

**New Hope**  Residential Centre



## **Annual Report 2017**

**Supported Housing and addiction Recovery**

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**Registered Name**  
New Hope Residential  
Centre CLG

**Directors**  
David O Gorman  
(Chairperson)  
Eamon V. Ryan (Vice-  
Chair)  
Florence White  
Roland Martin  
Adewle Soyingbe  
Michael Craig Appointed  
2017

**Company Secretary**  
Deirdre Finn

**Registered office;**  
New Hope Residential  
Centre  
Kiltalown Cottage,  
Hazelhill, Tallaght, D24  
HOX6

**Company Number:**  
478240

**Registered CHY:**  
CHY 20631  
RCN 20141592

**Auditors:**  
Ben Lewis FCA QFA,  
Lewis & Co Chartered  
Accountants

**Bankers:**  
Bank of Ireland,  
Unit 4 -6 Block 3 Priors  
Gate, Greenhills Road  
Extension, D24 YX89

**Approved Housing  
Body:**

Since April 2015; AHB  
NHR1534 Upgraded to a  
TIER 2 in 2017

**Insurers:**  
Allianz plc

**Manager**  
Mr. Layton Kelly  
Ph. 087 241 5845  
Phone 01 451 2346

Email; [info@nhrc.ie](mailto:info@nhrc.ie)  
[www.nhrc.ie](http://www.nhrc.ie)

Member of: The Irish  
Council for Social  
Housing

Member of the Wheel

Signed up to the  
Governance Code for  
community, voluntary  
and Charitable  
Organisations.

Adopted the guiding  
principles for  
Fundraising

We are on the Register of  
Lobbying

Garda Veting is carried  
out on all staff and  
volunteers

## Directors

The Board Members of NHRC, all of whom are non-executive, are drawn from a diverse range of backgrounds in business and professional life bringing a broad range of experience to the Board decision making. The Board do not receive remuneration for their services to NHRC. Clear distinctions exist between the role of the Board and the Executive management to which day to day management is delegated. Matters of policy, strategy and budget planning are prepared by the executive management team for consideration and approval by the Board Members. There are currently five sub groups of the Board, Staff & Employment, Remuneration, Finance & Audit including Risk Audit, Policy and Governance. The board formally adopted the Governance Code at the AGM in 2017. Michael Craig was appointed to the board in 2017



## Governance, Management and Quality Standards

New Hope Residential Centre is a company limited by guarantee, CRO 478240, and operates under the National Drugs Strategy, Community and Rehabilitation pillar. A registered charity (CHY 20631 RCN 20141592), and not for profit organisation. NHRC was awarded voluntary housing status Tier 1, by the Department of Environment in 2015 (NHR1534) and has been upgraded to TIER 2 in 2017.

### Health & Safety Audit

NHRC was given a grant from TDATF for a H&S Audit which was carried out on 16<sup>th</sup> November 2017 by ADARE. A H&S sub group was established specifically to address the outcome of the Audit which is expected early 2017.

### Fire Safety

NHRC received funding from HSE for a new Fire alarm system which is. This has been a significant investment in the H&S of NHRC.

### ECASS

NHRC is committed to continuously improving and maintaining the Quality of the service and best practice. NHRC received a grant from TDATF toward the purchase of the CRM system ECASS. Training has begun on this and is expected to be implemented end of the 1<sup>st</sup> Q 2018.

### AHB

The board of management renewed the charter of commitment to the Voluntary Regulatory Code for AHB's. NHRC has been upgrade to a TIER 2 organisation. There were recommendations from the 2016 Housing Agency regulation Office report which we are committed to implementing in 2018.

### Risk Management

One of the recommendations from the AHB report is that NHRC establishes a risk register. NHRC will begin Risk Management and establish a risk register beginning of 2018.

### Quality Assurance

NHRC met with HSE toward the end of 2017 and discussion around Quality Assurance took place. Despite not receiving core funding from DRHE or HSE, NHRC made the decision to embark on the 'Better Safer Healthcare' journey. The assessment process will begin early 2018.



### Our Vision

*We believe at New Hope Residential Centre,  
behind every addict there's a life....*

***"A LIFE WORTH LIVING"***

## MISSION

New Hope Residential Centre is a Christian charity that exists to enable men who are seeking change from a life of homelessness and addiction to lifelong abstinence through supported housing with drug and alcohol rehabilitation supports

## WHO WE ARE

NHRC is a charity that provides supported housing and addiction recovery for men who are in addiction and are either homeless or at risk of homelessness. NHRC operates under a Christian Faith ethos.

