some of the members of the MQI Board work in front line services and attendance may have been impacted by this.

At the AGM the Members receive the annual report and audited financial statements of the Company.

There are currently five sub-committees of the Board

- 1 The Finance Committee is responsible for overseeing the Board's financial responsibilities and ensuring that effective systems, financial controls, and procedures are in place to enable the organisation to operate in an orderly and efficient manner, and to report and make recommendations to the Board thereon.

Meeting Attendance – Finance Subcommittee Meetings 2022

Ray Langton	4/4
David Kiely	4/4
Mairéad Divilly	3/4
Jonathan Mooney	4/4

- 2** The Audit & Risk Committee is responsible for the monitoring and review of the organisation's financial performance and financial controls, including the organisation's internal audit function, making recommendations to the Board about the appointment and remuneration of the external auditor and all matters relating to the external audit process, and overseeing, reviewing, and monitoring the risk management framework within the organisation.

Meeting Attendance – Audit & Risk Subcommittee Meetings 2022

Ray Langton	4/4
Derek Bell	4/4
Mairéad Divilly	4/4

- 3** The Client Services Committee is responsible for overseeing the services and operations of the organisation. 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 Client Service proposals in line with the strategic plan, opportunities and considering the challenges which may arise in any change process.

Meeting Attendance – Client Services Subcommittee Meetings 2022

Ray Langton	5/5
Brian Melaugh	2/5
Joanne Fenton	3/5
Raymond Jenkins	4/5
Shane Moriarty	4/5

- 4** The Governance & Nominations and HR & Remuneration Committees amalgamated in October 2018. This Committee is responsible for ensuring that best practice is adhered to regarding governance and to assist the Board in fulfilling its governance obligations by providing an independent review of its legal and regulatory responsibilities through the provision of adequate systems, policies, and procedures. It is responsible for ensuring that adequate Board succession planning, induction and training is in place for the Board to ensure that the organisation is well governed, run effectively, and appropriately to its aims, size, its beneficiaries' needs and overall strategic objectives. It also oversees the overarching strategic and

operational human resource issues including employment practices, pay and pay structures and organisational restructuring, ensuring that there is compliance with the relevant HR legal and regulatory requirements.

Meeting Attendance – Governance & Nominations and HR & Remuneration Subcommittee Meetings 2022

Ray Langton	5/5
Margaret Hennessey	3/5
Derek Bell	4/5
David Kiely	5/5
Irene Gleeson	5/5

- 5** The Fundraising and Communications Committee is responsible for ensuring that best practices are adhered to regarding Fundraising practice and oversight and to make recommendations to the Board regarding the Fundraising strategy.

Meeting Attendance – Fundraising and Communications Subcommittee Meetings 2022

Ray Langton	3/3
Margaret Hennessey	1/3
Derek Bell	3/3

Management

The Company is led and controlled by a Board of Directors (“the Board”) which is collectively responsible for ensuring the delivery of the organisation’s objectives, for setting its strategic direction, and for upholding its values.

Day-to-day management of the organisation is delegated to the Chief Executive Officer and the Executive Leadership Team.

All of the above form the key management team.

Risk Assessment

The Board of Directors, CEO and the Executive Leadership Team is committed to maintaining a strong risk management framework. The objective of risk management is to identify potential risks and ensure the organisation is equipped to monitor and manage these key risks in line with best practice. This is done through maximising potential opportunities to mitigate risk, while also minimising the adverse effects of risk.

The CEO and the Executive Leadership team along with the relevant committees will be responsible for executing and maintaining the organisation's Risk Management Programme. The Audit & Risk Committee reporting to the Board of Directors will review, assess and monitor the organisation's control and risk management systems, its Risk Register and Risk Appetite Statement.

The principal risks and uncertainties that the trustees see as facing the charity are:

- Health & Safety Risks for staff and clients
- Reputational Risks
- Compliance & Legal Risks - Risk of Litigation
- Training Inefficiencies
- Legislation Changes / Regulations
- Continuity of funds both state and fundraised income

These risks are ameliorated by:

- Operation in compliance with all obligations under law and in accordance with best practice in its financial and operational activities.
- A robust system of internal controls; clear operating procedures with oversight and a regular review of these procedures and internal control systems; clarity around the roles and responsibility of the Board of Directors, subcommittees and staff.
- Compliance with governance, reporting and fundraising standards. We operate in a transparent and accountable manner.
- Ensuring appropriate insurance is in place which is reviewed annually.

A risk consultant was engaged in Q4 2022 to review the organisation's risk frameworks and processes. During 2022, MQI appointed a Senior Manager for Risk, Compliance and Regulation.

MQI also have engaged a GDPR consultant to act as the Data Protection Officer for the organisation in line with legislation and to support the organisation in its GDPR practices and policies.

Commitment to Best Practice in Corporate Governance

The Company is compliant with the Governance Code: *A Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland* ("the Code"). The process involved a thorough review and assessment of the organisation's policies, procedures, structures, and values to ensure that the Company was run as effectively as possible, with a focus on increasing transparency and a reassurance to all stakeholders that funds and donations are being well managed.

The Company recognises that organisations have a responsibility to follow a code of good practice when it comes to how their organisations are run. The aim of the Code is to determine and formulate standards of best practice in corporate governance applicable across the areas of leadership, control, transparency, accountability, working effectively and behaving with integrity.



A big thank you to those who supported us in community events in 2022

Commitment to Standards in Fundraising Practice

The Company is fully committed to achieving the standards contained within the Guidelines for Charitable Organisations Fundraising from the Public (the Guidelines). The Guidelines are intended to assist trustees of a charity to run the charity effectively, avoid difficulties in respect of fundraising activities and comply with their legal duties.

The Guidelines and Merchants Quay's fundraising practice are built around the principles of respect, honesty and integrity and transparency and accountability.

The Guidelines were issued in September 2017 by The Charities Regulatory Authority and were based on the 2008 Statement of Guiding Principles on Charitable Fundraising which was formally discussed and adopted at a meeting of the Board. The Board meets regularly to discuss plans for funding, including any shortfall or excess and allocation of funds

The organisation is certified under the Triple Lock Certification, which is the sector's recognised standard in terms of good governance, ethical fundraising and annual financial reporting.

Compliance

MQI currently use ViClarity Compliance System which is a system that facilitates a central repository for all risk management, incident management, governance code, maintenance, health & safety, actions, policies, surveys, and are working on implementation of further compliance modules in the coming year.

