

# Right of Place Second Chance

## Annual Report 2015

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Support for Survivors of Institutional Child Abuse and their families on their journey to Truth, Justice and Healing

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*"I love coming into Right of Place offices as often as I can. I am always treated with respect and feel I can sit down with people I know and who know me. I actually feel worth something. I feel happy to tell people who I am and what I am part of. I no longer ever need to feel ashamed."*

*(Survivor)*



**Call:** 1890 200 709

**Visit:** [www.rightofplace.com](http://www.rightofplace.com)

**Find us:** In Cork, Waterford & Limerick

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**In 2015.....**

**35%**

**..... of all our Contacts were intensive one to one working with our clients**

## Chairperson's Address

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**With tremendous pleasure, I am introducing Right of Place Second Chance 2015 Annual Report. This report will show how we are working to improve the lives of Survivors right across Ireland and empowering them to realize their ambitions.**

Often working with Survivors of Institutional Abuse can be difficult. Whilst we continue to have fantastic support from individuals, our funding partners the HSE and other interested parties; Survivors lives have been so blighted by their childhood abuse that supporting them can be a challenging road.

Despite this, we believe in the absolute necessity of our services and the impact these have on thousands of lives every year across Ireland and beyond. Over 6,200 Contacts were made into one of our Three Centers in 2015. Over 35% of these contacts were given intensive 1-1 support by one of our Advocacy officers. 50 Individuals continue to receive a weekly call from an understanding supportive person. We run several Social supports giving Survivors an avenue to meet with like-minded individuals and to gain some peer support.

Additionally, to this to run in tandem with providing our valuable services, the organization has continued to focus on governance development. We are recognized as being on the "adoption journey" in the Governance Code, have redefined our membership and updated our Articles of Association.

Right of Place Second Chance has been an authoritative voice on the issues of Survivors and their families and we will continue to be. We will continue to redefine our organization in line with best practice and to complete our work in line with our Vision and Values.

We believe in an Ireland that recognizes the lifelong effects of childhood Institutional Abuse, perpetrated by our state but remain committed to moving Survivors on and empowering them to overcome these difficulties.

We owe it to these men and women who suffered so badly as children to do all that we can for them as adults.

As chair of the organization I wish to thank our Voluntary Board of Directors for their commitment and drive to our work. A special thanks to our Director of Services and Finance/Administration and to our staff. The Levels of professionalism and dedication you have to offering, as our Annual Report will show, our indispensable work is something that I'm sure will continue to be recognized both now and into the future.

## About Right of Place Second Chance

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### Supporting Survivors of Institutional Child Abuse and their families on their journey to Truth, Justice and Healing.

Right of Place Second Chance is a vision and values driven organisation. We support survivors and their families to access their entitlements and rights and empower those we work with to attain their goals through a culture of trust and respect. We provide practical help and offer a forum for communication, information, validation, peer support and encouragement to all survivors who suffered as children in state run institutions.

### Directors and Other Information

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#### Directors

Mr. Michael Walsh  
Mr. Francis Treanor BL  
Mrs. Fiona Long  
Mr. Tom Wall  
Mr. Eoin O'Neill  
Ms. Lorraine Kingston

#### Director of Services

Mr. Micheál Walsh

#### Director of Finance & Administration

Mrs. Edel Desmond

#### Registered Number:

333456

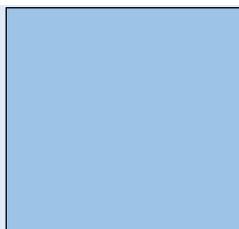
#### Registered CHY Number:

14581

#### Auditors

Robert Nathans Auditors, 4<sup>th</sup> Floor,  
The Atrium, Blackpool,  
Co. Cork.

**"Thank you so much for bringing me along  
and making me feel included."  
(Survivor)**



## Overview

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To understand our importance to Survivors of Institutional Abuse, it is important to realise that not all of **the 6,200 contacts** that we received required intensive support.

Many who contact us are in need of information, from an understanding organisation and are experiencing traumatic times in their lives. They access us to get information, support, advice or advocacy as they navigate mainstream services.

Some who access us do so as a Social inclusion to be around people who know their story and their history. This is often our best form of support as its pro-active at identifying potential barriers to progression and empowerment that some do not even realise exist within their own life.

