

2022-
2025

Company Strategic Plan



Mohill Family
Support Centre

CLG

2022-2025

History of Mohill Family Support Centre

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History of Mohill Family Support Centre

MOHILL FAMILY SUPPORT CENTRE CLG DETAILS

Name of Family Support Centre	Mohill Family Support Centre CLG
Address	Canon Donohoe Hall, Upper Street Mohill, Mohill, Leitrim
Eircode	N41Y2F5
Website	http://mohillfamilysupportcentre.com/
Facebook	https://www.facebook.com/mohillfamilysupport/
Twitter	
Legal Structure	Company Limited by Guarantee (CLG)
CRO Number	357428
Registered Charity Number	20049126
Tax Clearance Access Number (TCAN)	6377428W
Primary Contact for the Centre	Majella Mc Govern - Coordinator

Governance Details

Name	Position on the Board or Management Committee	Relevant Experience	Year appointed to the Board
Cathriona Charles	Chairperson	Knowledge of the community. Communications and Governance	Elected Chairperson in 2018
Hazel Humphreys	Vice Chairperson	HR, Project Management and Governance	Sept 2018
Michael Wall	Treasurer	Management, Communications and Finance	Sept 2018
Caroline Kearney	Director	Early Year Education	Sept 2018
Bernie Donohoe	Joint Secretary	Communications, Finance and project management	Sept 2018
Karen Mc Partland	Joint Secretary	Management, Childcare and Finance, Disability, Social Inclusion	Sept 2018
Eileen Boyle	Director	Volunteering, HR and Management	Oct 2020

Frequency of Board meetings

How often does the Board Meet	Monthly
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Details of Sub-committees of the Board

Name of sub-committee	Main purpose of the	Details on how often the
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History of Mohill Family Support Centre

	subcommittee	subcommittees report to the Board
Fundraising Committee	To organise fundraising events	Every quarter
Finance and Risk Management Committee	Finance and Risk to the Company	Every quarter
Governance Committee	Governance	Every quarter
Staff Liaison Committee	Staffing	Every quarter
All committees meet more frequently if needed		

Employee Details

Name	Position
Majella Mc Govern	Coordinator
Laura Mc Hugh	Community Dev./Family Support Worker
Michelle Delaney	Family Support Worker
Angela Mc Crann	Finance Administrator
David Logan	Administrator
John Joe Doyle	Caretaker
Mattie Gaffey	Caretaker
Catherine Condron	Caretaker
Aaron Mc Guinness	Caretaker

History of Mohill Family Support Centre

Mohill Family Support Centre is a government funded family resource centre based in Mohill town, south County Leitrim. It was founded in 2002.

Around the year 1999, the then Department of Social Welfare did a survey of social welfare dependency throughout Ireland. This survey highlighted a number of localities where there was a high percentage of people dependent on social welfare (whether due to old age, lone parenting, unemployment, or childhood). Mohill town and its hinterland was one of the areas identified as having a very high dependency. This fact was the impetus for establishing a family resource centre in Mohill.

While that survey was in progress a separate activity was going on in Mohill itself: local people, mainly local women, were meeting informally to talk about the fact that so many people in the locality were struggling with unemployment or underemployment, broken relationships, addictions and anti-social behaviour, while there were few recreational activities available, particularly for young people.

A local County Councillor made a connection between the survey and the concerns of local people, and he invited a group of locals to meet with a family resource centre (FRC) support agency to explore the possibility of opening an FRC in Mohill. With the help of the support agency a committee was established in 2001 to work towards the establishment of an FRC; a survey of local concerns was carried out; and an application was made to the Department of Social and Family Affairs to enable the committee to operate an FRC in Mohill.

The committee and the Department signed a contract to open an FRC early in 2002. Known as Mohill Family Support Centre, the FRC was legally registered as a limited company in May 2002, two employees were employed in June 2002, charitable status was granted by the Revenue Commissioners in July 2002, and shop-front premises were rented by the committee, renovated and then opened for business in August 2002. This served the FRC for seven years.

In the meantime a dis-used community centre in Mohill was completely renovated by the FRC committee in conjunction with another local committee, and the FRC moved into that centre as the anchor tenant in May 2009.

Currently Mohill Family Support Centre has four staff funded by the Family Support Agency - Tusla (two full time posts for a coordinator and a family community support worker, and two half-time administrator positions). The centre also employs one full-time and three half-time caretakers funded under Pobal's Community Services Programme (CSP) scheme.

History of Mohill Family Support Centre

The Centre is also funded through Prevention Partnership Family Support Sligo, Leitrim and West Cavan to employ a family support worker to work with the residents of Carraig Accommodation Centre.

Families, individuals participate in activities such as parenting programs, personal development course programs, and therapeutic supports. In addition, Mohill FSC are involved in numerous Meitheals, we facilitate family access visits, we offer supports through our listening ear service, we provide FEAD program (food provision) and food cloud in partnership with Aldi and Tesco, women's and men's programs, health promotion, parent and toddler groups and youth groups.

We provide spaces for the space for Tusla to conduct Meitheals, family case conferences, one to one meetings and an outreach base for GROW , Mental health support service, foróige to provide one to one supports for young people and group work.