Reserves Policy

The Directors have examined the Company's requirements for reserves in light of the main risks of the organisation. The Board has met its reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the Company should be six months of the current expenditure.

Taxation Status

The Company has been granted charitable tax status by the Revenue Commissioners. The company currently holds a valid tax clearance certificate.

“

My life is after doing a 360-degree turn. I came through detox, came through treatment, finished aftercare, and I'm back talking to my ma. I'm going to go to college in, please God, September.

Aishling, former MQI client

”



Events Since the Financial Year End

There were no other subsequent events since the financial year end.

Accounting Records

The measures that the directors have taken to secure compliance with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to the keeping of accounting records, are the employment of appropriately qualified accounting personnel and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office at 24 Merchants Court, Merchant's Quay, Dublin 8.

Disclosure of Information to Auditors

In the case of each of the persons who are directors at the time the directors' report and financial statements are approved:

- A** So far as the director is aware, there is no relevant audit information of which the company's auditors are unaware; and
- B** Each director has taken all steps that ought to have been taken by the director in order to make himself/herself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Deloitte Ireland LLP, Chartered Accountants and Statutory Audit Firm continue in office in accordance with Section 383(2) of the Companies Act 2014.

The auditors, Deloitte Ireland LLP, Chartered Accountants and Statutory Audit Firm continue in office in accordance with Section 383(2) of the Companies Act 2014.

DocuSigned by:

 B2978077C90D47B...
 Ray Langton
 Director

DocuSigned by:

 5832A4D904DF4F5...
 Derek Bell
 Director

Date: 6th June 2023

Results for the Financial Year *and* State of Affairs at 31 December 2022

The directors present their annual report and the audited financial statements of the company for the financial year ended 31 December 2022. The Statement of Financial Activities, Balance Sheet and Statement of Cash Flows are set out on pages 59, 60 and 61 respectively.

In line with our Strategic Plan MQI are committed to protecting and developing our income / sustainability and are constantly seeking new opportunities and funding lines to maintain and grow our service offering to meet client needs.

MQI is financed by a mix of statutory and voluntary funding. 2022 was another exceptional year for MQI raising a total income of €14.5. (2021 €14.2m). Included in 2022 figure of €14.5m are donations received of €800k (€400k 2021) from the Immigrant Investment Programme (IIP), operated by the Department of Justice and Equality's Irish Naturalisation and Immigration Service, which to date has supported our goal to purchase the building known as Riverbank, the main hub of our Dublin based services with and other capital refurbishment projects to be funded in 2023.

“

I have such a void in me some days, I can't describe how lonely it feels. To come into MQI, to be warm, to be among people who are kind, it keeps me going. There are a lot of good people in MQI.

Edward, MQI client

”



Goal
4 Develop a sustainable funding strategy

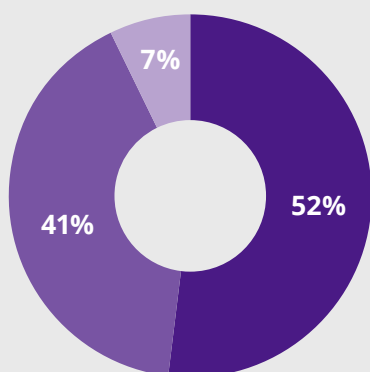
The remainder of this income was generated from various sources with 41% from Statutory Government funding mainly from the HSE/ Dublin Regional Homeless Executive and the balance raised through our fundraising activities, other small income streams, and training. Fundraising (excluding the aforementioned IIP donations) generated €7.6m, making up 52% of our income for 2022.

Our work would not have been possible without the continued support from our state funders and voluntary funders. We and all those we support would like to pay tribute to the generosity of all our donors in what was a difficult year. As a result of our fundraising income and expenditure management, 2022 was a positive year financially; this will allow MQI to focus on the implementation of our other strategic priorities and to ensure we give the best of care and service to our clients whilst operating a sustainable and compliant organisation.

We continue to commit voluntary income to all our services; the continuum of all core services remains one of our key goals.

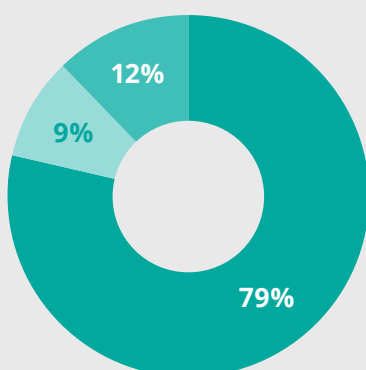
The Board of Directors also consider the need to provide against any future income shortfall and allow funds to be available to support service developments. The reserves are reviewed by the Audit & Risk Committee as part of a review and assessment of the organisation's risks.

Income



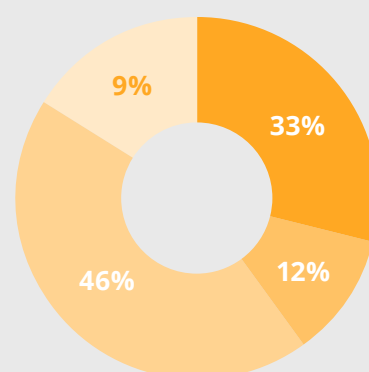
Donations & Legacy -- 52%
 Statutory Funding ----- 41%
 Other ----- 7%

Expenditure



Core Services ----- 79%
 Governance and Admin ----- 9%
 Generating Funds and Advocacy ----- 12%

Services Expenditure



Homeless Services --- 33%
 Counselling ----- 12%
 Addiction Services --- 46%
 Primary Health Care --- 9%

Goal
4 Develop a sustainable funding strategy

Sean's Story: MQI Client

MQI client Sean shares his experience of homelessness as a young person.

“ I’m twenty-one years old and I’m currently homeless. I’d a good upbringing. My mam worked really hard to provide for me and my siblings and keep a roof over our heads when my dad left.

I did feel very isolated growing up, I always felt like the black sheep. I didn’t get much of my mam’s attention, because she was working all the time. I don’t blame her at all for that, she did what she had to do. But at that young age, I felt like it was me against the world. My dad left when I was six, so I had this real anger, this vendetta. I had something to prove.

