

RESPOND Support

Care, Education, Family, Community



A background image showing a family of four holding hands in a circle. A young girl is on the left, a man in a plaid shirt is at the top, and a woman is on the right. The image is slightly blurred and has a soft, warm tone.

RESPOND Support

Care, Education, Family, Community

2016 ANNUAL REPORT | RESPOND SUPPORT CLG

Respond (Support) CLG is a company limited by guarantee and registered in Dublin, Ireland. Reg. No. 206013. Charity No. CHY10864. CRA No. 20028466. Registered Office: Airmount, Dominick Place, Waterford. Directors: Brian Swift (Chairperson), Tom Dilleen, Danette Connolly, Cathleen Callanan, Eddie Matthews, Brendan Cummins, Redmond O'Donoghue, Sean Ryan. Company Secretary: Tom Power.

CONTENTS

A NOTE FROM OUR CHAIRPERSON	3
CEO'S REPORT	4
OUR IMPACT	5
EARLY YEARS CARE & EDUCATION	6
COMMUNITY DAY CARE SERVICES FOR OLDER PEOPLE	9
FAMILY SUPPORT	12
SOCIAL ENTERPRISE	15
RESPOND! COLLEGE	16
OUR PEOPLE	18
LOOKING AHEAD	21
WORKING IN PARTNERSHIP	22
GOVERNANCE	23
NEW APPOINTMENTS	24
APPENDIX I	26
ANNUAL FINANCIAL REPORT	27
FINANCIAL STATEMENTS AND NOTES	35





“2016 has been an extraordinary year for Respond Support. An expansion and renewal of the Board has strengthened our governance structures.”

I was greatly honoured six months ago to be invited by Fr Pat Cogan, OFM, to join the Board of Respond Support and then to be proposed by Fr Cogan to become the Chairperson. I have been familiar with the work of Respond going back a number of decades, and I have seen the contribution of this and other organisations at first hand and the impact they have had in Waterford City and County and the south-east more generally. What I had not previously realised was the scale nationally of Respond Support's services. From Dundalk in Louth to Douglas in Cork, Respond Support provides a broad range of social services across the 26 counties in over 30 communities.

Since its foundation – alongside Respond! Housing Association – Respond Support has grown to become one of the largest community service providers in Ireland. With the renewed focus on Charity Governance and the further development of diverse regulatory protocols covering social housing, childcare and other social services, together with challenging funding environments for both social housing and community services, a decision was taken in early 2016 to further develop Respond Support and position it on an independent footing. Both companies had been managed and governed jointly under the one structure for over two decades. The decision taken by both Boards, and now being implemented, will in time have the dual effect of enabling both organisations to focus singularly on their specialist functions – namely, the development and delivery of community support services and the development and management of social housing.

The year 2016 has been an extraordinary year for Respond Support. An expansion and renewal of the Board has strengthened our governance structures. The appointment of a new CEO with over 20 years'

experience in the community and voluntary sector will ensure continued leadership and management of the highest quality. In addition to the expansion and renewal of the Board, we have taken the decision to establish a Finance, Risk and Audit Committee. This will be in place in the first quarter of 2017. Recent charity scandals have brought a welcome spotlight on the charity sector in Ireland. Robust performance must be matched by robust governance, and we will continue to work toward the full implementation of the Charity Governance Code in the coming year.

New and emerging communities will need new services, and Respond Support – as it has for over 20 years – will continue to work industriously and tirelessly to respond to emerging needs in these communities. We remain proactive and inclusive in supporting the development of all our communities.

We will, in the coming year, be reviewing our diverse activity base to ensure we continue to provide quality specialist services, effectively and efficiently to those who need them the most.

A word of thanks to Mr Brian Hennebry and Mr Michael O'Doherty – founding members of the company and long-serving Board members who, in the past year, have retired from the Board.

I am honoured to serve Respond Support and confident that the year ahead will provide new opportunities for us to continue to support our communities, to grow and to find innovative community solutions to both old and emerging challenges.

A handwritten signature in black ink, appearing to read 'Brian Swift', written over a horizontal line.

Brian Swift, Chairperson

“Throughout the year, our focus has rightly remained on service delivery and development. The opening of a new Afterschool in Athy and the opening of the Hub Café have been particular highlights.”



Joining a long-established company with a rich legacy, a complex structure and an experienced and committed team to undertake a complete organisation-restructuring, can – the textbooks say – be quite a challenge. It has been, however, the experience and commitment of our staff team that has contributed to both the continuity and development of Respond Support's services throughout 2016. After 25 years, 2016 has been a year of transition and a year of change. It has also been a year of great opportunity for renewal. Joining the organisation alongside a newly appointed Chairperson and a greatly renewed Board has ensured a dynamic environment of unprecedented change on both a governance and operational level. On a governance level, this change has been supported through the continuity of a number of Board members through 2016. There can be a danger that the original mission, vision or values of an organisation can be lost at such times. It is beholden on us all – myself, Board members, senior managers and staff – to ensure that the original values and vision for the organisation are renewed and not lost.

