

# One Family's Annual Review 2010



# Celebrate International ★ Day of the Family ★

## Saturday 15 May 2010

### One Family's Vision

One Family believes in an Ireland where every family is cherished equally, and enjoys the social, financial and legal equality to create their own positive future.

# Message from the Chair



2010 was a year in which the full extent of the financial disaster facing Ireland was brought home to all of us with the country's EU/IMF bailout in November. The impact of the crisis on families and the sector in which One Family operates has been significant. We must now continue to offer more services to more families on less income, income which is more difficult to access.

The Board has ensured that our Strategy 2010–2012 is fit for purpose as we continue to operate in difficult and uncertain times. Our ongoing governance and oversight of One Family will ensure that we deliver the best possible value to our funders and supporters whilst retaining the skilled workforce that we have in place. Our ambitions also mean that we look to new projects where we can make a difference. Our continuing research and the upcoming pilots of Child & Family Contact Centres are central among these new initiatives.

We continue to collaborate and form partnerships in both the development of policies and the provision of services.

We also aim to surpass expectations and set standards. We began an internal Quality Assurance assessment in 2010 and we expect to offer this as a standard for organisations working with one-parent families throughout the country in 2011.

*'We aim to surpass expectations and set standards.'*



Report Launch at Dublin Castle. L to R: Judy Birchall, Barry Andrews T.D., Karen Kiernan, Candy Murphy, Anne O'Kelly

It has been a real privilege for me to take over the Chair of One Family from Ian Mitchell and I would like to welcome the new additions to our Board and thank our outgoing members for all their hard work. It would not be feasible to run an organisation like One Family without ongoing support from all our funders – statutory, corporate and individuals. Likewise without the unstinting support of our volunteers and our committed and talented staff nothing would be possible. I would like to extend my sincere thanks to everyone who works so hard and so professionally on our behalf to improve the lives of one-parent families all over Ireland.

**John O'Connell**  
*Chair, One Family*

# Message from the Director



Despite ongoing financial cuts in 2010 One Family continued to perform at a very high level not just in terms of service delivery to vulnerable families but also by working to influence policy and practice development. We constantly strive to identify and develop good practices to meet emerging and diverse needs of one-parent families.

In response to ongoing family breakdown and unemployment, our national helpline **askonefamily** continued to experience increased demand. We were delighted to secure Galway City Partnership as our partner for a regional pilot of our New Futures programme which has a multi-pronged approach supporting lone parents from social welfare to education, training or employment.

We have found that it is vital to bring our policy messages about the real issues affecting the one-parent families we work with to both national and international levels and so we have expanded our work at EU level through actively working with Eurochild, European Anti-Poverty Network and the Council of Europe.

Through our membership of Eurochild we proposed their first ever study tour and we were delighted to be able to lead five countries with representative NGOs and policy makers to Sweden and Denmark in May. Irish policy makers were able to bring real learning and insights back to their daily work.

Our seminar on the Law Reform Commission's work on family rights brought together a range of legal experts so that our members and other service organisations could inform themselves on the ramifications of the proposed legislative changes.

*'We are very proud of Ireland's first ever Family Week.'*



Eurochild members and policy makers on 2010 study tour to Sweden and Denmark, led by One Family

We were delighted that our research on the need for Child & Family Contact Centres was launched by former Minister Andrews and we look forward to working on the pilot centres in 2011.

We are very proud of Ireland's first ever Family Week where people from all the country responded to our call to celebrate all families on 15 May.

Finally I would like to thank the expert staff team I work with, the committed Board team, our energetic volunteers and the brave families who trust us to travel with them on their journeys.

**Karen Kiernan**  
*Director, One Family*

# One Family Strategy 2010 – 2012

## Building a Great Future for One-Parent Families in Ireland: Strategy 2010-2012

Our strategy is organised around three major objectives which we report on below. See [www.onefamily.ie](http://www.onefamily.ie) for a full copy of our new strategy.

### Client Services Strategy: We will support one-parent families to create their own positive future through our specialist family services.

Although most of our clients are female each year we are working with more Dads. The average age of our clients has gone up as more people in their 30s access our counselling and parenting services, whilst more in their 20s are using our Welfare to Work services. Although most of our clients are single never-married mothers, we are increasingly being accessed by men and women who have been married and who are separated, divorced or bereaved. Overall more clients are using more One Family services as life gets more difficult for many families.

