



**Strategic Plan
2023 - 2026**



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Letter from our Chairperson

As Chairperson of the Voluntary Board of Management of Connect FRC, it is my privilege to serve the community in the Greater Drogheda Area. As a former resident of Moneymore, I have witnessed the community-based support the centre offers and how it has continued to grow and empower those who access the service young and old, with a dedicated staff team and volunteers helping to further develop the community we support.

I am confident the future is bright for Connect FRC and any challenges that arise the staff, volunteers and a powerful community base will address these challenges with a sense of unity and a deep-rooted strength founded upon the power of community.

Community and Connect FRC work together to help deal with mental health issues, family support, parenting support, addiction, domestic violence and criminal intimidation, while supporting our children's education, adult education and looking after our elder members of the community. By empowering the children in the area to continue to engage with education despite barriers, it helps teach them about positive changes that can happen with a strong sense of empowerment and community support.

Moving forward post COVID 19, we will be presented with heightened mental health challenges and along with global economic instability forcing an increased cost of living for a majority of the community. With this said, Connect FRC, the voluntary board of Management and volunteers along with the wider community will continue to link in with other community services while also providing a safe, non-judgmental, welcoming space. Connect FRC will strive to involve local businesses and the wider area of the community in Drogheda, to improve social inclusion for all. Through educating the wider area of Drogheda the goal is to reduce fear and open discussion around diverse communities and the deprivation they may encounter.

The proposed larger space for a new community centre will help bring the wider community together. Connect FRC continues to lead the community willingly towards achievable goals and are agents of positive change through communication and attainment of essential specialised community goals. They do this while practicing ethically and holistically through critical thinking and understanding the difference between management and leadership. The center does this by sharing ideas and inviting others to step up through creating space to move from a good Family Resource Centre to an exceptional one

The more support given to the community to excel, the stronger our leaders will be due to their ambition to learn and lead the community toward healthy cultural change within the Greater Drogheda Area. I look forward to seeing what the future holds for Connect FRC and its energetic robust community.

Ruth Hanratty

Chairperson

Section 1 – About Us



1.1 History/ Background to the organisation

Connect Family Resource Centre was established following a successful application to the Family Support Agency by a local community group and was opened in 2009. The centre was briefly housed in Moneymore 159, but after a fatal house fire at 171 Moneymore where a family tragically lost three family members, Drogheda Borough Council refurbished the house and offered it to Connect FRC. In 2014 the gardens were planted and developed by local volunteers to create a therapeutic space for the family to come and reflect.

The Family Resource Centre (FRC) programme as it stands today, is Ireland's largest National Family and Community-based support programme, core funded by Tusla – The Child and Family Agency.

A central feature of the FRC programme is the involvement of local people in identifying needs and developing needs-led responses. FRCs are participative and empowering organisations that support families while building the capacity and leadership of local communities. FRCs provide a range of universal and targeted services and development opportunities that address the needs of families” <https://www.familyresource.ie/what-is-a-family-resource-centre.php>

There are 121 Family Resource Centre’s in Ireland funded under this programme, however Connect Family Resource Centre is the only FRC in County Louth.

1.2 Demographics of Our Catchment Area

Connect FRC is based within Moneymore Estate however as the only FRC in Co. Louth, we support service users in the Greater Drogheda Area and surrounding townlands.

In the Revitalising Areas by Planning, Investment and Development (RAPID) programme which launched in 2001, seven smaller areas within Drogheda were selected for Strand 1 of the programme on the basis of their levels of deprivation: Moneymore, Pearse Park, Yellowbatter Marian Park, Ballsgrove, St Finian’s Park and Rathmullen. The most recent available statistics based on the 2016 census data show that at almost 18%, the unemployment rate in Drogheda was notably higher than the national figure of roughly 13%. The proportion of one-parent households in Drogheda (13%) was also higher than the national figures (11%). The median gross household income in Drogheda was €38,876, compared with a national median gross income per household of €45,256. In terms of education, Drogheda had a higher proportion of residents aged 15 years and over whose highest level of education completed was at primary-school level (16%) in comparison to the national population (13%). Likewise, the proportion of those aged over 15 years of age in Drogheda who had a third-level education (30%) was below the national average (36%).

1.3 Our Board of Directors



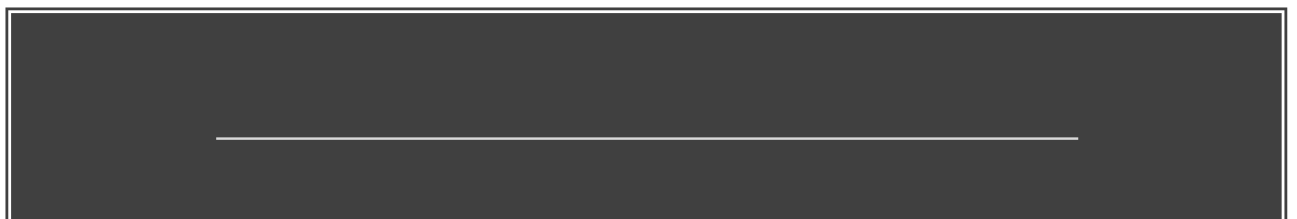
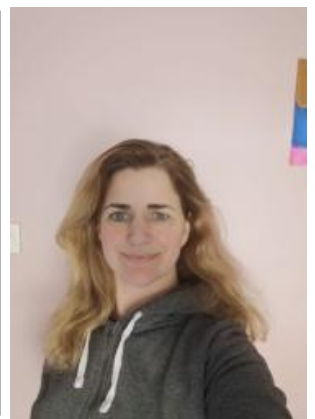
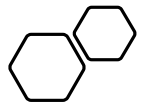
Connect FRC is governed by a Voluntary Board of Management which comprises of people with expertise and interest in Community Development and Family Support. We also have members who represent the local community who live within the Connect FRC catchment area.

Ruth Hanratty, Chairperson
Janice Doolin, Vice Chairperson
Noel Goff, Treasurer
Sara Duff, Secretary
David Hanratty
Gillian Meade
Niamh Geraghty
Deargh Armstrong
Tiegan Mc Ardle

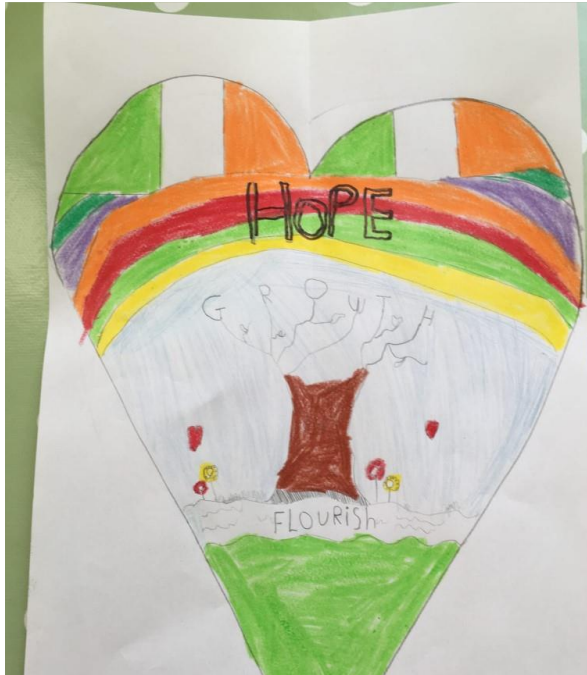
1.4 Our Centre Based Team

From our establishment in 2009, Connect was funded for one full-time Coordinator and a part time administrator and part time Community Development & Family Support Worker, with a Voluntary Board of Management in place. The Connect staff team has more than doubled since 2017. The organisation secured funding for one full-time and one part-time youth worker for the PYDP (personal youth development programme) Footsteps Project through International Fund's for Ireland. We are currently hoping to secure additional funding to extend this programme.