History of Mohill Family Support Centre

Profile of the Catchment Area

The catchment area of Mohill Family Support Centre is an area of south county Leitrim, essentially a triangle of land with three small towns at each corner. The major catchment area is Mohill town and a radius of eight miles around it. Additional catchment areas: Ballinamore town and Carrigallen town. In terms of Electoral Divisions (E.D.s), the catchment area consists of Mohill Town (E.D. of Mohill (28074), and 28 other E.D.s.



At one corner of the triangle is the town of Mohill. The word “Mohill” is derived from an old Irish name meaning marshland, “Maothail”, and this reflects the poor quality of the agricultural land on which much of the town’s business depends. Due to its situation the town has lost out on industrial and shopping developments while neighbouring towns such as Carrick-on-Shannon have increased in size and expanded their facilities in these fields.

Mohill is located some 18 kilometres (kms) from Carrick-on-Shannon, the county town. It is on the main Longford-Enniskillen road, 26 kms from Longford and 48 kms from the border with Northern Ireland. Mohill is situated eight kms from the N4, which is the main Dublin-Sligo road. Sligo city is situated 70kms to the North West and is the nearest referral centre for general hospital services within the HSE-West area.

Mohill has two Primary Schools – one run by the Catholic parish and the other run by the Church of Ireland. Mohill has a Community College run by the Mayo-Sligo-Leitrim ETB. An

History of Mohill Family Support Centre

Enterprise Centre in the town provides computer courses, courses on job seeking skills, and a secretarial service, as well as renting shop units.

The nearest rail link to Mohill is the village of Dromod, 8 kms away. Dromod is situated on the main Dublin-Sligo rail route, and there are five train services each way during weekdays and four train services each way on Sundays.

There are two Bus Eireann services each week connecting Mohill to Longford, and another service once a week to Enniskillen that is also run by Bus Eireann. Since 2016 a new bus service “Local Link” has been bringing people between Mohill, Carrick on Shannon and Ballinamore each weekday.

At another corner of the triangle is Ballinamore town, 16 Km from Mohill in a northern direction. It is similar in size to Mohill. Of interest is the fact that this town is on the Shannon Erne waterway canal and derives some tourism business from that. A new community school was opened in Ballinamore in 2014. There is a bus service bringing people to and from Enniskillen (Northern Ireland) on Thursdays each week.

At the third corner of the triangle is Carrigallen town, 25 Km from Mohill in an east-northeast direction. It is smaller than Mohill, and has a high proportion of foreign nationals living in it. It too is served by a bus to Enniskillen on Thursdays. Of interest there is a purpose built theatre and an active drama group, as well as a cattle mart. The town also has a second level school run by the Mayo Sligo Leitrim ETB.


History of Mohill Family Support Centre

Research and Consultation

In early summer 2021 training in Strategic Planning was facilitated by Liam Scallon for the 6 Family Resource Centres in Leitrim and Sligo with funding provided by TUSLA – this training was open to all Directors and Coordinators/Managers, and the training was used to form the basis for the process of the development of this Plan. The training was provided over two months.

With Covid Restrictions in place during the development and production of the plan it was difficult to hold traditional planning focus groups and workshops. Therefore, the staff developed and implemented targeted surveys on the Survey Monkey Platform and also left hard copies of questionnaires in local businesses in the towns and surrounding catchment areas. Individuals and families were given the opportunity to call the centre and complete a questionnaire over the phone. We used this Primary Data in relation to Service Users Needs for the coming years. The surveys are attached in Appendix A and some of the notable results include.

The feedback from these surveys has been vital in feeding into our plans for the next few years in the key areas of our work.


How do you find out about events in the local community?
The majority of respondents found out about Mohill FSC via Social and through the local newspaper
How often do you use or interact with Mohill Family Support Centre?
The majority of respondents stated “sometimes
What is your overall impression of Mohill Family Support Centre?
21 respondents stated very positive
Services offered by Mohill Family Support Centre. Which of them should be continued?
Respondents stated Family Supports, Food Cloud, Parenting programmes and family events to name a few.

History of Mohill Family Support Centre

We also undertook a review of the data available on the area from national secondary sources such as Pobal Maps and the CSO. This information fed into our plans and assisted in determining the Key Target groups and upcoming issues we need to plan for in our work. An overview of this data is shown in Appendix B but some of the headline notable statistics for the area include.

Area	Population	Deprivation Score	Population change % (2011-16)	Unemployment rate Females	Unemployment rate Males	Lone Parents
Mohill and catchment area	10327	-4.26	0.01	13.88%	26.32%	20.00%
Leitrim County	32044	-3.18	0.01	12.38%	17.15%	22.7%
National	4,757,976	-3.6	11.8 %	12 %	12.9 %	18%

Some of the most standout statistics for our area from 2016, is our rate of population growth over a 10-year period is way lower than the national average. Our unemployment rate for males is also higher than the national average and the County average. Our Deprivation score is also a cause for concern when we look at the national and county deprivation scores. From working and providing services in the area's/ communities we serve we as a Family Support Centre must continue to provide services, activities and outreach in the areas that we work with.