## WHAT WE DO

We provide supported housing and addiction recovery support. Clients access supports by participating in a 12 month recovery programme which has 2 phases. Phase 1 is residential rehabilitation and Phase 2 is integration.

NHRC has 3 properties in the community providing interim and longterm accommodation to 9 clients.

NHRC is a non-medical rehabilitation service and operates under the community detox protocols.

## Strategic Objectives

1. Support and enable men in addiction to return to family, community, and employment.
2. To support and enable clients to eliminate all substance abuse including cigarettes and methadone.
3. To provide a life changing cutting edge service to our clients,
4. To provide safe, secure, and quality supported housing to our clients,
5. To continuously strive to ensure best practice in delivery of service and property maintenance.
6. To promote links with other service providers for the benefit of our clients,
7. To be a national voice for drug and alcohol abstinence.



## CHAIRMAN'S REPORT



David O Gorman, Chair of New Hope Residential Centre

2017 was a year of growth and challenges for New Hope. We continue to face the difficulty of finding adequate remuneration for our dedicated staff. It would seem that to warrant Government support we needed to prove we could do the job. However, having demonstrated the ability to do an exceptional job without support, we appear now not to need support because we are already doing an exceptional job!

While that is frustrating in the extreme, we have been greatly encouraged by the volunteer staff and the graduated residents who have given themselves wholeheartedly to the work. With out the sacrificial service of Layton and his staff we could not accomplish the changed lives that have become the norm at New Hope.

It is a great blessing to see men whose lives were ravaged by drugs and the chaos that lifestyle inevitably brings become men of character, with much to give back. The move on homes are proving to be a great help in men restructuring their lives and becoming solid responsible citizens.

We would like to thank all of you that have given of your services and financially to the work. Without your sacrifice there would be no New Hope for the many who have benefited. We give God the Glory for the miracles of provision and changed lives during 2017.



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## MANAGERS' REPORT



Layton Kelly, Centre Manager and Founder of New Hope Residential Centre



## HIGHLIGHTS FROM 2017

### 2017 Overview

New Hope expanded its services again in 2017. Year on year we have continued to increase our bed capacity and this year we acquired another 3 bed step down house in the community. This house is on license from SDCC. We also separated one of our double rooms into 2 single rooms in the main centre. These improvements continue to enhance the quality of the service New Hope has to offer.

This addition to our housing stock means we can now support 9 clients in Step down accommodation in the community. The separation of the double room has means that we now have only 2 double rooms left and we plan to split another room in early 2018.

Another major accomplishment this year was securing our facility with a 6ft fence and electric gate. This was a very necessary need as we had previously had difficulties with security and theft.

New Hope is committed to being the missing link between homelessness and addiction and continues to be a voice nationally to promote the need to address addiction and homelessness together and not necessarily separately.

### BUILDING UPGRADES, CONVERSION & INCREASE IN SUPPLY



Pics of Cloonmore property

**Our capacity increased in 2017 when we acquired another property on license from SDCC to house clients who have completed the 12 month programme. This has increased our step down stock to 3 properties accommodating 9 tenants. This is particularly poignant in light of recent studies that show people in recovery who have a strong peer support are more successful in their recovery.**





### New secure fence and gate



New Hope had endless trouble with thefts and people driving into our property. We needed to secure our facility and received a very generous gift toward this. We have a strong working partnership with The Haven Kilmacolm and they offered their skills and man power and came to help us erect our fence. We are extremely thankful for the support we received. A great time was had by all

## Quality Matters

### Drugs Awareness School Presentation

Cabinteely Secondary school invited New Hope back to do a drugs awareness presentation to all years in the school. This is a very important aspect of the service New Hope offers.



As part of our strategic plan we split one of the double bedrooms into 2 single rooms. Two wonderful supporters New Hope came over from Wales for a week to carry out the work. This has added such value to our service, we hope to see these men back in the new year to do it again in another room!!

New Hope is very appreciative of trades people who volunteer to help us.



## Spent the day at dog's trust

Many of our clients go on to do voluntary work after recovering from their addiction. Giving back to society becomes very important. New Hope recognizes the value and healing it can bring to our clients and we encourage our clients to take opportunities to volunteer in the community.

This year we had a great privilege thanks to our fundraiser Aine Lebioda and we got to spend the day at Dog's Trust. All the clients that went came back glowing and inspired.



