



2020 ANNUAL REPORT

SLIGO RAPE
CRISIS CENTRE

'I am extremely grateful to the centre for helping me to revisit the past, make peace with it and guiding me' - SRCC Client

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‘The support, information and communication is 2nd to none. Thank you so much you really saved my life’ - SRCC Client

Company Overview

Directors:

- Chairman: Parvez Butt
- Secretary: Helen Barr
- Treasurer: Bernie Linnane
- Human Resources: Suzanne Donnelly
- Marketing: Sorcha O Carroll
- Counselling: Eoin O Sullivan

Auditors: Noel Walsh Certified Accountants, Sligo

Bankers: Bank of Ireland, Sligo

Solicitors: Hickey Coghill Solicitors, Sligo

Registered Office: Kempton House, Kempton Promenade, Sligo.

Company Registered Number: 256271

Registered Charity Number: 12194

‘To feel accepted, believed & supported without any questions or judgement was freeing’ – SRCC Client

Vision, Mission, Principles and Values

Vision

- The Centre provides a safe, free, confidential space for survivors of child sexual abuse, rape and sexual assault. It is a place where adults and young people, male and female, can explore and access support with the effects of sexual violence.

Our Mission

- Our mission is to create a safe place for counselling those who have experienced sexual violence recently or in the past, and provide advocacy as required. We provide awareness and training to support other agencies who are working with survivors. We are committed to challenging the tolerance and existence of sexual violence.

Values

- Support
Our support is person-centred. That means the person who needs support is at the centre of what we do. Our services are focused on the needs of our clients.
- Recovery
We believe that the effects of sexual violence can be safely and therapeutically worked through over time, that recovery is possible.
- Compassion
Sligo Rape Crisis Centre is a non-judgemental service where all clients, volunteers and staff are treated with respect and dignity.
- Care
We offer a caring, professional, honest and transparent service with integrity based on best counselling standards.

'I have been through several different kinds of therapy in the past and I am happy to say this has been the best experience so far, for the first time in my experience I feel truly heard and understood. The willingness I've seen to accommodate my disability has been amazing' – SRCC Client

Chairperson's report



In my Annual report of 2019, I said, “Most people would agree that the ability to plan is a key factor in success. The role of the Board of Directors is to steer an organisation with the CEO, Staff and volunteers at the coalface in the right direction, by strategically planning with care, to ensure the best outcome for the organisation”. To this, I would add that carefully Risk Assessed bold decisions sometimes have to be taken. All this is true today as it was then.

We maintained a continuum of that strategy and the path we undertook of objective evaluation, reviewing the progress of the organisation looking at all the components that make up Sligo Rape Crisis Centre's work and fabric. Our work is made possible with the generous support we receive from our key funders TUSLA, the Department of Sexual and Gender-Based Violence (DSGBV) Team. It is also important to acknowledge that the Irish Government funds and plays a vital role in supporting our core counselling and helps provide our additional trauma and recovery-informed treatment, support and prevention services.

The primary acknowledgement is to the work of the frontline volunteers and staff who provide high quality support services in the Sligo Rape Crisis Centre. This report shows the committed and consistent work that takes place day-in and day-out at our service locations in the region.

As Chairman I am not surprised but I am pleasantly encouraged that the momentum of the progress and process of organisational development was kept up whilst the environment of the premises continued to be improved and client services maintained smoothly. This is credit to Team SRCC for their sterling work ethic and loyalty. I would also like to thank the volunteers, staff, and my colleagues on the board of Directors, and our funders TUSLA for their dedication and support.

There are a number of individuals whom I would like to offer a special thanks for their time, expertise and advice and they are Mary Veronica Roche, Anne Ryan at TUSLA, Carmel Mc Namee (DVAS manager), Des Murrow at DM computing. Noel, Sylvia and Des at Noel Walsh Accounting. and Jackie Locke for her book-keeping services. Declan Jones at Westward Property. Elaine Coghill at Hickey Coghill Solicitors, and our good neighbours at Andersons venue, and last but not least my colleagues on the Board of Directors. This 2020 report is the dedicated and consistent work of the volunteers, staff and funders of the Sligo Rape Crisis Centre.