As Ireland now sits on the precipice of the greatest housing crisis in the history of the State, the need for housing and community-based services has never been greater. Over the next five years, 100,000 units of new housing will be needed. This cannot be achieved by 'in-fill' housing alone. There is a need for new communities and a need for those communities to be resourced and served. There is a danger that, in building large-scale housing developments – hundreds of houses and apartments, without appropriate community infrastructure – Early Years Services, Day Care Centres for Older People, Community Facilities and Afterschool Services for Young People, mistakes of the past may be repeated. Local community services can be the glue that creates and binds a community

together; that contributes to social cohesion in our communities.

Throughout the year, our focus has rightly remained on service delivery and development. The opening of a new Afterschool in Athy and the opening of the Hub Café have been particular highlights. We have renewed our focus on the quality of our existing services to ensure services of the highest standard are provided efficiently and cost effectively to those who need them the most. Over 500 children use our Early Years and Afterschool services daily, and over 210 older people avail of our Day Care Centres in any given week. Over 1,000 people in 2016 engaged with our Family Support and Community Education programmes.

I would like to take this opportunity to thank the Board and, in particular, our staff who have welcomed me into the organisation and who have been of such assistance at this time of change and transition. Over the past five months, the professionalism, commitment and experience of so many staff has become apparent. The year 2017 will see a fundamental restructuring of our National Management Team; the outcome of a Review of our National Education Strategy; and a redoubled focus on quality and on the development of new services. I have no doubt that there will be challenges and opportunities in equal measure. I look forward to working with all our staff and the Board and working with partners to build on the foundation laid by my predecessor and the founder of Respond Support, Fr Pat Cogan, OFM.

As we grow alongside our sister organisation, Respond! Housing Association, we will continue to seek new opportunities to serve. In new communities and in new ways, we will continue to respond!

A handwritten signature in dark ink, reading 'A. Perris'.

Albert Perris, CEO

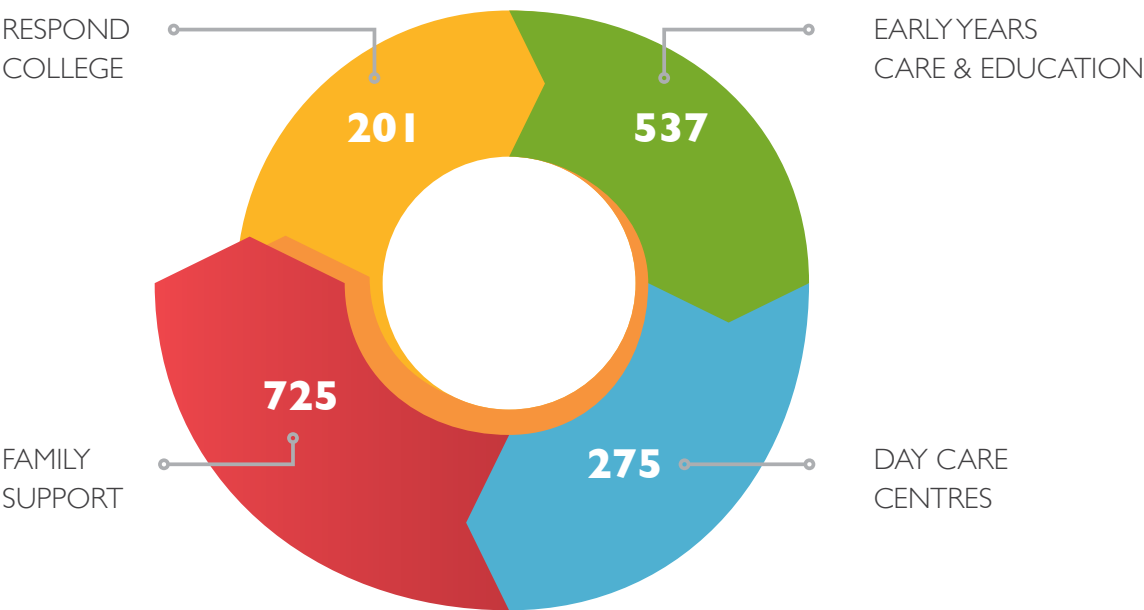
OUR IMPACT | CLIENTS SERVED BY RESPOND SUPPORT IN 2016

Early Years Care & Education	537
Day Care Centres	275
Family Support	725
Respond College	201

1,738 clients and families availed of Respond Support services in 2016

Over 600 People use Respond Support services daily (Mon-Fri)

Over 750 People use Respond Support services weekly



EARLY YEARS CARE & EDUCATION

SUPPORTING FAMILIES, SERVING COMMUNITIES

As a leading community Early Years provider in Ireland, Respond Support supports the development and delivery of affordable, accessible, Early Years education and care for all families. The year 2016 saw the appointment of Ms Katherine Zappone as Minister for Children & Youth Affairs and a renewed commitment by Government to the resourcing of quality, affordable childcare in Ireland. Respond Support welcomes this commitment. Our services avail of the full range of Government funding schemes administered through Pobal on behalf of the Department of Children and Youth Affairs (DCYA). These schemes enable Respond Support to progress our core objectives of promoting Early Years education and care, social inclusion and access to quality Early Years and out-of-school services for all.

Better Outcomes, Brighter Futures

Quality early childhood education and care is directly associated with positive pro-social and emotional development, personal development and greater academic success. These outcomes are linked with success in adult years which, in turn, influences community and economic development. Respond

Support's provision of 22 community-based services nationally demonstrates our commitment to contributing to the social and sustainable development of the communities we serve.