In 2019, we were successful in securing funding for a Family Support worker (20 hrs p/w) through the Beacon Pilot in collaboration with our local Tusla office and Kells & Trim FRC's. In 2020 we secured an additional full time core funded role of Community Based Family Support worker and in 2022 a Problem Gambling Support Counsellor as part of a 3 year pilot with the National Forum and the Gambling Awareness Trust.

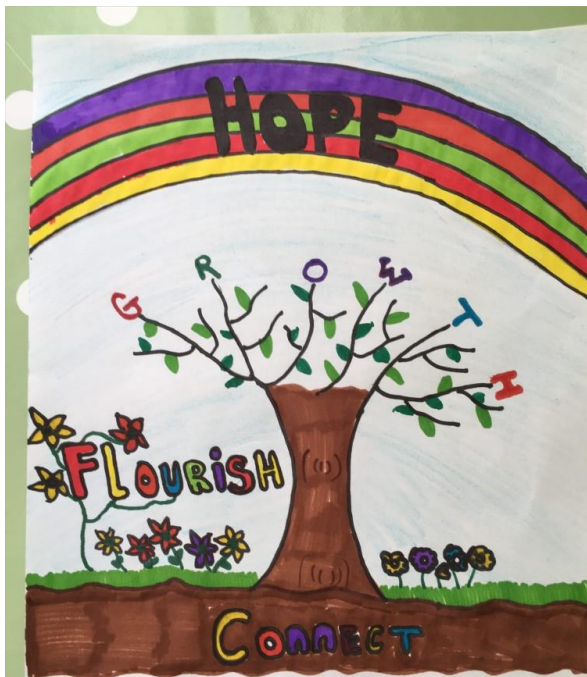


1.5 Our Mission & Vision Statements



Mission Statement

Actively working with individuals, families and the community to make a difference by creating a welcoming, non-judgemental space that meets ever-changing needs through listening, support, education and networking.



Vision Statement

Connect FRC has a vision of a happy, healthy, vibrant, proud and independent community where families and individuals reach their full potential and take ownership of their lives.

1.6 Our Guiding Principles



Family Support- that the FRC offers a range of strengths-based supports to families that primarily focus on early intervention across a range of levels and needs with the aim of promoting and protecting the health, wellbeing, and rights of all children, young people, and their families in their own homes and communities, with particular attention to those who are vulnerable or at risk.

Sustainability- to provide a diverse range of services to the community which is based on their needs and to adapt to the changing requirements, concerns, environments, socio-economic status, etc, to maintain the centre as an open, relevant, respectful, and progressive support.

Community Development- to be a service that seeks to empower individuals and groups of people with the skills they need to effect change within their communities and to create an environment where people can exercise their full potential to lead productive, creative lives. To support Community wellbeing (economic, social, environmental, and cultural) by offering support and services which are defined by the needs and goals of the community.

Access and Participation- to offer opportunities for all members of the community to engage with our services and relevant/age-appropriate events e.g., active age group, children, young people, and men's/women's groups. To organise and celebrate these events in the community, to bring people together, and build bridges between groups and individuals, to encourage a strong sense of community spirit, and promote inclusion.

Community Leadership- empower people to take positive actions within their community and come together to display a strong community voice which is based on honesty, the ability to listen and show regard for others' opinions, to be organised and to communicate with purpose, respect and transparency.

Meaningful community engagement/community ownership – To encourage and enable community led programmes/projects which celebrates and exhibit the skills, work and actions of the community as a whole with an ethos of social justice, participation, equity, diversity, learning and co-operation.

Building on Personal Capacity-To endeavour to continue to provide a space which through engagement in courses, services and events leads to an outlet for building skills, friendships, meaningful interactions, and peer support, which in turn can lead to improved self-confidence and esteem.

Focal Point for the Community- To make the centre an open, friendly and welcoming space which acts as a source of information, advice, advocacy, referral and opportunity. To be aware of the needs of individuals and the community and to be supportive and adaptable to meet and address those needs.

Educational Centre- To provide a range of educational and hobby courses in a non-formal and non-judgmental community-based setting. We aim to encourage and promote life-long learning and the development of individuals within their communities. We aim to develop these programmes and activities in partnership with our community. Its purpose is to empower and support individuals and communities to increase their skills and knowledge base, have fun and improve quality of life.

Volunteering- To provide volunteering and work/student placement opportunities which offers those engaged in the placement a valuable, educational, and rewarding experience. To value and respect volunteers and provide ongoing supervision and support.



Core Work Aims

Social Participation

To offer opportunities for all members of the community to engage with our services and relevant/age appropriate events e.g. active age group, children, young people and men's/women's groups. To organise and celebrate these events in the community, to bring people together and build bridges between groups and individuals, to encourage a strong sense of community spirit and promote inclusion.

Learning

To be a service that seeks to empower individuals and groups of people with the skills they need to effect change within their communities and to create an environment where people can exercise their full potential to lead productive, creative lives. To support Community wellbeing (economic, social, environmental and cultural) by offering supports and services which are defined by the needs and goals of the community.

Social Participation:

Examples:

1. Women's Group
2. Hobby/soft skills programmes (pottery, cookery, wreath making) Crochet groups
3. Christmas Events (active age dinner and Santa's winter wonderland)
4. Community days
5. Seasonal Family Trips
6. Volunteer appreciation event
7. Annual adult trip

Learning:

Examples:

1. Parenting Programmes
2. (NVR: Non Violent Resistance
3. Parents Plus: Parenting when Separated and Parenting Adolescents)
4. Early Years Supports(baby massage and baby yoga)
5. Paediatric First Aid training
6. Weekly drop-in Family Support clinics
7. Vocational and educational
8. Supports/signposting

Health:

Examples:

1. Counselling
2. Gambling Support Service
3. Physical Health Programmes(yoga, weekly walking group, beginners fitness)
4. Wellbeing Programmes(WRAP)
5. Rainbows Ireland
6. Wellness events and Health Information talks)
7. Beacon Family Support Programme.

Health

To offer a range of strengths based supports to families that primarily focus on early intervention across a range of levels and needs with the aim of promoting and protecting the health, wellbeing and rights of all children, young people and their families in their own homes and communities, with particular attention to those who are vulnerable or at risk.

Safety:

Examples:

1. Garda Clinics
2. Community Led events (Remembrance event, Gender Based Violence awareness/support event)
3. Referrals to support programmes(Cable Garda Diversion Project, Strengthening Families)
4. lead agency of Moneymore Consortium for progression of purpose built Community Facility
5. Involvement in working group B of Drogheda Implementation Board.

Economic Security:

Examples:

1. Footsteps Project for 16-24 year olds(personal youth development programme),
2. Foodcloud,
3. FEAD,
4. provide student placements and CE scheme,
5. MABS referrals

Safety

To work closely with community members to provide skills, knowledge and techniques, to prevent and reduce crime, disorder and fear of crime and to develop a safer community in which to live, work and visit

Economic Security

To provide a diverse range of services to the community which is based on their needs and to adapt to the changing requirements, concerns, environments, socio-economic status etc. to maintain the centre as an open, relevant, respectful and progressive support.

