



2021 ANNUAL REPORT

SLIGO
RAPE
CRISIS
CENTRE

'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

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'I never in a million years thought I could find peace & I am so grateful for the counselling & support' - SRCC Client

Company Overview

Trustees:

- Chairman: Parvez Butt
- Secretary: Helen Barr
- Treasurer: Bernie Linnane
- Trustee: Suzanne Donnelly
- Trustee: Sorcha O Carroll

Auditors: Account tax assist Accountants Ltd

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

‘SRCC has helped me to recover from my past experiences by rebuilding my confidence and see my worthiness.’ – 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.

'It's a lovely, relaxing & safe place.' – SRCC Client

Chairperson's report



2021 has been a hard year for many, not least for the clients of Sligo Rape Crisis Centre (SRCC). A society in lockdown compounded by the lived experience of trauma has been particularly difficult.

Having gone a second year into the Covid 19 pandemic, more so than ever, these times have shown us how mental health is not an issue to be kept silent and hidden. For those affected by sexual violence it has become even more

important that the maintenance of good mental health is now recognised as equal to physical well-being. What I have seen in SRCC, throughout the pandemic, is a culture of hard work and dedication, from the frontline volunteers, counsellors, to the staff and board of trustees.

This focus has been maintained from the outset of restrictions, in the face of on-going uncertainties, working every available hour to deliver a safe and effective service to those in most need of support. SRCC provides a community response to those who have experienced sexual violence. It is not just a first step to supporting men, women, and children in the region but also a medium term and sometimes longer-term support. Trauma and the effects of trauma sometimes reach deep into the past, can be debilitating in the present, and negatively impact someone's future, if not identified and treated in a trauma sensitive way.

The service is 'client centered' which means the client, loved-one or professional who calls the helpline for advice or information, or comes for counselling, is provided with the vital support at a time when they need it. In practical terms in 2021 this has meant SRCC worked hard, decreasing its waiting time for counselling by ten percent, and increasing its counselling hours by twenty percent to meet the current demand. It developed a school's workshop programme based around consent, to second and third level

colleges. The organisation also took time, with less face-to-face work, to upgrade the head office counselling and office facilities in Sligo. This has made all the difference to clients, volunteers, staff and visitors who use the building.

Lastly, I would like to thank everyone involved with the centre, the clients who place their trust in us to deliver a high-quality service, volunteers, counsellors, staff, our funders TUSLA, all our supporters and fundraisers, and last but not least my fellow trustees on the Board, thank you all.

Parvez Butt

Chairman

Sligo Rape Crisis Centre.

*‘I am grateful of all the moments I have spent with the SRCC; it has changed my life in a positive way’
– SRCC Client*

CEO's report



In Over the last year in 2021, our work faced new challenges. Back in March 2020 Covid 19 turned the world upside down, affecting everyone to a greater or lesser extent. As we moved in and out of lockdowns and restrictions, the idea of normality became increasingly uncertain, particularly for our clients and their loved ones.

In 2021 the demand for our services grew as the reality of the pandemic set in. Much of our face-to-face work took second place as keeping everyone safe from infection became the priority. For the service this meant moving over from face-to-face counselling to telephone and zoom counselling and support.

We took this opportunity to develop in five areas. We consolidated our on-line and telephone counselling, offering it as our number one option. Secondly, we continued to develop our new services in Cavan, bringing them to Cavan town and Killeshandra, thirdly we developed a pilot school programme based around consent, fourthly we developed a group work programme on-line for clients, and lastly we spent a lot of effort, time and money refurbishing our Sligo premises which were well overdue a facelift.

We are happy to say, that all areas of the service have benefited from the attention and the feedback has been very positive. This is due to good governance from the Sligo Rape Crisis Centre (SRCC) board of trustees, and the ability of staff and volunteers to constantly adapt to the changing times, ensuring our services we available and delivered to a high quality. Staff added to their skills and training to become expert in this increasingly digitised world and used those skills to provide support to clients so they in turn could do the same and continue on the road to recovery.