A recent (December 2016) DCYA report provides an overview of the 4,300 facilities providing childcare services across Ireland and shows that between September 2015 and June 2016, 73,964 children enrolled in the Early Childhood Care and Education (ECCE) free preschool year. This represents an increase of 13%. In the year 2016, Respond Support's Early Education Services saw 537 children attend preschool and out-of-school services daily. There was a 12% increase in the number of families accessing our community-based Early Years services. Through the implementation of the national Early Childhood Education and Care programme (ECCE), 329 children attended our services daily. In addition, Respond Support's out-of-school programmes provided recreational opportunities, care and educational supports to 208 young people on a daily basis.



OUR SERVICE	TYPE OF SERVICE	CAPACITY	NO. OF STAFF	LOCATION
Ard An Ghleanna	Preschool & After-school	50	6	Tramore, Co Waterford
Distillery View	Preschool & After-school	45	4	Thomondgate, Co Limerick
Oakfield Community Childcare	Preschool & After-school	40	5	Mallow, Co Cork
Tír na nÓg Community Nursery	Preschool & After-school	55	5	Carrickmacross, Co Monaghan
Hilltop Childcare	Preschool & After-school	40	5	Killenaule, Co Tipperary
Mount Vernon	Preschool & After-school	15	3	Douglas, Co Cork
Ard Mór Community Pre-school	Pre-school	22	3	Jobstown, Tallaght, Dublin 24
Chatterbox Playschool	Pre-school	20	4	Tullow, Co Carlow
Cuddles Pre-school	Pre-school	20	2	Ennis, Co Clare
Chesterfield Pre-school	Pre-school	20	3	Birr, Co Offaly
Stepping Stones Early Learning Centre	Pre-school	27	5	Drogheda, Co Louth
Tír Na Siamsa	Pre-school	40	5	Enniscorthy, Co Wexford
Killure Grove ASC	After-school	20	5	Killure, Co Waterford
Hidden Treasure ASC	After-school	25	3	Dundalk, Co Louth
St Francis ASC	After-school	20	3	Enniscorthy, Co Wexford
Le Chéile ASC	After-school	20	2	Clonmel, Co Tipperary
Little Angels ASC	After-school	20	2	Dungarvan, Co Waterford
Clós Naomh Mochua ASC	After-school	15	2	Clashmore, Co Waterford
Millennium Court ASC	After-school	25	3	Kilkenny, Co Kilkenny
Setanta ASC	After-school	40	4	New Ross, Co Wexford
Glenview ASC	After-school	10	3	Carrick on Sur, Co Tipperary
Flinter's ASC	After-school	20	2	Athy, Co Kildare

EARLY YEARS CARE & EDUCATION

SUPPORTING FAMILIES, SERVING COMMUNITIES

NEW SERVICES

In 2016, in responding to local demand for affordable out of school care we opened our new afterschool service in Athy, Co Kildare, which provides a range of recreational and educational supports for children from 6 – 13 years. The service opened its doors for the beginning of the new school term in September and made available an additional 20 quality and affordable after-school places to the local community.

Our afterschool services increased by 10% in 2016

Our early year's services increased by 24% in 2016

ENHANCING QUALITY – EVIDENCE INFORMED PRACTICE

The link between quality practice and better outcomes for children are well documented and in 2016 Respond Support's Early Years staff completed a number of key National Quality mentoring programmes ensuring that quality practice remains at the core of our services. The continuous professional development of our staff will remain a key priority for 2017.

TESTIMONIALS

"My son has been attending Tír Na Siamsa for two years and I cannot express how happy I am with his progress there. The activities he enjoys include arts & crafts, cooking, learning songs, reading and counting. During the school term, he has had the opportunity to ride on the bus to places such as Wells House, the farm and even the cinema. So far, I am really happy with Tír Na Siamsa for helping my child to get ready for big school. I have recommended to other mums to send their child to Tír Na Siamsa. I plan to send my youngest son there when he is old enough, it is a great place."

What Parents think of our Early Years Services

"I can't believe how happy she is now. Your settling in policy gave us the freedom to be with her. At first, she was so upset. Now look at her! She loves it here."

"He is so happy here; we see a great improvement in him, and thank you so much. We look forward to him returning for another year in September."

"What would we do without you? You have welcomed us here and cared for all my children over the last 10 years. Xx"

"I have had two children attend Tír Na Siamsa over the last four years and I couldn't recommend them highly enough! I am a primary school teacher working quite a distance away and I can always relax safe in the knowledge that my children are being cared for to the highest standard. Both children loved their time in Tír Na Siamsa and I felt that their individual personalities and strengths and weaknesses were always catered for which had them ready for the challenge of 'big' school. I am sad that our time at Tír Na Siamsa has ended but we will drop in and visit! Thank you to all of the wonderful staff for their hard work and dedication."

What Parents think of our After-school service

"I'd be lost without the after-school" Lorraine O' Brien (Parent)

"Excellent service for children, great value for money! It was a great help to me when I was in college" Catríona Kirwan (Parent)

COMMUNITY DAY CARE SERVICES FOR OLDER PEOPLE

SUPPORTING PEOPLE TO REMAIN AT HOME IN THEIR OWN COMMUNITY

For over 20 years, Respond Support has supported older people to remain at home and in their own communities by providing quality, local Day Care Services to them in their communities.