Our clear set of governance principles guide and inform our strategic and operational decisions. Our grounded values and principles help us review how we monitor our progress and help set our sights on the future. Our mission, values, and principles are the guiding lights to our service, ever reminding us of our responsibilities to the clients we serve. Well done SRCC on another successful year.

Parvez Butt

Chairman

Sligo Rape Crisis Centre.

*'My counsellor has been absolutely amazing,
and has helped me with so much' – SRCC Client*

CEO's report



In 2020 we kept our service fully running, responding well to the circumstances that enveloped the world, offering high quality, responsive services to those affected by sexual violence in the region. 2021 looks like it will still be dealing the on-going effects of societal sexual violence and a global pandemic. At SRCC we remain prepared and ready to accept the challenges that await us.

Looking back, I don't think anyone could have predicted what would happen to us all in 2020, how we would become immersed in the effects of a global health crisis. The health, social and economic effects have been widespread, and have affected all areas of life, and it looks like the effects of the pandemic will be with us for a long time to come. In simple terms for Sligo Rape Crisis Centre (SRCC), it has meant our services offering has largely remained unchanged but of method of delivery has changed significantly, moving from a mostly face-to-face service to an on-line, tele-counselling service. It was something that no one could have foreseen but the volunteers and staff have adapted really well, minimising any disruption to our front-line services.

The Coronavirus, Covid 19, has affected everyone, not least our clients. Our efforts have been mainly focused on minimising the impact of the contagion on our clients, and yet provide the best possible service to them as the situation worsened, got better, and then worsened again. Like most public services, we are balancing our client's needs with the need to maintain the health and safety of everyone using and working in our services, within the context of the greater public health. We have met the challenge of balancing risk against benefits in all our decisions, maintaining a high quality trauma-informed service. We kept the doors open, phone line open and all services running. The tireless and on-going efforts in the Sligo Rape Crisis Centre has been a testament to our hard working volunteers, counsellors staff, Board of Directors, and our core funders TUSLA. The centre has remained opened for business, with a vibrant and robust response to a national and local health crisis.

I think it is fair to say our clients have experienced a double trauma, sexual violence or abuse combined with the national or world trauma of a pandemic that everyone has experienced. The levels of general client anxiety and distress have increased. This has been evident in intensity of sessions, increased number of sessions, and a slight increase in the duration of counselling, and the length of helpline calls increasing.

Our services have risen to match the increased help that has been needed, through increased counselling sessions, and increased helpline calls responses, while we have worked hard and succeeded in reducing our waiting list and waiting times. The

overall level of service has increased significantly through income generation, cost-savings and increased quality systems. The pandemic has offered us a chance to move the strategic plan on. The consultation phase was completed, and feedback received and integrated into the final plan.

We have used the opportunity of a reduced footfall in our buildings to renovate and refurbish our premises, particularly in Sligo. In the first part of 2021, we are in the final phase of this 2020 work, having completed a lot of the structural work, additional heating and lighting, kitchen and flooring, and new intercom work completed. The work has been stop-start due to the government restrictions, so everyone's tolerance has been appreciated. In terms of service development, we have made some decent in-roads into County Cavan. We have made links with TUSLA services there and begun to recruit new counsellors who can help us deliver a sexual violence service in the area. This has been an exciting new development.

We look into the New Year of 2021 with hope and certainty that we can continue to provide responsive, high quality services to those affected by sexual violence in the region.

David Madden
Chief Executive Officer
Sligo Rape Crisis Centre

Volunteers and Staff

Sligo Rape Crisis Centre relies on the support and expertise of a small number of employees (traditionally part-time), volunteers and sessional counsellors. In 2020, there were three staff, three volunteers, one student, seven counsellors, and six volunteer board directors. Twenty people were directly involved in helping the organisation provide its services to the local community.

In 2019 we had a few changes in personnel over the year, less dramatic than 2019. In March we were pleased to have our new project worker Shauna Kelly join us in the office. Shauna comes with a wealth of experience from the voluntary sector and is our main helpline worker, involved in the day-to-day running of the building, reception and assisting the counsellors. We took on a new student for placement in December who is due to start on January, two new counsellors in Sligo and three in Cavan.