Section 2 – Our Recent Achievements & Challenges

| Achievements | Challenges |
|---|---|
| Expansion of Connect Team | Long-term funding uncertainty outside of core funded staff |
| Movement of pilot Beacon Programme to an SLA | Core funding does not fund any programmes or events and therefore a large part of our work is sourcing and managing funding from a wide range of funding streams which requires additional staffing resources which we do not have available |
| Award for Volunteer Leader of South Louth 2021 | Connect operates out of a building which is completely unfit for purpose. 8 funded Staff members, 1 CE worker, 2 counsellors and student placements operating out of 2 small offices with no course and meeting rooms and inability to social distance. |
| Volunteer Friendly Standard award received in 2022 | Connect is very hopeful that the community facility will become a reality, but the additional staffing resources involved in the progression of this project is not provided and therefore is in addition to the already heavy workload of the team |
| Investing in Children Award received in 2022 | Funding and space limitations in meeting the increased demand on the services and supports from service users |
| Continued progression of Community Facility via Moneymore Consortium and Drogheda Implementation Board | Inability to meet the increased need & demand for foodcloud and FEAD programmes due to Food poverty in response to vastly increased living costs. |
| Positive Work of Connect FRC and the community regularly highlighted in local media, with numerous visits from local TD's and councillors | Inadequate IT supports and systems in place and need to source funding for systems and training of staff |

| | |
|---|---|
| <p>The responsive and creative approach of the Connect team to support the Community throughout the COVID pandemic</p> | <p>We are the only FRC in Co. Louth and struggle/or are unable to meet the demands from outside the catchment area</p> |
| <p>Collaboration with Carlow IT to engage with the North East FRC region and source funding to train 20 FRC staff members in a level 9 post-graduate certificate in Family Support</p> | |
| <p>Increase in our service user numbers through a planned programme of courses and events in response to the presenting needs and the positive feedback from those engaging with our service</p> | <p>While we acknowledge & welcome the increase in service user numbers this has created a significant challenge in terms of our current premises which are not fit for purpose.</p> |
| <p>Involvement in working group B of Drogheda Implementation Board and involvement in pilot Place Based Leadership Programme in conjunction with Darndale</p> | |
| <p>Footsteps Project coordinator invited to partake in AMBIT programme which is an annual outreach programme in the United States which is facilitated by the US Consulate in Belfast and coordinated by the Washington Ireland Program(WIP). Individuals from a range of sectors with unique experience come together to take part from Northern Ireland and the Southern Border counties.</p> | |
| <p>One of the successful FRC's to be part of a 3 year pilot to provide a counselling and support service to those affected or impacted by problem gambling. This is a collaboration between the National Forum of FRC's and the Gambling Awareness Trust</p> | |

2.1 Challenges faced during COVID 19.

COVID presented huge barriers and challenges to a newly formed staff team to continue to operate and offers services in a completely unfamiliar and uncertain environment of safety risks, guidelines and restrictions. However, it also offered an opportunity to completely shift our familiar work practices and it built on our ability to be flexible, creative and responsive. We supported and empowered each other as team members and built new relationships within the community.

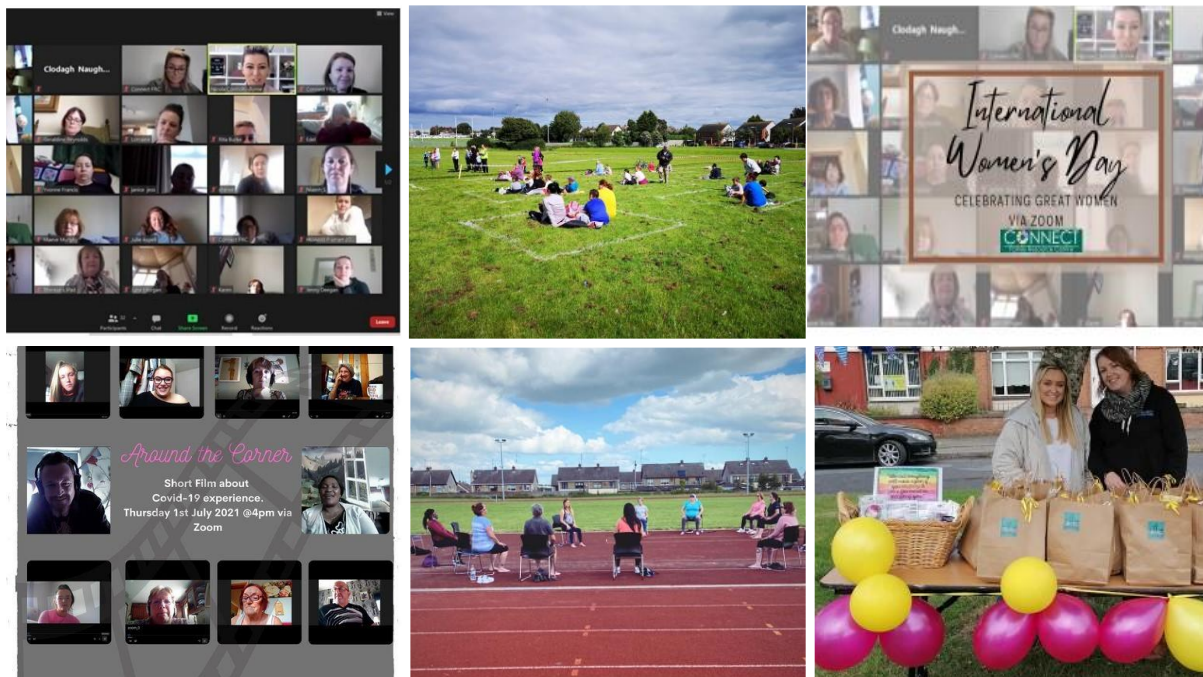
We quickly learned what 'zoom' meant and became experts in outreach work with our permission letter in hand to go outside our 5km and while working remotely, delivered a wide range of programmes and services via online delivery. During the first lockdown, the team delivered approx. 45 food hampers weekly, activity and care packs for families and those who were isolated, approx. 120 dry food monthly hampers and counselling continued remotely. During the easing of guidelines, we supported the community to attend safe events such as our socially distanced picnics, Santa walk by event, and our now annual remembrance event, and again responded when guidelines and restrictions were reimposed with online programmes and parenting supports.



<https://droghedalife.com/news/moving-remembrance-service-in-moneymore?fbclid=IwAR28fo2vuJ3mZZWHDNUYmjap2bNfHQ74JMgeoPreAxPBa5g-HLIUu5jPW0>

An image can say a thousand words, and the posts and pictures sent to us on our social media platforms have become a space of reflection of the amazing engagement, fun and support we experienced collaborating with the community during this period of history in the making. Here is a link to the short film we made with the community about their COVID experience

<https://www.youtube.com/watch?v=kAHnNznjels>





2.2 Challenges faced as a result of the feud in Drogheda.

Money more estate, where the Connect FRC centre is based is a strong, vibrant, and resilient community; however, the community has been heavily impacted by high criminality and stigma due to a highly publicised drug feud which began in 2018 and resulted in the murder of four men. *What followed was two years of violence where petrol bombings, arson attacks, and threats to kill became a daily occurrence in Drogheda.*

"We were dealing with pipe bombs, serious damage to houses, serious threats to kill, and intimidation. At one stage 34 houses had been targeted with pipe bombs and petrol bombs," said Chief Supt Mangan.