My story begins when I was about fifteen. I wanted attention, I wanted power, I wanted love, I wanted to be recognised, you know? I ended up getting involved in criminality. I felt alone and broken, and if I look at my situation now, not much has changed. I ended up in prison. Between the ages of fifteen and eighteen, I went to hell and back. I had more than enough, materially, growing up, but due to my loneliness, my own interior pain that I felt too ashamed and guilty to share with another person, I travelled down a dark path. I lost connection with everyone I loved.

I’ve managed to get out of criminality now, but instead, developed a gambling problem. It’s severely accessible. I’m currently in a shared hostel in a room with four older men, two of them drug users. It’s not an ideal situation for me to be living in. It’s not somewhere I wake up happy in the morning.

Young people will go to any lengths to make sure they don’t look homeless, because it’s embarrassing.

Sean, MQI Client



I'm only on the Young Person's programme a short time, but I feel it's really going to help me. I'm out of work at the minute because I was recently in a car crash and I'm unfulfilled. There's no satisfaction for me. I get to the end of each day and feel like I've accomplished nothing. And when I feel loneliness, or emptiness like this, then I get the urge to seek a thrill or seek adrenaline or a dopamine rush where I'm instantaneously forgetting about the loneliness and I'm filled with pleasure, or filled with happiness or excitement. So I think the programme will help me channel that energy.

“

All that I want is to have a sound place to lay my head and to help people. A purpose.

Sean, MQI Client

”

I understand how my own head works. There's one thing that I believe everybody has in common and it's that everybody carries something, carries hurt in their heart. But if you can get your head and your heart in line, there's nothing you can't conquer. To do that, you have to have support networks like Merchants Quay and youth groups. Seeing other people that have been through situations that might be very different to you but have things you can relate to. Nobody ever gains success on their own. It's achieved as a collective, you know? And I believe the work that Merchants Quay is doing at the minute is really helping people like me to get back on their feet.

I'd say one of the main things that young people in homelessness have to deal with is the sense of social anxiety. When you're young, if you're on drugs, and you're not washing yourself, you're not presentable, your confidence is damaged. Young people will go to any lengths to make sure they don't look homeless, because it's embarrassing. There's a lot of shame, because you know you have potential, that you could have a future, and if you feel you're not living up to that or you don't have the right supports, it can really make you feel like a failure. That's motivated me to commit to the Young Person Support Programme. This programme is the first chance I've had to talk about these things in a long time and I'm looking forward to moving forward and progressing.

My dreams would be to help people like me. I've no financial or material ambition. It's nice to have nice things, but I've had them before, and really all that I want is to have a sound place to lay my head at night and be able to help people. A purpose. Whether they're a youth, whether they're old, whether they're homeless, it doesn't matter to me. Helping people gives me this bright feeling inside. It brings me back to playing with toys with my nanny, when I was small. She had Alzheimer's and she enjoyed when we played together. It just gives me this bubbly happy feeling. That's real happiness, you know?

Directors' Responsibility Statement

The directors are responsible for preparing the directors' report and the financial statements in accordance with the Companies Act 2014.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued by the Financial Reporting Council ("relevant financial reporting framework"). Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities, and financial position of the company as at the financial year end date and of the profit or loss of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing those financial statements, the directors are required to;

- select suitable accounting policies for the company financial statements and then apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- state whether the financial statements have been prepared in accordance with the applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and directors' report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website.

Independent Auditor's Report



Deloitte Ireland LLP
Chartered Accountants &
Statutory Audit Firm

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MERCHANTS QUAY IRELAND CLG

Report on the audit of the financial statements

Opinion on the financial statements of Merchants Quay Ireland CLG ("the company")

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2022 and of the surplus for the financial year then ended; and
- have been properly prepared in accordance with the relevant financial reporting framework and, in particular, with the requirements of the Companies Act 2014.

The financial statements we have audited comprise:

- the Statement of Financial Activities;
- the Balance Sheet;
- the Statement of Cash Flows; and
- the related notes 1 to 21, including a summary of significant accounting policies as set out in note 1.

The relevant financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council ("the relevant financial reporting framework").

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are described below in the "*Auditor's responsibilities for the audit of the financial statements*" section of our report.

We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Director's Report and Financial Statements, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the Director's Report and Financial Statements. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.



/Continued from previous page

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MERCHANTS QUAY IRELAND CLG

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Responsibilities of directors

As explained more fully in the Directors' Responsibilities Statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and otherwise comply with the Companies Act 2014, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on IAASA's website at: <https://iaasa.ie/publications/description-of-the-auditors-responsibilities-for-the-audit-of-the-financial-statements>. This description forms part of our auditor's report.

Report on other legal and regulatory requirements

Opinion on other matters prescribed by the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that:

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited.
- The financial statements are in agreement with the accounting records.
- In our opinion the information given in the directors' report is consistent with the financial statements and the directors' report has been prepared in accordance with the Companies Act 2014.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the provisions in the Companies Act 2014 which require us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by law are not made.



/Continued from previous page

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
MERCHANTS QUAY IRELAND CLG

Use of our report

This report is made solely to the company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

A handwritten signature in black ink, appearing to read "Be. Murphy", with a stylized flourish at the end.

Brian Murphy
For and on behalf of Deloitte Ireland LLP
Chartered Accountants and Statutory Audit Firm
Deloitte & Touche House, 29 Earlsfort Terrace, Dublin 2

08 June 2023

Statement of Financial Activities

Statement of financial activities for the financial year ended 31 December 2022

	Notes	Designated Funds 2022 €	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total Funds 2022 €	Designated Funds 2021 €	Unrestricted Funds 2021 €	Restricted Funds 2021 €	Total Funds 2021 €
Income from:									
Charitable activities	4	-	-	5,939,657	5,939,657	-	-	5,739,004	5,739,004
Donations and legacies	5	-	6,798,344	844,753	7,643,097	-	6,884,553	1,048,975	7,933,528
Other incoming resources	6	-	160,310	801,715	962,025	-	205,665	401,500	607,165
Total Income		-	6,958,654	7,586,125	14,544,779	-	7,090,218	7,189,479	14,279,697
Expenditure on:									
Charitable activities	7	53,808	2,570,606	6,333,425	8,957,839	-	2,157,878	6,193,659	8,351,537
Raising funds	8	-	1,801,892	-	1,801,892	-	1,986,440	-	1,986,440
Total Expenditure		53,808	4,372,498	6,333,425	10,759,731	-	4,144,318	6,193,659	10,337,977
Net income/ (expenditure) before taxation and transfers		(53,808)	2,586,156	1,252,700	3,785,048	-	2,945,900	995,820	3,941,720
Taxation	18	-	-	-	-	-	-	-	-
Transfer between funds	17	2,417,298	(2,417,298)	-	-	2,882,365	(2,882,365)	-	-
Net income/ (expenditure) Other recognised gains		2,363,490	168,858	1,252,700	3,785,048	2,882,365	63,535	995,820	3,941,720
Actuarial gain in respect of the pension scheme	16	-	(2,051)	-	(2,051)	-	103,535	-	103,535
Net movement in funds		2,363,490	166,807	1,252,700	3,782,997	2,882,365	167,070	995,820	4,045,255
Reconciliation of funds									
Total funds brought forward	17	10,826,740	732,720	5,439,523	16,998,983	7,944,375	565,650	4,443,703	12,953,728
Total funds carried forward	17	13,190,230	899,527	6,692,223	20,781,980	10,826,740	732,720	5,439,523	16,998,983

