

# Merchants Quay Ireland



**Directors' Report and  
Financial Statements for  
the financial year ending  
31 December 2023**



**Merchants Quay Ireland**  
Homeless & Drugs Services

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*I come here for everything now. Clothes, food, to brush my teeth, the doctor, showers. There's nowhere else in Dublin I can shower. Just basic stuff like that makes such a huge difference.*

*Amy, 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 (Resigned 31st December 2023)  
 Rev Patrick Lynch OFM (Resigned 31st December 2023)  
 Mr Brian Melaugh  
 Dr Joanne Fenton  
 Ms Margaret Hennessy  
 Mr Derek Bell  
 Mr David Kiely  
 Mr Raymond Jenkins  
 Ms Irene Gleeson  
 Mr Shane Moriarty  
 Rev Gabriel Kinahan OFM (Appointed 31st December 2023)

## Members (OFM)

Niall O'Connell OFM (Resigned 11 July 2023)  
 Aidan McGrath OFM (Resigned 11 July 2023)  
 Joseph Condren OFM (Resigned 11 July 2023)  
 David Collins OFM (Resigned 11 July 2023)  
 Stephen O'Kane OFM (Resigned 11 July 2023)  
 Gabriel Kinahan OFM (Resigned 11 July 2023)  
 Mr Ray Langton (Appointed 11 July 2023)  
 Mr Brian Melaugh (Appointed 11 July 2023)  
 Dr Joanne Fenton (Appointed 11 July 2023)  
 Ms Margaret Hennessy (Appointed 11 July 2023)  
 Mr Derek Bell (Appointed 11 July 2023)  
 Mr David Kiely (Appointed 11 July 2023)  
 Mr Raymond Jenkins (Appointed 11 July 2023)  
 Ms Irene Gleeson (Appointed 11 July 2023)  
 Mr Shane Moriarty (Appointed 11 July 2023)

## Secretary

Mazars  
 Harcourt Road  
 Dublin 2

### 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  
 Dublin 2

### Solicitors

Crowley Millar Solicitors LLP  
 2 – 3 Exchange Place  
 George's Dock  
 Dublin 1

## Board Sub-Committees

### Finance Committee

Mr David Kiely (Chair)  
 Ms Mairéad Divilly (Resigned 5th December 2023)  
 Mr Ray Langton  
 Mr Jonathan Mooney  
 Ms Suzanne Tyrrell (Appointed 9th February 2023)  
 Mr Conor Kellett (Appointed 26th February 2024)

### Audit & Risk Committee

Mr David Kiely (Chair)  
 Mr Ray Langton  
 Ms Mairéad Divilly (Resigned 5th December 2023)  
 Mr Derek Bell  
 Ms Deborah Maguire (Resigned 8th November 2023)  
 Mr Conor Kellett (Appointed 26th February 2024)  
 Ms Irene Gleeson (Appointed 26th February 2024)

### HR, Governance & Nominations Committee

Ms Irene Gleeson (Chair)  
 Mr Derek Bell  
 Mr David Kiely (Resigned 4th December 2023)  
 Mr Ray Langton  
 Ms Margaret Hennessy  
 Ms Deborah Maguire (Resigned 8th November 2023)

### Client Services Committee

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

### Fundraising & Communications Committee

Ms Margaret Hennessy (Chair)  
 Mr Ray Langton  
 Mr Derek Bell  
 Suzanne Tyrell

## Executive Leadership Team

### Chief Executive Officer

Mr Eddie Mullins (Appointed 28th August 2023)

### Head of People and Culture

Mr Jason Denman (Appointed 2nd April 2024)

### Head of Finance and IT

Ms Antoinette Mangan

### Head of Fundraising and Communications

Ms Carol Casey

### Head of Operations and Service Delivery

Mr Geoffrey Corcoran



*I couldn't have asked for better people to get me through my recovery. MQI really made it as comfortable as possible for me.*

*Valerie, MQI Client*



# Places of Operation

MQI operates across multiple locations throughout the Republic of Ireland.

## Dublin Based Services

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

**Riverbank Open Access Service,**  
13/14 Merchants Quay,  
Dublin 8

**Jane's Place Women's Services,**  
28 Denzille Lane,  
Dublin 2

**Residential Rehab,**  
High Park, Drumcondra,  
Dublin 9

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

## Regional Services

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

**Aftercare Housing,**  
Leixlip,  
Co. Kildare

**Northeast Family Support Service,**  
Dundalk Co. Louth  
(Louth and Meath services)

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

**Open Door,**  
Payne's Lane, Athlone,  
Co. Westmeath

**Midlands Drug & Alcohol Treatment Service,**  
The Tanyard, Tullamore,  
Co Offaly (Laois, Longford,  
Offaly and Westmeath)

**CAMDAS Drug & Alcohol Treatment Services,**  
Farnham Road, Drumnavanagh,  
Co. Cavan

**Drug & Alcohol Treatment Services,**  
Mullaghmatt, Co. Monaghan

## Irish Prisons Addiction Support Services:

**Mountjoy Prison,**  
Dublin 7

**Dóchas Prison Centre,**  
Dublin 7

**Cloverhill Remand Prison,**  
Dublin 22

**Wheatfield Prison,**  
Dublin 22

**Cork Prison,**  
Co. Cork

**Limerick Prison,**  
Co. Limerick

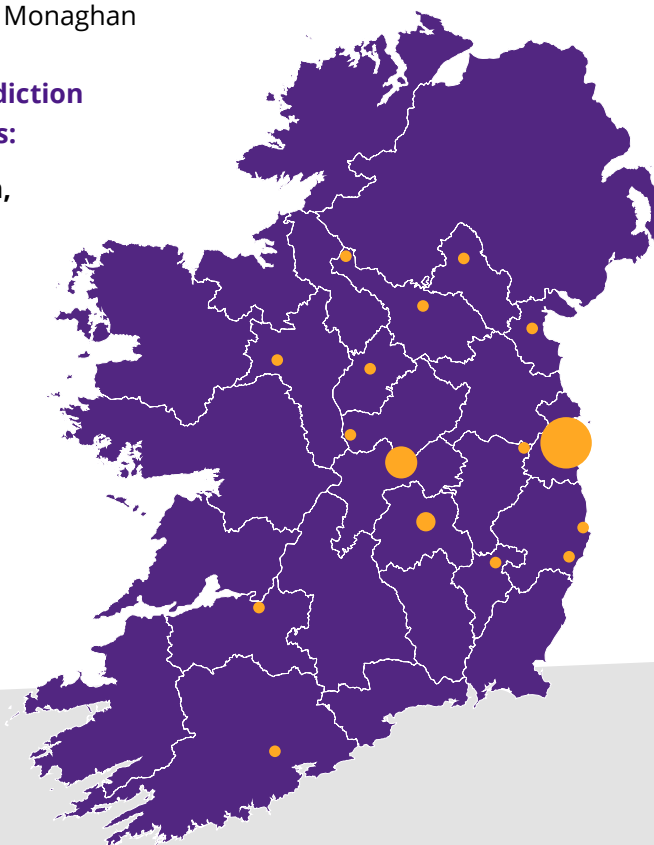
**Portlaoise Prison,**  
Co. Laois

**Midlands Prison,**  
Co. Laois

**Castlerea Prison,**  
Co. Roscommon

**Shelton Abbey,**  
Co. Wicklow

**Loughan House,**  
Cavan





# Director's Report

The directors present their annual report and the audited financial statements of the company for the financial year ended 31 December 2023.

## Company Structure

Merchants Quay Ireland CLG ("MQI") is incorporated as a Company Limited by Guarantee, and not having share capital. The Company is registered for the charitable purpose of promoting health and to provide the stepping-stones for every point of a person's journey out of homelessness and addiction, and toward a drug free life.

## The main objects of the Company are:

- 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, and
- To provide them with the necessary information, advice, treatment and supports to improve their quality of life.

As objects incidental and ancillary to the attainment of the main objects, the Company has the following subsidiary objects:

- The Company is a public benefit entity, registered with the Charities Regulator, and is granted charitable tax exemption.
- The Company is governed by its Constitution (comprising the Memorandum and Articles of Association) updated 26th June 2019.

“

*They make you feel welcome at MQI, that we are all together, in the same boat. That we are all trying to make our way in life, and no different to anyone else.*

*Cathal, 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 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, counselling, 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 was homeless when I started coming to MQI. It was amazing to see that there are people willing to help. And to talk nicely to you and try to help you. It means a lot.*

*Alice, 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 and governance.



# Patrick's Story: MQI Client

**MQI Client Patrick shares his experiences of addiction and the support he received from MQI when he was a patient in James's Hospital.**

“ I spent 35 years in addiction. When I was 11 years of age, I was taken out of my family home, away from my brothers and sisters and put into care. I was robbing out of the house, causing trouble, going on the mitch all the time and what have you. My ma reached out for help. She brought me to hospitals and social workers to try deal with my behaviour. She did everything to get me help. And The State convinced me ma to put me into care. And what can I say, it was one big paedophile ring. I was there for a year and then I ran away. I did try and tell my parents, but they just didn't believe me. For years I hated them. But I don't anymore. I try and put myself into their shoes. I was an annoying little git. I would lie about anything and everything. It was a different time, a different world. But it wasn't safe where I was, so I went over on the boat to London. I was just 14.

Initially I went from squat to squat and then ended up living on the streets. It's a hard city, especially for a child and when I think back now, I can't believe I survived. I done whatever I had to do to survive and that's when I was first introduced to drugs.

***I never wanted to be an addict – I didn't know what I was getting into.***

*Patrick, MQI Client*

Everybody else around me was taking drugs, so I started off just to fit in because of all the peer pressure. So many people around me were doing it and I wanted to belong. I never wanted to be an addict – I didn't know what I was getting into.

I stole to feed my addiction, and I spent more than 25 years in prison. I'd be in jail for five or six years, and then I'd get out for a few months and end up back in again, I was completely institutionalised. I got deported from the UK back to Ireland, and that's when my health really started to deteriorate. I didn't know whether to turn left, right or whatever. I wasn't in contact with any of my family. I knew no one back here, bar drug dealers or people in addiction. I was in my early 20's but I was a heavy intravenous drug user at that stage.

I'd get out of prison and within weeks I would end up in hospital with a blood clot in my leg or something. Then, I'd get out of hospital and end up in back in prison. I would get healthy again, but every time I'd come out of jail, I'd end up in hospital within weeks and I'd be in a worse state every time.

Two years ago, I was homeless, and I was worse than ever. Then, I ended up at St. James's hospital with sepsis and a blood clot. That's when I first came in contact with the MQI project worker. He came and introduced himself and began chatting to me every day and bringing me off for a cup of tea and to talk. That kindness was the start of my recovery.

It felt like a proper friendship to me. It was love and care – that’s what it was – simple as that.

MQI put me on the right track, they didn’t tell me what to do, they just put me in the right places, gave me the right supports – it was down to me at the end of the day, and I put the work in. I didn’t believe that that was possible for me, I had just written myself off. Without MQI I wouldn’t be here.

Today... well I graduated college. I’m a facilitator in mental health and trauma and I’m doing level five addiction studies.

People used to say to me for years, ‘you’d be good at it’, and I used to say, ‘sure I can’t even look after myself’. But here I am – doing it. I’m still getting counselling, I’m still healing, but I have been free from drugs for a year, a tough year but a good year.

I know it’s still early days, but I hope I can help someone like me some day.

I wake up every morning now and I am grateful. I thought I lost faith, many, many moons ago but now, I’m grateful for the people I have in my life. Grateful for me and the people who gave me a chance when nobody else would.

A few years ago my mum made contact with me, and me and her made up. Not too long after that, she passed away. I’m 41 and proud of who I am today. I just wish with all my heart she was here to see it.