<https://www.rte.ie/news/ireland/2021/0705/1233069-drogheda/>

A scoping report commissioned by Minister Helen McEntee into the impact of the feud on Drogheda published by the Dept of Justice in March 2021, '*Drogheda-Creating a Bridge to a Better Future*' references Moneymore throughout as one of the main focal points of the feud which has had huge consequences on the community and has further embedded issues which we seek to support community members and families to address such as criminal intimidation, marginalisation, increased disadvantage, and increased pressures on anxiety and mental health.

As mirrored within this report, there is a need and a requirement for focus and input from both agencies and the community to be active participants in addressing these issues and making real long-term changes. COVID has quite simply been life-changing for everyone. Although despite the barriers, restrictions and fear, Connect FRC with the community, has continued to engage and support those in need. We want to continue to support the community to engage in active citizenship and have the resources to involve them in running events within their community and continue to highlight the positive work and community capacity and leadership in the county and wider local area. Connect FRC is a member of sub working group B: (Family Support, children, young people and education) of the Drogheda Implementation Board and fully supports the board in implementing the actions of the Guerin report.



2.2 SWOT Analysis for Connect FRC

The SWOT Analysis was informed by the feedback of the staff team, coordinator and Board of Directors.

| Strengths | | |
|--|---|--|
| Responsive & Adaptability | Openness & willingness to change if/when required | Finding different ways to work during challenging times |
| High conversion rate with funding applications | Very focused programme of work | Successful in increasing service users from diverse groups |
| Specialized pieces of work | Family support element strengthened & expanded, new Drop in Family Support clinic | Strong, committed team |

| Weaknesses | | |
|--|---|--|
| Current premises not fit for purpose | IT & Systems Infrastructure | Capturing the work & measuring the impact |
| Precarious nature of some funding strands | Short term funding opportunities create a lack of opportunity to mainstream successful programmes as a result | Consistent FRC CRM System |
| Lack of formalised employee well-being programme | The need for our courses and services has vastly expanded in the last 2 years and that can put a strain on our resources and capacity as a team | Taking on too many projects in addition to core work can drain resources |

| Opportunities | | |
|---|---|---|
| Opportunity to build on existing relationships with other community partners to support needs of services users | Continue to play our part in the implementation of the Guerin plan for the community and the town | Continue to progress the work of the consortium to build a community centre to increase access to services and supports |
| Seek long term funding for projects- move from interim projects to mainstream projects | Source additional funding/resources to provide counselling to reduce waiting lists for services | Support the community to rebuild community pride of place |
| More involvement in the working groups and community leaderships programmes | Increase access to services and supports across the community | Enhance and streamline our IT operational procedures |

| Threats | | |
|---|--|--|
| Uncertainty around funding | Withdrawal or reduction in funding - serious impact on programme of work | Long term impacts of COVID across the board. |
| Community instability in terms of anti-social behaviour & criminality | New community centre not built | Current/future restrictions due to COVID |

Section 3 – The Consultation Process

The consultation process took place throughout the months of Nov, Dec 2021, and Jan 2022.

The Consultation Process

| Group | Respondents |
|--------------------|-------------|
| Service Users | 78 |
| Community Partners | 57 |

Service Users : Questions Asked

Which of the following are the reasons you attend Connect FRC?

What are the benefits for taking part in activities and courses run by Connect FRC?

How often do you use Connect FRC?

Are you satisfied with the service you receive from Connect FRC?

How do you hear about courses and activities available through Connect FRC?

What are the following courses/programmes you or your family attend or would consider attending?

Do you think Connect FRC are meeting the needs of the community?

What could we do better?

Community Partners: Questions Asked

What do you believe or know are the main issues for the Communities where Connect FRC is based?

Can you tell us what is your perception of the benefits of having a Family Resource Centre based in this community?

Can you tell us what impact the Family Resource Centre has on the community?

How much of an impact has Connect FRC had on the local community it serves?

What could we do better?

Can you tell us what you believe are the possible gaps in activities, supports or services within the area?

We would like any suggestions on how we can link with yourselves to benefit the community?



LOOKING FOR SOMETHING TO DO?

Are you:
 Age 16 - 23?
 Unemployed?
 Out of Education?

FOOTSTEPS OFFERS:

- Identify & meet personal goals
- Support Building Skills
- Enhanced Employability
- Develop your Strengths
- Good Relations
- Social Activities
- Access to courses

Find Us:

Call: Clodagh 0851257825
 Footstepsconnectfrc@gmail.com

3.1 Service User Responses

Q1. Which of the following are the reasons you attend Connect FRC?

| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Referred through a project e.g. Footsteps Project, Beacon Family Support Project | 10.39% | 8 |
| To avail of mental health supports i.e. counselling, WRAP programme | 24.68% | 19 |
| To access food support | 18.18% | 14 |
| To access low cost family activities | 37.66% | 29 |
| Attend Clinics e.g. Mabs, Garda, Maire Keating | 3.90% | 3 |
| Drop-in for family support i.e. weekly clinic | 2.60% | 2 |
| Reduce Isolation | 33.77% | 26 |
| Build friendships | 54.55% | 42 |
| IT support e.g. printing, form filling, literacy support | 11.69% | 9 |
| Other (please specify) | 14.29% | 11 |
| Total Respondents: 77 | | |

Q2. What are the benefits of taking part in activities and courses run by Connect FRC?

| ANSWER CHOICES | RESPONSES | |
|--------------------------|-----------|----|
| To access information | 16.67% | 13 |
| Build self confidence | 25.64% | 20 |
| Social outlet | 32.05% | 25 |
| Parent and child support | 7.69% | 6 |
| Learn a new skill | 11.54% | 9 |
| Volunteer | 0.00% | 0 |
| Education opportunities | 2.56% | 2 |
| To avail of resources | 3.85% | 3 |
| TOTAL | | 78 |

Q3. How often do you use Connect FRC?

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Daily | 2.56% | 2 |
| Weekly | 50.00% | 39 |
| Monthly | 16.67% | 13 |
| Annually | 3.85% | 3 |
| Occasionally | 26.92% | 21 |
| TOTAL | | 78 |

Q4. Are you satisfied with the service you receive from Connect FRC?

| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|----|
| Very satisfied | 89.61% | 69 |
| Satisfied | 7.79% | 6 |
| Neither satisfied nor dissatisfied | 0.00% | 0 |
| Dissatisfied | 1.30% | 1 |
| Very dissatisfied | 1.30% | 1 |
| Total Respondents: 77 | | |

Q5. How do you hear about courses and activities available through Connect FRC?

| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|----|
| Facebook | 55.13% | 43 |
| Connect Website | 17.95% | 14 |
| Instagram | 1.28% | 1 |
| Direct from Connect staff | 23.08% | 18 |
| Newsletter | 12.82% | 10 |
| Through family and friends | 32.05% | 25 |
| Other (please specify) | 5.13% | 4 |
| Total Respondents: 78 | | |

Q6. What are the following courses/programmes you or your family attend or would consider attending?

| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| NVR(non-violent resistance) programme | 5.13% | 4 |
| To attend Parenting support programmes | 15.38% | 12 |
| Soft skills e.g. Cooking, Pottery | 58.97% | 46 |
| Rainbows | 12.82% | 10 |
| Women's Group | 50.00% | 39 |
| Physical Health e.g. Operation Transformation, Chair Yoga | 39.74% | 31 |
| Well Being e.g. WRAP programme, Mindfulness | 33.33% | 26 |
| Baby Yoga/Massage | 6.41% | 5 |
| Crochet Group | 21.79% | 17 |
| Other (please specify) | 14.10% | 11 |
| Total Respondents: 78 | | |