The Board of Directors

The Centre continues to be guided by committed, hard-working board of directors. We were joined this year by a new director Eoin O’Sullivan. Eoin brings the clinical expertise of counselling and psychotherapy to the board, so important as it is one of the key functions of our service. Each member of the board brings personal and professional knowledge to the role within the Sligo Rape Crisis Centre. Board members have expertise in areas ranging across accountancy, corporate governance, compliance, marketing and human resource skills. The Board met less times in 2020 than normal, due to the pandemic, so we are all hoping with eased restrictions, this will change in 2020.

Financial Summary

The directors present their report and the audited financial statements for the financial year ended 31 December 2020 with the principal activity as meeting the needs of those who have suffered sexual abuse recently or in the past, providing crisis counselling, ongoing counselling, education and awareness raising. The Company is limited by guarantee not having a share capital. The financial results show the surplus for the financial year after providing for depreciation amounted to €17,660 (2019 - €18,067). At the end of the financial year, the company has assets of €97,374 (2019 - €75,858) and liabilities of €69,268 (2019 - €65,412). The net assets of the company have increased by €17,660. The income was 291,968, the expenditure was (274,308), Surplus for the financial year was 17,660. Please see additional audited financial accounts for detail and the financial report summary at the end of this report.

Service locations

We cover the Sligo, Leitrim, and West Cavan area. The offices at in Sligo are open from nine five Monday to Friday. The offices in Carrick-On-Shannon are open five days a week, and are used for counselling on two of those days. The office in Manorhamilton is open for a half day per week.

Service Locations increased this year from three to five. In 2020, we added Killeshandra and Cavan town, to our existing locations. Killeshandra and Cavan town services are based in the family resource centres in each town are open Monday to Friday from none to five.

Service Offering

We offer counselling, helpline services, support and advocacy, and we help raise awareness of the issues around sexual violence. Our small and dedicated team keeps the service running all day, every day. The three main areas of service are on-going clinical support to counsellors, day-to-day operations and administration.

- Counselling by accredited therapists to victims of sexual and childhood abuse
- Support to friends and family
- Support, advocacy and information to survivors, friends and family, and professionals
- Psychosocial or survivor groups
- Prevention through training and education
- Public Awareness: through social media and print media
- Court accompaniment Victims whose cases are brought to court
- Garda Accompaniment Victims who are willing to report their experience
- SATU: Victims are supported to attend SATUs

Company look and feel

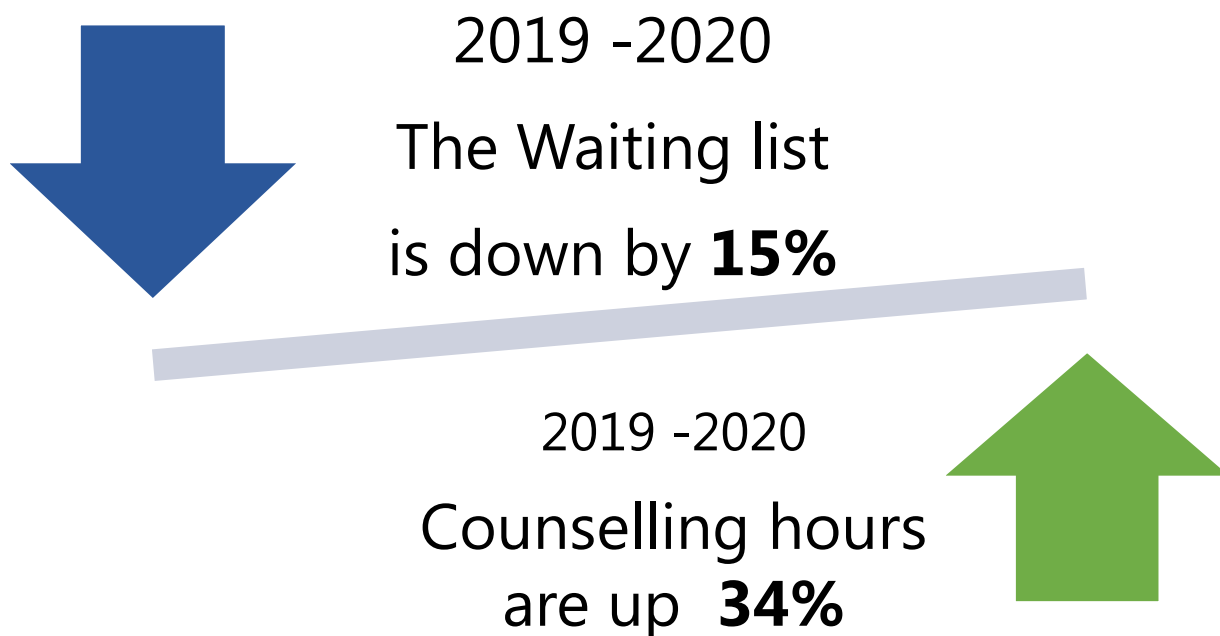
As part of the strategic plan consultation and implementation, the company aims, objectives and values were assessed, and re-visited. As part of this, the company name and image was discussed. It was agreed as needing work, with the logo being unclear and the name too long. This was completed, a new logo designed to include a refreshed name which has now been registered in company's house to be added to the existing long-form name, to include the names 'SRCC' and 'Sligo Rape Crisis Centre'. Some new promotional and operational material have been designed and printed, like the letterhead, business cards, posters, leaflets and banners.