**'I am grateful for the opportunity New Futures allowed me, it has in a very positive way guided me into my new future.'**

One Family Services work together in a holistic model supporting clients in the unique journey of their family. Parents come to us to be able to parent better through family change, to be able to deal with loss, to introduce a new partner, to develop the skills and confidence to get into college or work, to deal with a crisis pregnancy, to be able to share parenting with their former partner and for many more reasons. What they have in common is that they all want to do their very best for their children often in difficult circumstances.

### Welfare to Work Service

We continued to expand our work here and so we delivered additional programmes to 10% more clients. As well as our flagship New Futures programme, we rolled out New Steps, CareerClinic and Marks & Start all supported by one to one

engagement mentoring, educational guidance and coaching. Outreach into communities is a key feature of these programmes as well as building links with services and providers. We worked with in excess of 250 individual clients with high completion and progression rates. FETAC accreditation quality assures and underpins all of our programmes.

Galway City Partnership has piloted a regional rollout of New Futures adapting it to local needs. This will provide tools to mainstream this programme to ensure that lone parents all over Ireland who are being activated into employment, can have access to quality training and family support programmes. In this way One Family can address and respond to government strategy constructively.



### askonefamily

Following on from massive increases in the helpline in 2009, we again saw an increase of 11% this year in the use of **askonefamily** which is Ireland's national helpline service for members of or people working with one-

parent families. Queries tend to be focussed on social welfare issues and we are seeing significant delays in parents accessing payments. Family law queries increased in 2010 with contact/access and maintenance being the areas of most concern.

Other helpline queries include parenting issues, family relationships, education, employment, support services, housing and finances. The fact that **askonefamily** provides support and a listening ear as well as information and referrals means we can help resolve a large amount of the concerns that come to us.

The economic crisis continues to cause problems as parents lost their jobs, social welfare was reduced, maintenance levels decreased and more couples broke up due to financial stresses.



Lone parent and actor Dave Duffy speaking at graduation

### Family & Parenting Supports

Our Family & Parenting service continue to offer specialised supports to people parenting alone and sharing parenting of their children through our Family Communications and Positive Parenting training courses; we offer Dad's workshops as well as individual Parenting Mentoring. The service is holistically designed to strengthen parents'/guardians' ability to parent well through times of family transition and crisis.

In 2010 we worked to identify the appropriate outcomes for clients that should be tracked and we started piloting these in the Family & Parenting service.

### Counselling Services

The key addition to the Counselling Service in 2010 was the introduction of a pilot Play Therapy service for children. The primary aim is to help meet the support needs of children especially during or following parental separation.

Other services include crisis pregnancy counselling (non-directive), post-termination counselling, solution-focused counselling, adolescent and adult general counselling.

**'I now know what I want and know I will achieve it once I put the effort in, whereas before change scared me and I always just settled for what life had always been'**

### Training Service

The One Family Training Service is crucial in the implementation of our organisational model as we seek to bring best practice in working with one-parent families to professionals around Ireland and internationally. Our trainings are now accredited on FETAC at levels 5 and 6.

The Training Links project with the Family Resource Centres in the south-east continued and we also piloted three new training offerings on Coaching Parents in Successful Shared Parenting; Talking to your Child about the Absent Parent; and Working with One-Parent Families in the Childcare Setting.

The Training Manager trained all relevant staff in the Galway pilot of New Futures and Family Communications Training for Trainers has been rolled out nationally to a wide range of workers.

### Policy Strategy: We will work to achieve fundamental equality for one-parent families through leading policy changes

In line with One Family's innovation model we continue to undertake research on areas of unmet social need and so 2010 saw the publication of *Supporting Child Contact: the Need for Child Contact Centres in Ireland* at a seminar on the issue of child and family contact centres in April. The research was launched by former Minister Barry Andrews and the seminar was chaired by Judge Henry Abbott. This seminal research has led to the development of two pilot Child Contact Centres which will open in 2011 in Dublin.



Chair of One Family's seminar on the Law Reform Commission's recommendations Mary Wilson, and Karen Kiernan

It was a busy year for policy as legislation was proposed to activate lone parents when their youngest child is 14 and there were budget cutbacks for families and children on social welfare. We held a One Family membership seminar on the Law Reform Commission report

on legal aspects of family relationships in January; we spoke on behalf of Eurochild at a European Commission event on activation of lone parents in Brussels; we were invited to a Council of Europe working group who were examining parental responsibility issues; we were invited to address the Joint Oireachtas Committee on Social & Family Affairs on financial disincentives to cohabitation and marriage for lone parents.