Q7. Do you think Connect FRC are meeting the needs of the community?

| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|----|
| Yes | 93.59% | 73 |
| No | 0.00% | 0 |
| Most of the time | 3.85% | 3 |
| Other, please tell us more? | 2.56% | 2 |
| TOTAL | | 78 |

Q8. What other services, group meetings, courses, or activities would you like to see run from Connect FRC?

| # | RESPONSES |
|----|--|
| 1 | I have not done any courses but connect is a brilliant source for family's in our community no one ever judges u for your needs |
| 2 | I would like to see things for children during school breaks on the green |
| 3 | Having basic computer skills |
| 4 | A Disco |
| 5 | I like the different activity group classes |
| 6 | . |
| 7 | Courses for men |
| 8 | Learning course for early school leavers |
| 9 | Use cover everything so can't think of anything else |
| 10 | Domestic violence awareness |
| 11 | Basic DIY |
| 12 | Couldn't do any more |
| 13 | I think there is a wide range of activities already. |
| 14 | There is a lot of the older generation that aren't very comfortable with IT & social media. It would be great if there was some program introduced to help them. |
| 15 | Driver theory Build cv |
| 16 | More activities and groups involving mental health. |
| 17 | They have everything you need already and are very supportive |
| 18 | its fine as is |
| 19 | More coffee mornings |
| 20 | N/A |
| 21 | I think there are a wide variety of services available already I don't think much needs to change |
| 22 | Maybe beauty course or something like that would be nice |
| 23 | Due to not attending the centre, I am unable to add anything, but from what I see on Facebook, there are plenty of courses, meetings and choices. |
| 24 | AA meetings or something along the lines of that I think it would be great for adults or younger teens suffering with addiction... |
| 25 | I think more activities for kids ♥ |
| 26 | Can't think of anything else,they are a good service to the people of moneymore nd other areas |
| 27 | Can't think of any thing at present connect doing a great job thank you |

| | |
|----|--|
| 28 | Personal development, gentle keep fit for the older person, candle making |
| 29 | More dates for rainbow's |
| 30 | I'm very satisfied with the courses & activities that is being done at the moment |
| 31 | I think the courses they run now are perfect |
| 32 | Sewing |
| 33 | More meet ups for ladies groups |
| 34 | Everything offered is fantastic |
| 35 | To help support young teenagers in school who are require to look for work experience. My son is finding it quiet hard looking for the work experience as our the school also. |
| 36 | Some basic computer skills |
| 37 | I think they are covering everything at the moment |
| 38 | Art |
| 39 | Spiritual awareness eg Enneagram. DIY woodwork & car maintenance |
| 40 | Cake decorating courses |
| 41 | How to check your car for women |
| 42 | I would love to take part in marquetry classes if this was possible |
| 43 | More cooking classes |
| 44 | Would love to learn the a music instrument |
| 45 | First Aid Classes, Art Classes, lone parent activities. Assistance with childcare / creche facilities.. |
| 46 | I think connect are amazing and are meeting the needs of the community |
| 47 | Low cost family outings |
| 48 | I really enjoyed the wreath making, Pottery, Cookery, Makeup classes, yoga, coffee mornings, walking groups, zoom on Zoom, cookery on Zoom. I would like to take part in all the the above going forward, plus arts and crafts |
| 49 | The centre caters for most needs and take every opportunity to present most courses that are asked for. They are open to all challenges that are given to them |
| 50 | Farmphobia ,salt caves , more trips for adults,annual remembrance walk |

Q9. What can we do better?

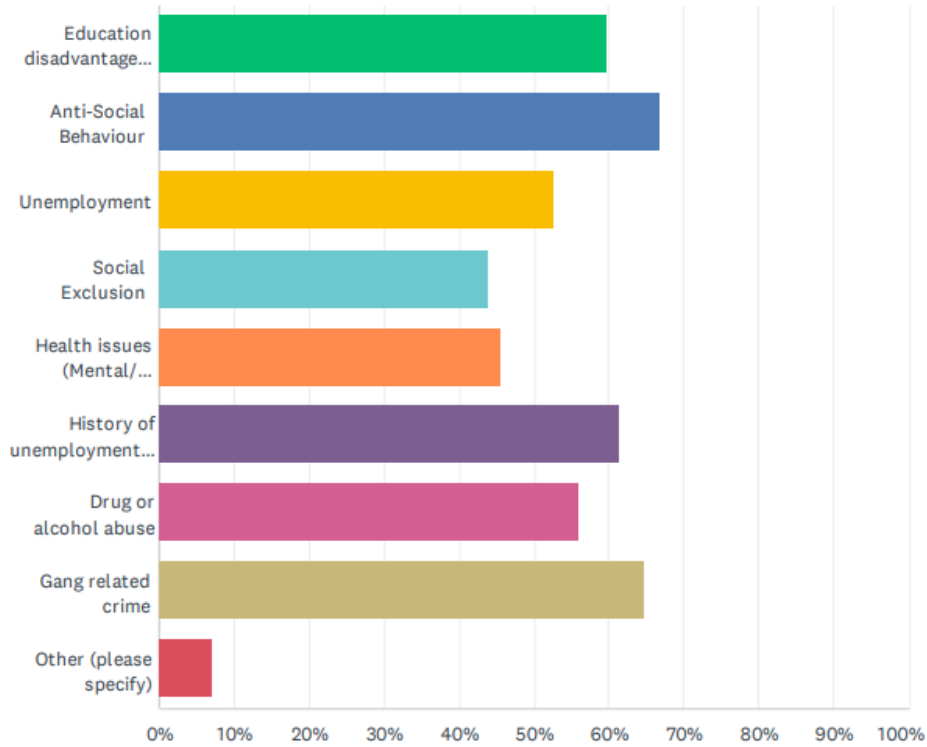
| # | RESPONSES |
|----|---|
| 1 | I don't think anything could be done better as it is an amazing place for young and older people of our community |
| 2 | All staff are doing an amazing job |
| 3 | have people from the community register first for events |
| 4 | Nothing you do a fantastic job |
| 5 | Very little |
| 6 | Give other family a chance |
| 7 | Impressed with what you do especially the footsteps programme |
| 8 | Nothing as u do all u can for anybody that needs it. |
| 9 | Can't think of anything |
| 10 | Doing great |
| 11 | Yous are doing a great job running the connect centre |
| 12 | Booking activities online as I work and I can't get down so my child as missed trips and activities |
| 13 | You are doing a fabulous job and in my opinion couldn't do any better |
| 14 | Not a thing u all go the extra mile |
| 15 | I am very satisfied. |
| 16 | Absolutely nothing there doing a great job |
| 17 | More community involving groups and more advertisement. |
| 18 | Nothing yous are amazing at what yous do |
| 19 | I think the staff of connect Dona brilliant job it would be great if they could get a bigger centre |
| 20 | notting all good |
| 21 | Nothing |
| 22 | N/A |
| 23 | Maybe for the staff to have access to someone with information in certain circumstances for example regarding homeless accommodation etc or I personally have needed a lot of help regarding my living conditions and myself and Julie both struggled with who to approach to resolve the issue |
| 24 | Yous are doing great keep up good work thank u for all yous help |
| 25 | Personally I do not know, from what I experienced with 1 meeting, you do so much, that I am excited for my next meeting and excited to see what more is available for the future. |
| 26 | Nothing you's are brilliant at everything yous do and great to the community and surrounding areas ♥ |
| 27 | Nothing ,they have done so much for me nd others,gave me support nd helped me gain my confidence back ,and I learned new skills , |
| 28 | Nothing. It's a wonderful centre with committed staff |