“

*I graduated college. I’m a facilitator in mental health and trauma and I’m doing level five addiction studies.*

*Patrick, MQI Client*

”



# Our Work *at a* Glance

**136,850**  
overall engagements  
with clients



**13,212**  
primary healthcare  
interventions



**1,167**  
interventions by MQI DATS  
in the Midlands



**13,516**  
total unique clients



**66,126**  
meals for people who are  
homeless and hungry



**3,928**  
crisis contact team  
interventions



**327**  
families supported  
nationwide



**123**  
people admitted  
to detox and rehab



**2,613**  
interventions by MQI  
CAMDAS



**290**  
interventions for young  
people between 18 -24  
years of age



**14,947**  
in-prison counselling  
interventions



**2,079**  
interventions by our mental  
health team



**25,905**  
interventions by our harm  
reduction team



**361**  
people supported by  
MQI CRIS in the East



**692**  
over 55 year olds  
supported





# Chairman's Introduction

As Chair of MQI, I am delighted to launch our Annual Review for 2023.

As always, we are proud to say that our services rose to the new challenges and the achievements of the year are notable, both for the number of clients we supported and the increased number of engagements across all our services.

Our core purpose at MQI is to promote health, reduce the harm caused by addiction and homelessness and support recovery. For many of the people we support, homelessness, addiction, and mental health difficulties go hand in hand. This is why we strive to provide a full range of integrated support services. In partnership with our funders, MQI expanded services and introduced improvements to enhance the quality of service and quality outcomes for our clients.

At MQI, we are committed to ensuring that we have a well-governed efficient organisation that is fit for purpose to meet evolving client needs. In 2023, we further enhanced our internal controls focused on our commitment to the Charities Governance Code and the HSE's Annual Compliance Statement. MQI has invested in systems and procedures to ensure that there are internal controls in place to manage presenting risks. This involves oversight by our five Board sub-committees. To further advance effectiveness, we upskilled internal staff in GDPR, financial controls, and project management.

Ray Langton, MQI Board Chairman



*Our core purpose at MQI is to promote health, reduce the harm caused by addiction and homelessness and support recovery.*

*Ray Langton, Chairman*

Board succession planning was also reviewed during the year to ensure that gaps in skills, knowledge, and experience are constructively addressed at the Board of Director level. MQI embedded a structure where principles are in place to operate an environment of continuous improvement, identification of gaps, prevention and working to best practice.

I am confident to say that MQI has delivered on its Strategic Plan (2021-2024), as we now embark on identifying our strategic priority areas and goals for 2025-2027. We will continue to innovate, develop, and improve services, whilst being committed to addressing our environmental, social and governance responsibilities.

### Acknowledgments

I have the deepest respect for our clients – their courage, resilience, and determination to move forward is truly remarkable. Our clients are at the forefront of all our work and, as an organisation, we are always looking for new ways to enhance the care we give.

On behalf of the Board, I want to acknowledge the work and commitment of all MQI staff and volunteers whose commitment to our goals is making an enormous difference in the lives of so many people.

I want to thank all our stakeholders, our funders, donors, and strategic partners for their trust in us and their continuing support and engagement with the work of MQI. We extend our heartfelt thanks to all our individual and corporate partners.



*On behalf of the Board, I want to acknowledge the work and commitment of all MQI staff and volunteers whose commitment to our goals is making an enormous difference in the lives of so many people.*

*Ray Langton, Chairman*



During the year the Irish Franciscan Fraternity made the decision to step back as members of MQI, supported by the trust they have in the people and structures running MQI. The Board would like to acknowledge the significant contribution of the Order of Friars Minor in Ireland in establishing the service and the core values of MQI. Their compassion and guidance continue to inspire how we work today, a testament to the enduring legacy of the Order, especially evident at our Riverbank site in Dublin.

Finally, I want to thank Paula Byrne who moved on from MQI in 2023 after fifteen years of excellent service including five years as Chief Executive. I am grateful for the leadership of our new Chief Executive, Eddie Mullins, and our Executive Team whose expertise, advice and direction have been invaluable. I feel fortunate to continue to work with MQI to deliver on our mission to provide accessible, high-quality, and effective services.

Ray Langton  
Chair

# Peter's Story: MQI Client

**MQI Client Peter shares his story of living on the streets as a teenager and how he believes Merchants Quay helped him turn his life around.**

“ As a teenager, I ended up sleeping rough. I was homeless for over 10 years. All I had was my sleeping bag. I slept at the back of train stations and begged outside shops. There's no running away from drugs in town, they're everywhere. When I fell into addiction, I had a beard, long hair and a scruffy face. I didn't even have shoes to put on my feet.

I thought I was going to die on the streets. My legs swelled out. I was in so much pain, I had to drag one leg behind me. I didn't want to go to hospital. When the team at MQI saw me, they brought me inside and called an ambulance. They saved my leg. Without that call, the doctors said I would have lost my leg.

My addiction was so bad that when I got out of hospital, I would end up the same again. Every couple of months I'd be back in, being treated for blood clots. Eventually I got blood clots in my lungs. This was a wakeup call because I could've died. So, I got drug free for the first time since I was 13. I really didn't think it was possible for me.

Then I started missing meetings. I was isolating, sitting with my thoughts. I ended up relapsing and going to prison.

***Thanks to MQI, now I know what to do. I know what will keep me drug free.***

*Peter, MQI Client*

In jail, you've got to put on a false image. Act like nothing bothers you because you're around other criminals. You have to act the way they act. If they see your weakness, they pounce on it. You're in survival mode. But when the door gets banged shut, that's when everything hits you. No one wants to be in prison, but they'd try make out that it doesn't bother them. It bothered me, so I'm sure it bothers some of them.

I was offered temporary release from prison, but I refused it. I knew I was going straight back on the streets. So, they said 'look if you want to complete your sentence, we'll try and get you treatment'. That's how I ended up at St. Francis Farm. I was very nervous at the start, coming back into society. On the streets and in prison, I knew how I was supposed to act. But the staff were brilliant and made me feel right at home.

The work done at St. Francis Farm is different, we did seminars and stuff like that. It was so good because I needed to learn more about myself. I needed to learn more about addiction and recovery as well. I also enjoyed the work, everything was new to me. I liked helping around the house and on the farm. I felt like I was doing something good for a change. We worked as a group and helped each other out. If one of us was having a bad day, the other lads were there to pull you out of it.

I class addiction like a form of cancer. You have to try and treat it. But, there's no end to it, there's no finish line. Now, it's up to me. I got myself drug free. I am responsible for my actions and what I've done. I've done a lot of bad things over the years that I'm not proud of. But I believe I'm not that person now.

MQI is a powerful place. The work they do, you couldn't put a price on it. It's helped me get my life together. Merchant's Quay has and is playing a big part of my life. The team have done an awful lot for me over the years. Every winter they gave me hats and gloves to keep warm on the streets. When I came in for a hot meal at Riverbank, they would always ask if I was alright. No matter what state I was in, they'd still bring me in. They'd still treat me as a human being. They'd still talk to me and see what I needed.

I couldn't see it at the time, but now I believe relapsing was part of my recovery journey. Thanks to MQI, now I know what to do. I know what will keep me drug free."

“

*When I came in for a hot meal at Riverbank, they would always ask if I was alright. No matter what state I was in, they'd still bring me in. They'd still treat me as a human being. They'd still talk to me and see what I needed.*

*Peter, MQI Client*

”





# Message *from the* CEO

As a low threshold service provider, everything we do is about reducing the impact of harm on our clients. We see the day-to-day impact drug use, homelessness and mental health has on our clients and it's heartbreaking. Our clients are at the forefront of everything we do at MQI and everything we stand for. Substance use has a detrimental effect on people's health and wellbeing. MQI's services provide the consistent support that clients need and deserve.

2023 has proven to be a very busy year for the services across Dublin, the Regions, and the Irish Prison Service. Each service ensured that clients received support within a safe environment.

“

*No single organisation can end the cycle of homelessness, mental health, or addiction alone, but by collaborating and working in partnership, we believe it can be achieved.*

*Eddie Mullins, CEO*

”

Our staff and volunteers have time and time again demonstrated their ability to mediate and advocate on behalf of our clients.

Our staff, volunteers and voluntary Board of Directors helped to ensure that our service delivery and strategic direction are focused on the needs of the people we support. At a strategic level, we have continued to work with the government, stakeholders, and others in the voluntary sector to advocate for system change.

No single organisation can end the cycle of homelessness, mental health, or addiction alone, but by collaborating and working in partnership, we believe it can be achieved. We strongly advocate for a just society where stigma and shame are no longer levelled at people in addiction, homelessness or struggling with their mental health.



## MQI Focus for 2024

- To review MQI's Strategy for 2024-2027 by setting strategic goals that we believe are ambitious, innovative, and impactful for those we serve.
- To continue to work on building a positive culture in times of growth, transition, and change. We will be persistent in ensuring our culture and growth aligns across the entire organisation. We will carry on celebrating the unique journey each client takes, as each one creates a world of opportunities and possibilities. For 2024, we will ensure that this is recognised within our supporting model.
- To build on the work that established the female specific service in our new dedicated city centre location, Jane's Place.
- The opening of the Medically Supervised Injection Facility (MSIF) is a key element of the National Drug Strategy and is also a commitment in the Programme for Government. I am delighted that significant progress was achieved in 2023 in our work to advance the establishment of Ireland's first MSIF. We are determined to open its doors for the first time in Q4 of 2024. MQI's vision is to support clients out of drug addiction, whilst also helping people who overdose. MQI is committed to saving people's lives, reducing the spread of infectious diseases, reducing the number of people injecting on the streets, and alleviating the burden on frontline health workers.

*We are very proud of the outcomes that our amazing staff and volunteers have achieved, often under challenging circumstances.*

*Eddie Mullins, CEO*

## Acknowledgement

I would like to take this opportunity to thank the entire team here at MQI for their expertise, dedication, and passion for improving, promoting and protecting the health of our clients. We are very proud of the outcomes that our amazing staff and volunteers have achieved, often under challenging circumstances. To the many people who use our services, you inspire us every day with your courage and resilience.

We have much to be proud of, primarily our ability to reach and engage with those who are the most marginalised and vulnerable. MQI has always shown flexibility and innovation in how we respond to the needs of the people who use our services.

I would like to thank our voluntary Board of Directors, who come from a wide range of backgrounds, for their passion, time, skills and professionalism. Under their leadership, MQI continues to extend the reach of our services to people who are at their most vulnerable stage in life.

I would like to thank and acknowledge my predecessor, Paula Byrne, for her vision and stellar leadership and commitment. The Jane's Place service is a legacy she can be proud of. In addition, I would like to thank our Executive and senior leadership team for their dedication to MQI.

I wish to thank our many state funders, the Department of Health and HSE, the Drug and Alcohol Task Forces across the country, Dublin City Council and the Dublin Regional Homeless Executive, the Irish Prison Service and the Probation Service.

Lastly, I wish to extend my sincere gratitude to our many donors who support MQI and our work every day. Your continued support is incredibly important to us, without their generosity we simply could not do the work we do.

Eddie Mullins  
CEO

# Homeless Services



*“I lost people around me, my job and my girlfriend. All those things vanished. I was in my early thirties when I first became homeless. It’s very hard out there. I slept in doorways all around the city centre. Twice I woke up and a person was dead beside me.”*

*David, MQI Client*

Dublin Regional Homeless Executive (DRHE) figures for the final quarter of 2023 saw record numbers of people presenting as homeless. Shortage of move-on accommodation, rising rents and the cost-of-living crisis 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 throughout 2023.

## Riverbank – Dublin Services

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

Goal  
**1** Deliver high impact, high quality services



## Sunday Dinner Service

The Merchants Quay Sunday service is fully funded by donations from the public. The Service operates on Sundays up to 2pm, 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, sit-down 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 2023, our Sunday service supported 1,978 unique clients, 51% 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.

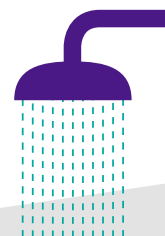
**66,126**

meals  
provided  
to Riverbank clients



**4,357**

hot showers  
provided  
in Riverbank



## Meals

In 2023 a total of 66,126 hot and cold meals were provided to 5,837 unique clients in our Riverbank Service in Dublin. This is an increase of 35% on the number of meals provided in 2022. 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.

## Showers

In 2023 1,103 unique clients availed of hot showers in Riverbank an increase of 37% on 2022. This equated to 4,357 showers in total, fresh clothing and a hot meal was offered after every shower.