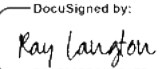
The Statement of Financial Activities includes all gains and losses recognised in the financial year.

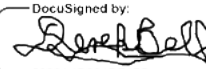
Balance Sheet

Balance Sheet as at 31 December 2022

	Notes	2022 €	2021 €
Fixed assets			
Tangible assets	11	3,560,206	3,729,983
Current assets			
Debtors		633,245	706,787
Cash at bank and in hand	12	17,155,991	12,749,327
		17,789,236	13,456,114
Creditors:			
Amounts falling due within one year	13	(909,769)	(527,215)
Net current assets		16,879,467	12,928,899
Net Assets Excluding Pension Asset		20,439,673	16,658,882
Net pension asset	16	342,307	340,101
Net Assets Including Pension Asset		20,781,980	16,998,983
Funds of the charity			
Restricted funds	17	6,692,223	5,439,523
Unrestricted fund	17	899,527	732,720
Designated funds	17	13,190,230	10,826,740
		20,781,980	16,998,983

The financial statements were approved and authorised for issue by the Board of Directors on 6th June 2023 and signed on its behalf by:

DocuSigned by:

 B2978077C90D47B...
 Ray Langton
 Director

DocuSigned by:

 5832A4D904DF4F5...
 Derek Bell
 Director

Statement of Cash Flows

Reconciliation of net income to cash used in charitable activities for the financial year ended 31 December 2022

	2022 €	2021 €
Net income for the financial year	3,785,044	3,941,719
Depreciation	118,071	124,536
Decrease/(increase) in debtors	73,542	318,229
(Decrease)/increase in creditors	434,264	(11,907)
Capital Expenditure & Disposals	-	(51,706)
Defined benefit pension scheme costs	(4,257)	(1,778)
Net Cash Flow from charitable activities	4,406,664	4,319,093

Cash flows from charitable activities	2022 €	2021 €
Net cash flows from charitable activities	4,406,664	4,319,093
Net increase in cash and cash equivalents in the reporting year	4,406,664	4,319,093

Cash and cash equivalents in the beginning of the reporting year	12,749,327	8,430,234
Cash and cash equivalents at the end of reporting year	17,155,991	12,749,327

Net debt

The company had no borrowings or obligations under finance leases as at 31 December 2022 (2021: none).

Notes to the Financial Statements

Notes to the financial statements for the financial year ended 31 December 2022

1 Accounting Policies

The significant accounting policies adopted by the company are as follows:

Basis of Preparation

The financial statements have been prepared under the historical cost convention, modified to include certain items at fair value, and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" in accordance with the Financial Reporting Standard applicable in the UK (which has been recognised as best practice for financial reporting by charities in Ireland) and Republic of Ireland (FRS 102), issued by the Financial Reporting Council, and the Companies Act 2014.

Merchant's Quay Ireland CLG is a company incorporated in Ireland under the Companies Act 2014. The address of the registered office is 24 Merchants Court, Merchant's Quay, Dublin 8. The nature of the company's operations and its principal activities are set out in the Directors Report on pages 6 to 54. In accordance with Section 1180(8) of the Companies Act, 2014, the company is exempt from including the word "Limited" in its name. The company is limited by guarantee and has no share capital. In prior years, companies not trading for gain for the members were not within the scope of company law requirements with regard to formats and content of financial statements which applied to for profit companies thus permitting the adoption of a format appropriate to a charity. Accordingly, the Society 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 financial statements are presented in euro.

Going Concern

The financial statements are prepared on a going concern basis and further detail is included in note 2 of the financial statements.

Tangible Fixed Assets

The cost of tangible fixed assets is their purchase price. Tangible fixed assets are shown at cost less accumulated depreciation.

Depreciation is calculated in order to write off the cost of tangible fixed assets over their estimated useful lives by equal annual instalments. The estimated useful lives of tangible assets by reference to which depreciation has been calculated are as follows:

Category	Basis	Rate per annum
Premises	Straight line	3%
Motor vehicles	Straight line	20%

A full month's depreciation is charged in the month of purchase. No depreciation is charged in the month of sale.

Income

- i** Income from voluntary donations and similar income is recognised when received.
- ii** Grants from the government and other agencies have been included as income from activities in furtherance of the charity's objects and accounted for on a receivable basis.
- iii** Legacies are included when the amount is to be received is probable and can be measured with certainty.
- iv** Interest and tax relief on qualifying donations income is recognised on a receivable basis.
- v** Revenue refunds in respect of tax relief on voluntary donations are recognised on a receivable basis in so far as the receivable can be measured reliably.
- vi** Other income reflects money received from training and any voluntary contributions made by the users of the service on a cash received basis

Gifts In Kind

Gifts which are deemed non-material are not included in the financial statements. Gifts in kind that can be valued reliably and are greater than €500 will be included in the financial statements. Exceptions to this minimum amount are cash vouchers received as gifts which will be recognised at their value and also gifts received where MQI would have had to bear the cost otherwise.

Expenditure

Charitable activities comprises expenditure incurred that are directly related to the implementation of programmes and the activity of the company. Expenditure is recognised in the period to which it relates. Expenditure incurred but unpaid at the balance sheet date is included in accruals and other creditors.

Expenditure on raising funds comprise all expenditure incurred by Merchant's Quay Ireland on raising funds for the organisation's charitable activities.