| | |
|----|--|
| 29 | everything yous do is great |
| 30 | Nothing as I'm very happy with what you are doing at moment |
| 31 | Nothing they're doing a fantastic job |
| 32 | Keep doing what your doing |
| 33 | Staff do some much already. |
| 34 | I can't think of anything |
| 35 | Connect is the best thing that has ever happened Money more est and also for others who use Connect. I couldn't answer that yous do so much for the community. |
| 36 | Nothing connect FRC in money more are doing a fantastic job |
| 37 | You are already doing a fantastic job keep up the good work fair play to all involved |
| 38 | Advertise the group on local radio or in the newspaper. I didn't know it existed only for a friend telling me. |
| 39 | Make new staff aware if hampers have been arranged to be collected through one of the full time staff. |
| 40 | Give something back in return |
| 41 | Cudnt do anymore than them girls do there are amazing |
| 42 | You are doing a great job ,and I think it's fantastic what you give the community. Thanks 😊 |
| 43 | It's perfect as it is |
| 44 | Nothing |
| 45 | You are all doin a great job. Thank you |
| 46 | I feel connect are doing an amazing job |
| 47 | Nothing |
| 48 | You are doing an excellent job, well done connect team |
| 49 | They are doing very well |
| 50 | You do more than enough for the Community which is really appreciated |

3.2 Community Partner responses

Q1 What you do you believe or know are the main issues for the communities of Moneymore, Laurence’s Park / Drive, McArdles green, Hawthorne and Lia Bhrega where Connect FRC is based?

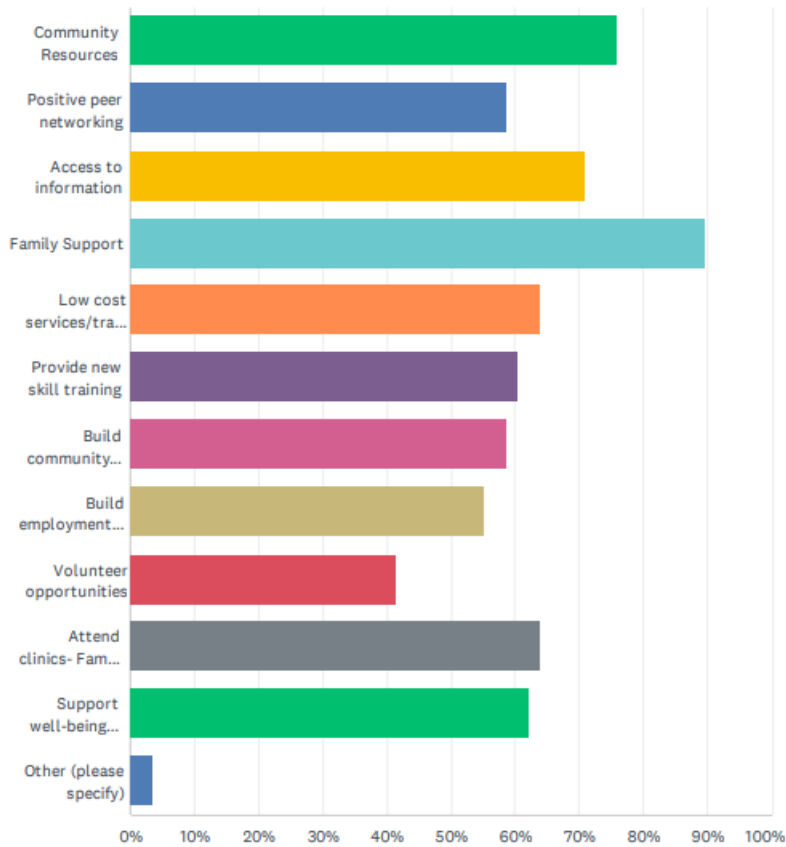
Answered: 57 Skipped: 1



| # | OTHER (PLEASE SPECIFY) |
|---|--|
| 1 | Income inequality, Poverty |
| 2 | I believe all of the above apply at different levels which are difficult to sub divide |
| 3 | Combination of low education ,generational and addiction and mental health |
| 4 | Disadvantage families |

Q2 Can you tell us what is your perception of the benefits of having a Family Resource Centre based in this community?

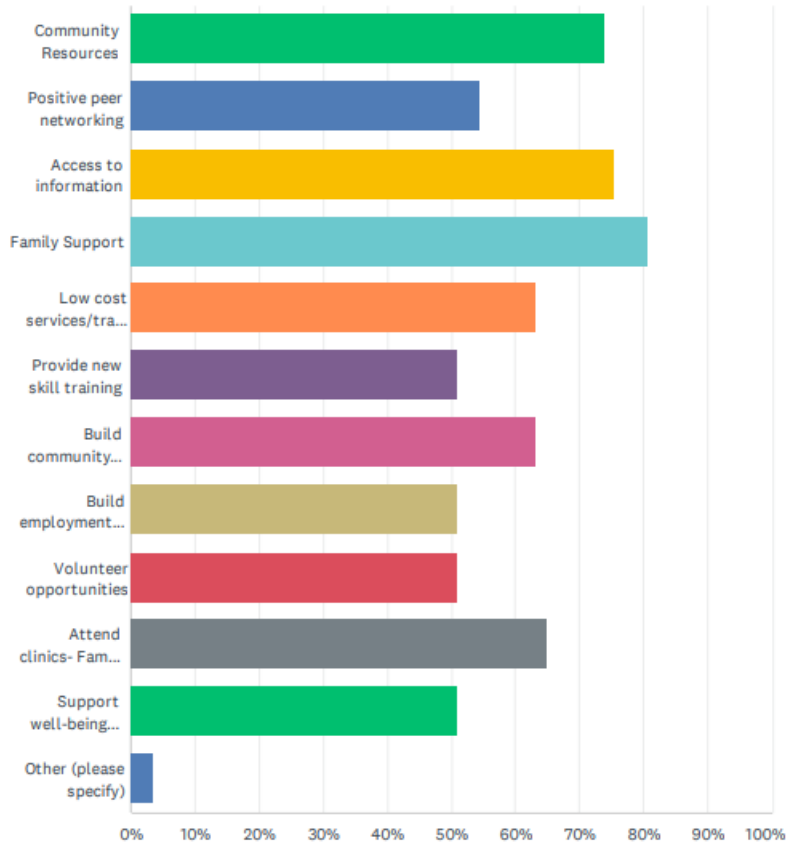
Answered: 58 Skipped: 0



| # | OTHER (PLEASE SPECIFY) |
|---|------------------------|
| 1 | Build social capital |
| 2 | Food cloud/hampers |

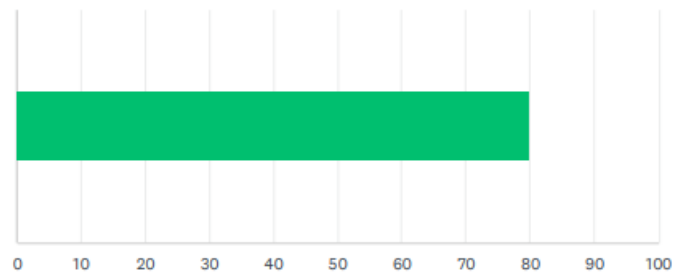
Q3 Can you tell us what impact the Family Resource Centre has on this community?

Answered: 57 Skipped: 1



Q4 How much of an impact has Connect FRC had on the local community it serves? Please rate 1-10, 1- being little impact - 10 having a greater impact.