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



Goal  
**1**

Deliver high  
impact, high  
quality services



## Crisis Contact Team

When people in crisis present to our Riverbank service, they can access practical support. 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 contacts team also support clients with a range of issues such as social welfare payments, identification, and PPS numbers, language barriers and access to medical and harm reduction services. The team also provide a vital signposting and referral service for clients to specialist support agencies. In 2023 the team supported 1,670 unique clients, an increase of almost 15% on the previous year. The team provided 3,928 interventions for these clients.

The crisis service continued to support 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. MQI also entered a partnership arrangement with the Irish Refugee Council to provide support to people who arrived in Ireland seeking international protection.

## Assertive In-Reach Service

In 2023 the Assertive In-Reach worker was redirected to focus directly on young people who become homeless after leaving care. This role provides support to empower clients to access different services that are appropriate and responsive to their needs. In 2023, the Assertive In-reach worker supported 53 unique clients and provided 197 interventions.

The Crisis Contact team provided 3,928 interventions in 2023

Goal  
1  
Deliver high impact, high quality services

# Primary Healthcare Services



**Covid 19 pandemic impacts continued into early 2023 for health services and individuals, however with the lifting of restrictions by the end of 2023, increased access to health services by our client group was evident. The impact on physical and mental health is widely acknowledged and services are stretched with the increased demand. This environment has been particularly difficult for clients who use Merchants Quay Ireland services, and this can be found throughout our primary care and addiction services.**

At our Riverbank service, the MQI clinical team continued to work with and address the complex medical and psychosocial needs of our clients following the lifting 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 2023 MQI completed 11,902 interventions for clients supporting them with their primary care needs. This was an increase of 2,844 care interventions from 2022. This was achieved through the GP, nurse, dentist, mental health team, Hep C worker, inclusion health workers and counsellor. Due to the success of the hepatitis C program within our client group, and a significantly reduced uptake and positivity rate within MQI, funding for this program was handed back to the national Hepatitis C treatment program in June of 2023. This was a hugely successful program. Routine screening is continuing with clients who may be at risk of same.

Goal  
**1** Deliver high impact, high quality services

MQI and St James's Hospital collaborated in a pilot programme which placed a social inclusion link worker into the interdisciplinary team, managing patients dealing with addiction. The success of the pilot has resulted in an expansion of the programme to the Mater Hospital Dublin in 2023. The social inclusion link worker provides assertive support and advocacy to Inclusion Health patients experiencing homelessness with complex health and/or addiction needs. This was hugely successful in supporting our client group to navigate and have positive interactions with mainstream healthcare and ensuring that clients are supported into accommodation on discharge.

**Primary  
health care:**

**13,212** interventions

## GP Service

The GP service in Riverbank is accessible to any clients accessing homeless services, who are unable to manage mainstream services due to social circumstances. The GP provides a full range of medical services and works with the extended MQI clinical team to facilitate onward referral to additional support healthcare services where appropriate. This service had seen a reduction in GP hours in the year previous, however through collaboration between MQI, the HSE and Safetynet, the service is now providing 10 clinics per week, Monday – Friday. During 2023, this service provided consultations for clients ranging from addiction support to primary care. MQI also facilitates applications for medical cards for homeless clients to support their access to mainstream medical services.

Our GP service also provides our clients with access to addiction support and treatment. In 2023, an average of 152 clients were accessing Opioid Substitution Therapy (OST) for their addiction at any given time, with 122 new clients started on OST during 2023, and 117 clients disengaging from the OST program. Individuals finish OST therapy for a variety of reasons including moving to other clinics which are in their locality, disengagement from the programme or successful detox from OST to begin their recovery journey, with the help and support of our addiction case worker.

Goal  
**1**

Deliver high  
impact, high  
quality services

## Nursing Services

The MQI nursing service continues to provide primary care interventions for our client between 9:30 am and 4:30 pm Monday to Friday. The service carried out 2,401 individual consultations during 2023, ranging from wound care, physical health checks, blood testing, psychological support, and onward referral to support additional healthcare needs. Due to constraints in terms of nursing staff, extended hours to this service have not been available to clients. However, many of the clients attending the service do so due to the relationship that they have with MQI staff, and as such, do access healthcare in a timely fashion. However, the nursing service has noted an increase in chronic disease management during 2023, which may be attributed to reduced accessibility to care over the period of the Covid pandemic.

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

## Mental Health Team

Mental health issues continue to impact 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 community mental health teams.

The Mental Health Team works with clients to carry out risk assessments and create a client centred care plan to manage symptoms of mental ill health. The team also works closely with clients in a step-by-step approach to support them to alleviate the issues resulting in poor mental health, such as working with them around accommodation, medication management, and other needs. The team has provided support to 338 unique individuals, with 2,079 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 equipped the team on the floor to provide support to clients also particularly in areas of suicidality and general behaviour management.

MQI continued its partnership with Dublin City University offering clinical placements to student nurses completing their mental health nurse training. MQI also partnered with St James's Hospital through our health link case worker, facilitating students from Trinity College Dublin completing their general nursing, to spend time in Riverbank to understand the services on offer and client needs. Nurses and mental health case workers provided these nursing students with an opportunity to work with our client cohort in the service who need an array of physical and psychological supports in an empathetic environment.

Goal  
**1**  
Deliver high impact, high quality services



## Dental Service

The dental team provide ongoing screening and treatment for clients and 2023 saw an increase to 549 visits, up from 216 in 2022. This increase was due to the dental team implementing new initiatives to ensure greater access to the service. These included extended opening hours on one day a week, and a walk-in clinic for clients who struggle to keep appointments one morning per week. The team provides oral health promotion and education to clients and created pathways that enable patients with multiple co-morbidities to access dentistry and oral surgery in the appropriate setting.

## Community Detox and addiction support

In 2023, MQI Riverbank service increased the number of addiction case workers from one to three. These work closely with the mental health team to provide a dual diagnosis support structure for clients facing both addiction and mental health problems. This team is further supported by an addiction councillor.

In 2023, the addiction team carried out 1,197 addiction interventions with clients, ranging from offering support to clients on OST and ensuring robust care planning, to community detoxes. During 2023, 18 alcohol detoxes were completed with clients in the community, and 14 benzodiazepine detoxes were completed. Three detoxes were also carried out with clients who self-reported poly substance misuse. The addiction team support clients to reduce or stabilise their drug use, supporting them to find day programmes that might work to support them, or work to get them into residential treatment services. All clients on OST through the Riverbank service are seen by an addiction case worker on a quarterly basis to ensure that options are being discussed with the clients, and naloxone is being offered. Our services aim to reduce the harm associated with drug use for our clients. We offer onsite 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.



## Residential detox unit – St Francis Farm

With the changing demographic in drug use among clients, a key issue for MQI is to ensure clients are safe for admission to the unit. This is due to the complexities of a medical detox programme and the fact that St Francis Farm is a distance from acute hospital services. However, these same challenges led to an agile response to client needs, resulting in broadening the criteria for admission under the guidance of the Clinical Governance Committee.

There were 319 referrals to the detox unit, an increase of 35% on 2022. The number invited for assessment was 239 and out of these 195 clients attended for assessment. Overall, during 2023, there were 49 admissions to the detox unit, which again represented an increase from 2022 of 37%. These admissions were a combination of clients detoxing from the following substances: methadone and benzodiazepine, methadone only, benzodiazepines only, and suboxone.

Completion rates from the detox unit were extremely strong in 2023, at 84% (41 clients). This was a very positive outcome for the unit, the first full year without service interruption since Covid. Out of this group, 27 participants progressed to the St Francis Farm rehabilitation facility.

In quarter four 2023, the team in the detox unit carried out an exercise to analyse the calls for support received by our team on the farm. In a four-month period with 363 phone calls received, 149 were enquiries looking for addiction supports for individuals who did not meet the criteria for St Francis Farm. This highlights the high level of demand for residential detox beds nationally.

### Detox and rehab: (across all MQI services)

**98** unique clients  
admitted

**72** unique clients  
completed  
treatment

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





## Residential rehabilitation unit – St Francis Farm

There were 177 referrals into the rehabilitation program during 2023 that met the criteria of the programme. A total of 85 were invited for assessment of which 80 took up the offer. Overall, there were 49 admissions to the rehab unit (a 23% increase on 2022), 27 of whom were admitted directly from the detox unit. The unit achieved an overall bed occupancy rate of 77% during the year. Of the 48 clients discharged during 2023, 33 successfully completed the entire program (69%, which was consistent with 2022 achievement of 67.5%). Of the clients who did not complete the program, 12 left early for personal reasons, and 3 clients were discharged for other reasons.

Within the MQI residential detox and rehabilitation programmes, the teams supported 117 individuals into recovery across the services. This was done through a trauma informed and holistic approach which allowed clients to progress at their own pace and according to their individual needs.



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

## Hepatitis C Worker

Our Hepatitis C Worker, in conjunction with St James Hospital and the National Hepatitis C Treatment Programme, worked with clients who inject drugs to screen for blood borne viruses. A programme of antibody testing for Hepatitis C was introduced on site in 2023, allowing clients to receive test results within 10 minutes of testing, and only needing to send bloods to the hospital in the case of a positive antibody test. Between January and June 2023, the hepatitis case worker worked with 108 unique clients to carry out testing.

However, due to significantly reduced uptake of this service, and low positivity rate, it was decided in collaboration with the National Hepatitis C Treatment Program, to return the funding for this role and reintegrate the system of screening back into the regular nursing role in MQI.

# Addiction Services

“

*I want people to be able to have the same thing that I have today, and that's absolute freedom from drug addiction and the trauma of it. I want to give them a bit of hope that there is a way out of that horrible hell that you've been living in for years. You can come out of it and you can be successful."*

*Jill, MQI Client*

”

We welcome the recommendations of the Citizens' Assembly on Drug Use. Our experience tells us that a health-led response will lead to better outcomes for people coping with addiction. We were privileged to be given the opportunity to participate in the assembly. The MQI Head of Clinical Services, Elaine Kehoe, presented from the perspective of front-line services. Elaine outlined the range of interventions offered by MQI, and the complex needs of service users. A delegation from the Assembly later visited our Riverbank location, where they could see first-hand the services available to clients.

## Counselling Service

Our addiction counselling service in Riverbank offers holistic support to individuals who are dealing with substance misuse and homelessness. 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 2023 a total of 360 counselling sessions were provided to clients.

Goal  
**1**

Deliver high impact, high quality services



## 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 public in the locality as well as collecting drug litter discarded in the area. The team carried out 816 patrols in 2023, engaged with 525 residents and local businesses while collecting 4,809 items of drug litter.



816 patrols carried out in 2023

## Harm Reduction Services

MQI's harm reduction services aim to minimise the negative health and social impact associated with drug use focusing on positive change and working with people without judgement or discrimination. In 2023 a total of 3,156 unique clients were provided with 25,905 interventions that were health led, harm reduction focus, including needle exchange, in MQI's Riverbank service. In the year under review 522 safer injection training sessions were provided for clients, which helps to reduce the physical harm caused by unsafe practices.

## Irish Prison-based Addiction Counselling Service (IPS)

MQI work in partnership with the Irish Prison Service to provide addiction-based counselling services in 12 prisons across the prison estate. 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 and/or other drugs. In 2023 counselling supports were provided to 2,035 unique individuals, these individuals were provided with a total of 14,947 intervention.

In 2023 MQI relaunched the Treatment and Recovery Programme (TARP) in Mountjoy prison. This programme aims to support people who have become drug free in prison. In 2023 there were 5 programmes run with a completion rate of 85%.

Goal  
**1** Deliver high impact, high quality services



## 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 2023 CAMDAS facilitated 2,613 interventions and worked with 314 unique clients.

To mark International Overdose Awareness Day 2023, Cavan Courthouse was lit up with purple light. The initiative was a collaboration with Cavan County Council & MQI CAMDAS. The annual campaign remembers, without stigma, those who have died and acknowledges the grief of their family and friends left behind.

## MIDLANDS DATS (Drug and Alcohol Treatment Supports)

This service provides a range of supports to individuals with substance misuse issues, and families impacted by addiction, 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 2023 this service provided 4,791 interventions to 415 unique individuals, in addition 13,954 needles were distributed as part of the mobile needle exchange programme. Seventy new clients were referred to the family support specialist.