## Fishing with Kilinarden Angling Initiative

New Hope is very blessed to have great people who invest in our clients and provide them with encouragement and great memories. The day spent with Kilinarden Angling Initiative and especially our past resident Mark Byrne was one of those memorable occasion.



## Social responsibility partnership

We partnered with Volunteer Ireland and Airbnb again this year. We had a fantastic few days with the staff from Airbnb and they really made a difference to the grounds.



Part of the project was to flatten our field so that it could be used for football games.



Airbnb also very generously donated a ride on lawn mower to keep the field looking neat and tidy.



## Visit from Minister for Justice and Minister for Drugs



New Hope was pleased to have a visit from the minister for Justice and the Minister for drugs. New Hope invited both ministers up for a visit in the hope to discuss our need for core funding and our frustration at not being able to secure funding. New Hope was pleased that both came for a visit and were able to see our facilities but we were disappointed that visit has not led any further progress in attempting to secure funding.



## LOCAL CHURCH

The clients continue to attend weekly services at Lifegate Bible Baptist Church in Tallaght Village which has always been an important part of the journey from addiction and isolation to recovery. The Church community continues to be an ongoing source of support and encouragement in the clients lives.

## Service Activities and Outcomes 2017

New Hope Residential Centre Supported housing and Addiction recovery supports. NHRC supports 25 clients spread over 4 properties. The Housing is a mix of short term accommodation and long term accommodation. NHRC specializes in clients who are homeless or at risk of homelessness due to addiction.

**Initial Assessment for 2017:**

99

**Total active cases 2017:**

58

**Cases closed:**

45

**New Cases in 2017:**

41

**Open cases end of 2017:**

19

**Bed Occupancy rate in 2017:**

93

(Across all properties)



## Average Days Client Spent in New Hope:

205

(This figure only includes clients participating in the recovery centre and doesn't include the clients that left during community detox)

## Successfully Completed Recovery Programme:

79%

(full 6 months. This figure doesn't include clients that left during community detox)

## Successfully Completed Community Detox:

59%

(This figure includes all new cases opened in 2017)

## Successfully Completed integration:

60%

(figures don't include clients who left within first 3 weeks)

## Successfully Moved on into sustainable accommodation:

60%

(figures don't include clients who left during community detox)

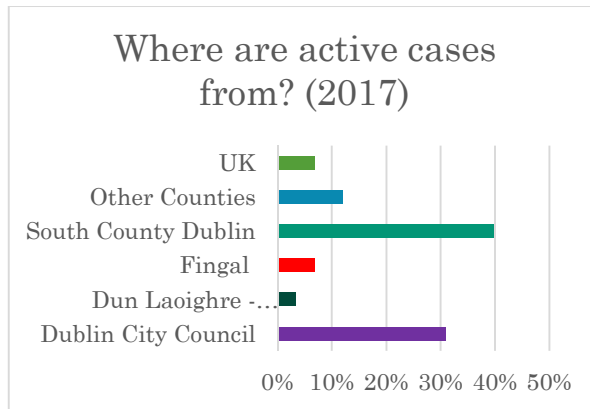
## No of Clients who left service during Community detox:

17

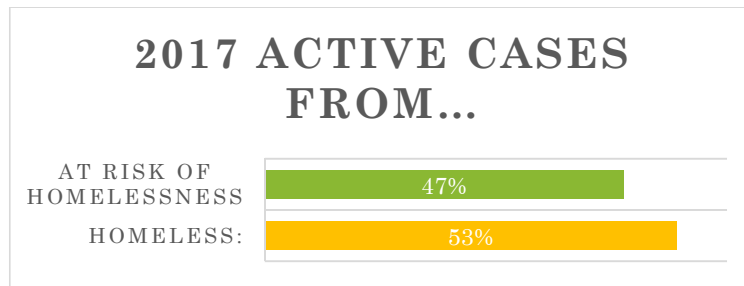
(NHRC currently does not collect stats on clients who leave during the first 3 weeks)