Across our services, we provide a range of supports to cater for low, medium and high dependency needs. Our Day Care Centres constitute an important part of the multidisciplinary community-based care supports offered to older people to maintain and encourage independent living in their home for as long as possible. We currently work with over 200 clients a week in our three Day Care Centres in Baldoyle and Finglas in Dublin and Blackpool in Cork.

Through close interagency coordination and through working closely with individual clients and their families, our services provide and facilitate essential social, recreational, health and therapeutic supports on an individual, client-centred basis. Working closely with Primary Care Teams, PHNs, GPs, Social Workers and Mental Health Teams, we provide holistic and integrated Day Care services in community settings.

In addition to promoting social and recreational activities and opportunities, we have played a key role in supporting and delivering a range of additional community support initiatives for older people such as home security awareness, mental health, healthy eating and training and awareness in responding to Elder Abuse.

Community volunteers play a central role in our Day Care services in supporting the provision of services and facilitating recreational activities and outings. Our services are integrated into the wider local community, and local residents of all ages and the wider community are regularly invited to visit our centres and participate in open days, activities and special events. By ensuring our services are 'part of' the community rather than simply 'in the community', we promote continuous participation, social activation, engagement and interaction by and with all members of the community.

It is estimated that one-third of older people in long-term care in nursing homes are actually well enough to live at home, provided they receive the necessary financial support and services to enable them do so. Respond Support Day Care services help to:

- Combat social isolation
- Promote increased access to health and social work services
- Monitor health and wellbeing
- Promote physical safety and home security
- Enable independent living
- Provide essential respite for home carers.



COMMUNITY DAY CARE SERVICES FOR OLDER PEOPLE

SUPPORTING PEOPLE TO REMAIN AT HOME IN THEIR OWN COMMUNITY

SERVICE USAGE

	BLACKPOOL, CORK	LA VERNA, BALDOYLE	NETHERCROSS, FINGLAS	TOTAL
DAILY	10	21	16	47
WEEKLY	50	102	60	212
ANNUALLY	85	136	72	293

CASE STUDY: Respond Support Day Care Centre: La Verna, Baldoye

“La Verna Day Care Centre provides nursing and social care support to clients with low, moderate and high dependency levels in terms of mobility, toileting and hygiene needs, and eating and drinking difficulties with assisted or modified diets, and to clients with psychological and mental health issues. Our Friday group is dedicated to the care of those with moderate-to-severe dementia. We offer a full, three-course, hot meal daily plus snacks. The Centre also has on-site access to a number of HSE services, e.g., physiotherapy, occupational therapy, counselling, dressing clinic, diabetic foot clinic, mobility assessment and Primary Care Team meetings. Our service also caters for the nursing care of clients.

Our services strive to provide a fun, yet supported, environment for vulnerable clients who wish to continue to live in their own homes for as long as possible. We work closely with the various HSE Community Care Team members to assist clients and their families in this regard, providing much-needed daylong respite for carers. By building a long-term relationship with clients, we can recognise changes in behaviour or circumstances and can suggest services that may be available. We provide a one-stop-shop for community care referrals to physiotherapy, occupational therapy, speech and language services, mental health services and specialist social workers should a client be at risk of Elder Abuse. We promote reporting of any problems and encourage clients to chat with the staff about any of their concerns. All staff members are highly qualified in their respective roles, and ongoing training and CPD are provided and encouraged. All staff members continue to

receive mandatory CPR and fire safety and manual handling training.

La Verna Day Care Centre has been in operation for over a decade now, and we still have a small number of clients who attend since the day it opened. Many other clients have been attending for several years. We complete client-satisfaction surveys every year, and the clients are extremely happy with the service provided. La Verna provides meals-on-wheels to several local residents and are always available to assist with the provision of meals should a resident be ill – even in the short term. Meals cost €3 and include a full, hot, main course and a dessert.”

WHAT CLIENTS OF OUR DAY CARE CENTRES SAY:

“I look forward to it every week. It’s a reason to get up and dressed nicely.”

“We love coming here; everything is wonderful from breakfast to dinner to tea to the games...” – Mukesh Mahyavanshi

“Such a fulfilling day out” – Jimmy McAuliffe (visits twice a week)

“I can’t thank you enough for all you do for me.”

“The Day Care Centre gets me out of the four walls of the house.”

“I love coming to work here! It’s like hanging out with friends.” – Lynda Mackey (Relief Multitask Attendant and Volunteer)

COMMUNITY DAY CARE SERVICES FOR OLDER PEOPLE

SUPPORTING PEOPLE TO REMAIN AT HOME IN THEIR OWN COMMUNITY

SERVICE AVAILABLE	BLACKPOOL	LA VERNA	NETHERCROSS
Mobility Assessment		✓	
Physiotherapy	✓	✓	
Exercise	✓	✓	✓
Hot Meals	✓	✓	✓
Occupational Therapy		✓	
Dressing Clinic		✓	
Blood Pressure Monitoring	✓	✓	
Meals-on-Wheels Outreach			✓
Optician		✓	
Outings	✓	✓	✓
Hairdresser			✓
Chiropody		✓	
Podiatry		✓	
Dietician		✓	
Transport Provided	✓	✓	✓
Bathing		✓	
<i>Recreational</i> Musical Activities	✓	✓	✓
Special Celebrations	✓	✓	✓
Guest Speakers	✓	✓	✓
Gardening/Greenhouse	✓		✓
Card Games	✓	✓	✓
Bingo	✓	✓	✓

FAMILY SUPPORT

PROGRAMMES / EVENTS / COURSES

Throughout 2016, Respond Support delivered a range of evidence-informed, family support programmes on targeted communities throughout the country. In 22 communities, we provided 63 programmes to 725 clients. Many of the programmes were run in partnership with, and supported by, other community or statutory organisations such as TUSLA, ETBs, and Local Authorities.