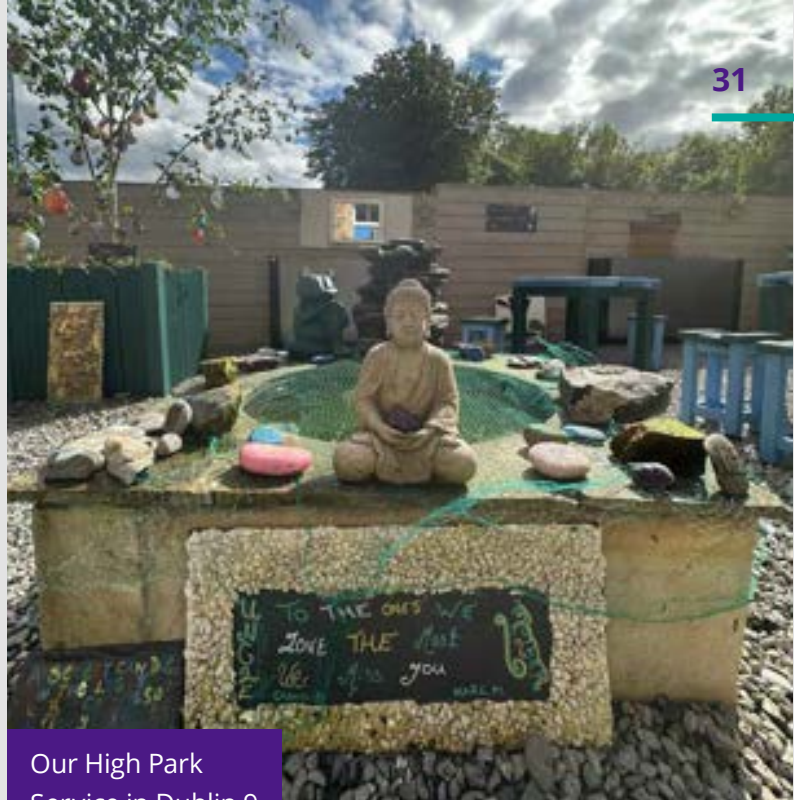
The Tanyard Building in Tullamore operated as a base for the running of groups and programmes for service users, including aftercare, family support, recovery focused interventions. It was also used for one-to-one client and case management sessions.

Goal  
**1** Deliver high impact, high quality services

## 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.

The programme operates on a therapeutic basis offering one-to-one counselling, group therapy, fitness, horticulture, and life skills development. In 2023, the service received 303 referrals, of these 294 people completed assessments, 49 were admitted and 31 completed treatment.



Our High Park  
Service in Dublin 9

## EAST COAST CRIS (Community and Recovery Integration Supports Project)

The East Coast CRIS service provides community-based drug and alcohol treatment to individuals suffering from addiction, including dedicated family support services and peer support programmes to over 18's. The Service covers Co. Wicklow & South Dublin (excluding Dun Laoghaire, Bray & Blessington). The service has support centres in Greystones, Arklow and Wicklow town and operates outreach support. Community based treatment is delivered through one-to-one interventions and group work. In 2023 the service expanded by adding two additional Community Integration Workers which increased the capacity of the service by 66%. In 2023, this service carried out 4,291 interventions and supported 361 unique clients, an increase of 30% on the previous year.

Goal  
**1**

Deliver high  
impact, high  
quality services



## 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 2023 MQI supported 25 clients in the Aftercare service.

The aftercare program 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.



Art created by one of the 25 clients supported on the road to recovery in the Aftercare service.

## Northeast Family Support Service

This service covers the counties of Louth and Meath and provides a specialized family support service which caters for adult family members of people impacted by addiction. 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. In 2023 the service received 102 referrals and completed 1,150 interventions.

## 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  
**1** Deliver high impact, high quality services



# Jim's Story: MQI Client

**MQI Client Jim shares his experiences of addiction, and the support he received from MQI's St. Francis Farm, on his journey to recovery.**

“ Just before I came to MQI, my life was over. Genuinely, that's the truth. Then I said to myself, 'Stop this now. You're pushing 40, and you've a young fella who needs you.'

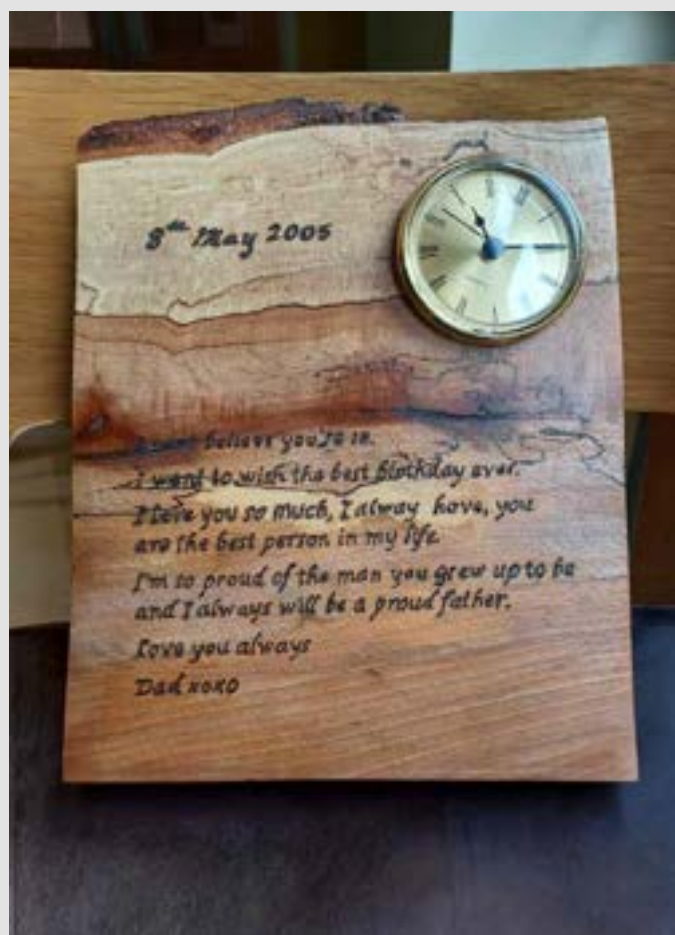
I missed so many of my son's birthdays and I really didn't know how to talk to him. When I first came to MQI, I couldn't talk, I just didn't know how to. I wasn't myself. The drugs had taken a hold of me.

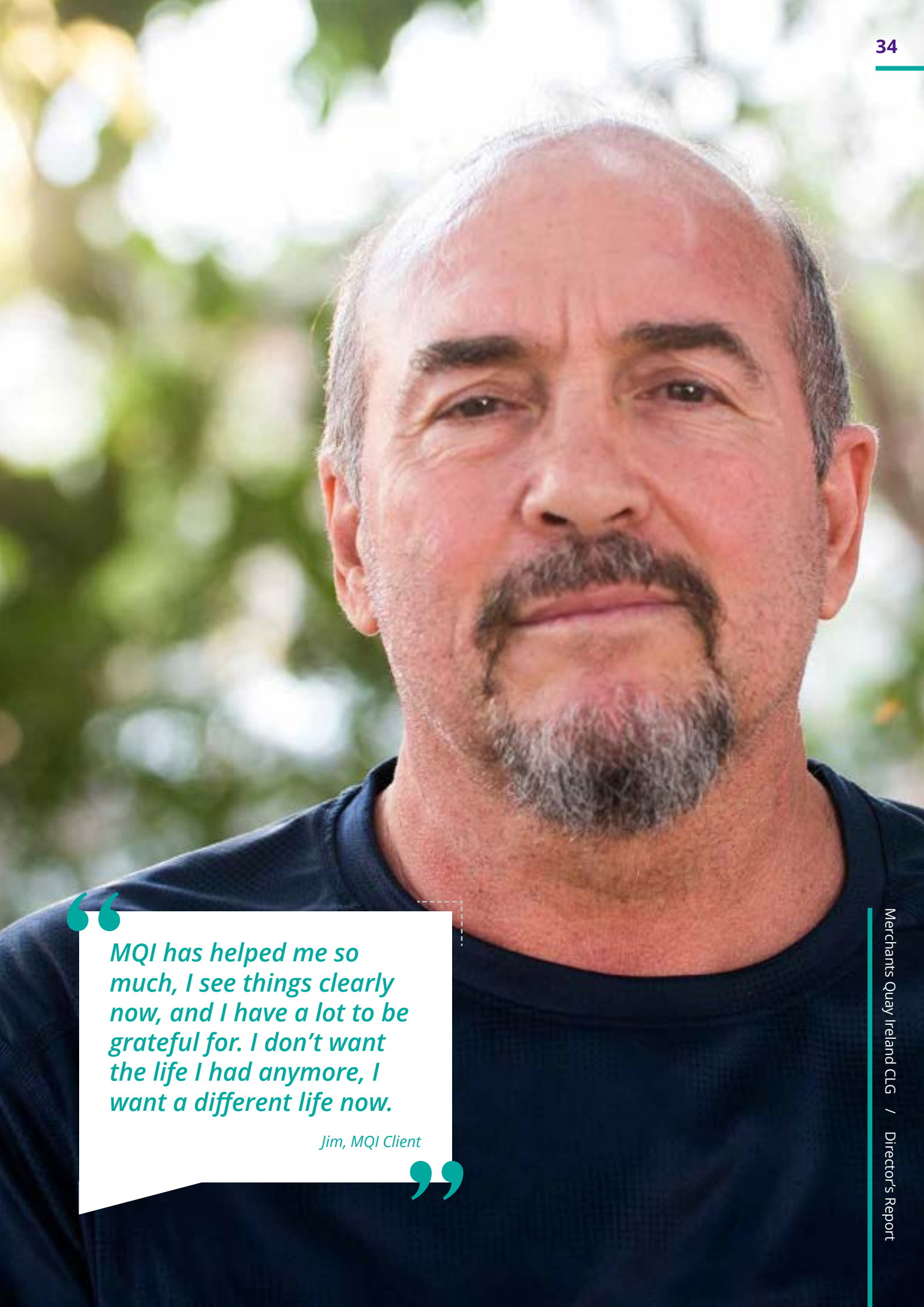
I tried to get drug free before, but I didn't finish the programme. I was going to leave again. But one of the counsellors sat me down. He asked me to think back to where I was a couple of months ago. Then, to think about where I would be if I left. What I will lose out on, like my son. I wouldn't have my ma or my sister back in my life. I felt better after telling him. I realised; I was just having a few bad days. I learned that talking about the things that are bothering you, makes you feel so much better. I'm so glad I stayed; it could have been a disaster.

When I first came here to the Farm from the detox unit, I felt awkward and uncomfortable. At the start of the group sessions, I wondered, 'Jeez what are these people thinking?' I wasn't comfortable at all and the voice inside my head was telling me not to say certain things, to hold back. But once I got going, I realised I'm not on my own. We all gave each other feedback. It's all about exploring your emotions and feeling part of the group. So, you learn how to get along with people, and you learn how to sit with yourself. I liked working on the farm. I found that I could just sit sowing plants and my head wouldn't run away with me.

When I was in St. Francis Farm, I would Facetime him, once every two weeks. I would stay on the phone to him for half an hour and just listen and let him talk. I didn't have a relationship with him before I came to the farm. He said 'Dad, I just want you to focus on yourself and keep well. No matter how long it takes. We will have lots of other birthdays.' That really touched me. I felt bad, but as time goes on, I can see that he just wants the best for me. I want to make all those missed birthdays up to him. In fact, I made something for him for his 18th birthday. I burned a message onto wood, drilled a hole and put a little clock in it. It's another new skill I learned at MQI and he really liked it.

MQI has helped me so much, I see things clearly now, and I have a lot to be grateful for. I don't want the life I had anymore, I want a different life now. ”





*MQI has helped me so much, I see things clearly now, and I have a lot to be grateful for. I don't want the life I had anymore, I want a different life now.*

*Jim, MQI Client*



# New Developments



## Jane's Place – Female Specific Service

Jane's Place is 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.