We have specialist skills at supporting Survivors of Institutional abuse that largely do not exist in mainstream services, but remain committed to training and advocating the cause of Survivors; both internally and externally.



We also remain committed to ensuring the inter-generational effects felt by children and grandchildren of this abuse is eradicated through increased access to services, to include Education, Welfare, Training etc.

Despite this, we still **received 6.581 Contacts in 2015.**

**300 Individual Survivors** have accessed our Social Events and we maintain **50 Individuals who receive a weekly call** from one of our support staff who are isolated and socially excluded.

This report does not cover every aspect of our work in 2015, but concentrates on key items that highlight the work we do, every day.

More detailed information on our range of services, who is accessing them and how many can be found on our website at [www.rightofplace.com](http://www.rightofplace.com).

**"You have made me believe that help actually exists. That I can come in, have a cup of tea and get help from you means a lot. I may not always need you, but it is so good to know that you are there."**

**(Dependent)**



**"I am very happy with Right of Place. They have helped me throughout the years. The staff and outreach team are very loyal and always passionate about their work."**

**(Survivor)**

# Services

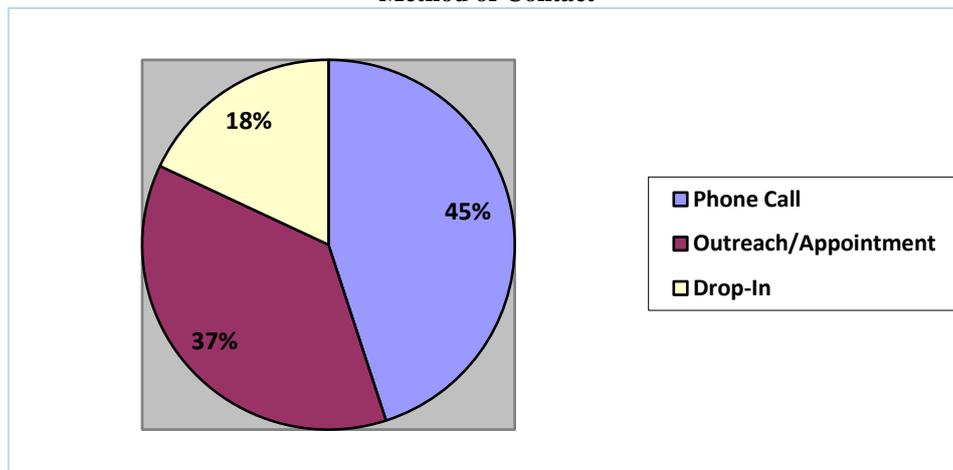
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Right of Place is based in Waterford, Cork and Limerick. Right of Place provides the following services:

- **Outreach and drop in services:** targeted at providing open access supports for the most vulnerable survivors.
- **Key working supports:** this involves on-going intensive support and advocacy services to assist survivors in clarifying needs and negotiating state services to meet these needs. Right of Place exists not to replace mainstream service provision but to assist vulnerable service users to access these services.
- **Social supports:** Right of Place acknowledges that loneliness and social exclusion are significant issues for survivors and so provides a programme of accessible social programmes and events and training.
- **Friendly call back service:** Right of Place provides a phone service to ensure that no survivor goes a week without speaking to someone who is friendly and caring.
- **Accommodation and repatriation:** Right of Place provides some accommodation in Cork and supports for people wishing to return to Ireland.