In each of our five centres across the North-Eastern region of Ireland that includes Sligo, Leitrim, and Cavan our frontline staff worked hard to provide the best possible services to our clients. Feedback from clients and counsellors showed the rise in levels of anxiety and stress in 2021 was tangible. More clients came to us, and clients were stayed with us that bit longer due to the increased stress that came with the pandemic. As restrictions continued, and then were eased to allow more socialisation, the need for SRCC services grew. This showed itself an increase in referrals as clients tried to make sense of the changes happening.

There aren't many who could have foreseen what lay in front of us in 2021, and while we still face many challenges in 2022 maintaining and improving our services, we have stayed on track and continue development. Although it has been a difficult year for many on several levels, the focus for our work in 2022 will be to keep delivering on our strategic plan. We do this by building on the positives of 2021, the resilience of our

clients, volunteers and staff, and the ability of everyone to maintain community, joint-working and dedication to the service of those who need it most.

David Madden
Chief Executive Officer
Sligo Rape Crisis Centre

- *‘The support, information and communication is second to none. Thank you so much you really saved my life’ – SRCC client*

Volunteers and Staff

Sligo Rape Crisis Centre relies on the support and expertise of a small number of employees, volunteers and sessional counsellors. In 2021, there were three staff, three volunteers, three students, twelve counsellors, and six volunteer board directors. Everyone has helped the organisation provide its services to the local community.

In 2021 we had a few changes in personnel over the year. One of our board members stood down, and another new trustee stepped up on to the board. We saw the departure of two volunteer counsellors, one in Leitrim and one in Sligo, who have both moved on to new opportunities. We took on two new counselling students, and a new volunteer project worker. We took on two new counsellors in Sligo and one in Cavan.

The Board of Directors

The Centre continues to be guided by committed, hard-working board of directors. They have collectively steered the organisation through the unprecedented times of a pandemic, into what we can now hopefully see as a newer less-troubled waters. We were joined this year by a new trustee Mary Mc Morland. Mary brings legal and governance expertise to the board, a very important area underpinning the board and 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 across wide-ranging areas such as business, accountancy, corporate governance, compliance, marketing, education and human resources. The Board were able to conduct all their meetings in-person this year due to eased restrictions.

Financial Summary

The directors present their report and the audited financial statements for the financial year ended 31 December 2021 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. See profit and loss, and cash flow statements on page 19 of this report.

Service locations

We cover the Sligo, Leitrim, and Cavan. 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 three of those days. The office in Manorhamilton is open for a half day per week. In Cavan the offices in Cavan town and Killeshandra are open five days a week.

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-today 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 our website, social media and print media
- Court accompaniment of survivors whose cases are brought to court
- Garda Accompaniment of survivors who choose to report their experience
- Sexual Assault Treatment Units: survivors are supported to attend SATUs

Inter-agency service

As part of being a local and regional service, the organisation maintains close links with like-minded community organisations. These include the following groups.

- PPN (Public Participation Network) is a network that allows local authorities to connect with community groups around the country.
- FRC (Family Resource Centres). We maintain close links with these centres in three counties as we provide services to many of the same clients.
- DVAS (Domestic Violence Advocacy Services). We work with DVAS offering referrals to them, and accepting referrals from them.
- NWRDTF (North West Regional Drugs Task Force). We sit on the local task force as a number of our clients are affected by addiction issues. Task Forces were set up under the National Drug Strategy 2001-2008 to co-ordinate responses to local needs.
- CFSN (Child and Family Support Network) is attended as a way of keeping in touch with other agencies that may need our services. These meetings are mainly for TUSLA services for children and families.
- CYPSC (Children and Young People's Services Committee) is attended to keep SRCC in the minds of local community organisations. Includes CYPSC Domestic Violence Subgroup. Domestic Violence and Young People Awareness Campaign (with Sligo Leader, subgroup of CYPSC DV group).
- IACP: Irish association of counsellors and psychotherapists. We keep a close eye on developments as a way of keeping in touch with developments in the counselling profession.
- SART (Sexual Assault Response Team) is attended with other similar agencies involved in dealing with sexual violence in particular those involved with the Sexual Assault Treatment Unit (SATU).
- RCNI (Rape Crisis Network of Ireland): We maintain close links with RCNI in terms of trainings, developments and information sharing.
- VCS (Volunteer Centre Sligo): We maintain links with the centre around the employment of volunteers as needed.