In 2023 this was accessed by 40 women with a total of 402 interventions. During 2023, MQI embarked on a refurbishment project for a new dedicated building, kindly donated to MQI, to host Jane's Place in Dublin 2. In addition to the supports currently offered by Jane's Place, the new building will host women's primary health care services.

## Medically Supervised Injecting Facility – (MSIF)

Following a tendering process, MQI has been selected by the HSE as the preferred provider to operate Ireland's first MSIF. This will initially run as an 18-month pilot, subject to independent evaluations at 6 months and 18 months.

The facility will be in our Riverbank building on Merchant's Quay in Dublin, where other healthcare and harm reduction services are currently provided. Having these services in a single location is key to the success of an MSIF.

Evidence from other countries shows that MSIF services are cost-effective in the long term. By reducing the harm of injecting drugs use, the facility will have a range of benefits for MQI clients, and for the local community. The MSIF is scheduled to commence operation in Q4 of 2024.

Goal  
**1** Deliver high impact, high quality services

# Research and Advocacy



## Irish Syringe Analysis Project

In 2023 the findings of the second Irish Syringe Analysis Project were published as part of the European Syringe Collection and Analysis Project Enterprise 'Escape' Research Project. This followed up on the findings of the 2022 project. This project is a partnership between MQI, the HSE National Social Inclusion Office and the HSE Drug Treatment Centre Laboratory 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 behaviours.

## MQI Participation in Research

In 2023 findings of the study 'Disrupting Premature Ageing Trajectories in Non-Communicable Disease; Feasibility of a frailty-focused intervention in a Population Experiencing Homelessness' carried out by Dr Julie Broderick, Assistant Professor, Discipline of Physiotherapy, School of Medicine, Trinity College Dublin were published. MQI was a research partner in this project.

MQI, in partnership with Dr Sarah Morton, published research exploring the lived experiences of women who are dealing with multiple issues which contributed to their substance use and how these relate to factors such as motherhood, poverty, social exclusion, trauma, domestic violence, transactional sex, homelessness and involvement in the criminal justice system "You can't fix this in six months': Understanding the intersectionality of women's substance use in the Irish context". This report was launched in the Mansion house in the summer of 2023.

Goal  
**2**  
Influence  
policy makers  
and the public



# Molly's Story: MQI Client

**MQI client Molly shares her experience and expresses how thankful she is for the support she received in Jane's Place, MQI's women's only service. Molly wrote the following letter detailing how Jane's place gave her back her confidence and her voice.**

“ To everyone who's helped Jane's Place, thank you. Sitting down to write this to you, I can't help but think of the first day I came to Jane's Place. I was a complete wreck, a shadow of myself. My confidence had been shattered, my voice had been taken from me. I was so scared, I couldn't even speak about what had happened to me, I certainly wouldn't have been able to write this to you, but everything changed when I walked through that door into Jane's Place. The first person I met; she made me feel so welcome. She was warm and kind and caring. Her smile just lifted me.

I knew I was safe at last because Jane's Place is for women only, there was no chance of bumping into my ex. I didn't have to keep looking over my shoulder. Just being there, in peace and safety was a break from the constant worry.

My key worker has been absolutely amazing, I tell you. She's supported me in every way you could think of. I've found my voice again, I've done things I never thought I'd be able to do.

Like speaking up in court, against my abuser. That was huge for me, or having the confidence to make a housing claim with the council, so now I have a little place of my own.

I've got friends here too, such a supportive and loving group of women. I know what I'm worth now and my ex will never be able to take that away from me. I've even started playing music again and singing.

I feel like I can live again and think about the future. I'm looking forward to what the next day brings, not dreading it.

It's a long way from that day when I first came to Jane's Place. For all the kindness and help I've got over the last year, I'll be forever grateful to you.

Thank you for supporting Jane's Place and thank you for helping me. I really don't know what I would've done without you.

Molly

”



# Our People



Ray Dowdall, Homeless and Crises Project Worker at Riverbank.

## Our Staff

MQI is supported by a talented pool of staff, with a broad range of skills and life experiences. These include: project workers, kitchen staff, councillors, nurses, doctors, dentists, administrators, fund raisers, donor contact staff, and managers.

The dedication of our staff, enacting our values of compassion, courage and collaboration through their work and focus on clients, results in numerous life-changing outcomes for people coping with homelessness and addiction. 84% of our staff are employed in front-line services, working directly with clients.

## Volunteers and Student Placements

In 2023 MQI recommenced its volunteer and student placement programmes, after a lull during Covid. MQI availed of the services of 8 volunteers who provided support to staff and clients across our services. Student placements provide work experience opportunities for those who may consider future working in social care organisations such as MQI.

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

# Governance *and* Management

## Board of Directors and Secretary

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, setting its strategic direction, and for upholding its values. The directors, who served at any time during the financial year, were as follows:

### Directors and Trustees of MQI:

Mr Ray Langton (Chairperson)  
 Rev Kieran Cronin OFM (Resigned 31st December 2023)  
 Rev Patrick Lynch OFM (Resigned 31st December 2023)  
 Rev Gabriel Kinahan OFM (Appointed 31st December 2023)  
 Mr Brian Melaugh  
 Dr Joanne Fenton  
 Ms Margaret Hennessy  
 Mr Derek Bell  
 Mr David Kiely  
 Mr Raymond Jenkins  
 Ms Irene Gleeson  
 Mr Shane Moriarty

During 2023, at the express wishes of the Definitory of the Order of Friars Minor in Ireland (Franciscan Province of Ireland), members of the order retired as members of MQI as listed on page 3. The serving Board members became members of the company on July 11th 2023, the day on which the Franciscans retired from these roles. The Board would like to acknowledge their significant contribution and are delighted that Rev. Gabriel Kinahan OFM joined our Board in December 2023.

The Chairperson of the Board of Directors is appointed by the Members for a three-year term. The Chairperson may be reappointed for one additional term, with a maximum time in the role of six years. The Members are the serving Directors of the company where they are agreeable to take on this role.

The term of office of a director is three years, and directors may be reappointed for a maximum of two additional terms of three years. The maximum appointment is nine years.

The composition of the Board shall not be more than twelve persons and not less than five. The quorum for meetings is four members of the Board. 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 2023, the Board met 8 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 2023 (2022: €nil).

## Board Sub-committees

There are currently five sub-committees that report to and make recommendations to the Board.

- 1 **The Finance and IT Committee** is responsible for overseeing the company's financial & information technology responsibilities. This includes ensuring effective systems, financial & IT controls, and procedures are in place to enable the organisation to operate in an orderly and efficient manner.
- 2 **The Audit and Risk Committee** is responsible for the oversight of the company's control systems, including the 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. The committee oversees the risk management framework within the organisation.
- 3 **The Client Services Committee** is responsible for overseeing the delivery of services and operations of the organisation. It is 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 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.



- 4 The Governance, Nominations and Human Resources Committee** is responsible for ensuring best practice is adhered to regarding governance, and to assist the Board in fulfilling its governance obligations. It is responsible for ensuring Board succession planning and adequate induction training for the Board, to ensure the Board is effective in delivering its objectives. The committee advises the Board regarding its aims, size, 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 there is compliance with the relevant human resource law and regulatory requirements.
- 5 The Fundraising and Communications Committee** is responsible for the oversight of fundraising activity, ensuring best practice is applied.

“

*I couldn't make a cup of tea, couldn't put my clothes on. I became dependent on the medication I was taking. All the counselling I've been given at MQI has shown me how to cope in this world. Since getting into recovery, I've basically changed my life.*

*Ciarán, MQI Client*

”



## Meeting attendance

The table below is a summary of meeting attendances in 2023.

	Board of Directors	Finance and IT	Audit and Risk	Client services	Governance, Nominations and HR	Fundraising and Communications
<b>Board members</b>						
Ray Langton	8/8	6/6	3/3	6/6	6/6	4/4
Derek Bell	8/8		3/3		6/6	4/4
Rev. Kieran Cronin OFM	2/8					
Dr. Joanne Fenton	3/8			3/6		
Margaret Hennessy	8/8				6/6	4/4
Raymond Jenkins	3/8			5/6		
David Kiely	7/8	6/6	1/1		5/5	
Rev. Gabriel Kinahan OFM	-					
Br. Patrick Lynch OFM	3/8					
Brian Melaugh	6/8			6/6		
Irene Gleeson	8/8				6/6	
Shane Moriarty	8/8		-	5/6		
<b>Non-Board</b>						
Mairead Divilly		6/6	3/3			
Suzanne Tyrell		5/6				3/4
Jonathan Mooney		6/6				
Deborah Maguire			2/2		5/5	

## Key Management Personnel

Day-to-day management of the organisation is delegated by the Board of Directors to the Chief Executive Officer (CEO). The CEO is supported in his role by an Executive Leadership Team. The CEO and the Executive Leadership Team are the key management personnel of the company.

## Risk Assessment

The management of the company 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 are responsible for executing and maintaining the organisation's Risk Management program. The Audit and Risk Committee is responsible for the oversight of MQI's control and risk management systems. The committee reviews the MQI Risk Register and Risk Appetite Statement, and recommends changes to the Board where appropriate.

The principal risks and uncertainties that exist for MQI are categorised under six headings:

- Governance & Compliance
- Financial
- Strategic
- People
- Operational
- Health & Safety

There are various risks identified under these headings. Each risk is assessed against the likelihood of a risk event occurring and the impact under both inherent and residual risk, to give a control rating. This allows MQI to develop an action plan to mitigate those risks with the highest control rating and reduce the risk to an acceptable level within a reasonable time frame.

Risk is monitored on a continuous basis, with regular reports presented to the Board on the Risk Management activity of the company. There is an annual detailed review of risk carried out by the Executive Leadership Team. This process is supported by the MQI full-time Risk Officer, and an independent external specialist consultant. In 2023 MQI completed a review of the quality of risk reports, for consistent and appropriate reporting to sub-committees and to the Board.

## Commitment to Best Practice in Corporate Governance

We recognise the value of following a code of good practice when it comes to how MQI is run. The Board of MQI is committed to adhere to the Governance Code: *A Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland* ("the Code"). 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.

To ensure compliance with the Code, MQI carried out a review and assessment of the organisation's policies, procedures, structures, and values. Compliance with the Code will ensure the Company is run effectively, with a focus on increasing transparency and assurance to stakeholders that funds and donations are well managed.

## Commitment to Standards in Fundraising Practice

The Board of MQI 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 avoid difficulties with respect to fundraising activities, and comply with their legal duties. The Board meets regularly to discuss plans for funding, including any shortfall or excess, and allocation of funds.

MQI's fundraising practice is built around the principles of:

- Respect,
- Honesty and integrity,
- Transparency and accountability.

MQI is certified under the Triple lock Certification which is the sectors recognised standard in terms of good governance, ethical fundraising, and annual financial reporting.



## Compliance

MQI currently use Vi-Clarity Compliance System which is a system that facilitates a central repository for all risk management, incident management, governance code, maintenance, health and safety, actions, policies, and surveys. MQI's guiding principle is to operate an environment of continuous improvement, identification of gaps, learning from experience, and working to best practice.

## Reserves Policy

The Directors have examined the Company's requirements for reserves considering 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.

## Events Since the Financial Year End

In April 2024, the company commenced the development of its Riverbank building. This will enable the delivery of a new service, a Medically Supervised Injection Facility (MSIF).

## 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 about 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 Merchant's Quay, Dublin 8.

## Disclosure of Information to Auditors

In the case of each person who is a director at the time of approving the directors' report and financial statements:

- 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 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:  
  
02978077C9D047B...  
Ray Langton  
Director

DocuSigned by:  
  
5832A4D904DF4F5...  
Derek Bell  
Director

Date: 10<sup>th</sup> June 2024

# Results for the Financial Year *and* State of Affairs at 31 December 2023

The directors present their annual report and the audited financial statements of the company for the financial year ended 31 December 2023. The Statement of Financial Activities, Balance Sheet and Statement of Cash Flows are set out on pages 56, 57 and 58 respectively.

In line with our Strategic Plan, MQI is committed to protecting and developing our sustainable income. We are constantly seeking new opportunities and funding lines to maintain and grow our service offerings to meet client needs.