### 'Family Communications allowed me time to reflect on how I can build bridges.'

We made a range of relevant submissions including ones to the Department of Social Protection on Budget 2011; to the Law Reform Commission and to the NGO submission to the UN Universal Periodic Review on Ireland, as well as contributing to a joint NGO submission on the Dept of Social Protection value for money review on Child Income Supports. We also played an active role in the campaign to protect child benefit against budget cuts in recognition of the vital role it plays in addressing child and family poverty and in assisting in childcare costs.

We led an international study tour to Sweden and Denmark to examine child wellbeing and labour market participation by lone parents, bringing policy makers from the Dept of Social Protection, HSE and Office of the Minister for Children. This was facilitated by Eurochild where we are an active member representing the concerns of one-parent families in Europe.



**Attitudinal Change Strategy: We will ensure that one-parent families are cherished equally by inspiring others with the realities of family diversity.**

We ran Ireland's first ever Family Week leading up to the UN International Day of the Family on 15 May through a nationwide poster, media and online campaign. Individuals, organisations and schools from around the country registered to hold events to celebrate Family Day and with the support of EBS Building Society we were able to bring our message to hundreds of thousands of people.

Our belief that all families in Ireland should be respected and celebrated is core to our ongoing work on Family Day. We want all children to feel that their unique family is important and a good place to grow up no matter what size or shape it is.

Our new two minute video giving a snapshot of what it is like to be a one-parent family in Ireland today was made with the assistance of six wonderful lone parents and their children. This can be seen on our website [www.onefamily.ie](http://www.onefamily.ie) and also see our facebook page which is working to facilitate contact between people parenting alone, sharing parenting and those who support one-parent families.

As well as these three externally-focused key strategy areas, we also have a number of other strategies that assist us in reaching our vision. The most relevant of these is our funding strategy which aims to secure funding from a broad range of social investors and supporters in order to meet the current needs and future ambitions of the organisation.

No charity can operate without investment and support from a range of statutory funders, individuals and corporate partners. Our fantastic Food & Wine events continued in 2010 in the RHA in partnership with Fallon & Byrne and we were also the charity partner for the Culwick Choral Society's Messiah in St Patrick's Cathedral.

# Services

## Our Services for Families

One Family offers a wide range of services to one-parent families, to those experiencing a crisis pregnancy and to those working with one-parent families.

We work with all members of all one-parent families: mothers and fathers; children; grandparents; step-parents; siblings; resident and non-resident parents; and those who are sharing parenting.

### One Family Parenting: building strong families

- Childcare service
- Parent mentoring
- Positive Parenting: building strong relationships with children and managing difficult behaviour
- Family Communications: coping with family life and communicating with teenagers
- Dad's workshops
- Training for Trainers

### One Family Futures: creating a positive future through education, skill development & employment

- New Futures (FETAC accredited)
- New Steps
- Marks & Start: retail training and probationary work placements
- Adult guidance & career counseling
- Key working and needs assessment
- Guidance, mentoring, coaching and support
- Workforce and professional development

### One Family Supports: sharing through difficult times

- Counselling for adults and adolescents
- Crisis pregnancy counselling (non-directive)
- Post-termination counselling
- Social & support groups
- Training for Trainers

### askonefamily: providing support and information for one-parent families

- National lo-call helpline 1890 66 22 12
- Email query and support service – [support@onefamily.ie](mailto:support@onefamily.ie)
- One to one information appointments
- Information leaflets

### One Family membership

Join our 1100 members to contribute to a movement that wants its voice heard at national and international level to bring about positive changes for one-parent families. Email [info@onefamily.ie](mailto:info@onefamily.ie) for more information.

# Corporate & Financial Report

**One Family Board of Directors**  
(as of 31 December 2009)

**Chair:** John O'Connell

**Vice-Chair:** Declan Jones

**Treasurer:** Iain Wilkinson

**Ordinary members:**

Rachael Dowling

Debbie Lowe

Anne Marie McGauran

Claire McGrade

Andrew Petherbridge

**Company Secretary:** Karen Kiernan

**Board members who resigned in 2010:**

Ian Mitchell and Karen Fitzpatrick.