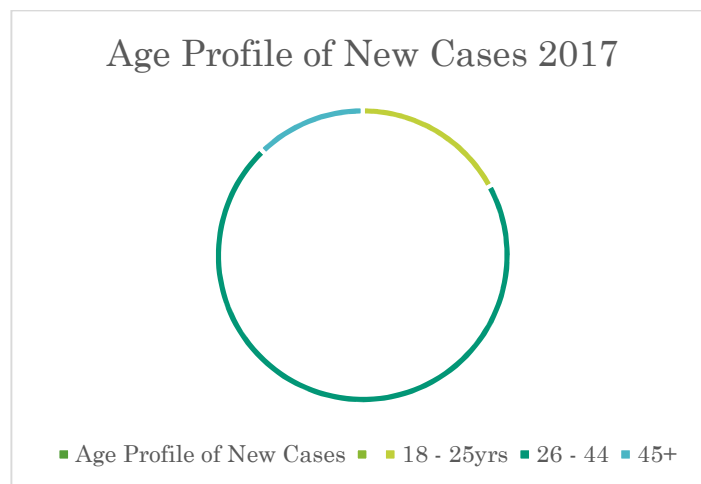
## Client Profile Information

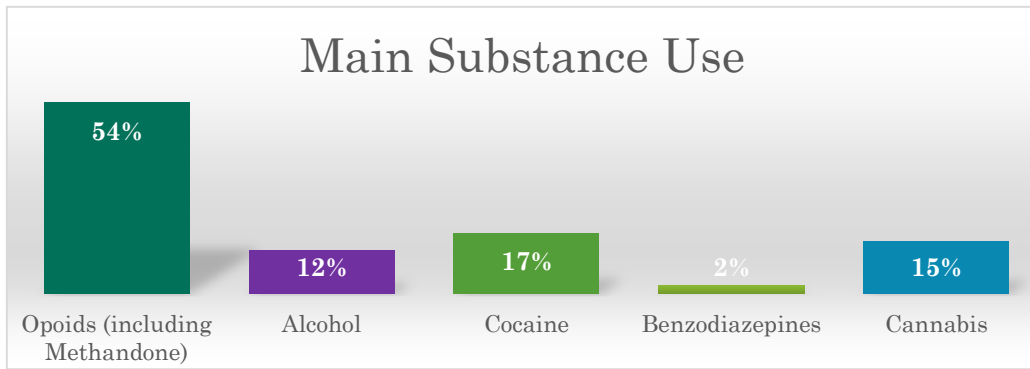
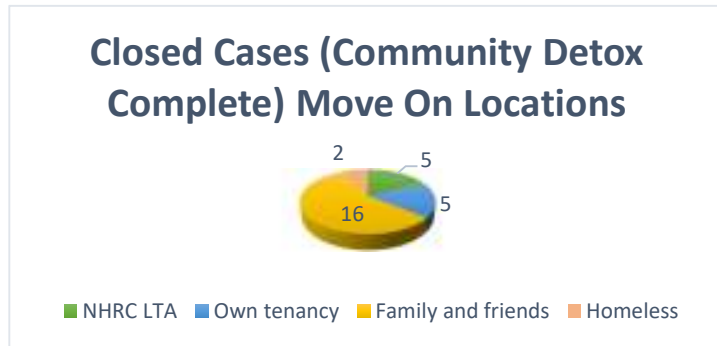


Breakdown of where all active clients in 2017 were from.