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, and some merchandise. 2021 was the year we spent a lot of time, energy, and money doing up the premises in Sligo town. It was showing signs of neglect over the years. We took the opportunity to paint and decorate, install new furniture, fittings, signage, and upgrade the heating and lighting. The feedback on the changes has been very positive.

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.



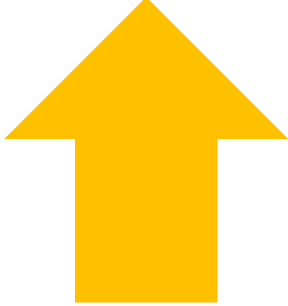

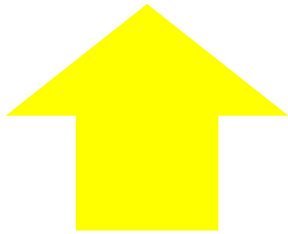
2020 -2021
The Waiting list
is down by **10%**



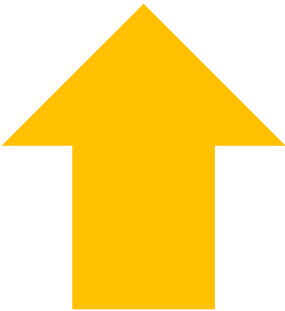

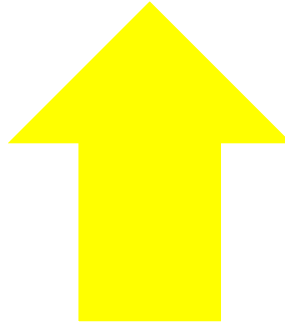
2020 -2021
Counselling hours
are up **20%**



2021 Key Statistics (2021 compared with 2020)

<p>Clients</p> <p>Number of Clients</p> <table border="1"> <thead> <tr> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>119</td> <td>140</td> </tr> </tbody> </table> <p>Referrals</p> <p>As Covid restrictions eased clients were more likely to come forward, and more likely to stay on if in the service.</p>	2020	2021	119	140	<p>Referrals up by 18%</p> 														
2020	2021																		
119	140																		
<p>Session number</p> <p>Number of Sessions Attended</p> <table border="1"> <thead> <tr> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>1587</td> <td>1893</td> </tr> </tbody> </table> <p>Sessions</p> <p>With a rise in referrals our number of sessions delivered rose too, about the same amount, to meet the demand.</p>	2020	2021	1587	1893	<p>Number of sessions up 20%</p> 														
2020	2021																		
1587	1893																		
<p>Sessions by County</p> <p>Number of Session Attended Per Area</p> <table border="1"> <thead> <tr> <th></th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Sligo</td> <td>1278</td> <td>1279</td> </tr> <tr> <td>Manorhamilton</td> <td>24</td> <td>0</td> </tr> <tr> <td>Carrick-On-Shannon</td> <td>282</td> <td>385</td> </tr> <tr> <td>Cavan</td> <td>0</td> <td>127</td> </tr> <tr> <td>Killeshandra</td> <td>3</td> <td>102</td> </tr> </tbody> </table> <p>Cavan</p>		2020	2021	Sligo	1278	1279	Manorhamilton	24	0	Carrick-On-Shannon	282	385	Cavan	0	127	Killeshandra	3	102	<p>Cavan services up 100%</p> 
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Manorhamilton	24	0																	
Carrick-On-Shannon	282	385																	
Cavan	0	127																	
Killeshandra	3	102																	

<p>Our service in Cavan got bedded in, going from 3 in 2020 to 229 in 2021</p>	
<p>Group work Number of Group Sessions <u>2020</u> <u>2021</u> 22 x 2hr 23 x 2hr</p>	
<p>Session length Average Number of Sessions per client <u>2020</u> <u>2021</u> 6 Months 3 Months</p>	
<p>Referrals Number of Referrals <u>2020</u> <u>2021</u></p>	