Service Information

The information in this report is compiled using the SRCC Database. The information in this report is compiled using the statistics we collect from our initial assessment and each contact we have with our clients. Below is an illustration of our key areas of data collection. It gives a flavor of what we do, but not everything we do. The Main part of

our counselling and helpline work is connecting with our clients in a therapeutic way, to help the healing process.

SRCC 2019 -2020



2020 Key Statistics

- Clients: We had approx. 218 clients in 2020 (including both survivors and supporters)
 - 4% of these clients were male
 - 11% where under 18 years of age
 - 31% where between 18-24 years' old
 - 15% where between 25-34 years' old
 - 24% where 35-44 years' old
 - 4% where 45-54 years' old
 - 12% where 55-64 years' old
 - 3% where over 64 years' old
- Appointments
 - 2,945 Attended appointments
 - 3,466 Appointments offered
 - 85% where attended
 - 9% where cancelled

- 6% were no shows
- Helpline calls
 - We received approx. 2,100 calls
 - 830 of 2100 where counselling support calls
 - 1100 of 2100 where appointment related calls
 - 156 of 2100 were crisis calls and new callers
- Waiting time
 - For assessment was 1-5 days
 - For counselling the longest time was 56 days
 - The shortest time was 5 days
- Group work
 - We offered 3 client writing workshops
 - Each client workshop was attended by 8 clients
 - We offered 2 support workshops to our counsellors
- New referrals
 - We had 78 new client referrals
 - 43 of those were self-referrals
 - 11 where parent referrals
 - 6 were SATU referrals
 - 6 were other counsellor referrals
 - 3 referrals from GPs
 - 2 referrals from teachers in the National Learning Network
 - 2 referrals from DVAs
 - 1 referral from another RCC
 - 4 referrals falling under other (CAHMS, Gardaí etc.)

Did you Know?

15 things you might not have known about SRCC IN 2020

1: 1 new board member joined us

2: We added 2 new locations to our service, Cavan Town and Killeshandra

3: We cover 3 counties, Sligo, Leitrim and Cavan

- 4: 4 clients per week were assessed in 2020
- 5: Our helpline is open 5 days a week
- 6: We have 6 board members
- 7: All our clients are assessed within 7 days
- 8: We ran 8 workshops for clients and counsellor
- 9: 9% of our clients are under 18
- 10: 10K: TUSLA granted us 10k for development work in Cavan
- 11: We delivered 11 additional support calls monthly
- 12: From 12 to 4: We renamed our Centre name from 'Rape Crisis And Sexual Abuse Counselling Centre Sligo Leitrim And West Cavan (12 words) to Sligo Rape Crisis Centre (4 words) or 4 letters 'SRCC'.
- 13: We received 13 crisis calls every month
- 14 days: In March 2020 when covid hit we moved all our face to face services over to tele-counselling within 14 days
- 15: 15% of our counsellors are volunteers