Answered: 58 Skipped: 0



Q5 What could we do better?

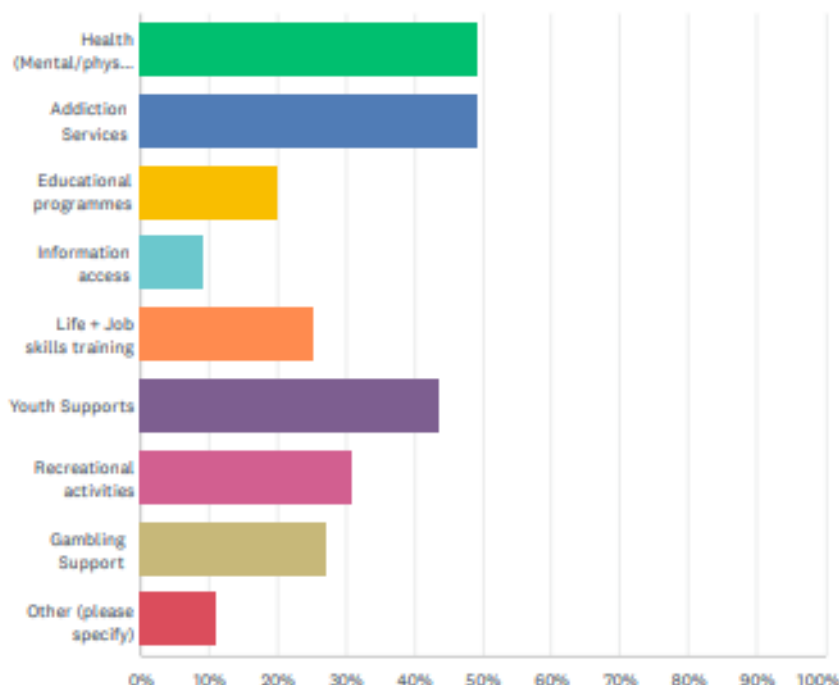
Answered: 41 Skipped: 17

| # | RESPONSES |
|----|--|
| 1 | Keep doing what you are doing |
| 2 | I would have to know more about the centre before trying to suggest ways of improving. However, sharing positive stories of the geographical area is important. Stories and narratives about a place matter and this helps to build the future. |
| 3 | Liaise with other agencies more frequently |
| 4 | More family support |
| 5 | None |
| 6 | Communication. People miss out on services and events.they may not have internet/for phones.AMONTHLY NEWS LETTER in the door would help with this.as not everyone is in the regular loop. So don't know what events are coming up.so miss out. |
| 7 | I've personally engaged with a few services in the centre and my only negative would be that there isn't enough of you and what you do. Sometimes the waiting list are long but that's not your fault! You need more funding and resources to compliment what you already have. |
| 8 | Some courses for adults between age of 18-30 that are not parents there's generally a gap in courses and supports available to people in this age bracket |
| 9 | Nothing all great |
| 10 | Advertising for courses |
| 11 | Can't think of anything. It's all very well organised |
| 12 | Nothing as you are all doing a great job |
| 13 | Maybe having more than one counsellor would be great especially when it comes to younger kids because having only one the waiting list is long and some kids need help sooner rather than later and if it's to late they don't want to go when it's there turn . Even having someone that can have a quick chat with them when they need it would really help alot of kids |
| 14 | Not based in the locality so difficult to say |
| 15 | N/a |
| 16 | I don't believe the organisation can do much more with their current funding provision. They provide exceptional services to the community and require much more funding going forward in order to expand accordingly |
| 17 | All good |
| 18 | NA |
| 19 | Educate the wider community on what is offered by the frc , the frc is needed in these areas but it is also needed in the wider community. |
| 20 | Not sure |
| 21 | To allow/advertise people out of the area know they are welcome to come to the support groups and feel they can come too the center if needed |
| 22 | Unfortunately, pre conceived notions, negative stereo types and bad reputations are very difficult to break. Creating "pride of place and community" comes from good news stories. Lots of support for positive stories from local people in these communities (featuring in newspapers, online forums, local radio etc) would help re-shape the narrative and perhaps encourage a stronger community dynamic. |

| | |
|----|--|
| 23 | N/A |
| 24 | na |
| 25 | With more resources deliver additional services |
| 26 | target younger parents in the community |
| 27 | n/a |
| 28 | From what I know as an outsider you are doing amazing work |
| 29 | I think you do so much and find it a wonderful resource centre for directing families in school to when they are in need. So much information and support provided. |
| 30 | Nothing. You are brilliant |
| 31 | delivery of more group programmes - parenting plus, NVR etc. |
| 32 | I think the FRC are providing excellent services for the community and are excellent at collaborating with other services. If they had more space they could do even more, especially with Covid and social distancing. Nothing else I can think of. |
| 33 | More staff, which is out of your control. |
| 34 | Community involvement in the regeneration of the the area(s). Especially targeting the young people to take pride in their community. |
| 35 | Continue to build relationships in the community. Giving families new life experiences and raising their hopes and goals in life. |
| 36 | You are running a great community service |
| 37 | Have more evening events, everything is centred around the belief no one works during the day |
| 38 | Keep doing what ur doing! |
| 39 | Nothing |
| 40 | It would be of benefit to the community if the catchment area could be extended further as there are other areas of the community that are really in need of such vital services. |
| 41 | If they got more funding |

Q6 Can you tell us what you believe are the possible gaps in activities, supports or services within the area?

Answered: 55 Skipped: 3



| | |
|---|--|
| 1 | I am not 100% sure of the current level of services. However, I would imagine that Education and Health are two areas that more could be done in. |
| 2 | I think local frontline organisations are such as Connect are doing their best to address the majority of the above points, there are a number of local sports clubs but participation can be difficult and recreational activities are key going forward to provide a wider range of options to the youth of the area that keeps them engaged for longer thus reducing their chances of walking down the wrong path |
| 3 | Incentivize positive stories of people in the listed communities to build a sense of pride. in |
| 4 | More access to counselling and rainbows programme for children. |
| 5 | I am unable to answer this as I do not work in the Drogheda area. |
| 6 | Educational programmes to empower people to gain third level education and the financial assistance for returning to such education |

3.3 Themes that emerge from the Consultation Process

The responses from the consultation process with both service users and community partners were analysed. The responses from the service users clearly identified the needs of the community. We grouped these needs under five headings. The responses from our community partners clearly identified the current issues facing the community and the gaps in activities support or services within the area as well as what the organisation could do to improve their services. In addition to the input of the service users and community partners, the staff team, coordinator, and Board of Directors also provided their input with the completion of the SWOT analysis. This combined information was used to inform the strategic priorities for 2023-2026.