<p>Session type Zoom Sessions – Face to Face- Phone Sessions</p> <table border="1"> <thead> <tr> <th></th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Face to Face</td> <td>613</td> <td>1034</td> </tr> <tr> <td>Zoom</td> <td>685</td> <td>623</td> </tr> <tr> <td>Phone</td> <td>289</td> <td>236</td> </tr> </tbody> </table>		2020	2021	Face to Face	613	1034	Zoom	685	623	Phone	289	236	
	2020	2021											
Face to Face	613	1034											
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<p>Workshops Schools & College workshops for 2021 Have completed 7 Schools for consent programme Delivered to approx. 140 students. Have completed 3 college trainings Delivered to approx. 30 staff and students</p>													
<p>Sessions for children</p> <p>2020- 8 children under 18 2021- 9 children under 18</p>													

Operational Statistics 2019 - 2021

Number of Clients

2019	2020	2021
147	119	140
% Increase or decrease	- 19	+ 17.64

Number of Sessions Attended

2019	2020	2021
1356	1587	1893
% Increase or decrease	+ 17.03	+ 19.28

Number of Session Attended Per Area

	2020	2021
Sligo	1278	1279
Manorhamilton	24	0
Carrick-On-Shannon	282	385
Cavan	0	127
Killeshandra	3	102

Number of New Clients

2019	2020	2021
96	136	106
% Increase or decrease	+41.6	-22

Number of Group Sessions

2019	2020	2021
------	------	------

3 x 2hr	44 (22 x 2hr)	46 (23 x 2hr)
% Increase or decrease		4.5%

Average Number of Sessions per clients

2019	2020	2021
12 Months	6 Months	3 Months
% Increase or decrease		+50%

Number of Referrals

2019	2020	2021
96	136	114
% Increase or decrease	+ 41.66%	- 16.17%

Zoom Sessions – Face to Face- Phone Sessions

	2019	2020	2021	2020 – 2021	% diff
Face to Face	1356	613	1034	-18.3%	
Zoom	0	685	623	-9.05%	
Phone	0	289	236	-18.33	
Total	1356	1587	1893	+19.28%	

Schools & Colleges Session for 2021

Have completed 7 Schools for consent programme which included approx. 140 students

Have completed 3 college trainings which included approx. 30 staff and students

children under 18

2019- 5 children under 18

2020- 8 children under 18. Up 60%

2021- 9 children under 18. Up 12.5%

Our Helpline 1800 750 780

- There were 400 calls to the helpline in 2021 – an average of 8 a week. This was a small increase on 360 in 2020.
- The average call length was 20 minutes. This remained similar to previous years
- Q3 and Q4 were much busier for the helpline than the previous quarters. This may be due in part to increased promotion of the helpline on social media and an increased level of outreach and prevention work.
- The gender breakdown of callers was 65% female, 35% male

Did you Know?

10 things you might not know about SRCC in 2021

- 1: 1 new board member joined us
- 2: 2 new locations to our service, Cavan Town and Killeshandra met capacity
- 3: We cover 3 counties, Sligo, Leitrim and Cavan
- 4: On average 3 clients per week were assessed in 2021
- 5: Our helpline is open 5 days a week
- 6: We have 6 board members
- 7: All our clients are assessed within 2-4 working days
- 8: We ran 6 workshops for clients and counsellor
- 9: Over 10% of our clients are under 18
- 10: We gave the Sligo building ‘Kempton House’ a make-over.

Client Quotes on Service 2021*

- The writing group helped me deal with what happened to me.
- I found the workshops very rewarding.
- I am really happy the writing workshop was so safe
- I got seen really quickly, I'm so grateful
- The support calls I got really helped me
- I always get support calls weekly.
- With the SRCC support I was able to get my life back on track
- I would not have been able to get my life back to where it was and I am very grateful for that
- It's (SRCC) a safe place.
- I felt understood.
- My counsellor is amazing
- I appreciate the counselling & support
- I feel accepted and believed, it's such a relief.