MQI is financed by a mix of statutory and voluntary funding. 2023 was another exceptional year for MQI raising a total income of €15.5m. (2022 €14.5m). Included in 2023 income is a donation-in-kind of €1m, of a building to house our female only service – Jane’s Place.

Other income includes €400k (€800k 2022) from the Immigrant Investment Programme (IIP), operated by the Department of Justice 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, and other capital refurbishment projects to be completed during 2024.

“  
It doesn’t matter what you’ve been through, MQI are really there, at the frontline. If there’s anybody in my situation, I hope and pray they come to Merchants Quay Ireland.”

Robert, MQI client

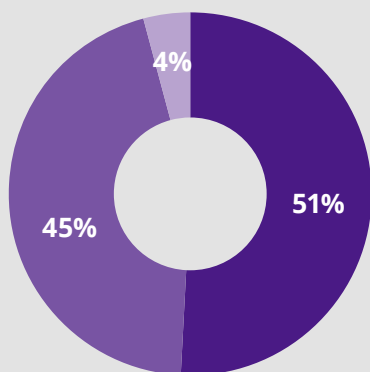
Goal  
4 Develop a sustainable funding strategy

The remainder of income was generated from various sources, with 45% from Statutory Government funding mainly from the HSE and Dublin Regional Homeless Executive, and the balance raised through our fundraising activities and other small income streams. Fundraising generated €7.8m, making up 51% of our income for 2023.

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, 2023 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.

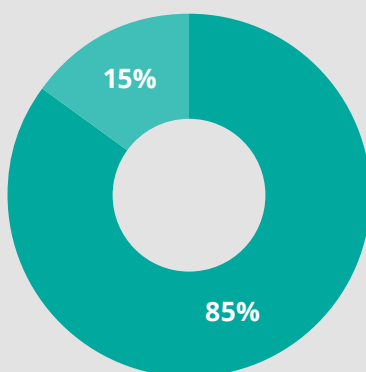
The Board of Directors also consider the need to provide against any future income shortfall and allow funds to be available to support service developments. The reserves are reviewed by the Audit & Risk Committee as part of a review and assessment of the organisation's risks.

## Income



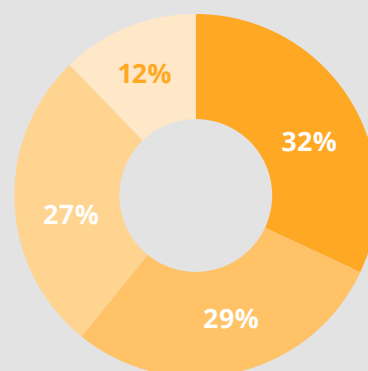
Donations & Legacy --- 51%  
 State Funding ----- 45%  
 Other ----- 4%

## Expenditure



Charitable Activities -- 85%  
 Raising Funds  
 & Advocacy ----- 15%

## Services Expenditure



Addiction Services --- 32%  
 Homeless Services --- 29%  
 Primary Health Care -- 27%  
 Counselling ----- 12%

Goal  
**4** Develop a  
 sustainable  
 funding strategy



# Tara's Story: MQI Client

**MQI client Tara shares her story and the support she has received in her recovery journey through MQI's High Park and Aftercare service.**

“ Something happened to me when I was 12. I didn't tell anyone. Our family didn't encourage talking about feelings. I was told to 'cop on' growing up. So, I kept that secret inside.

One day, I was playing outdoors with a friend. We went exploring in an abandoned building. We stumbled across people there using drugs. I recognised one of them, a neighbour. That's when my drug use started. When other girls my age were still playing with dolls. When I was just a kid.

I was in addiction for eight years. I wasn't picky about what I used. I just didn't want to be sober because of the secret. Then it started getting really bad and I tried to kill myself. I ended up in hospital on a feeding tube because I wasn't eating. I was in and out of hospital. I was passing out every day. I was only 42kg – just six and a half stone. The doctors couldn't figure out what was wrong with me. I kept telling them I wasn't doing drugs, but I was.

My parents hadn't a clue what was going on. Then one day, I passed out in the bathroom and banged my head. My parents got a shock. They searched my room, found everything, and confronted me about it. I was still at the point where I didn't want to stop taking drugs, but I started going to NA to get them off my back. While I was in NA, my addictions officer referred me to High Park, which is run by Merchant's Quay Ireland.

When I arrived, I wouldn't talk for the first while. For about three, four weeks, they couldn't get anything out of me. I had a hard time trusting people. There was a lot of stuff that I never thought I was going to talk about.

But High Park gave me people who not only were willing to listen to me, but people who wanted to listen to me. I felt comfortable talking to them. That's huge for someone like me. Someone who kept a secret for eight years, and never wanted to talk about it. Someone who didn't trust her own parents. To be able to trust a stranger, to be able to talk about everything to them. It gave me confidence in myself. Gave me the feeling that I was worth something. By the end of it, I told them I'd been assaulted by a family member when I was 12. I'd never told anyone before.

I realised I had to do a lot of work with my family. The staff at High Park encouraged me to tell my parents about the way I was feeling. So, I had a few good phone calls with my parents where I would tell them what I needed to tell them. Because of the situation, they had to listen to me. They wanted to hear what I had to say. It made them realise what they were doing wasn't working. And what I was doing wasn't working. We both needed to change. I had to make them realise that things would not be going back to the way they were.

Now I am in the aftercare programme. I have the support of all the people in the house who are going through the same stuff as me. We do art therapy here, that's helped me a lot. We also do yoga and meditation. I could barely sit still for five seconds, let alone meditate for 15 minutes. But now, we do that every day. I am proud of how far I've come. I talk to my family now. I've got a good relationship with them. That's probably what I'm the proudest of.

When I finish the Aftercare Day Programme, I want to go to college and put all of myself into it. Since I've come into recovery everyone's been complimenting me on how smart I am. I never properly tried before, I used to sit at the back of the class, not really there. Now I'm excited to go to college and just do it! I want to work with people in addiction, but in the legal field. Helping them with their legal issues.

I look back at photos and videos of me, and I don't even know who that is. MQI pretty much saved my life. Without the people who donate, none of this would be here – and I'd be still stuck in addiction. I don't even know how to express enough gratitude for that. ”

“

*I look back at photos and videos, and I don't even know who that is. MQI pretty much saved my life. Without the people who donate, none of this would be here – and I'd be still stuck in addiction. I don't even know how to express enough gratitude for that.*

Tara, MQI Client

”

# 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 the 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 2023 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 Cash Flow Statement; and
- the related notes 1 to 22, 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 Directors' Report and Audited Financial Statements, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the Directors' Report and Audited 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.





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## **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.



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**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 that reads "Be - Mur" followed by a stylized flourish.

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

14 June 2024

# Statement of Financial Activities

## Statement of financial activities for the financial year ended 31 December 2023

	Notes	Designated Funds 2023 €	Unrestricted Funds 2023 €	Restricted Funds 2023 €	Total Funds 2023 €	Designated Funds 2022 €	Unrestricted Funds 2022 €	Restricted Funds 2022 €	Total Funds 2022 €
<b>Income from:</b>									
Charitable activities	4	-	-	6,897,342	6,897,342	-	-	5,939,657	5,939,657
Donations and legacies	5	-	5,687,698	2,199,296	7,886,994	-	6,798,344	844,753	7,643,097
Other incoming resources	6	-	216,837	523,031	739,868	-	160,310	801,715	962,025
<b>Total Income</b>		<b>-</b>	<b>5,904,535</b>	<b>9,619,669</b>	<b>15,524,204</b>	<b>-</b>	<b>6,958,654</b>	<b>7,586,125</b>	<b>14,544,779</b>
<b>Expenditure on:</b>									
Charitable activities	7	395,327	2,669,239	7,718,916	10,783,481	53,808	2,570,606	6,333,425	8,957,839
Raising funds	8	78,812	1,861,116	-	1,939,928	-	1,801,892	-	1,801,892
<b>Total Expenditure</b>		<b>474,139</b>	<b>4,530,355</b>	<b>7,718,916</b>	<b>12,723,409</b>	<b>53,808</b>	<b>4,372,498</b>	<b>6,333,425</b>	<b>10,759,731</b>
<b>Net income/ (expenditure) before taxation and transfers</b>	10	<b>(474,139)</b>	<b>1,374,180</b>	<b>1,900,753</b>	<b>2,800,794</b>	<b>(53,808)</b>	<b>2,586,156</b>	<b>1,252,700</b>	<b>3,785,048</b>
Taxation	19	-	-	-	-	-	-	-	-
Transfer between funds	18	(545,272)	-	545,272	-	2,417,298	(2,417,298)	-	-
<b>Net income/ (expenditure) Other recognised gains</b>		<b>(1,019,411)</b>	<b>1,374,180</b>	<b>2,446,025</b>	<b>2,800,794</b>	<b>2,363,490</b>	<b>168,858</b>	<b>1,252,700</b>	<b>3,785,048</b>
Actuarial gain in respect of the pension scheme	17	-	(5,644)	-	(5,644)	-	(2,051)	-	(2,051)
<b>Net movement in funds</b>		<b>(1,019,411)</b>	<b>1,368,536</b>	<b>2,446,025</b>	<b>2,795,150</b>	<b>2,363,490</b>	<b>166,807</b>	<b>1,252,700</b>	<b>3,782,997</b>
<b>Reconciliation of funds</b>									
Total funds brought forward	18	13,190,230	899,527	6,692,222	20,781,980	10,826,740	732,720	5,439,523	16,998,983
<b>Total funds carried forward</b>	18	<b>12,170,819</b>	<b>2,268,064</b>	<b>9,138,247</b>	<b>23,577,130</b>	<b>13,190,230</b>	<b>899,527</b>	<b>6,692,223</b>	<b>20,781,980</b>

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



# Balance Sheet

## Balance Sheet as at 31 December 2023

	Notes	2023 €	2022 €
<b>Fixed assets</b>			
Tangible assets	11	3,443,506	3,560,206
Capital Work in Progress	12	1,594,337	-
<b>Current assets</b>			
Debtors	13	459,758	633,245
Cash at bank and in hand		18,770,736	17,155,991
		19,230,494	17,789,236
<b>Creditors:</b>			
Amounts falling due within one year	14	(1,039,410)	(909,769)
<b>Net current assets</b>		18,191,084	16,879,467
<b>Net Assets Excluding Pension Asset</b>		23,228,927	20,439,673
Net pension asset	17	348,203	342,307
<b>Net Assets Including Pension Asset</b>		23,577,130	20,781,980
<b>Funds of the charity</b>			
Designated funds	18	12,170,819	13,190,230
Unrestricted fund	18	2,268,064	899,527
Restricted funds	18	9,138,247	6,692,223
		<b>23,577,130</b>	<b>20,781,980</b>

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 2023

	2023 €	2022 €
<b>Net income for the financial year</b>	<b>2,800,794</b>	<b>3,785,044</b>
Depreciation	116,700	118,071
Movement in debtors	173,487	73,542
Movement in creditors	129,641	434,264
Donation in Kind	(1,048,538)	-
Defined benefit pension scheme costs	(11,541)	(4,257)
<b>Net Cash Flow from charitable activities</b>	<b>2,160,544</b>	<b>4,406,664</b>

<b>Investing Activities</b>	2023 €	2022 €
Investment in Capital Work in Progress	(545,799)	-
<b>Net increase in cash and cash equivalents in the reporting year</b>	<b>1,614,745</b>	<b>4,406,664</b>

<b>Cash and cash equivalents in the beginning of the reporting year</b>	17,155,991	12,749,327
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<b>Cash and cash equivalents at the end of reporting year</b>	18,770,736	17,155,991
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### Net debt

The company had no borrowings or obligations under finance leases as at 31 December 2023 (2022: none).

# Notes to the Financial Statements

Notes to the financial statements for the financial year ended 31 December 2023

## 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.

MQI is a company incorporated in Ireland under the Companies Act 2014. The address of the registered office is 24 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 5 to 21. 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 regarding formats and content of financial statements which applied to for profit companies thus permitting the adoption of a format appropriate to a charity. Accordingly, MQI adopted and reported its performance in accordance with the format provided for in the Charities SORP and reports its performance for the financial year in the format of the 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 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 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.