## Cork/Kerry Region

Method of Contact

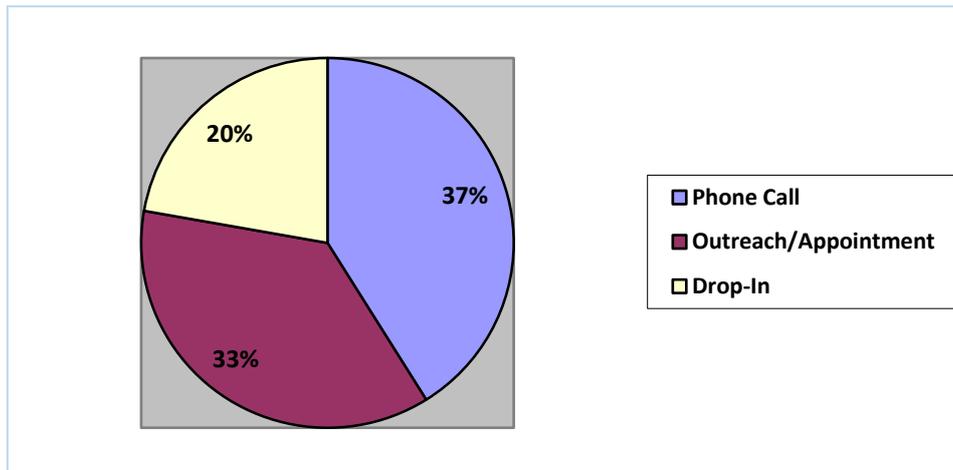


Total Number of Contacts

| Quarter | Total Contacts Received |
|---------|-------------------------|
| Q1      | 436                     |
| Q2      | 575                     |
| Q3      | 670                     |
| Q4      | 397                     |

**Waterford/East Region**

**Method of Contact**

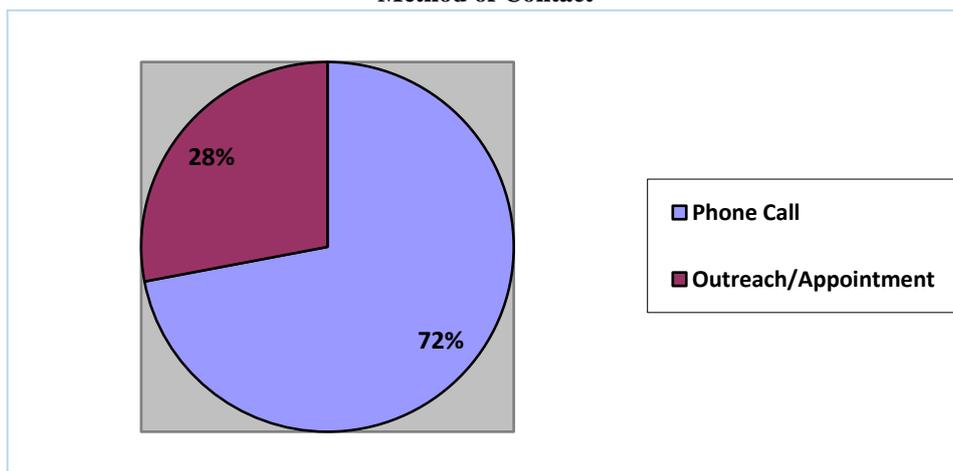


**Total Number of Contacts**

| Quarter | Total Contacts Received |
|---------|-------------------------|
| Q1      | 1,050                   |
| Q2      | 1,011                   |
| Q3      | 701                     |
| Q4      | 722                     |

**Galway/West Region**

**Method of Contact**



**Total Number of Contacts**

| Quarter | Total Contacts Received |
|---------|-------------------------|
| Q1      | 200                     |
| Q2      | 330                     |
| Q3      | 264                     |
| Q4      | 221                     |

## FRIENDLY CALL BACK SERVICE

**“No Survivor is  
socially isolated”**



This was another Service that was implemented over the course of 2015, which has proved to be very effective.

This service allows us to develop an ongoing relationship with Service Users who are isolated or socially excluded. It ensures that those who need it, receive a regular call from a member of their local Team to see if they need any assistance, if they are in need of Peer Support and to offer them more General Information about developments in their local area.

It also helped us to identify clients who called for a Social / General Information and afford them a regular call therefore maximizing the time of our Regional Outreach managers as these calls are ring-fenced into a system that Volunteers and our Clerical Support staff can implement and support.

Survivors can apply, via self-referral, our own website or by contacting their local office. Once this has happens, an Information Pack with an application form is sent out and they then sign up to it.

The Process has cost nothing to implement and has been warmly received.

As it stands at present, we have 30 Individuals in Waterford Region, 15 in Cork, 5 in Galway and 5 in the UK on the Friendly Call back system. We cannot accept any more until we receive additional funding to support this service.