Like all sectors across the world our organisation has been affected by the Covid crisis since March 2020. Thankfully, due to the essential services we provide and indeed the well maintained building we operate from we have been mainly open for essential services and are providing our services in line with Government Regulations. However some of our Family and Community Support services and work have moved online and we currently provide a mix of in-house and online services. Due to the nature of the work most

History of Mohill Family Support Centre

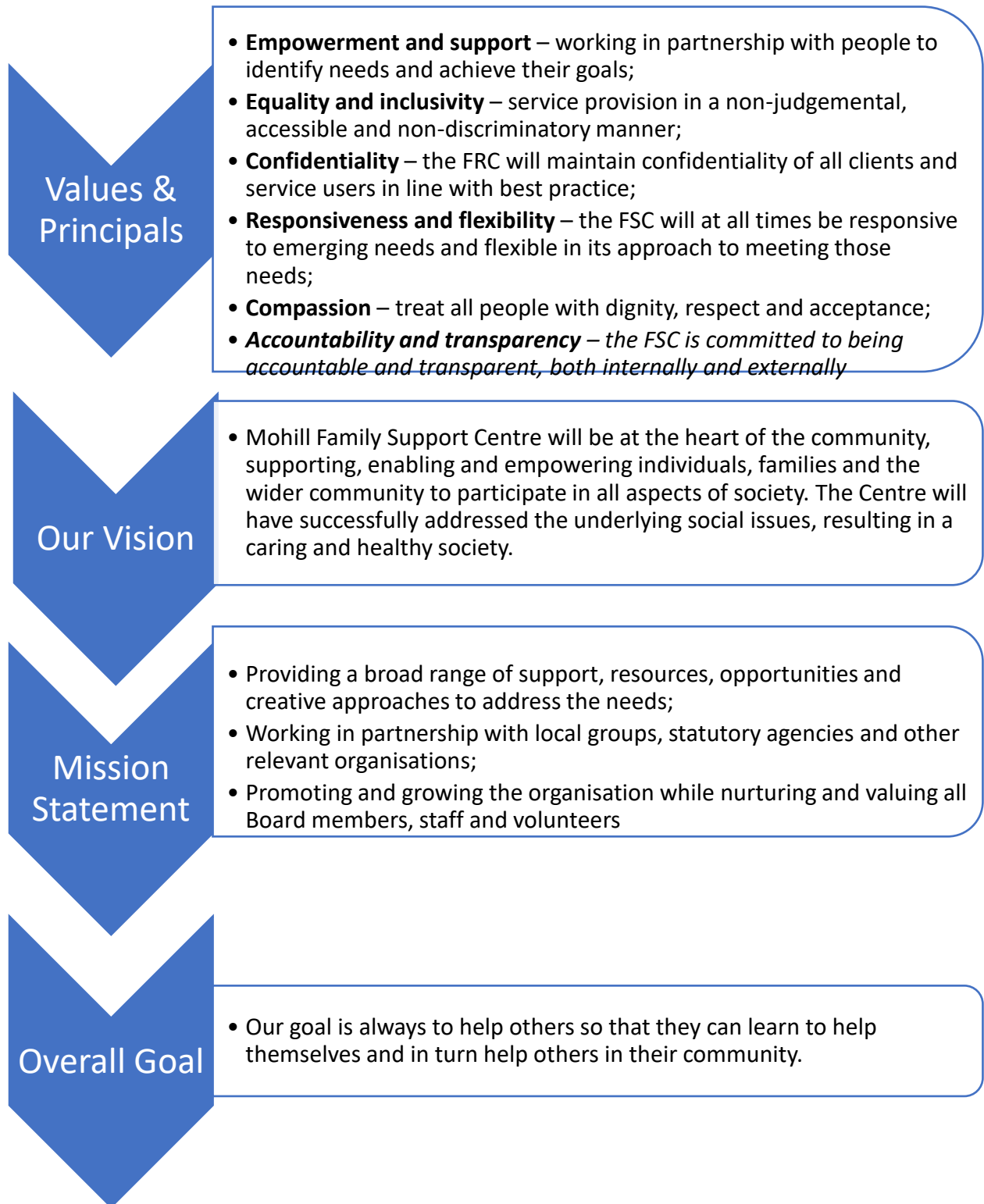
staff is working onsite and those that need to isolate or can work from home have been facilitated and provided with resources to do so.

We have developed Policies and Procedures to cover these new aspects of work and these have been added to the main company suite of policies.

The development of this plan is timely as we have been able to reflect on and consider the changes in our work practices and the emerging needs of the community that have resulted since the start of the pandemic and incorporate these into our planning.

History of Mohill Family Support Centre

Company Vision, Mission Statement, Values and Principles and Goal



History of Mohill Family Support Centre

Key Areas of Work



History of Mohill Family Support Centre

Active & Healthy, physical & mental wellbeing

Goal

Encourage families to be physically healthy and to participate in recreation, sport, arts, and nature. To enable families to make positive health choices especially around good mental health and to have a respectful approach to relationships and sexual health.



Objectives

- To support families experiencing bereavement, loss, and separation by the provision of one-to-one counselling, child appropriate therapy, parenting courses, and support groups such as Rainbows.
- To signpost families to other support services in Leitrim available from partner organisations.
- To deliver and support local Men's Shed Women's, Age Friendly, Carers Group
- To deliver mental health and wellbeing workshops and events.
- To deliver walking groups and recreational opportunities for the community.
- To provide personal development courses for individuals in our communities
- To provide and open and safe outdoor space where meeting and joining groups can par take.
- To participate and play an active role in relevant networks.