Client Quotes on Service 2020*

- Thank you all at the SRCC for giving me the opportunity to attend the writing class, it was something I really needed in my life but didn't know I needed.
- The writing workshop encouraged me to push myself to say yes to more groups like this and I have gained a lot of confidence
- I am extremely grateful to the centre for helping me to revisit the past, make peace with it and guiding me
- The writing workshop was such a safe space to connect and grow, and for it to have gone so well even over Zoom speaks for itself
- My waiting time was very short, approx. 2 weeks, it is easily accessible and I feel well supported
- My experience with SRCC has been very good and helpful. I did not wait for too long for a service, I always get support calls weekly.
- I appreciate that my expectations are appropriately set by the explanations of staff that make initial contact. That makes any wait time easier to handle.

- I received regular emails keeping me up to date on the process and providing me with information on what to expect, as an autistic person I found the process to be ideal for me
- I was so grateful to not have to wait long for an appointment. I was in a bad state, a lot worse than I thought. Getting a text regularly as a reminder, while waiting is very reassuring
- The support, information and communication is 2nd to none. Thank you so much you really saved my life
- Without the SRCC I would not have been able to get my life back to where it was and I am very grateful for that
- It's a lovely, relaxing & safe place.
- SRCC has helped me to recover from my past experiences by rebuilding my confidence and see my worthiness.
- I am grateful of all the moments I have spent with the SRCC; it has changed my life in a positive way
- I have been through several different kinds of therapy in the past and I am happy to say this has been the best experience so far, for the first time in my experience I feel truly heard and understood. The willingness I've seen to accommodate my disability has been amazing
- My counsellor has been absolutely amazing, and has helped me with so much
- I never in a million years thought I could find peace & I am so grateful for the counselling & support
- To feel accepted, believed & supported without any questions or judgement was freeing

* Quotes are verbatim, from an SRCC client satisfaction survey completed April 2020

Financial Report summary 2020

Rape Crisis and Sexual Abuse Counselling Centre (Sligo, Leitrim & Cavan West) CLG.

INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2020

	Notes	2020 €	2019 €
Income		291,968	335,672
Expenditure		(274,308)	(317,605)
Surplus for the financial year		17,660	18,067
Total comprehensive income		17,660	18,067

Rape Crisis and Sexual Abuse Counselling Centre (Sligo, Leitrim & Cavan West) CLG.

CASH FLOW STATEMENT

for the financial year ended 31 December 2020

	Notes	2020 €	2019 €
Cash flows from operating activities			
Surplus for the financial year		17,660	18,067
Adjustments for:			
Depreciation		10,449	5,551
		28,109	23,618
Movements in working capital:			
Movement in debtors		1,561	(2,803)
Movement in creditors		9,718	(32,546)
Cash generated from/(used in) operations		39,388	(11,731)
Cash flows from investing activities			
Payments to acquire tangible fixed assets	8	(25,393)	(19,105)
Net increase/(decrease) in cash and cash equivalents		13,995	(30,836)
Cash and cash equivalents at beginning of financial year		29,566	60,402
Cash and cash equivalents at end of financial year	14	43,561	29,566

RAPE CRISIS AND SEXUAL ABUSE COUNSELLING CENTRE (SLIGO, LEITRIM & CAVAN WEST) CLG.

INFORMATION RELATING TO THE TUSLA, DEPT. OF JUSTICE AND ETB GRANT ASSISTANCE.

for the financial year ended 31 December 2020

GRANTS AND OTHER INFORMATION

Name of State Agency	Type of Funding	Details of Funding	Amount €
Tusla Child and Family Agency	Core Funding	Domestic, Sexual and gender based Violence Services.	276,430
Tusla Child and Family Agency	Covid -19	Covid 19 - Assistance with Extra costs	2,292
Department Of Justice	GDPR - Support	RCNI - Network - GDPR Support	3,000
Department Of Justice	Court Support	Court Support	5,170
			<hr/> 286,892 <hr/>

End