



**Annual  
Report  
2022**

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## Introduction

**No 4 Youth Service** was founded in the early 1980's in response to the needs of young people at that time. While the organisation has adapted to the needs of the community in the intervening years, it continues to remain true to its mission of: -

*'Assisting Young People at Challenging Times'.*

**No 4 Youth Service** aims to enhance the quality of young people's lives by providing an effective and holistic response to a wide variety of issues pertaining to young people aged 13 - 25 years.

## Our Work

**No 4 Youth Service** provides a wide range of supports for young people, all of which are based on a youth work approach, ensuring that young people aid their own personal development.

The aim of **No 4 Youth Service** is to ensure that all of our programmes result in 'Better Outcomes' for young people in line with Ireland's National Policy for Children and Young People. It is important that young people can access support to help them to address the various issues they may be faced with, and critically it is essential that young people are supported to develop their own resilience to ensure that they can make positive choices for themselves as they go through life.

We aim to improve the health and well-being of young people through implementing programmes and activities that have an emphasis on intervention and prevention in a range of areas including; Youth Work, Homelessness and its Prevention, Education, Physical and Mental Health and Employability.

## Support available

### Counselling

Counselling can be availed of by young people aged between 15 and 25 years. It is a free, (€5 donation) community-based youth counselling service delivered by qualified and accredited counsellors. The service offers a youth friendly and accessible environment to young people.

By engaging in the counselling process young people have the opportunity to gain self-respect, esteem, optimism and resilience. They have the potential to become full and healthy members of their community through enhancing their relationships with family, friends and colleagues.

### Formal tuition

Support for young people, who are excluded from mainstream school or require additional assistance to remain in school, is available in the form of individual or small group classes with subjects including English, History, SPHE, Personal and Social Development and Maths. Support is also available for those in need of assistance with numeracy and literacy skills and who cannot access more mainstream services. A Personal and Social Development Educational Programme that focuses on developing the 'soft skills' of young people in a semi-classroom environment was evaluated in 2019 with a decision then made to make this part of ongoing service delivery.

### Employability Skills and Careers guidance

Careers guidance is offered, providing the opportunity for young people to explore and clarify their options, needs and interests. Young people are assisted to build their communication and presentation skills. Practical support with CV writing, interview skills and job/course applications were also available throughout 2022.

### Youth work

Practice at **No 4 Youth Service** focuses on informal education and furthering the young person's social and personal development. This practice is rooted in the Personal Development Model of Youth Work, as detailed in Hurley & Tracey, 1993, and underpins our Youth Work Programme.

Emphasis is placed on:

- Education for Life Programmes
- Recreational Activities
- Social/Political Awareness
- Vocational Training
- Arts/Creativity

Using informal individual and group work, one to one support and youth focused activities, young people are given the opportunity to find a sense of their own self-worth, to become more self-confident and more self-reliant, and to overcome difficulties that they may encounter.

### Information

Information and assistance to access information on a wide range of issues is provided to young people.

### **F.E.A.D**

FEAD is a national food programme targeting those on the margins of society who are in need of essential food support. Monthly food deliveries of non-perishable goods are available to young people who find it difficult to manage living independently on a restricted budget.

### **Homelessness Prevention**

Young people (aged 18-25) are offered support, guidance and advocacy in relation to their housing needs. They are assisted to;

- Clarify their housing options
- Develop their personal and communication skills
- Source and view potential accommodation
- Apply for housing assistance payments as required
- Relocate and link up with supports in the local community
- Get acquainted with good home management practices

Support and advocacy is also provided to young people who find themselves needing to access emergency homeless accommodation.

### **Health**

A range of practical supports are provided to ensure young people can attend to their basic health and hygiene needs to include shower and laundry facilities, access to hygiene packs, clean clothing and a daily nutritious meal.

**'I appreciate all the help, support and advice No 4 has given me. Truly appreciate it going through uncertain times'**

**'Career Guidance services have been vital to me in my preparation for college'**

**'No 4 helped me to become more confident to navigate problems by myself'**

**'No 4 has been helpful to me because it is a safe home away from home'**

**'The workers are brilliant...they have helped me navigate Government things and I get food boxes delivered. I have also found counselling really helpful'**

# GALLERY 2022



**2022**

**No. 4 was accessed over 5,000 times by 368  
Young People**

**22 young people attended tuition**

**73 young people engaged with careers  
guidance and support around employability**

**122 FEAD packages delivered to young people  
struggling with the cost of living**

**94 young people attended counselling**

**Over 600 meals were provided**



## Organisational Structure

**No 4 Youth Service** – Seirbhíse na nOg CLG is managed by a voluntary Board of Directors, with operational responsibility delegated to the Manager, Natalie Coen.

- Michael McCann (Chair)
- Pat Connolly (Vice Chair)
- Sheila Connell (Secretary)
- Carmel Brennan (Treasurer)
- Marian Colohan
- Rebecca Jackson
- Stephanie Cloonan
- Ben O’Callaghan
- Fr. Anthony Finn

### Employees/Contractors

1 Manager  
3 full-time Youth Workers  
1 part-time Careers Guidance Counsellor  
1 part-time Teacher  
1 part-time Community Employment Scheme Participant (Youth Work)  
5 Counsellors contracted to work 24 hours weekly

### Volunteers

2 volunteer tutors generously gave of their time to provide formal tuition in Maths.