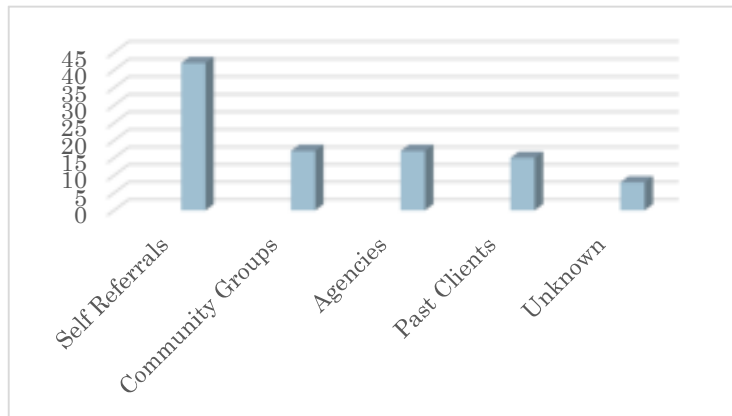


## Age Profile of all new cases in 2017





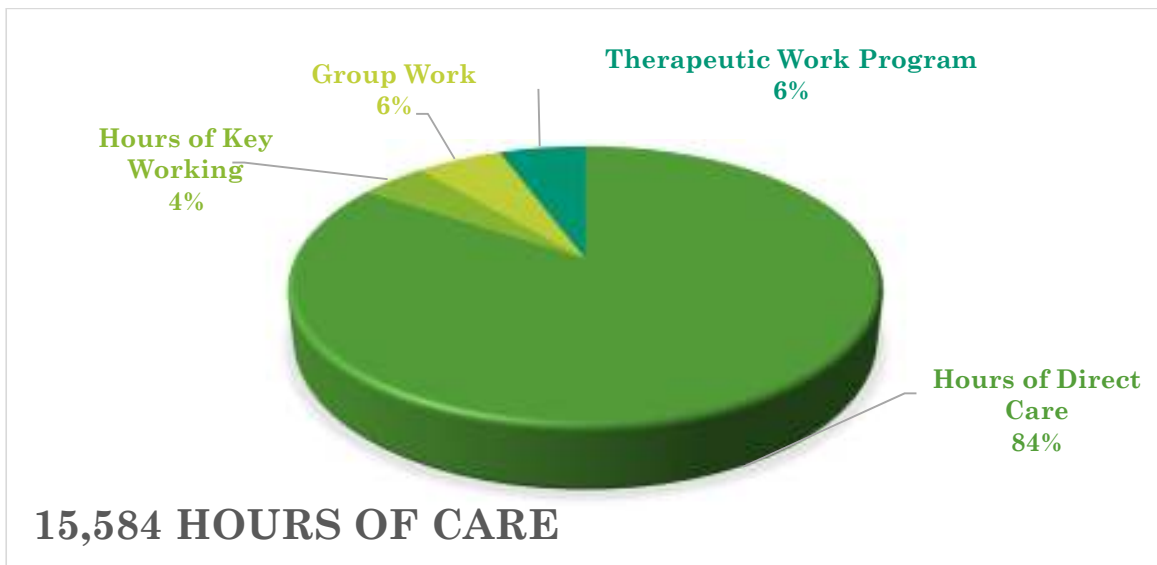
**Where referrals came from 2017**





## ADDICTIONS PROGRAMME AND SUPPORTED HOUSING STATS:

NHRC is an approved housing body that runs a supported housing service and each client participates in 12-month drug and alcohol recovery programme.



9,125 available bed spaces in 2017





**29,200** meals provided by New Hope in 2017. NHRC has partnered with Bia Foods for the last few years and this has dramatically reduced the cost of meals and has significantly increased the quality and quantity of the meals provided. Other contributors our meals are: Domino's Pizza, Nando's Dundrum, and KFC Dundrum. New Hope is very thankful for the food donation to the organization.