## Key Priorities 2015

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- *Continue to build on our Outreach Programme, supported by our Outreach Support Team.*
- **Achieved** – This has been achieved through the enclosed information and Documentation.
- *Enhance our dynamic and evolving Volunteer Policy & Training Scheme that can ensure we accept appropriate Volunteers to help us achieve our aims.*
- **Achieved** – For the first time in the organization’s history we have professionally trained and supported Volunteers. Additionally, to this, we wish to develop a Training Programme that can be expanded to provide Training to Front Line workers in other agencies. This will make us a market leader in Training in the field of Survivors, not only internally but externally also.

***“You are brilliant and I simply cannot thank you all enough. Your help has been incredible and I feel like I am part of your organisation”***

**(Dependent)**

*Review our Policies and Procedures, so that we exceed the Governance Code.*

- **Achieved** – We have completed our Health Check, which lists 40 Recommendations for Process and Procedure Improvement and we have implemented all of these. Additionally, to this, we have developed an Employee Handbook, Communications Guidebook, Improved Health & Safety Handbook, Complaints Policy, HR Guidebook and Lone Working Policy. These have all been signed off by Board and agreed by staff.
- *Ensure the future of the organization is focused on the need to move Survivors on, to make them empowered by assistance in their everyday lives*
- **Achieved** - This is always the intention of our organisation. Numerous Survivors have seen a marked improvement into the quality of their life after our intervention and have, as a result, become empowered. One such example is a Survivor who was a client of ours, valued our Services so much and received such a benefit that she is now a Full Time Volunteer. Additionally, to this we have developed a Case Management Policy that encourages our staff to be more proactive than ever before.

**"We need to make sure Right of Place stays open at all times and I have somewhere to go. Someone to call me.**

**(Survivor)**

- *To increase the time and resources available for development of Processes and Procedures.*
- **Achieved** - This was achieved and can be evidenced from the development of a number of important and critical Policies and Procedures (HR, Financial, Employee Handbook etc.)
- *To increase Volunteers and their influence / assistance in the organization.*
- **Achieved** – We now have a small pool of suitably qualified and trained Volunteers who assist in every level of the organization. All Volunteers take part in regular in house training and external courses to ensure there are Volunteering on the basis of continual improvement
- *To increase resources in assisting, evaluating and monitoring our staff and general services, including increasing the time available to our Director of Services.*
- **In Motion** – Through our Partners we are working to identify Funding streams that will not only allow for this to be achieved, but will also afford us the opportunity to meet and exceed the key goals of our Strategic Plan.
- *Continue to redefine our organization through a change in our Memorandum and Articles of Association through special resolutions at an identified EGM.*
- **Achieved** – The changes needed to our constitution to enable us to grow and develop (Accept different Board members, assist different/varying types of clients) has been accepted and approved at the organizations specially held EGM. We have also introduced qualified members of the Board, who are not Survivors, for the organizations first time.
- *To identify additional funding streams to manage and maintain current Service levels and ultimately to then increase them further.*
- **Not Achieved** – Additional funding sources have not been achieved. It is something the organization will continue to review, as we need to source additional income if we are to increase and offer even higher quality of Service to our clients.

## Financial Review

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|                             | 2015    |       |
|-----------------------------|---------|-------|
|                             | €000'S  | %     |
| <b>Mix of Income</b>        |         |       |
| Grant Income:               | 159,360 | 66    |
| Rental Income:              | 41,648  | 18    |
| Other Income:               | 38,750  | 16    |
|                             | -----   | ----- |
|                             | 239,758 | 100   |
|                             | -----   | ----- |
| <b>Mix of Expenditure</b>   |         |       |
| Direct Charitable Services: | 210,246 | 91    |
| Administration:             | 21,579  | 9     |
|                             | -----   | ----- |
|                             | 231,825 | 100   |
|                             | -----   | ----- |

**\*NB** – Our Audited Statutory Accounts can be found at [www.rightofplace.com](http://www.rightofplace.com)

We remain extremely grateful to our main funding partner the HSE who's continued support is crucial to our ongoing Services. It is especially important to receive consistent advice and encouragement with an ever-increasing demand for our services and the role the HSE play is crucial in this.

Also to the generous donors and our staff who are dedicated and committed to offering our services, we cannot continue without your support.

# Right of Place Second Chance



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100-101,

Lower Glanmire Road,

Cork City

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