3.4 Service Users



Identified Needs : Service Users

- 1. Social**
- 2. Personal**
- 3. Physical**
- 4. Educational**


| Social | Personal |
|--------------------|-----------------------|
| Build Friendships | Personal development |
| Social connections | Build self confidence |
| Family activities | Support |
| Reduce isolation | Access information |
| Community events | Mental Health Support |
| Trips & activities | Well-being programmes |

Identified Needs: Service Users

Identified Needs: Service Users

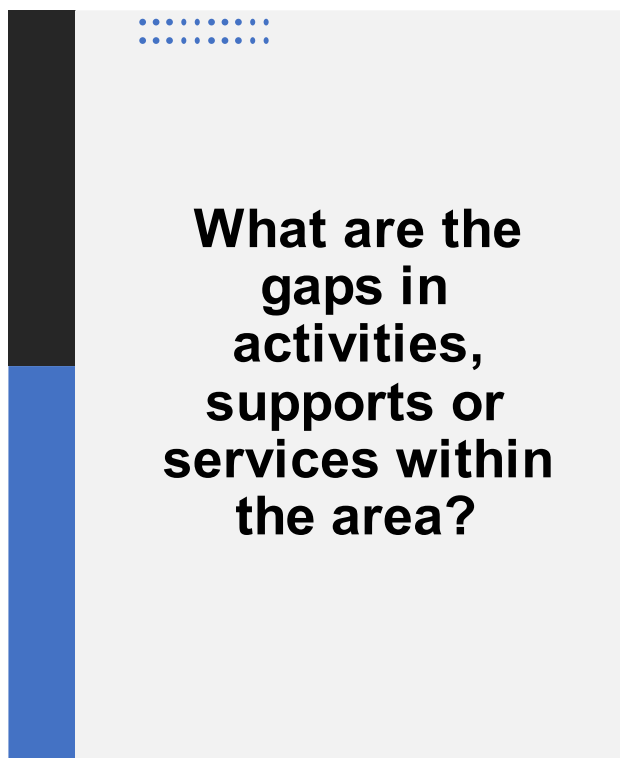
| Physical | Educational |
|-----------------------------|----------------------|
| Access food support | Learn new skills |
| Health & Fitness programmes | Soft skills |
| | IT & Admin Support |
| | Parenting Programmes |
| | Educational Supports |

3.5 Community Partners



Current Issues facing the community

- Education disadvantage/Low education attainment
- Anti-social behaviour
- Unemployment
- Social Exclusion
- Health Issues(Mental/Physical)
- History of unemployment in the family/community
- Drug or alcohol abuse
- Gang related crime
- Income inequality , Poverty



What are the gaps in activities, supports or services within the area?

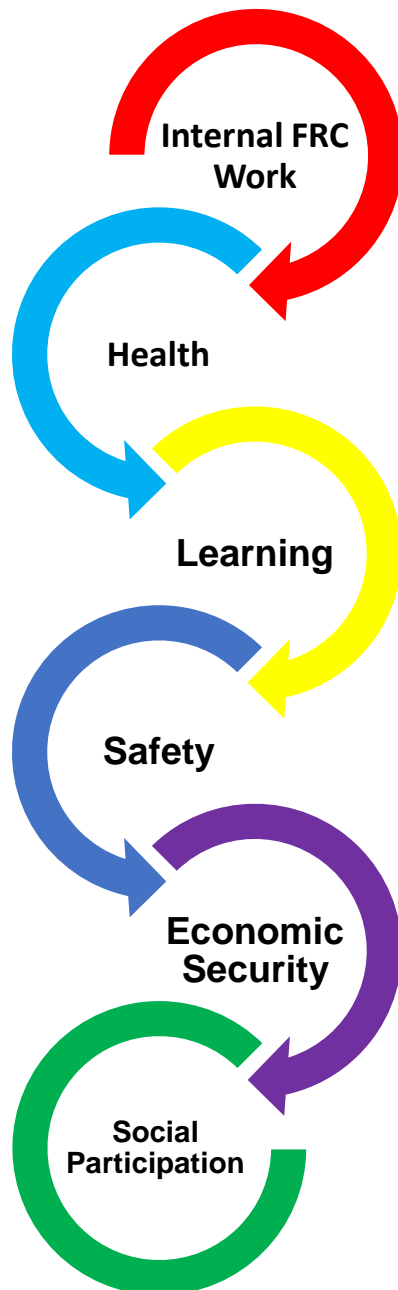
- Access to timely, relevant, appropriate health related services
- Addiction services & supports
- Innovative educational programmes
- Additional youth supports & services
- Life & job Skills training
- Better recreational facilities
- Improved access to information & supports
- Gambling supports & services
- New community centre & facilities

What can we improve upon?

- Courses for adults aged 18 -30 yrs.
- Liaise with other agencies more frequently
- Improved communication with the community – monthly newsletter
- Additional counsellors on the mental health programme
- Advertise what the service offers and provides
- Create a “pride of place” ethos in the community
- Targeted supports for young parents
- Encourage more community involvement in the regeneration of the area
- Extend the catchment area if possible
- Run more evening events & activities

4. Our Strategic Priorities 2023- 2026

6 Key Headings





Internal FRC Work

- 1** To achieve full compliance with Charities Regulator & Charities Code of Governance
- 2** To design & implement a new CRM system to capture & record the work of the FRC
- 3** To update the current IT system for finance, administration, email & bookings; ensuring all staff have been adequately trained



Health

- 1** To collaborate with National Form and Gambling Awareness Trust as one of the successful FRC's to secure funding for Gambling addiction support as part of 3 year pilot
- 2** To source additional funding streams for counselling service to address waiting lists for service due to lack of resources
- 3** To source additional funding to expand Family Support Worker for the Beacon Programme to full-time hours



Learning

- 1** To provide weekly Family Support Clinics and to actively promote with families and local agencies
- 2** To provide a range of Parenting Programmes to meet the needs of parents and children from 0-18 years
- 3** To build community leadership and capacity with staff support through skills building workshops and community led events/initiatives



Safety

- 1** To continue to work with the Moneymore Consortium and Drogheda Implementation Board(DIB) to progress the building of the new Community Facility
- 2** To continue to support the work of the DIB as a committee member on sub-group B(Family Support, Children, Young People and Education) to progress the actions of the Guerin Report
- 3** To support the Community to build pride of place with a calendar of monthly community events & activities



Economic Security

- 1** To address food poverty and increased living costs by providing weekly fresh food hampers via Foodcloud, monthly non perishable food hampers and annual school packs via the Fead programme
- 2** To liaise with the current funders & potential alternative funders to expand the Footsteps Programme
- 3** To provide 2 additional work placements and support the upskilling/experience building of students and CE worker



Social Participation

- 1** To develop leadership and capacity building within the women's group (50+members)
- 2** To run a weekly schedule of community informed and community led programmes based on the current and emerging needs for families and community members
- 3** To promote best practice in engaging volunteers from the community through the Volunteer Friendly Award process

5. Measurement & Evaluation

Connect FRC recognises the importance of measuring the impact and effectiveness of its programmes. We utilise a 'learning by doing' approach in all of our work. Our team members are trained in measurement and evaluation methods which are built into how the Connect FRC team does the work. This Strategic Plan will be measured and evaluated in the following ways:

- ✓ The Strategic plan will be broken into annual plans, which will run from Jan to Dec each year.
- ✓ The annual plan will be built using the six key headings and the strategic priorities within each of the headings.
- ✓ All of the programmes and, activities within the strategic priorities will be planned using logic models, which enables the team to identify the desired short, medium, and long-term outcomes.
- ✓ This method of planning ensures that desired outcomes are identified in advance and, after the programme or activity, measured using agreed metrics and evaluated as to how these outcomes were achieved.
- ✓ Connect FRC will engage with academic institutions where possible throughout the strategic plan period to conduct research into particular programmes or issues facing the community. This research and other relevant evaluations will be widely disseminated throughout the organisation.
- ✓ In addition to the above, the coordinator will report to the Board of Directors at the scheduled Board Meetings on the performance of the organisation in relation to the Strategic Priorities.
- ✓ The performance, measurement and evaluation aspect of the strategic plan and priorities will also be captured on the SPEAK Online portal, which is the system used by the core funder, Túsla, to track and monitor performance and service delivery.



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