## Donations in Kind

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



## Expenditure

Charitable activities comprise expenditure related to the implementation of programmes to further the charitable objectives 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 to finance working capital or capital expenditure.

### **Designated Funds**

Designated funds are unrestricted funds earmarked by the Board of Directors for specific purposes related to the charitable objectives of the company.

### **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

To secure the long-term viability of MQI, and maintain the smooth operation of the organisation, it is critical to ensure that the organisation has adequate reserves.

- 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 in particular, long-term commitments. In 2023 the designated reserves were €12.2m. This figure includes €7m set aside to meet our goal of holding six months running costs and programme expenditure. The Board has also designated funds towards the development of new services in line with strategic priorities of the company.

## Financial Instruments

Financial assets and financial liabilities are recognised when MQI 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 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; 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 when the obligation specified in the contract is discharged, cancelled, or expires.

## Foreign Currencies

Transactions are recorded in Euro 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 exempt from Corporation Tax and Capital Gains Tax.

## 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 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 €18.3m (2022: €16.9m), including €18.8m (2022: €17.1m) 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 relevant factors. 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 which is closed to new members. 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

	<b>Unrestricted Funds 2023 €</b>	<b>Restricted Funds 2023 €</b>	<b>Total Funds 2023 €</b>	Total Funds 2022 €
Drug treatment services	-	3,832,662	<b>3,832,662</b>	3,519,689
Counselling and support	-	3,064,680	<b>3,064,680</b>	2,419,968
	-	6,897,342	<b>6,897,342</b>	5,939,657

The Department of Justice through the Probation Service provided current funding in the amount of €186,000 (2022: €183,000). 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 €28,716 in 2023 (2022: €28,080) funds have been spent in full in the financial year.

### Analysis of government grant income

	2023 €	2022 €
Health Services Executive	<b>2,915,428</b>	2,296,866
Dublin City Council – Dublin Regional Homeless Executive	<b>1,214,722</b>	1,107,753
Irish Prison Services	<b>1,029,621</b>	1,044,989
Midlands regional drug task force – Health Services Executive	<b>463,137</b>	524,984
East Coast Regional Drugs Task Force	<b>302,929</b>	214,834
North East Regional Drugs & Alcohol Task Force	<b>283,957</b>	336,824
South inner city local drugs task force	<b>199,772</b>	43,875
Dept of Justice through the Probation Service	<b>186,000</b>	183,000
South East regional drugs task force	<b>163,998</b>	158,452
HSE Addiction Services Louth Meath	<b>109,062</b>	-
Tusla	<b>28,716</b>	28,080
	<b>6,897,342</b>	5,939,657

All Government Grant income is restricted in accordance with the terms and conditions of the respective funding agreements.

## 5 Donations and legacies

	Unrestricted Funds 2023 €	Restricted Funds 2023 €	Total Funds 2023 €	Total Funds 2022 €
Individual giving	5,108,784	762,437	<b>5,871,722</b>	5,915,350
Legacies	400,018	6,000	<b>406,018</b>	1,308,429
Corporates and trusts	139,219	383,674	<b>522,893</b>	317,364
Other	35,477	2,846	<b>38,323</b>	92,613
In Kind Donation	4,199	1,044,338	<b>1,048,538</b>	9,341
	<b>5,687,698</b>	<b>2,199,296</b>	<b>7,886,994</b>	<b>7,643,097</b>

## 6 Other incoming resources

	Unrestricted Funds 2023 €	Restricted Funds 2023 €	Total Funds 2023 €	Total Funds 2022 €
Client contributions	139,132	-	<b>139,132</b>	126,382
Bank interest received	1,221	-	<b>1,221</b>	-
Sundry income*	76,484	523,031	<b>599,516</b>	835,643
	<b>216,837</b>	<b>526,793</b>	<b>739,869</b>	<b>962,025</b>

\* Included in 2023 sundry income is €400k (2022 €800k) from the Immigrant Investment Programme (IIP) operated by the Department of Justice Irish Naturalisation and Immigration Service which is used towards capital projects as outlined in our approved application under this scheme. Sundry income also includes €19,591 from DFHERIS / SOLAS / City of Dublin ETB / REACH Fund through the City of Dublin Education & Training Board, as well as €9,516 from DFHERIS / SOLAS / CMETB through the Cavan & Monaghan Education & Training Board. Both the income from (IIP) and the (ETB) are restricted in accordance with the terms and conditions of the funding agreements.

## 7 Expenditure on charitable activities

Delivery of Charitable Objectives	Homeless Services	Counselling Services	Addiction Services	Primary Healthcare	Total	2022 Total
Staff costs	1,881,153	876,275	1,825,969	1,634,566	6,217,964	5,550,723
Programme costs	518,947	71,570	924,425	680,018	2,194,960	1,583,842
Support costs (*)	685,450	365,679	759,580	559,847	2,370,556	1,822,974
	3,085,551	1,313,524	3,509,974	2,874,432	10,783,481	8,957,539

(\*) Support costs include People & Culture, Finance & IT, and Governance & Compliance costs. Costs are apportioned by the number of full-time employees.

	Designated funds	Unrestricted funds	Restricted funds	Total 2023	Total 2022
<b>Expenditure on charitable activities</b>	395,327	2,669,239	7,718,916	<b>10,783,481</b>	8,957,539

## 8 Expenditure on Raising funds

	Designated funds	Unrestricted funds	Restricted funds	Total 2023	Total 2022
Campaign costs	-	1,113,189	-	1,113,189	1,118,984
Staff costs	-	486,624	-	486,624	463,437
Other direct costs	78,812	261,303	-	340,115	219,471
Total cost of Raising Funds	78,812	1,861,116	-	1,939,928	1,801,892



## 9 Employees

	<b>2023</b>	2022
<b>Number of employees</b>	<b>Number</b>	Number
The average numbers of employees during the financial year were:	<b>178</b>	170

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

	<b>2023</b>	2022
	<b>Number</b>	Number
€60,000 - €70,000	<b>5</b>	5
€70,001 - €80,000	<b>4</b>	-
€80,001 - €90,000	<b>1</b>	1
€90,001 - €100,000	<b>4</b>	2
> €100,000	<b>-</b>	-
	<b>14</b>	8

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 of the company comprise the Executive Management Team. The total remuneration cost for the organisation of the key management personnel was €666,482 (2022: €539,165) which includes salaries, PRSI, pension and allowances.

<b>Employment costs</b>	<b>2023</b>	2022
	<b>€</b>	€
Wages and salaries	<b>6,739,308</b>	5,866,122
Employer's PRSI	<b>724,989</b>	635,697
Defined benefit pension costs	<b>-</b>	-
Defined contribution pension costs (Note 16)	<b>114,300</b>	112,468
Death in service costs	<b>51,422</b>	51,422
	<b>7,630,119</b>	6,665,709

## 10 Net income

Net income is stated after charging:	2023 €	2022 €
Directors' remuneration	-	-
Depreciation	<b>116,700</b>	118,071
Operating leases	<b>190,760</b>	186,690

## 11 Tangible assets

	Premises €	Motor Vehicles €	Total €
<b>Cost</b>			
At 1 January 2023	3,800,000	88,548	3,888,548
Additions	-	-	-
<b>At 31 December 2023</b>	<b>3,800,000</b>	<b>88,548</b>	<b>3,888,548</b>
<b>Depreciation</b>			
At 1 January 2022	247,000	81,342	328,342
Charge for the financial year	114,000	2,700	116,700
<b>At 31 December 2023</b>	<b>361,000</b>	<b>84,042</b>	<b>445,042</b>
<b>Net book values</b>			
<b>At 31 December 2023</b>	<b>3,439,000</b>	<b>4,506</b>	<b>3,443,506</b>
Net book values			
At 31 December 2022	3,553,000	7,206	3,560,206

## 12 Capital Work in Progress

	2023 €	2022 €
<b>Balance at the start of the year</b>	-	-
Cost incurred during financial year	<b>1,594,337</b>	-
Expenses recognised during financial year	-	-
<b>Balance at end of financial year</b>	<b>1,594,337</b>	-

2023 cost is the expenditure incurred on the development of Jane's Place for MQI's women's service. This service opened in Feb 2024.

## 13 Debtors

Amounts falling due within one year:	2023 €	2022 €
Other debtors (Note 14)	405,386	403,425
Prepayments	42,460	229,506
Amounts due from SFHA/MQPCE (Note 15)	11,912	314
	<b>459,758</b>	633,245

## 14 Creditors

Amounts falling due within one year:	2023 €	2022 €
Trade creditors	536,739	387,647
Accrued expenses	250,600	201,542
Deferred income	-	88,908
Creditors PAYE/PRSI	237,791	159,105
Amount due to SFHA/MQPCE (Note 15)	14,304	14,281
Other creditors *	-	58,286
	<b>1,039,410</b>	909,769

\* 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.

## 15 Financial instruments

	2023 €	2022 €
<b>Financial Assets:</b>		
Measured at undiscounted amounts receivable Debtors (Note 12)	405,386	403,425
Amount due from MQPCE/Client A/C (Note 15)	11,935	329
	<b>417,321</b>	403,754
<b>Financial Liabilities:</b>		
Measured at undiscounted amounts payable Creditors (Note 13)	536,739	445,933
Amount due to SFHA/Client A/C (Note 15)	14,304	14,281
	<b>551,043</b>	460,214

## 16 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 Directors of MQI have effective control over all three companies.

The transactions during the financial year were as follows:	2023 €	2022 €
Repayments from MQPCE	314	-
Loans to MQPCE	11,935	314
Amounts owed to SFHA	(23)	-
Amounts by/(owed to) Client Holding A/C	(14,281)	(14,281)

## 17 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 2023. 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 based on the member's final salary. The contributions are determined by a qualified actuary based on triennial valuations using the projected unit method. The scheme is closed to new entrants. The only member of the scheme has retired.

The most recent valuation was at 31 December 2023 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 €117,246 (2022: €112,468). The contributions in relation to the two schemes payable at the financial year-end was €Nil (2022: €Nil).

The actuarial valuation as at 31 December 2023 was prepared for by a qualified independent actuary, using the projected unit method. The expected return on assets for 2024 is 3.30.% which is the corporate bond yield at the end of December 2023.



The main financial assumptions used in the valuation of the scheme liabilities are:	2023 %	2022 %
Rate of increase in salaries	n/a	n/a
Rate of increase in pension payment	0.0%	0.0%
Discount rate of scheme liabilities	3.3%	3.5%
Inflation assumption	2.3%	2.9%

## 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:

	2023 %	2022 %
<b>Retiring at 31 December</b>		
Male	21.9	24.4
Female	24.4	26.4

### Retiring in 20 years

Male	24.4	21.9
Female	26.4	24.4

## Risks and rewards arising from the assets

At 31 December 2023 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 2023 €	At 31-Dec 2022 €
Equities	150,560	172,585
Bonds	307,964	285,097
Property	-	11,497
Other	258,501	244,472
<b>Total market value of assets</b>	<b>717,025</b>	<b>713,651</b>

The following amounts were measured at 31 December 2023:

<b>The amounts recognised in the balance sheet are as follows:</b>	<b>2023</b> €	2022 €
Fair value of scheme assets	<b>717,025</b>	713,651
Present value of scheme liabilities	<b>(368,821)</b>	(371,344)
Pension asset in the balance sheet	<b>348,204</b>	342,307
Net pension asset	<b>348,204</b>	342,307

<b>The amounts recognised in the Statement of Financial Activities ("SOFA") are as follows:</b>	<b>2023</b> €	2022 €
Interest cost	<b>(12,997)</b>	(6,309)
Expected return on scheme assets	<b>24,538</b>	10,566
Other finance costs	<b>11,541</b>	4,257
Current service cost – included in other operating costs	-	-
	<b>11,541</b>	4,257

<b>The amounts recognised in the Statement of Financial Activities are as follows:</b>	<b>2023</b> €	2022 €
Actual return less expected return on pension scheme assets	<b>3,984</b>	(97,148)
Experience gains and losses arising on the scheme liabilities	<b>(2,543)</b>	(3,362)
Changes in assumptions underlying the present value of the scheme liabilities	<b>(7,085)</b>	98,460
Actuarial loss/gain recognised in the statement of financial activities	<b>(5,644)</b>	(2,050)

<b>Movement in scheme assets and liabilities</b>	<b>Pension assets</b> €	<b>Pension liabilities</b> €	<b>Pension surplus</b> €
At 1 January 2023	713,651	371,344	342,307
Current service cost	-	-	-
Interest on scheme liabilities	-	12,997	(12,997)
Expected return on scheme assets	24,538	-	24,538
Actual less expected return on scheme assets	3,984	-	3,984
Experience gains on liabilities	-	2,543	(2,543)
Contributions by employer	-	-	-
Other finance income /(charge)	-	-	-
Actuarial gain/(loss)	-	-	-
Changes in assumptions	-	7,085	(7,085)
Benefits Paid	(25,148)	(25,148)	-
<b>At 31 December 2023</b>	<b>717,025</b>	<b>368,821</b>	<b>348,204</b>

The best estimate of employer contributions expected to be paid to the scheme in the next financial year is € Nil (2022: €Nil).