History of Mohill Family Support Centre

Measurements

- Greater contact, support and involvement by children and parents in community level initiatives and activities.
- Greater levels of awareness by parents of their children's Health needs e.g., wellbeing, activity, and healthy eating.
- Increased take up of counselling and therapeutic services.
- Improvement in people looking after their mental health and wellbeing by engagement in courses and services provided.
- Increased take up of organised physical activity and sports.
- Improved service provision and coordination between service providers.

Achieving full potential in all areas of learning & development

Goal

Children, their families and the communities in Mohill, Ballinamore and Carrigallen will be supported in active learning.

Objectives

- Address any gaps identified, e.g., through talks etc
- To deliver non accredited courses for adults including Parenting Programmes.
- To work in partnership and facilitate SICAP and the MSLETB in the delivery of community-based courses and training for volunteers.
- To link in with Government Agencies, TUSLA, Local County Childcare Committee and other voluntary agencies.
- To provide personal development courses for individuals in the community
- To participate and play an active role in relevant networks.

Measurements

- Increase in number attending and completing skills-based training and education.
- Greater contact and involvement by children and adults in community led initiatives and programmed activities in both formal and non-formal approaches to educational support.

History of Mohill Family Support Centre

- Improved information provision regarding local opportunities for active learning /training and personal development.
- Increase in parents' involvement in their child's development and education.
- Improvements in health and wellbeing and more positive family relationships.

Safe & protected from harm

Goal

Promote and support secure, stable, and caring home environments for children, their families and the communities in Mohill, Ballinamore and Carrigallen where people are safe from abuse, neglect, and exploitation. To develop society so that everyone is protected from bullying, discrimination, and anti-social behaviour.

Objectives

- To provide one to one Family and Individual support.
- To provide support and signposting to families who are experiencing difficulties including Domestic Violence, Elder Abuse, Equality and Sexual Health at any stage or any age.
- To provide a safe place for Supervised Access Visits.
- To promote DVAS and Sligo Rape Crisis Service.
- To ensure all our staff, volunteers and sub-contractors are aware of the company's Child Safeguarding and Protection Policies and Procedures.
- To provide a safe place for people accessing addiction, sexual health, money advice and homelessness services.
- To participate in and operate the Suicide Prevention Code of Practice.
- To participate and play an active role in relevant networks.

History of Mohill Family Support Centre

Measurements

- Increased awareness of general community around Child Protection and Children's Safety.
- Annual review of company's Child Safeguarding and Protection Policies and Procedures.
- Increased community engagement in Domestic Violence, Elder Abuse, Equality and Sexual Health Campaigns especially on social media platforms.
- Increased community awareness around Child abuse and Child Neglect and how to report to the TUSLA.
- Increased community awareness around the rights of older people, elder abuse and how to report.
- Increased availability and take up of counselling and therapeutic services for children, young people and adults.
- Improved service provision and coordination between service providers.

Economic security & opportunity

Goal

To develop communities where children, their families and individuals in Mohill, Ballinamore and Carrigallen are protected from poverty and social exclusion. To provide opportunities for on-going education and training and to facilitate pathways to economic participation and independent living.

Objectives

- To manage and deliver food packages under the FEAD programme in south Leitrim on behalf of the Department of Social and Community Affairs.
- To manage the operation and distribution of Food Cloud in collaboration with Tesco, Aldi and Lidl.



History of Mohill Family Support Centre

- To host and support participants from local community employment schemes – TUS, CE, and RSS.
- To provide work experience placement opportunities for students from Leitrim Enterprise Centre, Mohill Youth Reach and Sligo IT.
- To continue to provide low-cost room rental space for groups and organisations to enable them to provide services locally.
- To participate and play an active role in relevant networks.

Measurements

- Increased awareness in Front line staff around the needs of the family and a more trauma informed approach to their response.
- Increased take up of FEAD programme.
- Increased take up of the food cloud programme.
- Increased and more effective co-ordination and referral practices amongst service providers responding to the needs of the family.
- Increased opportunities for employment and access to better economic security.
- Improved service provision and coordination between service providers.

History of Mohill Family Support Centre

Connected, respected & contributing to their world

Goal

To enable communities where children, their families and individuals in Mohill, Ballinamore and Carrigallen to develop their own sense of identity, free from discrimination, aware of their rights and responsible and respectful of the law. To encourage them to be part of positive networks in Leitrim and to engage with a social and environmental conscious.

Objectives

- To deliver a Parent and Toddler Group.
- To deliver sessions to children on self-care, self-esteem, and friendship.
- To facilitate local community and sporting organisations to utilise the Centre to provide services and opportunities for community engagement.
- To review and implement Company Policies and Procedures in relation to Racism and Discrimination.
- To actively promote and fully engaged in the provision of Meitheals in the area.
- To provide relevant support groups and networks as the need arises.
- To participate and play an active role in relevant networks.

Measurements

- Greater contact, support and involvement by children and parents in community level initiatives targeting community engagement.
- Increased number of volunteers and community leaders.
- Increased community awareness around the need for locally based community services and facilities.

History of Mohill Family Support Centre

- Increased representation of target group members in voluntary activities and committees.
- Increased public awareness of Mohill Family Support Centre and the services we provide to the community.
- Increased awareness of the needs of the family among service providers and a reflection of this in planning and service delivery.
- Improved service provision and coordination between service providers.