The range of programmes delivered included 'Triple P Parenting Programme', 'Parents Plus', and 'Doodle Den' and 'Snuggle Stories' literacy programmes. We worked closely with the local ETB in Limerick in the development and delivery of a new 'Spongecakes and Spellings' literacy programme which was devised by Respond Support and the ETB.

Our family support service also facilitated a variety of community activation and development programmes. These included the facilitation of women's groups, computer training, community art programmes, family fun days and community celebrations.

At the core of our family support work is recognition of the Five National Outcomes for Children and Young People as set out by the Dept. of Children & Youth Affairs (DCYA) in 2014. We recognise the parent as the child's primary carer and educator, and so our Family Support Strategy aims to support the five outcomes for children and parents alike.

Parents are the foundation for good child outcomes and have significant influence, particularly in the early years of children's lives. Effective parenting support can ameliorate some of the more negative impacts of intergenerational poverty. Respond Support is committed to supporting families to parent confidently and positively, and sees this as one of the primary, universal and most effective supports we can provide along the continuum of family support.

This approach is supported by 'Better Outcomes, Brighter Futures, 2014-2020' (DCYA), which states that, to reverse negative trends, a greater focus on earlier intervention and prevention across the life-course is required. The strategy focuses on the life-course of the family unit. The range of programmes offered during 2016 focused on a Developmental Family Support Model. In addition, there was some focus on individual support which, generally, tended towards Compensatory Family Support.

“Respond Support is committed to supporting families to parent confidently and positively...”



FAMILY SUPPORT

PROGRAMMES / EVENTS / COURSES

NO. OF COMMUNITIES	22		
NO. OF PROGRAMMES DELIVERED		63	
NO. OF PARTICIPANTS/FAMILIES			725

PROGRAMMES DELIVERED

- Triple P Parenting
- Parents Plus
- Doodle Den
- Buddy Bench
- Spongecakes and Spellings Literacy Programme
- Snuggle Stories Literacy Programme
- Parent & Toddler Groups



INTERAGENCY PROGRAMME DEVELOPMENT

Our Family Support staff members have been instrumental in developing a Community and Family Support programme in Cork, in partnership with TUSLA, Cork County Council and Ballyhoura Development Ltd.

The project has seven objectives:

- 1) Improve the wellbeing of children and families in the community
- 2) Support parents in their parenting roles
- 3) Provide learning, developmental & recreational opportunities for children and young people
- 4) Promote positive mental & physical health in the community
- 5) Support the community to take an active role in planning for the development of their living environments both physically and socially
- 6) Support community members to access lifelong learning & employment supports and opportunities
- 7) Support the development of a resilient community.

PARENTS PLUS – PROMOTING REFLECTIVE PARENTING

Parents Plus consists of five separate parenting programmes aimed at building parenting capacity and improving outcomes for families. Our Family Support staff have trained in the delivery of the Parents Plus suite of programmes. Parents Plus is a parenting programme for all. As one participant noted:

“I’m a father of three small kids, and I just loved every minute of it. I learned so much. I don’t know why everyone doesn’t do it.”

FAMILY SUPPORT

PROGRAMMES / EVENTS / COURSES

SNUGGLE STORIES

Respond Support partnered with TUSLA and CYPSC (Children's & Young People's Services Committee) in Waterford to pilot the successful Snuggle Stories programme. The programme aims to promote a reading culture amongst families and to support an increase in positive developmental outcomes for children through early intervention and prevention. The learning for parents and children was significant.

“I used to give my child my phone to keep her entertained. But I've realised that I have to sit with my child, read books and play together.”

In addition to the programmed supports offered to parents and families, our Family Support workers provided 1:1 support to individuals. Support was provided in relation to: Mental Health – including Stress & Wellbeing; Tenancy Sustainment – including rent arrears & home management; Addiction/Substance Misuse; Parenting; and Other – including isolation, unemployment, bereavement & domestic violence.

Working with families and clients with more acute psychosocial or mental health needs, Respond Support have developed working arrangements with a number of local counselling services to provide low-cost counselling to clients on a referral basis.



SOCIAL ENTERPRISE

THE HUB CAFÉ

THE HUB CAFÉ, JOHN'S COLLEGE, WATERFORD

This year, we were delighted to open the Hub Café, a not-for-profit café serving the residents of John's College and the wider community. The College is a large development of 57, one-bed apartments for older persons in Waterford City. The Café opened its doors in August 2016 and has quickly established itself as the central meeting place in John's College.