Retirement benefits

Defined benefit pension scheme assets are measured at fair value. Defined benefit pension scheme liabilities are measured on an actuarial basis using the projected unit method. The excess of scheme liabilities over scheme assets is presented on the balance sheet as a liability net of related deferred tax. The defined benefit pension charge to operating profit comprises the current service cost and past service costs. The excess of the expected return on scheme assets over the interest cost on the scheme liabilities is presented in the income and expenditure account as other finance income. Actuarial gains and losses arising from changes in actuarial assumptions and from experience surpluses and deficits are recognised in the statement of total recognised gains and losses for the financial year in which they occur.

The fair value of quoted securities held as scheme assets was determined using the year-end bid price.

The defined contribution pension charge to the income and expenditure account comprises the contribution payable to the scheme for the year.

Debtors

Known bad debts are written off and specific provision is made for any amount, the collection of which is considered doubtful.

Leasing Commitments

Operating lease costs are charged to the statement of financial activities as incurred.

Fund Accounting

The following funds are operated by the Charity:

General Funds - unrestricted

General Funds represent amounts which are expendable at the discretion of the Board of Directors in furtherance of the objective of the charity which have not been designated for other purposes. Such funds may be held in order to finance working capital or capital expenditure.

Designated Funds

Designated funds are unrestricted funds earmarked by the Board of Directors for particular purposes.

Restricted Funds

Restricted funds represent income, which has been received and recognised in the financial statements, which is subject to specific conditions imposed by the donors or grant making institutions.

Reserves Policy

In order to secure the long term viability of Merchant's Quay Ireland CLG and to maintain the smooth operation of the organisation, it is critical to ensure that the organisation has adequate reserves.

The level of reserves is required to cover the following activities of the organisation:

- Provide funding for sustainable programmes.
- Meet contractual liabilities such as lease agreements, statutory staff payments and payments to creditors.
- Working Capital Requirements.
- Maintain a required level of funding available for programmes during times of financial difficulty where fundraising income is diminished.
- Meet unanticipated expenses such as repairs and maintenance, currency variances and legal costs.
- Cover day to day expenditure of Merchant's Quay Project.
- Ensure there is adequate funding should any winding up costs ever arise.
- Provide for any other unanticipated expenditure of significance.

The board has adopted a reserves policy based on foreseeable expenditure and long-term commitments. In 2022, the designated reserves are at €13.1m. This figure includes €6.5m set aside to meet our reserves policy goal of holding 6 months running costs and program

expenditure. The board also designated funds towards the development of new services in line with strategic priorities and core refurbishment costs needed over the coming years.

Financial Instruments

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument. Financial liabilities are classified according to the substance of the contractual arrangements entered into.

Financial assets and liabilities

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar instrument.

Financial assets and liabilities are only offset in the balance sheet when, and only when there exists a legally enforceable right to set off the recognised amounts and the entity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are recognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the entity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the entity, despite having retained some, but not all, significant risks, and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are recognised only when the obligation specified in the contract is discharged, cancelled, or expires.

Foreign Currencies

Transactions are recorded at the rates of exchange ruling at the date of transaction. Assets and liabilities denominated in foreign currencies are translated at the rate of exchange ruling at the balance sheet date. Foreign exchange gains and losses are dealt with in the statement of financial activities in the financial year in which they occur.

Taxation

The company has been granted charitable status by the Revenue Commissioners and is therefore exempt from taxation.

2 Going concern

The financial statements have been prepared on a going concern basis. In particular, the Board recognises the organisation's dependence on statutory funding, fundraising and other grants in order to deliver its core services.

Given the company's main sources of income are currently from statutory sources and fundraising activities, it is possible that the company's operations could be affected if its incoming resources are disrupted due to external economic factors. The company had net current assets of €20.7m (2021: €16.9), including €17.1m (2021: €12.7m) in cash at bank.

Over the last number of years, the board have worked to ensure the organisation has sufficient reserves following guidance in the governance code, due to these efforts the reserves position at year end means that there is no immediate threat to the going concern status of the company, provision of services remains reliant on funding from statutory sources continuing at the same or enhanced levels in the future.

Management and the Board have reviewed the organisation's forecasts and projections, taking account of the anticipated impact and economic uncertainties. The Board consider that the forecasts and projections, together with the reserves held, demonstrate that the Board has a reasonable expectation that the company has adequate resources to operate within the level of its current cash flows and reserves for the foreseeable future (at least twelve months from the date of approval of these financial statements).

Thus, they continue to adopt the going concern basis of accounting in preparing the annual financial statements. Accordingly, these financial statements do not include any adjustments to the carrying amount and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

3 Critical accounting judgements and key sources of estimation uncertainty

In the application of the Company's accounting policies, which are described in note 1, the directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

Critical judgements in applying the Company's accounting policies

The following are the critical judgements, apart from those involving estimations (which are dealt with separately below), that the directors have made in the process of applying the company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Defined Benefit Pension Scheme Obligation

The organisation has a defined benefit pension scheme in operation. There are estimates with respect to certain key assumptions made in calculating the actuarial accrual relating to the scheme including the discount rate and inflation rate as disclosed in note 16.

4 Charitable activities

	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total Funds 2022 €	Total Funds 2021 €
Drug treatment services	-	3,519,689	3,519,689	3,770,526
Counselling and support	-	2,419,968	2,419,968	1,968,478
	-	5,939,657	5,939,657	5,739,004

The Department of Justice and Equality through the Probation Service provided current funding in the amount of €183,000 (€183,000 in 2021). Funding is granted for a 12-month period and is restricted in accordance with the terms and conditions, including schedule 1 of the funding agreement. Funds are for the provision of addiction treatments services and costs apply to all payroll, administration, direct and indirect costs. There has been no difference in the grant taken to income and the cash received in the period. TUSLA - Child and Family Agency funded €28,080 in 2022 (€28,350 in 2021) funds have been spent in full in the financial year.

Analysis of government grant income

	2022 €	2021 €
Health Services Executive	2,296,866	2,252,157
Irish Prison Services	1,044,989	999,857
Department of Justice and Equality through the Probation Service	183,000	183,000
South inner city local drugs task force	43,875	62,082
South East regional drugs task force	158,452	158,452
Midlands regional drug task force – Health Services Executive	524,984	524,984
Dublin City Council – Dublin Regional Homeless Executive	1,107,753	1,097,416
East Coast Regional Drugs Task Force	214,834	217,026
Tusla	28,080	28,350
North East Regional Drugs & Alcohol Task Force	336,824	215,681
	5,939,657	5,739,004

All of this Government Grant income is restricted in accordance with the terms and conditions of the funding agreement/(s).