Integrated Communities & Provision of Community Facilities

Goal

To develop Mohill, Ballinamore and Carigallen as fully cohesive community where all residents are provided with opportunities to integrate fully into society. To provide, develop and maintain affordable facilities and services for all.

Objectives

- To provide supports, signposting, and advice to the general community on a one-to-one and group basis.
- To provide information, supports and notifications to the community via social media platforms and other public relations methods.
- To provide administration supports to the general community on a one-to-one and group basis.
- To provide low cost and quality space for meetings, consultations and events.
- To maintain and further develop the Mohill Family Support Centre as an amenity for our service users and the wider community.
- To participate and play an active role in relevant networks.

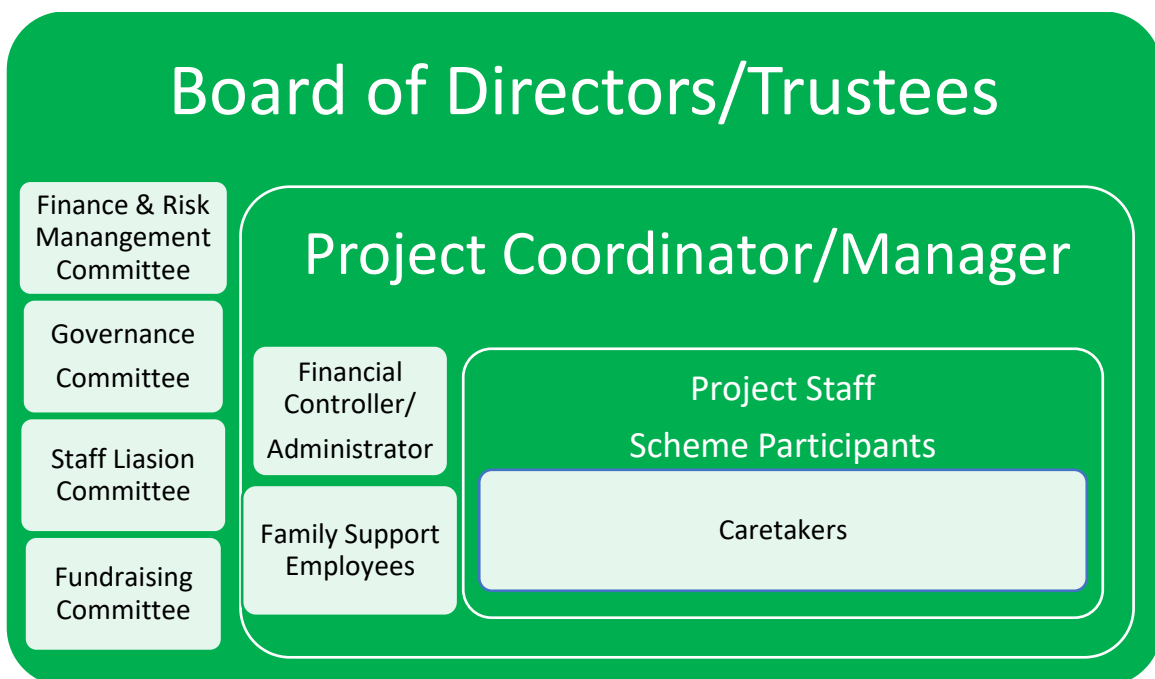
History of Mohill Family Support Centre

Measurements

- Increased numbers from general community using the FSC and attending our services and events.
- Continued and further development of Mohill Family Support Centre by accessing capital grant aid and re-investment of company reserves.
- Increased followers on social media platforms.
- Increased usage of FSC for meetings, consultations and events.
- Improved service provision and coordination between service providers.

Implementation and Management Board and Staff

The chart below outlines the Management Structures within the organisation that are used to ensure that the company is run effectively and in line with all legal and statutory requirements. It shows the relationships and hierarchy between the different board and employees. It also demonstrates that the Directors have overall responsibility for the company.

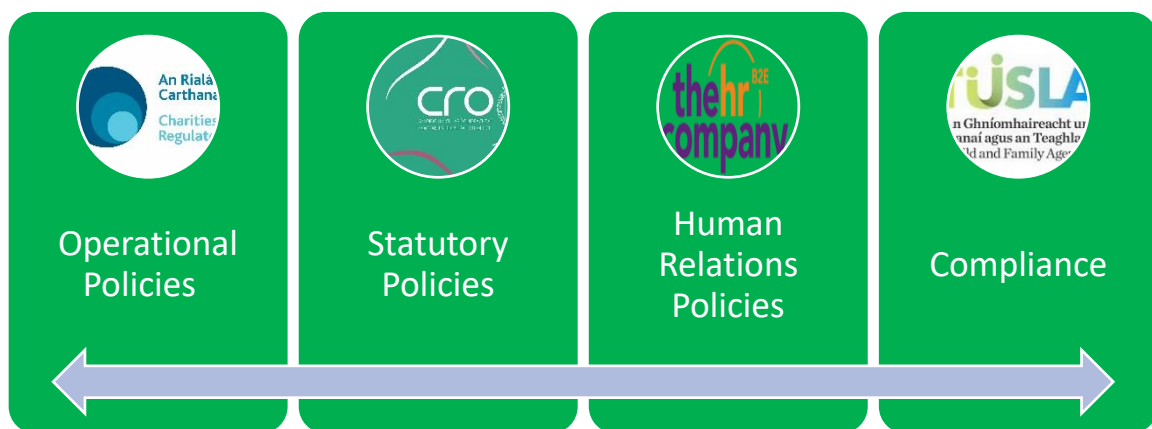


History of Mohill Family Support Centre

We have an active and engaged Board of Directors and spend time on training directors and recruiting suitable replacements for those who are due to retire, so that we maintain an effective and competent Board at all times. The following is an outline of what we look for when recruiting new directors.