The development of the Hub Café was advanced:

- To create a centre in the heart of the community of John's College as a meeting place for residents and guests to meet and interact with each other and with the wider community
- To attract the wider community from Waterford City into the historic and magnificent facility of John's College and to help integrate the residential development into the community
- To complement the wider range of facilities and resources of John's College as a community facility serving the city of Waterford
- To provide not-for-profit and affordable dining opportunities to the local and broader community.

The Café is fully wheelchair-accessible.

We are currently exploring opportunities for the development of a Dementia/Alzheimer's Café, where therapeutic and recreational supports could be made available in the Hub at designated times through the week.

The initial furnishing of the Café was funded through local businesses, former pupils of the College and the general public, and its opening has allowed members of the community to visit this historic building and to meet and mix with local residents.

The Café is open Monday to Friday from 10.00am to 3.00pm and currently employs a chef and two front-of-house staff.



RESPOND! COLLEGE

Respond! College offered a number of courses in 2016 including a QQI Validated Special Purpose Award in Community Studies at Level 6 and 25 FET Minor Awards at Level 5. The College retained the status of being the only Chartered Institute of Housing (CIH)-approved training centre in the Republic of Ireland.

The College was delighted to accept the enrolment of students from a variety of educational and professional backgrounds. In 2016, the following courses were delivered by Respond! College:

- CIH UK Level 2 Certificate in Housing Practice (Dublin): 16 students achieved the award.
- CIH UK Level 2 Certificate in Housing Practice (Dungarvan): 14 students achieved the award.
- QQI/HET Certificate in Community Studies Level 6: A total of 42 students achieved the award in Dublin, Cork and Waterford.
- QQI/FET Health Service Skills Level 5 (Kilkenny): 15 students achieved the award.
- QQI/FET Health Care Support 2015 Level 5 (Cork): 33 students received the award.
- 120 students successfully completed courses in 2016.
- 81 students commenced new courses in 2016.

Respond! College was recognised for its contribution to the voluntary and community housing sector in Ireland in 2016 by the Chartered Institute of Housing (CIH) which awarded it 1st Place in the 'More than Bricks and Mortar' category at their Annual Awards.

A range of other courses commenced in 2016:

- QQI/FET Health Care Support Level 5 in Portlaoise with 20 students
- QQI/FET Health Care Support Level 5 in Cork with 26 students
- QQI/FET Health Service Skills Level 5 in Kilkenny with 19 students
- QQI/FET Health Service Skills Level 5 in Waterford with 16 students.

“The College was delighted to accept the enrolment of students from a variety of educational and professional backgrounds.”



RESPONDING TO CHANGE

Recent years have seen an increase in training output from a variety of other specialist training providers such as the Institute of Public Administration (IPA), the Housing Agency and the Chartered Institute of Housing (CIH). In October 2016, Respond Support commissioned “Gauge (NI)” to undertake an

independent and comprehensive review and evaluation of our Education Strategy 2012-2015, to inform our future involvement in the Community and Adult Education sector. This evaluation will be completed in the first quarter of 2017.



OUR PEOPLE

NEW STAFF IN 2016

FUNCTION	NUMBER
Senior Management	1
Finance	1
Childcare	17
Family Support & Day Care Services	6
Customer Services	3

A total of 28 new employees commenced employment with Respond Support in 2016.

NEW SENIOR APPOINTMENT

Respond Support appointed its first CEO, Albert Perris, in August 2016. Albert has held a variety of roles in the statutory, voluntary and community sectors since 1993. He holds an MA in Management (Community and Voluntary Sector) from Dublin City University (DCU), a BA in Social Science (Care) from Dublin Institute of Technology and a Certificate in Youth and Community

Work from NUI. He has previously worked as National Manager of Specialist Services and as National Hostels and Homes Coordinator with the Society of Saint Vincent de Paul (SVP), Regional Coordinator with Extern, Residential Services Manager with the Health Service Executive (HSE) and Project Manager with Tallaght Homeless Advice Unit.