* Quotes are from an SRCC client feedback survey completed April 2021

Financial Report summary 2021

Rape Crisis and Sexual Abuse Counselling Centre CLG
(A Company Limited by Guarantee and not having Share Capital)

Detailed profit and loss account
Financial year ended 31 December 2021

	2021	2020
	€	€
Income		
TUSLA Child and Family Agency	331,430	278,722
Fundraising & Donations	13,559	5,073
RCNI - Court, Garda Accompaniment	300	5,170
I H Rec Grant	-	3,000
	<u>345,289</u>	<u>291,965</u>
Expenditure		
Wages and salaries	(141,552)	(140,262)
Staff pension costs - defined contribution	(7,725)	(7,251)
Other staff costs	(3,203)	-
Staff training	(1,820)	(2,672)
Recruitment expenses	(1,590)	(1,389)
Rent payable	(31,976)	(21,552)
Sessional counselling	(65,893)	(46,907)
Supervision	(3,477)	(1,996)
Insurance	(1,990)	(2,380)
Volunteer expenses	(146)	-
Light and heat	(4,211)	(4,757)
Cleaning	(3,339)	(2,233)
Repairs and maintenance	(14,064)	(6,542)
Membership	(862)	(734)
Printing, postage and stationery	(3,548)	(3,370)
Advertising	(1,645)	(4,426)
Telephone	(3,262)	(3,210)
Computer costs	(5,127)	-
Travel and subsistence	(3,393)	(5,200)
Legal and professional	(158)	-
Bookeeping and payroll costs	(1,679)	(2,673)
Auditors remuneration	(2,276)	(3,690)
Bank charges	(222)	(1,174)
General expenses	(1,145)	(184)
Security systems	(1,037)	(934)
Water rates	(1,172)	(323)
Depreciation	(10,278)	(10,449)
	<u>(316,790)</u>	<u>(274,308)</u>
Net surplus	<u>28,499</u>	<u>17,657</u>

Rape Crisis and Sexual Abuse Counselling Centre (Sligo, Leitrim, & Cavan West)
GLG: Cash Flow Statement

Rape Crisis and Sexual Abuse Counselling Centre CLG
(A Company Limited by Guarantee and not having Share Capital)

Statement of cash flows
Financial year ended 31 December 2021

	Note	2021 €	2020 €
Cash flows from operating activities			
Surplus for the financial year		27,829	17,660
<i>Adjustments for:</i>			
Depreciation of tangible assets		10,278	10,449
Other interest receivable and similar income		(11)	(3)
Interest payable and similar expenses		681	-
Accrued expenses/(income)		(1,443)	-
<i>Changes in:</i>			
Trade and other debtors		(2,210)	1,561
Trade and other creditors		(9,810)	9,718
Cash generated from operations		<u>25,314</u>	<u>39,385</u>
Interest paid		(681)	-
Interest received		11	3
Net cash from operating activities		<u>24,644</u>	<u>39,388</u>
Cash flows from investing activities			
Purchase of tangible assets		(1,653)	(25,393)
Net cash used in investing activities		<u>(1,653)</u>	<u>(25,393)</u>
Cash flows from financing activities			
Proceeds from borrowings		(6,144)	(5,862)
Net cash used in financing activities		<u>(6,144)</u>	<u>(5,862)</u>
Net increase/(decrease) in cash and cash equivalents		16,847	8,133
Cash and cash equivalents at beginning of financial year	11	<u>61,771</u>	<u>53,637</u>
Cash and cash equivalents at end of financial year	11	<u>78,618</u>	<u>61,771</u>

A big thank you

To our clients

Every year hundreds of people contact us for information, advice and help. We would like to thank each and every one of those people for putting your trust in us to help you, whether it's for yourself, someone you know or someone you work with, we appreciate that we can be there to help.

To our Trustees

Every year the board of trustees attend board meetings, meeting outside the board meetings when needed, doing a range of supportive and complimentary work to support the organisation. It is all done without payment, on a voluntary basis. They quietly guide the organisation through the good times and the challenging times, like the times we are going through at the moment with the pandemic. Without their steady hand on the wheel, the organisation would not succeed. A special thanks to each and every one of our trustees.

To our students and volunteers

A significant proportion of our work would not happen if it wasn't for your unpaid help and support. This makes a huge difference to our clients and local communities every year. For this we are very grateful.

To our staff and counsellors

The day-to-day work done at SRCC is tremendous, the commitment from all our staff and counsellors is a testament to their dedication and support for what we do. The level of safety provided for our clients, professional therapy and psychological support is second to none, thank you.

To everyone in the background

Our legal support from Elaine Coghill, I.T. support from Des Murrow, printing from Printfix, our tenancy from Westward Properties, and to fundraisers and friends of SRCC like Alexandra Van Tuyll and many others, are very grateful.

End