Skills and attributes needed to be a Director of Mohill Family Support Centre CLG				
INTEREST IN: Mohill and South Leitrim and its communities	AWARENESS OF: Equality Diversity Conflicts of Interest	ABILITY TO: Be Impartial Be Confidential Make Decisions	EXPERIENCE OF: Attending meetings and/or managing staff	KNOWLEDGABLE ABOUT: Finance Legal Family support Governance Youth

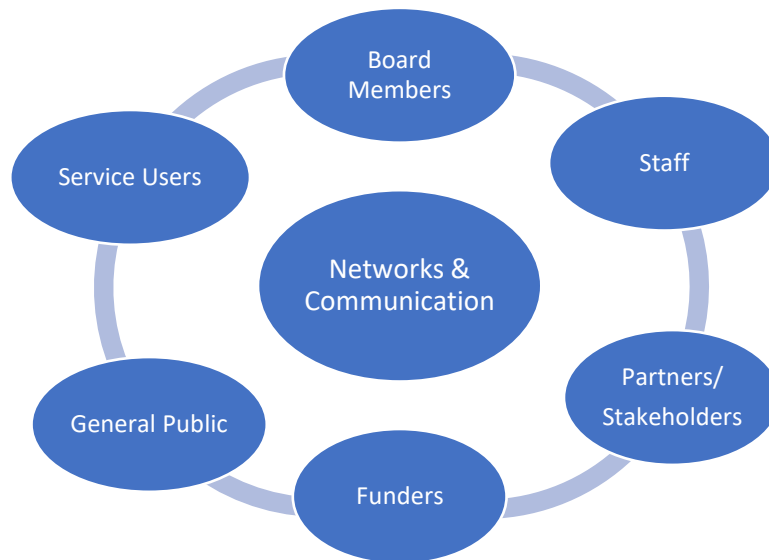
As we are a Registered Charity we need to meet and maintain certain standards in how we operate and carry out our business. A suite of policies has been developed and are updated regularly in line with changing legislation which is used to manage the day-to-day business of the company. We work with TUSLA to ensure we are compliant in the area of Child Protection and in 2020 we took on the services of the HR Company to assist with all our Human Resources needs. A full list of Policies which are grouped under the following headings is contained in Appendix C.



History of Mohill Family Support Centre

The project is supported by over 15 volunteers as well as 6 voluntary Board of Management members and a staff of 9. The staff comprises of 2 fulltime; 2 part time FSC core funded staff; 1 part time family support worker funded by PPFS Tusla; 4 caretakers 3 of which is part time and funded through the Community Services Programme. Mohill FSC also host students on placement from second and third level institutions for relevant work experience.

Another main component of our work is how we communicate our company message. This is done in many ways and can vary depending on the target audience. The graphic below shows who we communicate and interact with.