REMUNERATION: SALARY BANDS

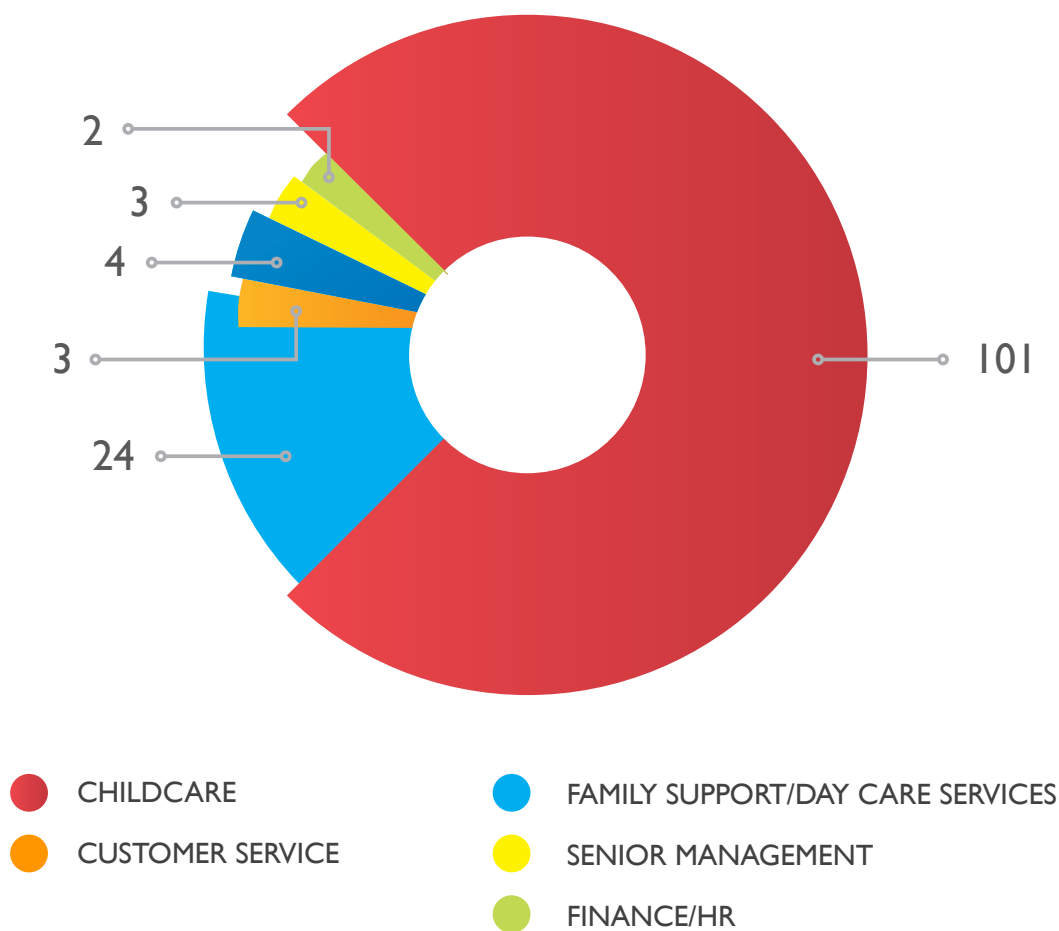
Total Staff: 137 as of 31 December, 2016

STAFF EARNINGS €	NUMBER
90K	0
70 - 90K	3
50 - 70K	2
30 - 50K	7
Less than 30K	125



OUR PEOPLE

OUR PEOPLE BY DEPARTMENT 2016 (including relief)



As of December 2016, Respond Support had 137 employees. Of these, 101 are employed in Early Years services and are based in our 22 Early Years Centres.



Number of Staff Supported to Undertake Staff Training and Professional Development

Number of Staff who undertook supported training in 2016 - 67

% of Total Employees - 49%

OUR PEOPLE

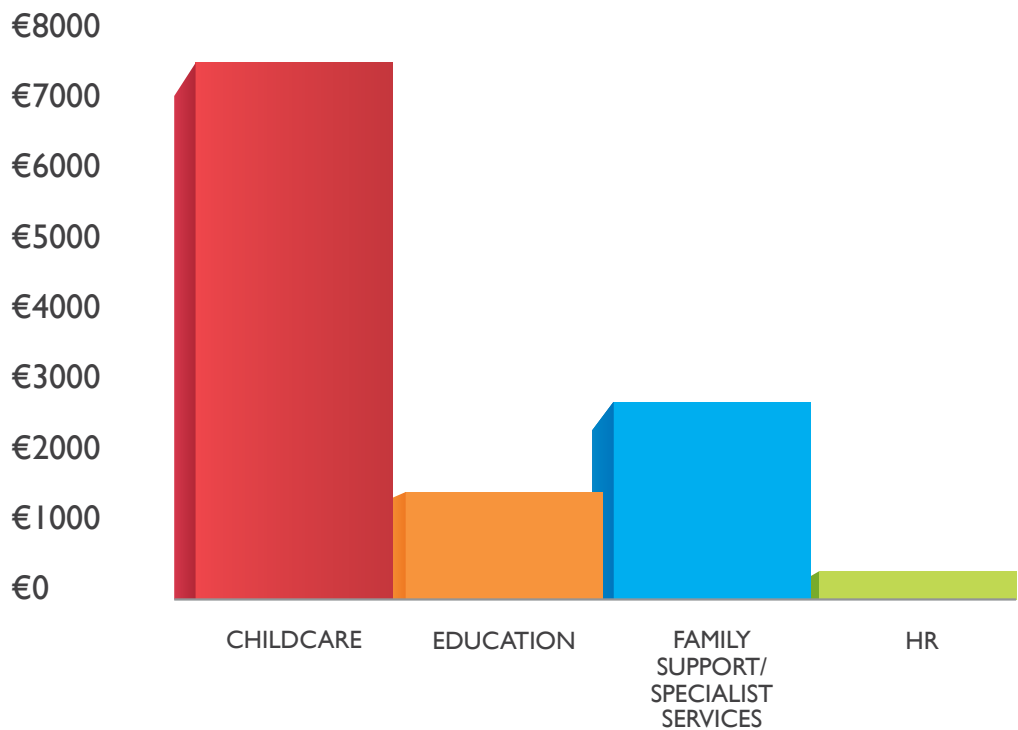
STAFF TRAINING, SUPPORT & DEVELOPMENT

Respond Support is committed to, and encourages, all staff in their continuing professional development and provides a range of educational assistance to employees to undertake a course of study through an approved

education body. In addition, the company supports employees by providing regular training such as Safety Training, HACCP training and on-the- job training.