5 Donations and legacies

	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total Funds 2022 €	Total Funds 2021 €
Individual giving	5,214,420	700,930	5,915,350	6,510,093
Legacies	1,308,429	-	1,308,429	896,495
Corporates and trusts	182,603	134,761	317,364	423,714
Other	92,613	-	92,613	65,203
In Kind Donation	279	9,062	9,341	38,023
	6,798,344	844,753	7,643,097	7,933,528

6 Other incoming resources

	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total Funds 2022 €	Total Funds 2021 €
Client contributions	126,382	-	126,382	167,249
Bank interest received	-	-	-	108
Sundry income*	33,928	801,715	835,643	439,808
	160,310	801,715	962,025	607,165

* Included in 2022 sundry income is a €800k (2021 €400k) from the Immigrant Investment Programme (IIP) operated by the Department of Justice and Equality's Irish Naturalisation and Immigration Service which is used towards capital projects as outlined in our approved application under this scheme. Sundry income also includes €250 from City of Dublin Education Training Board (ETB) as well as €1,465 from Kilkenny ETB. Both the income from (IIP) and the (ETB) are restricted in accordance with the terms and conditions of the funding agreement/(s).

7 Expenditure on charitable activities

	Designated Funds 2022 €	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total Funds 2022 €	Total Funds 2021 €
Drug treatment services	53,808	1,156,764	3,856,543	5,067,115	5,036,561
Counselling and support *	-	1,413,842	2,476,882	3,890,724	3,314,976
	53,808	2,570,606	6,333,425	8,957,839	8,351,537

The total support costs for MQI for 2022 were €304,756 these have been apportioned across the above charitable activities in the following methods:

- Per the agreement in the SLA relating to that service
- The balance has been allocated as a portion of state funded expenditure per service against total state funded expenditure.

8 Raising funds

	Campaign Costs 2022 €	Staffing Costs 2022 €	Overheads Costs 2022 €	Total Costs 2022 €	Total Costs 2021 €
Individual Giving	1,224,051	419,051	103,122	1,746,224	1,931,196
Legacies	-	22,193	5,641	27,834	27,622
Corporates and Trusts	-	22,193	5,641	27,834	27,622
	1,224,051	463,437	114,404	1,801,892	1,986,440

9 Employees

	2022	2021
Number of employees	Number	Number
The average numbers of employees during the financial year were:	170	168

The number of employees whose ongoing emoluments (including allowances but excluding any employer pension contributions) that were greater than €60,000 is as follows:

	2022	2021
	Number	Number
€60,000 - €70,000	5	-
€70,001 - €80,000	-	-
€80,001 - €90,000	1	4
€90,001+	2	1
	8	5

Directors are not remunerated for their work on the Board, nor can they be appointed to any salaried position at the company. No expenses were paid to Directors during the financial year.

The key management personnel at the company comprises of the Directors and the executive team. The total remuneration costs for the organisation of the key management personnel were €539,165 (2021: € 635,174) which included salaries, PRSI, pension and allowances. The decrease is due to Executive Team roles being vacated with a period of the year passing before being filled.

Employment costs	2022	2021
	€	€
Wages and salaries	5,866,122	5,666,046
Social welfare costs	635,697	603,103
Defined benefit pension costs	-	-
Defined contribution pension costs (Note 16)	112,468	120,453
Death in service costs	51,422	44,212
	6,665,709	6,433,814

10 Net income

Net income is stated after charging:	2022 €	2021 €
Directors' remuneration	-	-
Depreciation	118,071	124,536
Operating leases	186,690	212,154

11 Tangible assets

	Premises €	Motor Vehicles €	Total €
Cost			
At 1 January 2022	3,800,000	140,255	3,940,255
Additions	-	(51,707)	(51,707)
At 31 December 2022	3,800,000	88,548	3,888,548

Depreciation

At 1 January 2022	133,000	77,271	210,271
Charge for the financial year	114,000	4,071	118,071
At 31 December 2022	247,000	81,342	328,342

Net book values

At 31 December 2022	3,553,000	7,206	3,560,206
----------------------------	------------------	--------------	------------------

Net book values

At 31 December 2021	3,667,000	62,983	3,729,978
---------------------	-----------	--------	-----------

12 Debtors

Amounts falling due within one year:	2022 €	2021 €
Other debtors (Note 14)	403,425	860,812
Prepayments	229,506	286,175
Amounts due from SFHA/MQPCE (Note 15)	314	-
	633,245	706,787

13 Creditors

Amounts falling due within one year:	2022 €	2021 €
Trade creditors	387,647	252,786
Accrued expenses	201,542	160,593
Deferred income	88,908	80,000
Creditors PAYE/PRSI	159,105	-
Amount due to SFHA/MQPCE (Note 15)	14,281	14,036
Other creditors *	58,286	19,800
	909,769	527,215

* Other creditors include an amount of €380 owed to Dublin ETB for an underspend of funds on a grant of €630 received during the year.

14 Financial instruments

	2022 €	2021 €
Financial Assets:		
Measured at undiscounted amounts receivable Debtors (Note 12)	403,425	420,612
Amount due from MQPCE/Client A/C (Note 15)	329	245
	403,754	420,857

Financial Liabilities:

Measured at undiscounted amounts payable Creditors (Note 13)	445,933	272,586
Amount due to SFHA/Client A/C (Note 15)	14,281	14,407
	460,214	286,993

15 Related party transactions

The Directors of the Company are also Directors of St Francis Housing Association (SFHA). The Directors of the Company along with additional Directors are also Directors of Merchants Quay Project CE Scheme Ltd (MQPCE). The Members on behalf of the Order of The Friars Minor have effective control over all three companies.

The transactions during the financial year were as follows:

	2022	2021
	€	€
Repayments from MQPCE	-	-
Loans to MQPCE	314	245
Amounts owed to SFHA	(14,281)	(14,281)
Amounts by/(owed to) Client Holding A/C	15	(126)

16 Retirement benefit scheme

The pension entitlements of eligible employees arise under a defined contribution and a defined benefit scheme. The pension entitlements under the defined benefit scheme are based on final pensionable pay and are secured by contributions by the Company to a separately administered group pension fund operated by the Order of Friars Minor in Ireland. The scheme's actuary has split the assets and liabilities of the scheme between the various participating entities, for the financial year ended 31 December 2022. It is on this basis that the pension liability has been recognised in the financial statements of Merchant's Quay Ireland CLG.