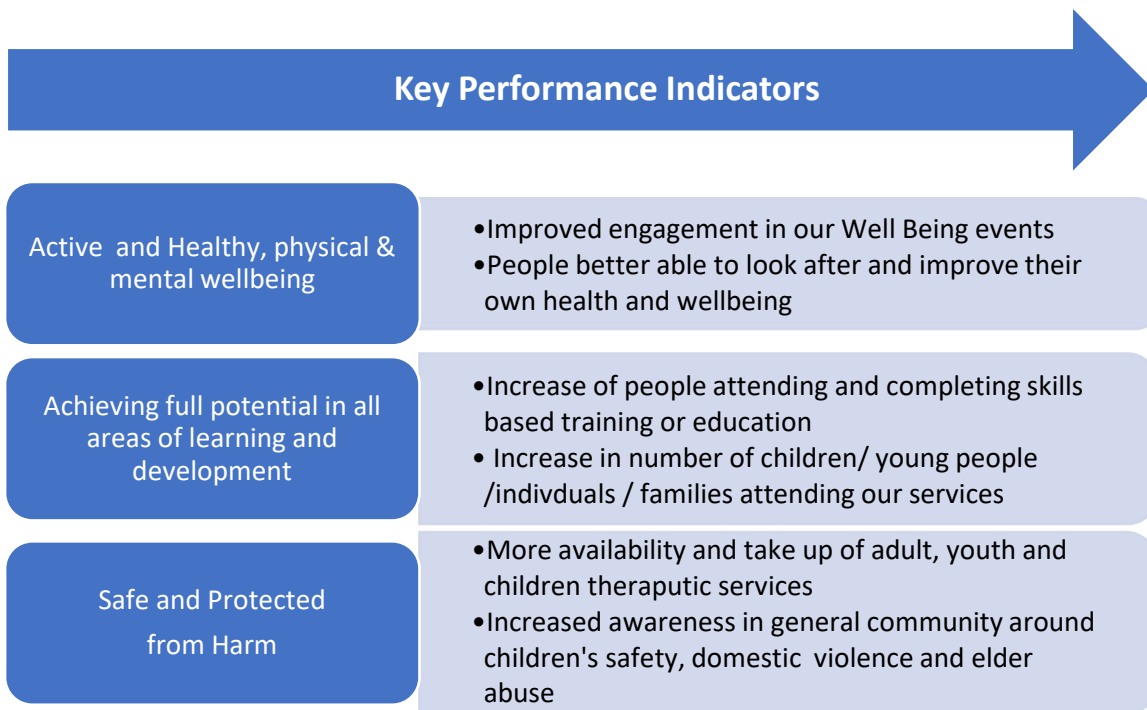


History of Mohill Family Support Centre

Strategic Plan Review

We evaluate our work on a continuous basis throughout the year through the following processes:

- Discussions at monthly management meetings
- Discussions at Team Meetings
- Discussions at staff meetings
- Through Support & Supervision Structures
- Biannual reporting to various funders - Financial and Caseload
- Monthly and Quarterly reporting to various funders
- Annual Progress Reports
- Annual review and planning sessions
- SPEAK returns



History of Mohill Family Support Centre

Economic security and opportunity	<ul style="list-style-type: none">• More opportunities for people to gain employment and economic security• More effective co-ordination and referral amongst service providers responding to family needs
Connected and respected and contributing to their world	<ul style="list-style-type: none">• Increased representation of community members on local voluntary committees• Greater contact and involvement in initiatives targeting community engagement
Integrated Communities and Provision of Community Facilities	<ul style="list-style-type: none">• Increase in target group members using facilities and engaging in all activities• Room Hire and usage rates

History of Mohill Family Support Centre

Financial Management

Mohill Family Support Centre CLG is managed as a Social Enterprise; our income is a mixture of grant aid that mainly covers salary costs and earned income/donations which is generated by the provision of low-cost services. The income generating services we provide are under two main areas namely Therapeutic services and Room rental. TUSLA and Pobal are our biggest funders and we have contracts in place guaranteeing funding. Staff costs account for the biggest share off our expenditure as one would expect and the remainder is divided between fixed and variable costs.

Due to the size of the organisation Finance is a major part of the management of the company at both staff managerial and Director levels. Robust procedures have been developed to ensure we are compliant with all Charitable and Corporate Regulations as shown below:

Financial Planning	Goveranace	Reserves
<ul style="list-style-type: none">•Service Level Agreements in place with TUSLA with funding levels agreed•Contracts for Provision of CSP signed with POBAL•Capital and Operational Funding sought when needed and avaiable	<ul style="list-style-type: none">•Accounts Audited Annually•Robust Financial Policy•Quartely Finance Subcommittee meetings and signoff•Finance on every Board Agenda	<ul style="list-style-type: none">•Reserves Policy in place•Operating Reserve•Restricted Reserves for Future Developments

Like most Social Enterprises in this sector, we have been severely affected by the Covid crisis since March 2020. The on-going crisis and changing regulations and restrictions makes planning including financial planning more challenging. We have been mainly open and are providing services in line with Government Regulations, with some services such as group work more affected than others.

Covid has affected our finances with some sources like Room-hire and travel on the expenditure side being reduced. We are lucky that we have received supports from many of our funders over the last year.

History of Mohill Family Support Centre

The company reserves are starting to look healthy for the organisation this is due to underspends in 2019 and 2020 where our main funders allowed us to hold as restricted reserves.

History of Mohill Family Support Centre

Appendices

Appendix A - Survey Results

The questionnaire was distributed in local shops around Mohill. 47 people replied

1. How do you find out about events in the local community? (Please tick as many answers as you wish)

Social media (Facebook etc)	33	Websites	8
Text messages	9	Shannonside Radio	12
Leitrim Observer (Mohill Notes)	33	Notice Boards in shops	11
Church Newsletter	17	Word of mouth	28
Centre WhatsApp group	1		

2. How often do you use or interact with Mohill Family Support Centre? (Please tick one answer)

Daily	Weekly	Sometimes	Never
0	2	24	17

3. What is your overall impression of Mohill Family Support Centre? (Please tick one answer)

Very Positive	Positive	Neutral	Negative
21	17	2	0

4. Services offered by Mohill Family Support Centre. Which of them should be continued? (Please tick as many as you wish).

Advice and Support for individuals and families	35	Family Support	36
Parenting Programmes	30	Parent and Toddler Group	35
Photocopying, typing, and laminating	32	Family Events	35
Counselling (Adult and adolescences)	34	Play Therapy	34
Rainbows Programme	25	Youth Café	32
Cookery Programs	30	Community Events	32
Food Cloud (Weekly)	25	FEAD Hampers (quarterly)	25
Rooms to Hire	27		

What aspects of the work of Mohill Family Support Centre would you be interested in learning more about?

Advice and support for individuals – clarity about what type of information, e.g, legal?