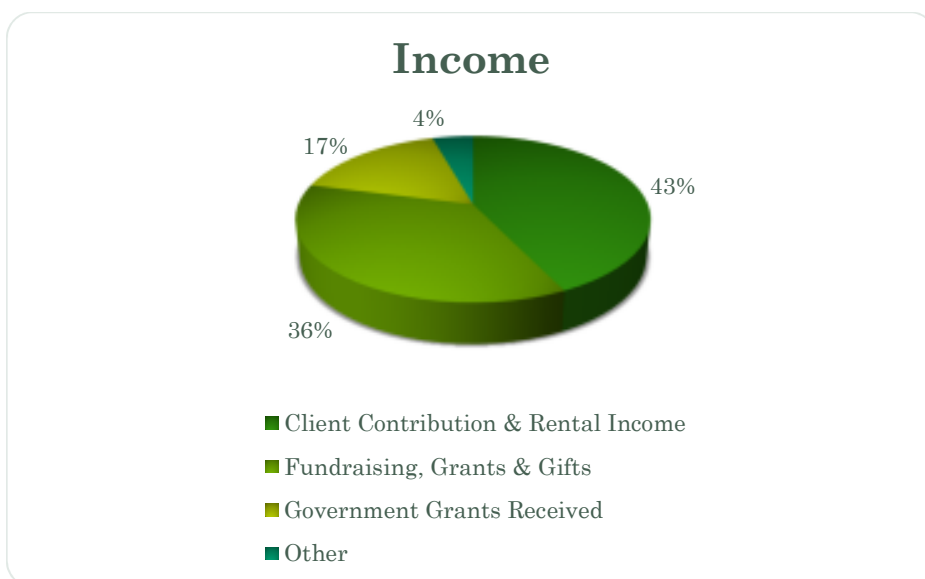
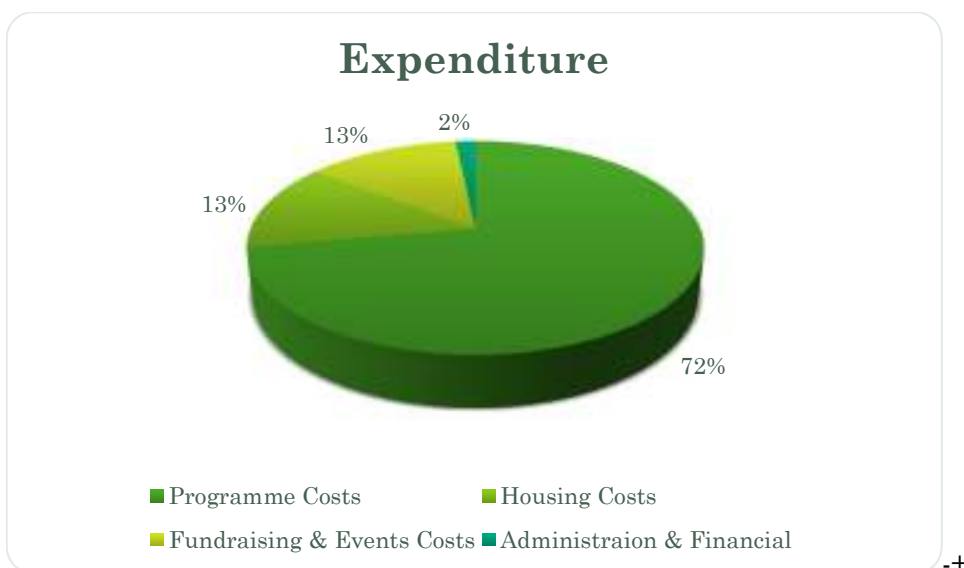
NHRC was approved by FEAD and has began receiving food in 2017. NHRC has become a hub for providing and distributing food hampers to disadvantaged families in the local community. This opportunity has not only enhanced the quality and quantity of food supplied to clients in our care but has also increased our awareness of social responsibility out with the organization. NHRC is proud to a be apart of this initiative.



## Fundraising:

New Hope can only continue to make such a difference to the lives of those who are caught up in addiction and homelessness through the generosity of individuals and companies throughout our community. We would like to take this opportunity to thank all our supporters in 2017 and ask you to continue to support us in the coming years. New Hope is committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising.

### WHERE DOES THE MONEY COME FROM AND WHERE DOES IT GO?



### To our individual Supporters:

To our individual supporters we thank you for your kind support in the work we do. We hope that your life will be richly blessed as you richly bless the lives of our clients.

### To our Corporate Sponsors:

New Hope would like to sincerely thank each company that donated to us in 2017 as well as their employees who got involved in various fundraising activities. We hope this wonderful support can continue in the future as we work through the challenges we face today. In particular, we would like to thank Airbnb and their staff, Roadstone, Dominoes Pizza Tallaght and Citywest, KFC Dundrum, KFC , Nando's Dundrum & Dun Laoghaire, Food Cloud.

## THANK YOU

WE WOULD ALSO LIKE TO THANK THE FOLLOWING FOR PARTNERING WITH US:

LIFEGATE BIBLE BAPTIST CHURCH, PASTOR LES HILL, MILTON BAPTIST CHURCH, PASTOR DAN, TDATF, SDCC, TERRY QUINN, DUNNES STORES CLONDALKIN, DUNNES STORES CHARLESTOWN, DUNNES STORES PORTMARNOCK, TESCO CORPORATE GIVING, TESCO TALLAGHT, SDCP, TCU,

### How Can You Help?

**Donate Via bank transfer/ standing order then please contact the office for more information.** Send us a donation by Post; Donations can be sent to; New Hope Residential Centre, Kiltalown Cottage, Kiltalown Lane, D24H0X6. (Please do not send cash in the post). IDONATE – donations can be made through Idonate. Call the office for further guidance.

#### Corporate Partnerships;

We are actively seeking corporate partners to work with us. There are many ways your company can help and get involved. You can contact us on (01) 451 2346 to discuss tailoring projects and initiatives to match your company's interests and objectives. Donations from companies qualify the donor for tax relief.

#### Tax Effective Giving

If you are a PAYE or self-assessed tax payer and have donated €250 or more in the course of the tax year or in previous years, New Hope can reclaim the tax paid on your donations.

If you would be interested in taking a counter top collection box for your work place, please contact us at (01) 451 2346