The assets of the defined benefit pension scheme are held separately from those of the Company. The scheme provides retirement benefits on the basis of the member's final salary. The contributions are determined by a qualified actuary on the basis of triennial valuations using the projected unit method. On 1 January 2006 the scheme was closed to new entrants. The only member of the scheme has retired.

The most recent valuation was at 30 December 2022 and is available for inspection by the scheme members but not for public inspection. The last triennial funding valuation was carried out at 30 June 2021, with the next funding valuation to be completed at 30th June 2024.

The Company also operates a defined contribution scheme to provide benefits for new employees. Contributions made to the defined contribution scheme during the financial year amounted to €112,468 (2021: € 120,453). The contributions in relation to the two schemes payable at the financial year-end was €Nil (2021: €Nil).

The actuarial valuation as at 31 December 2022 was prepared for by a qualified independent actuary, using the projected unit method. The expected return on assets for 2023 is 3.50% which is the corporate bond yield at the end of December 2022.

The main financial assumptions used in the valuation of the scheme liabilities are:

	2022 %	2021 %
Rate of increase in salaries	n/a	n/a
Rate of increase in pension payment	0.0%	0.0%
Discount rate of scheme liabilities	3.5%	1.3%
Inflation assumption	2.9%	2.1%

Mortality assumptions

Assumptions regarding future mortality are set based on advice from published statistics and experience. The average life expectancy in years for a pensioner retiring aged 65 is as follows:

	2022 %	2021 %
Retiring at 31 December		
Male	21.8	21.7
Female	24.3	24.2

Retiring in 20 years

Male	24.3	24.2
Female	26.3	26.2

Risks and rewards arising from the assets

At 31 December 2022 the scheme assets were invested in a diversified portfolio that consisted primarily of equities and bonds.

The market value of the scheme assets and the expected long term return therein are as follows:

	At 31-Dec 2022 €	At 31-Dec 2021 €
Equities	172,585	202,270
Bonds	285,097	283,067
Property	11,497	12,738
Other	244,472	327,305
Total market value of assets	713,651	825,380

The following amounts were measured at 31 December 2022:

The amounts recognised in the balance sheet are as follows:	2022 €	2021 €
Fair value of scheme assets	713,651	825,380
Present value of scheme liabilities	(371,344)	(485,281)
Pension asset in the balance sheet	342,307	340,099
Net pension asset	342,307	340,099

The amounts recognised in the Statement of Financial Activities ("SOFA") are as follows:	2022 €	2021 €
Interest cost	(6,309)	(4,264)
Expected return on scheme assets	10,566	6,042
Other finance costs	4,257	1,778
Current service cost – included in other operating costs	-	-
	4,257	1,778

The amounts recognised in the Statement of Financial Activities are as follows:	2022 €	2021 €
Actual return less expected return on pension scheme assets	(97,148)	76,684
Experience gains and losses arising on the scheme liabilities	(3,362)	(3,367)
Changes in assumptions underlying the present value of the scheme liabilities	98,460	30,218
Actuarial loss/gain recognised in the statement of financial activities	(2,050)	103,535

Movement in scheme assets and liabilities	Pension assets €	Pension liabilities €	Pension surplus €
At 1 January 2022	825,380	485,281	340,101
Current service cost	-	-	-
Interest on scheme liabilities	-	6,309	-
Expected return on scheme assets	10,566	-	-
Actual less expected return on scheme assets	(97,148)	-	-
Experience gains on liabilities	-	3,362	-
Contributions by employer	-	-	-
Other finance income /(charge)	-	-	4,257
Actuarial gain/(loss)	-	-	(2,050)
Changes in assumptions	-	(98,460)	-
Benefits Paid	(25,148)	(25,148)	-
At 31 December 2022	713,650	371,344	342,308

The best estimate of employer contributions expected to be paid to the scheme in the next financial year is €nil (2021: €Nil).

In respect of prior financial year:

Movement in scheme assets and liabilities	Pension assets 2021 €	Pension liabilities 2021 €	Pension surplus 2021 €
At 1 January 2021	767,803	(533,016)	234,787
Current service cost	-	-	-
Interest on scheme liabilities	-	(4,264)	(4,264)
Expected return on scheme assets	6,042	-	6,042
Actual less expected return on scheme assets	76,684	-	76,684
Experience gains on liabilities	-	(3,367)	(3,367)
Contributions by employer	-	-	-
Changes in assumptions	-	30,218	30,218
Benefits Paid	(25,148)	25,148	-
At 31 December 2021	825,380	485,281	340,101

17 A. Reconciliation of movements in funds

	Unrestricted Funds €	Designated Funds €	Restricted liabilities €	Total €
Balance as at 1 January 2022	732,720	10,826,740	5,439,523	16,998,983
Net income	2,586,156	(53,808)	1,252,700	3,785,048
Other recognised income	-	-	-	-
Actuarial (Loss)/Gain in respect of the Pension Scheme	(2,051)	-	-	(2,051)
Transfer of funds	(2,417,298)	2,417,298	-	-
Balance as at 31 December 2022	899,527	13,190,230	6,692,223	20,781,980

The current balance in the designated fund comprises of amounts set aside by the Board of Directors to establish minimum reserves equivalent to at least 6 months expenses in accordance with the reserves policy. The current reserve's objective is €6.5m.

In 2022 the board designated a transfer of €2.5m (€2.88m 2021) from unrestricted reserves into designated reserves in order to comply with this policy and towards projects in line with the organisations strategic objectives and new developments.

In respect of prior financial year:	Unrestricted Funds €	Designated Funds €	Restricted liabilities €	Total €
Balance as at 1 January 2021	565,650	7,944,375	4,443,703	12,953,72
Net income	2,945,900	-	995,820	3,941,719
Other recognised income	-	-	-	-
Actuarial (Loss)/Gain in respect of the Pension Scheme	103,535	-	-	103,535
Transfer of funds	(2,882,365)	2,882,365	-	-
Balance as at 31 December 2021	732,720	10,826,740	5,439,523	16,998,983

17 B. Analysis of net assets between funds

	Unrestricted Funds €	Designated Funds €	Restricted Funds €	Total 2022 €	Total 2021 €
Tangible fixed assets	62,983	-	3,667,000	3,729,983	3,729,983
Current assets	1,395,140	13,190,230	3,034,089	17,619,459	13,546,114
Current liabilities	(900,903)	-	(8,866)	(909,769)	(527,215)
Long term asset	342,307	-	-	342,307	340,101
	899,527	13,190,230	6,692,223	20,781,980	16,998,983

18 Taxation

The Company received Charitable Tax Status in September 1992 consequently no provision for corporation tax is necessary.