History of Mohill Family Support Centre

Childcare	Children – activities	Children – services aimed at them
Classes	Community events	Cookery classes
Counselling	Education	Events - community
Events – Family	Families – services for young families	Family Support
Food cloud	Health - Mental health services	Parenting programmes
Rooms for hire	Services – general	Social
Social dancing events (more)	Summer camps	Volunteering
Youth café	Youth cookery	Youth Foroige

History of Mohill Family Support Centre

6. What new activities/supports would you like to see Mohill Family Support Centre rolling out in the coming year?

Linking Active Age group to services	Linking with Community Network to create a better physical environment in the town
Young adults – play activities	Courses – psychology
Mental Health – lectures	Mental Health – social group
Mental Health – supports	Children – programmes for them
Classes - Exercise classes	Classes - Night talks
Community activities	Community events
Family supports, esp for families with young children	Classes -Arts and Crafts
Bingo	Book club
Classes - Dancing	Charity shop
Older teenage groups	Summer camps – more of them
Mother and Baby group	Breastfeeding group
No sure	The Centre already offers a wide variety of services for the community

7. What would improve/enhance your experience of dealing with Mohill Family Support Centre?

Social media	Facebook account
More info on MFSC services	Quarterly newsletter
More funding for teenage activities	An Open Day
Leaflets and Flyers	Outdoor activities
More of the kids’ activities that had been planned for 2020	More advertising of events, more info on them widely available
Nothing new is needed.	

8. Any Other Comments

Twelve comments, all of them very appreciative of the work of MFSC

- A very good support centre for our town
- Great service to the Community
- Very experienced people doing great work for the Community
- Currently I do not avail of the Mohill Family Support Centre. I am very impressed by the multiplicity of activities and events hosted. Keep up the great work
- Doing a great job, so (I am) happy with everything

History of Mohill Family Support Centre

- Fun days for the kids and parents are always a very good experience
- Congratulations to the Board of Directors and Management on the ongoing great work of Mohill Family Support Centre
- Excellent service (2 replies)
- Doing a great job
- Very good services provided which benefits the whole Community
- Fantastic services especially from Majella and Laura and all the staff
- (My) kids enjoyed kayaking and cookery lessons
- We appreciate the support you have given to our family.



Appendix B – CSO and Pobal Statistics

Attached to email

Appendix C - Company Policies

General Policies and Procedures	Yes	No	In Process	Last Reviewed	Last Updated
Equality and Diversity Policy	✓			2019	
Child Protection Policy	✓			2021	Dec 2021
Safeguarding Statement	✓			2021	Dec 2021
Code of Practice on Suicide Prevention	✓				
Data Protection Policy	✓			2019	
Equality of Opportunity / Equal Status Policy	✓			2019	
Policy for Groups using the Centre	✓			2019	
Internet Use Policy	✓			2019	
Public Relations / Media Policy	✓			2019	
Working Alone Policy	✓			2019	
Stock Control Policy	✓				Developed

History of Mohill Family Support Centre

					Nov 2021
Credit Card Policy	✓				Developed Sept 2021
Fundraising Policy	✓				Developed 2021
Working from home policy	✓				Developed 2021
Working from home application policy	✓				Developed 2021
CORPORATE GOVERNANCE / POLICIES AND PROCEDURES REALTING TO THE VOLUNTARY BOARD OF DIRECTORS	Yes	No	In Process	Last Reviewed	Last Updated
Volunteer Policy	✓				2020
Volunteer Handbook	✓				2020
Terms of Reference for Sub-Committees, Working Groups and Advisory Groups (incl. Finance and Staff Sub-Coms)	✓				2021 and ratified by the Board
Financial Policies and Procedures	✓				Reviewed 2021 and ratified by the Board
Conflict of Loyalty Policy	✓				Reviewed 2020
Confidentiality Policy	✓				Reviewed 2020
Recruitment of Volunteer Directors	✓			2018	
Turnover of Volunteer Directors	✓			2018	
Board Meetings without staff present	✓			2018	
Conflicts of Interest	✓			2019	
Non-attendance of Directors at Meetings	✓			2019	
POLICIES AND PROCEDURES RELATING TO EMPLOYMENT	Yes	No	In Process	Reviewed	Last Updated
Health and Safety Statement and Policy	✓				March 2020
COVID 19 plan	✓				July 2021
Employee Hand Book	✓				Currently under review October 2021
Bullying and Harassment Policy	✓			2018	

History of Mohill Family Support Centre

(Including Sexual Harassment)					
Dignity and Respect at Work	✓			2018	
Disciplinary and Grievance	✓			2018	
Recruitment and Selection	✓			2018	
Supervision and Support	✓			2018	
Time off in lieu	✓			2018	
Family Friendly Work Arrangements	✓			2018	
Options Related to Work Hours	✓			2018	
Statutory / Non-Statutory Leave Arrangements	✓			2018	
Employment or Career Breaks	✓			2018	
Code of Conduct	✓			2019	
Risk Management	✓				Updated every year
Apportionment Policy	✓			2019	
Contract for Service	✓			2019	
Job Sharing	✓			2018	
Code of Business Conduct	✓			2018	
Sample Risk Management Policy and Toolkit	✓				Updated 2020
Complaints Policy and Procedures for Stakeholders	✓			2019	
Protected Disclosures a.k.a. Whistleblowing Policy	✓			2018	
Ethics and Professional Conduct	✓			2019	
Driving for Work Policy – Contained in Staff Handbook	✓			2021	
Severe Weather Events Policy	✓			2019	
Policy for Groups using the Centre	✓			2021	
Policy on Staff Development	✓			2018	