### Training

The professional development of staff members is a priority for **No 4 Youth Service**. Staff members take part in training that enables them to develop their skills and work with young people to the highest standards.

# Young People

(Names have been changed)

## **Roisin**

### **Experience before coming to No 4 Youth Service**

Roisin was in her Leaving Certificate year when she first attended No 4 Youth Service. She lived outside of the city and had never taken a bus or travelled by herself prior to accessing the service. She was anxious in so doing but pleased that she had taken this step.

At the time Rosin was 18 years old and lived with her parents and her younger sibling. She loved school for the social aspect and was very concerned about leaving school and the loss of purpose and social connection. She did not play sport or attend social events.

Roisin had made a report of abuse within her family in her early teens and as a result Social Services were involved. The case was dropped and no Social Work supports were put in place. She felt very let down by the system and withdrew from sharing any further information about her family. Rosin continues to be cautious in this regard.

Roisin was referred to CAHMS by her school and attended a number of times. She felt this support would have been more beneficial if she had been able to attend more frequently. However, she could not attend due to lack of transport. Other than that brief link with Social Services and CAHMS, No 4 Youth Service was the first connection Roisin had made independently outside of home or school.

### **Getting involved**

Roisin found out about No 4 Youth Service from her Career Guidance Teacher at school and after some time she choose to attend. Initially Roisin met one to one with a staff member and slowly began to join the drop-in space in the early mornings when it was quiet. She was quite anxious initially meeting people in this new setting but realised this was something she needed.

### **Barriers and other Challenges**

Roisin did not have a plan for college or employment at this time and was not in receipt of any payments. She could only attend No 4 Youth Service periodically in the first 2 years as she did not have the bus fare and she was reliant on her mother for her travel costs and a lift to the bus stop. Each time Rosin visited No 4 Youth Service she stayed for longer periods and engaged more with the wider staff team and with other service users. She reported being surprised how much in common she had with other young people despite the differences in background, culture and ethnicity.

### **Why has the young person remained involved with No 4 Youth Service?**

Roisin stated her confidence and her social skills were challenged and developed with each visit.

*"I feel like a 12-year-old in a 22-year-old body. Attending No 4 has helped me to grow and mature as a person. No 4 is a nice place to visit, to have people to talk with and share problems- Problems are halved when shared"*

## **Outcomes**

### **Roisin's words...**

"I have grown in confidence, feel more resilient and have gained greater emotional Intelligence"

No 4 Youth Service helped me to secure a Social Welfare payment. I did not have the confidence to make an application on my own as I found it hard to see myself as an adult. Having a regular payment enabled me to develop my independence.

As my confidence grew, I took steps to improve my career prospects. I began to believe I could find employment and achieve independence - living and working outside of the family home. I have considered a range of courses and opportunities- something I would not have aspired to do without the support of No 4 Youth Service.

After a time on Social Welfare, I was able to access a work placement scheme. Over the last 18 months I have worked part-time. I am hoping this will continue with the support of the Wage Subsidy Scheme and No 4 has helped me to follow through with applications for this.

### **Future**

I want to continue to work in the coming years and at some stage in the future I want to complete a degree at university. I definitely want to live independently.

## Maebh

### Experience before coming to No 4 Youth Service

Maebh first presented to No 4 Youth Service in December 2021. She was attending school and living in her family home. She initially presented to use the space as a social outlet. Maebh was actively involved in school and volunteered with two local community groups. She now admits that at the time, she was scared, reaching out for supports and trying to put a network in place before leaving home.

### Getting Involved

Maebh presented to No 4 Youth Service on the advice of her sister who had previous experience of the service. Initially Maebh accessed the service primarily as a social outlet and for daily meals. She also hoped to get support in relation to housing and create some stability in her life as this had been lacking while growing up.

### Barriers and other Challenges

When entering her final school year, Maebh had to leave her family home due to abuse that she experienced there. She secured accommodation with a family friend, however, in time this arrangement was no longer feasible and Maebh found herself homeless. No 4 Youth Service advocated for support for Maebh and she was placed in suitable accommodation by the appropriate housing authority.

### Staying Involved

Now that Maebh is in a stable situation the true reality of her situation has become clearer. She has talked with staff about how there were “family issues as far back as I can remember in my life”. Maebh describes a history of feeling isolated and of “living in survival mode by not speaking about the issues”.

Maebh cited stability and constant support as the primary reasons for remaining engaged with No 4 Youth Service - “You can be cold in town, then come in and get warm. Just be safe. And there’s free tea and coffee! You can explore new avenues too. Young people can find out stuff about themselves. It’s not just for people in dire need. Young people need a safe, warm and friendly setting”. Maebh has maintained a high level of engagement with the service. She avails of daily meals, monthly food box deliveries and takes part in activities including day trips, swimming trips and yoga.

### Outcomes

Maebh describes how her lack of confidence in her own abilities was holding her back but believes No 4 Youth Service helped with that. “My resilience grew from being part of a community and having that stability. I had all the stuff. I just never had the confidence in my own ability to believe it”. Maebh also describes the skills she has developed thanks to the regular food box delivery. Due to this, she now develops meal plans and shops accordingly.

### Looking to the future

In the immediate future Maebh hopes to finish school. She describes being active in her community and would like to see youth spaces expand across the city. Maebh envisages engaging with careers guidance when the time comes to make some plans for the future and put in place the steps to take.