The Company is compliant with all other taxes and held a valid tax clearance certificate for the year 2022.

19 Ultimate controlling party

The members and directors of the Company at 31 December 2022 apart from Mr Ray Langton, Mr Brian Melaugh, Dr Joanne Fenton, Mr Derek Bell, Mr David Kiely, Ms Margaret Hennessy, and Raymond Jenkins are members of the Order of Friars Minor.

20 Commitments

Total future minimum lease payments under non-cancellable operating leases as follows:

	2022 €	2021 €
Leasehold Premises		
Within one year	69,128	131,781
In two to five years	5,980	59,547
More than five years	-	-
	75,108	191,328

21 Subsequent events

There are a number of subsequent events that occurred since the financial year end.

- 1 MQI have received a donated building to the value of €1.2 million in quarter one of 2023. Located in Dublin 2 this will house our gender specific services for women, referred to as “Janes Place”, in honour of the donor who so generously considered MQI in their legacy. It is anticipated that all Dublin based women’s services will operate from this new location by quarter 4 of 2023..
- 2 Granting of planning permission for the refurbishment of the basement in Riverbank in Dublin, to facilitate a Medically Supervised Injecting Facility was received in quarter one of 2023. This facility will be the first of its kind in Ireland and is honouring a commitment by government under its National Drugs Strategy.
- 3 A lease renewal was negotiated for 24 Merchants Court, for a duration of 10 years commencing in April 2023 with a break clause at year 5. This equates to future commitments of €53,400 within one year and €321,200 for two to five years – equating to an average rent of €74,920 per annum.

Supplementary Information

The supplementary information does not form part of the statutory financial statements and therefore does not fall within the scope of the audit.

	2022 €	2021 €
Income		
Health Services Executive	2,296,866	2,252,157
Irish Prison Service	1,044,989	999,857
Department of Justice and Equality through the Probation Service – Note (i)	183,000	183,000
South Inner City Local Drugs Task Force	43,875	62,082
South East Regional Drugs Task Force	158,452	158,452
Midlands Regional Drug Task Force – Health services executive	524,984	524,984
East Coast Regional Drugs Task Force	214,834	217,025
Dublin City Council / Dublin Regional Homeless Executive	1,107,753	1,097,416
Tusla (iii)	28,080	28,350
North East Regional Drugs & Alcohol Task Force	336,824	215,681
Donations and other income (ii)	8,605,122	8,540,693
	14,544,779	14,279,696
Expenditure	(10,759,731)	(10,337,977)
Operating income for the financial year	3,785,048	3,941,720

Note (i) Department of Justice and Equality through the Probation Service

Current Funding

The Department of Justice and Equality through the Probation Service provided current funding in the amount of €183,000 (€183,000 in 2021). Funding is granted for a 12-month period and is restricted in accordance with the terms and conditions, including schedule 1, of the funding agreement. Funds are for the provision of addiction treatments services and costs apply to all payroll, administration, direct and indirect costs. There has been no difference in the grant taken to income and the cash received in the period.

Note (ii) Donations and other Income

Included in this other income is €9k (€38k in 2021) donation in kind and €800k (€400k in 2021) being monies received from the Immigrant Investment Programme (IIP), operated by the Department of Justice and Equality's Irish Naturalisation and Immigration Service, to support capital projects one of which was the purchase of Riverbank in 2020, the main hub of our Dublin based services.

It also includes income from the Kilkenny ETB; a net income of €1,465. Total grant value €1,486 for 2022 with an underspend of €21 which was returned to the funder by 31 December 2022. Income from Dublin ETB; a net income of €250. Total grant value €630 for 2022 with an underspend of €380 to be returned to the funder at the end of the year and included in other creditors at December 2022.

Note (iii) TUSLA - Child and Family Agency

Total Grant Value €28,080 for the term January 2022 – December 2022 – Spent in full in the term with zero balance carried over from 2021 or into 2023. This grant was spent in line with the services as outlined in the agreement with the funder.

Expenditure	2022 €	2021 €
Wages and salaries	5,866,122	5,666,046
Employer's PRSI contributions	635,697	603,103
Staff pension costs	163,891	164,665
Training expenses	54,037	76,953
Office administration	148,918	164,427
Fundraising appeal costs	978,926	1,197,179
Rent	200,542	225,334
Insurance	152,193	150,724
Cleaning	131,229	104,255
Light and heat	147,395	130,991
Food	140,065	131,429
Repairs and maintenance	158,253	97,282
IT costs	260,296	255,221
Health and safety	73,986	103,615
Recruitment costs	194,397	77,752
Project publications and stationery	140,323	111,403
Telephone	67,964	85,885
Motor and travel expenses	56,307	87,571
Audit fees	37,107	21,834
Consultancy fees	45,491	28,649
Bank charges & sundry	55,152	56,167
Farm expenses	10,950	8,681
Direct client supplies programme costs	162,878	198,428
Contract catering	24,253	21,116
Contractors	349,301	244,825
Depreciation on premises and motor vehicles	118,071	124,536
Communication & Advocacy	385,987	199,905
	10,759,731	10,337,977



Merchants Quay Ireland
Homeless & Drugs Services

Thank you

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, voluntary and statutory agencies, charitable trusts and foundations. Without their steadfast support, we would be unable to deliver our vital services to those in need in Ireland. To all our supporters – to you – we extend our enduring gratitude. Thank you for caring about Ireland's most vulnerable.

Get in touch



info@mqi.ie



Services: 01 524 0160

Donations: 01 524 0139



24 Merchants Court,
Merchants Quay, Dublin 8



www.mqi.ie



@MerchantsQuayIreland



@MerchantsQuayIR



@MerchantsQuayIR



@MerchantsQuayIreland

“

When I was homeless before I was just in tents, living very rough. MQI have shown me how to help myself. If you put in some work, if they see that you're putting in work, they'll help, and you will go ten steps further then.

Mark, Homeless Services Client

”