The Board of Directors of One Family seeks to be comprised of a broad and balanced representation including a variety of types and members of one-parent families, a balanced gender composition and wide age-range. We work to identify the skills and experience we require according to a predetermined matrix to ensure we have a full complement of all the professional skills required to run the Board of One Family effectively.

**We are a company limited by guarantee (no. 45364) registered as Cherish Ltd and trading as One Family. We are also in receipt of charitable status for tax purposes – CHY 6525. We are governed by a voluntary Board of Directors and we submit audited accounts on an annual basis and follow all the regulations associated with corporate obligations.**

The following is a summary of our income and expenditure for 2010 based on our audited accounts.

2010 Income Sources	€
Charges for services	42,116
City of Dublin VEC	5,675
Crisis Pregnancy Agency	365,427
Dept of Community, Rural and Gaeltacht Affairs	100,818
Dept of Justice, Equality & Law Reform/EWM	59,965
Dept of Social Protection	35,288
Donations & Fundraising	109,766
Family Support Agency	12,800
FÁS	56,000
H.S.E – South Western	51,365
Office of the Minister for Children/Pobal/CCSS	25,868
The Wheel/Training Links	15,052
Sundry income	7,169

2010 Expenditure	€
Wages and salaries	606,098
Events	38,782
Health, safety & security	1,593
Insurance	5,712
Contracted services	62,916
ICT, communications	23,577
Light and heat	4,678
Repairs, maintenance and cleaning	2,389
Printing, postage and stationery	41,253
Advertising/Campaign	2,716
Travel and subsistence	7,373
Accountancy, audit, legal and bank fees	6,566
Sundry expenses	2,752
Subscriptions and journals	3,242
Losses and depreciation	16,796



Ross Golden-Bannon, Karen Kiernan and Fallon & Byrne chef Mark King at Christmas Cracker fundraising event in RHA to raise funds for askonefamily helpline

## One Family's Mission

One Family is working to ensure a positive and equal future for all members of all one-parent families in Ireland – changing attitudes, services, policies and lives. Together with one-parent families and those working with them, we are committed to achieving equality and respect for all families.

In addition to striving for fundamental structural change, we support individual one-parent families as they parent through times of family, work and life change, and those experiencing a crisis pregnancy. We know that every family is unique, and so we work in a family-centred way to bring about better lives for parents and children.

## One Family Values

- In One Family we work from a place of **respect** and **acceptance** of the parents, children and organisations that we come in contact with.
- We work with **compassion**, which means that we connect with others in a relationship of equals and we are completely **non-judgemental**.
- We believe that we can **hold the hope** for the families we work with, especially when they are unable to.
- We achieve this through **innovation, excellence, determination** and our **client-centered approach**.
- One Family is an organisation of great **courage** as it has been from its foundation and we continue to work with **integrity** to ensure **equality** for all one-parent families in Ireland.

### What next?

In 2011 One Family will hold a wonderful event to celebrate Family Day in Dublin's Iveagh Gardens on 15th May. We will continue to support the sector we work in by holding networking events for professionals who work with one-parent families and we will start planning our 40th anniversary celebrations for 2012.

## Help us to continue our services

As a voluntary organisation and registered charity One Family relies heavily on a range of funders and donors to deliver its services. One Family appreciates the commitment of all those who help us to fundraise through a range of activities. If you would like to fundraise on One Family's behalf please call us on 01 6629212 or email [development@onefamily.ie](mailto:development@onefamily.ie)

If you would like to learn more or become involved as a member of One Family please get in touch on [info@onefamily.ie](mailto:info@onefamily.ie) for more information.

## How to make a donation to One Family

Choose the Donate option on our website [www.onefamily.ie](http://www.onefamily.ie) or call our office at 01 6629212 if you wish to set up a Direct Debit. Alternatively you can donate by mail, deliver cash or mail cheque donations to us at the address below.

If you would like to make a donation to One Family you can do so at Bank of Ireland **Account No.** 17 19 19 23 **Sort Code:** 90-00-17

***If and when the time is right for you to make a will, please remember One Family after your own family and friends.***

One Family Cherish House, 2 Lower Pembroke St, Dublin 2

Tel 01 662 9212 Fax 01 662 9096  
askonefamily Lo-Call 1890 66 22 12

Email [info@onefamily.ie](mailto:info@onefamily.ie) Website [www.onefamily.ie](http://www.onefamily.ie)

Company No. 45364 Charity No. 6525