### In respect of prior financial year:

<b>Movement in scheme assets and liabilities</b>	<b>Pension assets</b> €	<b>Pension liabilities</b> €	<b>Pension surplus</b> €
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)	-
<b>At 31 December 2022</b>	<b>713,650</b>	<b>371,344</b>	<b>342,308</b>

## 18 A. Reconciliation of movements in funds

	Opening balance at 1/1/2023	Income	Expenditure	Transfers	Closing balance at 31/12/2023
Designated funds	13,190,230	-	(474,139)	(545,272)	12,170,819
Unrestricted funds	899,527	5,904,535	(4,535,998)	-	2,268,064
Restricted funds	6,692,223	9,619,669	(7,718,917)	545,272	9,138,247
	20,781,980	15,524,204	(12,729,054)	-	23,577,130

Transfers between funds:	Designated	Unrestricted	Restricted
Refurbishment of new property for Jane's Place	(564,337)	-	564,337
Planning and compliance costs for MSIF	19,065	-	(19,065)
	(545,272)	-	545,272

## 18 B. Analysis of net assets between funds

	Unrestricted Funds €	Designated Funds €	Restricted Funds €	Total 2023 €	Total 2022 €
Tangible fixed assets	4,506	-	3,439,000	3,443,506	3,729,983
Capital Work in Progress	-	-	1,594,337	1,594,337	-
Current assets	2,954,764	12,170,819	4,104,910	19,230,493	17,619,459
Current liabilities	(1,039,410)	-	-	(1,039,410)	(909,769)
Long term asset	348,204	-	-	348,204	342,307
	2,268,064	12,170,819	9,138,247	<b>23,577,130</b>	20,781,980

## 18 C. Detailed reserves summary

	Balance at 1/1/2023	Income	Expenditure	Transfers	Balance at 31/12/2023
<b>Designated funds</b>					
Operating reserve	6,500,000	-	-	500,000	7,000,000
Medically Supervised Injection Facility	100,120	-	(24,139)	2,119,065	2,195,046
Future service development	2,850,000	-	-	(1,800,000)	1,050,000
Organisational development	2,450,000	-	(450,000)	(800,000)	1,200,000
Jane's Place (women's service)	1,290,110	-	-	(564,337)	725,773
	<b>13,190,230</b>	-	(474,139)	(545,272)	<b>12,170,819</b>
<b>Restricted funds</b>					
Property reserve	3,553,000	1,030,000	(114,000)	564,337	5,033,337
Property refurbishment reserve	331,328	-	-	-	331,328
Client services and supports	1,368,411	610,134	(751,091)	-	1,227,454
Jane's Place (women's service)	329,619	559,161	(257,165)	-	631,614
Department of Justice (IIP)	947,561	446,720	(247,053)	-	1,147,229
HSE Social Inclusion; re MSIF	-	460,000	(7,749)	(19,065)	433,186
State funding, operations	162,304	6,437,342	(6,291,715)	-	307,931
Other Restricted Funds	-	76,312	(50,144)	-	26,168
	<b>6,692,223</b>	9,619,669	(7,718,917)	545,272	<b>9,138,247</b>
<b>Unrestricted funds</b>					
General funds	<b>899,527</b>	5,904,535	(4,535,998)	-	<b>2,268,064</b>
<b>Total reserve funds</b>	<b>20,781,980</b>	<b>15,524,204</b>	<b>(12,729,054)</b>	-	<b>23,577,130</b>



### Designated funds

Operating reserve	This fund is set aside, in accordance with our reserves policy, to allow MQI to continue to deliver services in the event of a sudden loss of income.
Medically Supervised Injection Facility (MSIF)	This fund is set aside by the Board to cover planning, pre-construction, and some construction costs, of the MSIF project.
Future service development	This fund is for future service developments, both capital and operational. A portion of this has been transferred to the MSIF project.
Organisation development	This fund is to cover changes in the operational and regulatory environment relating to MQI activities. It is required to ensure MQI has capacity to continue delivering services to clients, while responding to a changing environment.
Jane's Place	This fund has been generated from legacies and is set aside for our Women's service.

### Restricted funds

Property reserve	This reserve relates to the net book value of the properties owned by MQI.
Property refurbishment	This fund has been donated to enhance our Riverbank property on Merchants Quay, to improve the delivery of services.
Other services	This fund is the result of donations to contribute to services for our clients including our Sunday Dinner Service at Riverbank, Dublin.
Jane's Place	This fund has been donated to develop and operate services specifically to help women.
Immigrant Investor Programme	This fund, through the Department of Justice, is to fund infrastructure projects both in St Francis Farm in Carlow, and Riverbank in Dublin.
HSE Social Inclusion; MSIF	This fund is provided by HSE Social Inclusion, to enable the delivery of the MSIF service. Approved costs include pre-operational spending, separate from construction.
State Funders - Operations	This is the funds for day-to-day activities from state funders, with plans to expend services in 2024, in agreement with the funder.

## 18 D. State funder reserves (Operating activities)

	Balance at 1/1/2023	Income	Expenditure	Balance at 31/12/2023
Health Service Executive	44,356	1,944,513	(1,900,295)	88,574
Dublin City Council; DRHE	10,337	1,214,722	(1,220,072)	4,987
Department of Justice; Irish Prison Service	-	1,029,621	(1,029,621)	-
South East Regional Drugs & Alcohol Task Force	21,383	670,913	(690,622)	1,674
Midland Regional Drug & Alcohol Task Force	3,367	463,137	(466,504)	-
East Coast Regional Drug & Alcohol Task Force	21,071	302,929	(296,110)	27,890
North Eastern Regional Drug & Alcohol Task Force	27,053	283,957	(273,051)	37,959
South Inner City Drugs & Alcohol Task Force	1,474	199,772	(58,796)	142,450
Department of Justice; Probation Service	-	186,000	(186,000)	-
North East Family Services	8,574	109,062	(117,636)	-
Department of Children Equality Disability Integration and Youth; Tusla	-	28,716	(28,716)	-
Other state income	24,689	4,000	(24,292)	4,397
<b>Total</b>	<b>162,304</b>	<b>6,437,342</b>	<b>(6,291,715)</b>	<b>307,931</b>

## 19 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 2023.

## 19 Ultimate controlling party

The members of the Board of Directors are also the Members of the Company. The individual Directors are the ultimate controlling parties of the company.

## 20 Commitments

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

	2023	2022
Leasehold Premises	€	€
Within one year	<b>143,704</b>	69,128
In two to five years	<b>304,640</b>	5,980
More than five years	-	-
	<b>448,344</b>	75,108

## 21 Subsequent events

In June 2024, construction work commenced in the Riverbank building on Merchants Quay, to develop the basement to be used as a Medically Supervised Injection Facility (MSIF). This will be the first MSIF in Ireland or Britain. Work is expected to complete in 2024, with the MSIF operational in 2024.

# 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.

	2023	2022
	€	€
<b>Income</b>		
Health Services Executive	<b>2,915,428</b>	2,296,866
Irish Prison Service	<b>1,029,621</b>	1,044,989
Department of Justice and Equality through the Probation Service – Note (i)	<b>186,000</b>	183,000
South Inner City Local Drugs Task Force	<b>199,772</b>	43,875
South East Regional Drugs Task Force	<b>163,998</b>	158,452
Midlands Regional Drug Task Force – Health services executive	<b>463,147</b>	524,984
East Coast Regional Drugs Task Force	<b>1,214,722</b>	214,834
Dublin City Council / Dublin Regional Homeless Executive	<b>302,929</b>	1,107,753
Tusla (iii)	<b>28,716</b>	28,080
North East Regional Drugs & Alcohol Task Force	<b>283,957</b>	336,824
Donations and other income (ii)	<b>8,600,694</b>	8,605,122
	<b>15,524,204</b>	14,544,779
	<b>(12,723,409)</b>	(10,759,731)
<b>Expenditure</b>		
	<b>2,800,794</b>	3,785,048
<b>Operating income for the financial year</b>		

## Note (i) Department of Justice through the Probation Service

### Current Funding

The Department of Justice, through the Probation Service, provided current funding in the amount of €186,000 (€183,000 in 2022). 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. Capital Grants are protected and will not be used as security for any other activity without prior consultation with the Department of Justice, and Sanction of DPER.

## Note (ii) Donations and other Income

Included in this income is €1,048,538 donation in kind. This generous donation was designated by the Board for the new Jane's Place service, located in Dublin.

MQI received €400k (2022: €800k) from the Immigrant Investment Programme (IIP), operated by the Department of Justice Irish Naturalisation and Immigration Service. These funds will be used to support capital projects to enable the delivery of charitable activities.

It also includes income from the DFHERIS / SOLAS / City of Dublin ETB / REACH Fund; a net income of €19,591. Total grant value €19,651 for 2023 with an underspend of €60 which was returned to the funder by 31 December 2023. In addition, income from DFHERIS / SOLAS / CMETB through the Cavan & Monaghan Education & Training Board; a net income of €9,516.47. Total grant value €9,516.47 for 2023 with no underspend. Both grants were spent in full in the term with zero balance carried over from 2023 or into 2024. These grants were spent in line with the services as outlined in the agreement with the funder.

## Note (iii) TUSLA - Child and Family Agency

Total Grant Value €28,716 for the term January 2023 – December 2023 – Spent in full in the term with zero balance carried over from 2023 or into 2024. This grant was spent in line with the services as outlined in the agreement with the funder.





<b>Expenditure</b>	<b>2023</b> €	2022 €
Wages and salaries	<b>6,739,308</b>	5,866,122
Employer's PRSI contributions	<b>724,989</b>	635,697
Staff pension costs	<b>165,722</b>	163,891
Training expenses	<b>129,316</b>	54,037
Office administration	<b>117,642</b>	148,918
Fundraising appeal costs	<b>975,745</b>	978,926
Rent	<b>208,859</b>	200,542
Insurance	<b>168,262</b>	152,193
Cleaning	<b>146,989</b>	131,229
Light and heat	<b>193,385</b>	147,395
Food	<b>213,175</b>	140,065
Repairs and maintenance	<b>416,503</b>	158,253
IT costs	<b>312,851</b>	260,296
Health and safety	<b>73,340</b>	73,986
Recruitment costs	<b>221,318</b>	194,397
Project publications and stationery	<b>111,650</b>	140,323
Telephone	<b>71,014</b>	67,964
Motor and travel expenses	<b>100,910</b>	56,307
Audit fees	<b>75,347</b>	37,107
Consultancy fees	<b>134,085</b>	45,491
Bank charges & sundry	<b>53,946</b>	55,152
Farm expenses	<b>9,741</b>	10,950
Direct client supplies programme costs	<b>246,263</b>	162,878
Contract catering	<b>32,546</b>	24,253
Contractors	<b>514,692</b>	349,301
Depreciation on premises and motor vehicles	<b>116,700</b>	118,071
Communication & Advocacy	<b>449,473</b>	385,987
	<b>12,723,409</b>	10,759,731




**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](mailto:info@mqi.ie)

 **Services:** 01 524 0160  
**Donations:** 01 524 0139


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*I am looking forward to the rest of my life and I thank this MQI for what its done for me.*

*Thomas, MQI Client*