INVESTING IN PEOPLE BY DEPARTMENT

Education Assistance Training Spend 2016



HR INITIATIVES

- Appointment of first CEO
- Continuous professional development of staff – 49% of staff undertook supported training
- Employee-Satisfaction Survey carried out across the organisation and the results communicated to all staff
- Síolta and Aistear training for Early Years staff continued around the country



LOOKING AHEAD

PLANS FOR 2017

As Respond Support moves toward greater independence in 2017 to focus singularly on the development and delivery of quality community services, a number of critical organisational developments have been identified for the coming year:

- Restructuring of senior management team based on specialist functional expertise, rather than on geographical management remits
- Review of the Education Strategy 2012-2015 to inform the future direction of Respond! College
- Restructuring of pay grades and salary scales for Early Years professionals to reflect the increased professionalisation of the sector and to address recruitment and retention issues
- Improvement in Company communications with staff through the development and launch of a Staff Ezine
- Development of an independent IT and Telephony Infrastructure
- Development of an independent HR Information System
- Continuation of investment in, and support for, our staff in their continuous professional development
- Respond Support's long and singular association with Respond! Housing Association and the close association of both brands may contribute to ambiguity or confusion as to the independent status of both companies. Accordingly, active consideration will, in 2017, be given to rebranding Respond Support.
- Development of a Four-Year Strategic Plan.



WORKING IN PARTNERSHIP

For 25 years, Respond Support has worked in close partnership with Respond! Housing Association. As Respond! has grown to become one of the largest providers of social housing in the State, Respond Support has grown too, to become one of the largest community service providers in the country.

For over 25 years, we have come to believe that outcomes for individuals, families and communities can be enhanced through partnership working and in interagency cooperation, between both statutory and voluntary organisations and with those who need and use our services. Respond Support remains committed to working in partnership with Respond!, local communities and appropriate statutory, voluntary and community organisations.

In 2016 our partners included:

- Services Users
- Local Residents & Communities
- Pobal
- Health Service Executive (HSE)
- CYPSC (Children and Young People's Service Committees)
- Waterford Education & Training Boards
- Limerick Education & Training Boards
- Local Authorities
- County Childcare Committees
- TUSLA
- Respond! Housing Association
- Early Childhood Ireland
- Buddy Bench
- Local Area Partnerships
- Chartered Institute of Housing (CIH)
- Ballyhoura Development Ltd.



GOVERNANCE

In 2016, Respond Support increased the size of its Board from four members to seven and expanded its professional expertise and experience in the areas of safeguarding, legal, business and corporate governance. Further opportunities for the increased enhancement of the Board remain, and we are committed to the further expansion and development of the Board in 2017 with the establishment of an Audit, Risk and Finance Sub-Committee. Respond Support has signed up to, and remains committed to, the full implementation of the Charity Governance Code for Charities in Ireland.

GOVERNANCE

HIGHLIGHTS IN 2016

- Board Expansion – The size of the Board increased from four members to seven.
- Board Renewal – Five new members joined the Board for the first time.
 - Two longstanding members retired from the Board in 2016.
 - Continuity – two original members remained on the Board in 2016.

- Establishment of an Audit, Risk and Finance Sub-Committee – The terms of reference for this sub-committee are currently being reviewed, in preparation for its establishment in early 2017.
- All members of the Board are Directors and became Members of the Company.
- Directors receive no remuneration or payment for services rendered; they act entirely in a voluntary capacity (out-of-pocket/travel expenses are entitled to be claimed).
- Lobbying Register – A declaration of lobbying is returned every quarter.
- Declaration of Conflict of Interest remains a standing agenda item at every Board meeting.

BOARD MEMBER	APPOINTED	YEARS SERVED	RESIGNED ON
Ms Danette Connolly	27 July, 2016	0	
Fr Pat Cogan, OFM	1993	25 years	
Mr Brian Hennebry	1993	25 years	19 October, 2016
Mr Michael O'Doherty	1993	25 years	19 December, 2016
Mr Brian Swift	27 July, 2016	0	
Dr Cathleen Callanan	27 July, 2016	0	
Dr Siobhán O'Sullivan	27 July, 2016	0	
Mr Eddie Matthews	27 July, 2016	0	
Mr Tom Dilleen	1st July 2003	14 years	
Mr Brendan Cummins	16 December, 2016	0	

NEW APPOINTMENTS

TO THE BOARD IN 2016



Brian Swift (Chair)

Brian Swift is a qualified solicitor, mediator and arbitrator and a graduate of UCC, UCD, TCD and The Incorporated Law Society of Ireland. He has served on the Board of An Bord Pleanála for ten years, serving on both The Audit Committee and The Liaison Committee. A former TD, Councillor and Mayor of Waterford, he has served on many State bodies and boards.

Cathleen Callanan

Cathleen Callanan has a background in social work and social policy. Since the 1980s, she has worked as a social worker, as a probation officer and as a lecturer in social work and social policy. Cathleen has held a number of managerial posts in the voluntary and statutory sectors such as director of a voluntary adoption agency and Child Care Manager with the Health Service Executive (HSE).



Danette Connolly

Danette Connolly has been in business since 1999. She ran a Nursing Agency for ten years, and her current businesses are Home Instead Senior Care and The NAS Centre. At present, she is Chairperson of Waterford Hospice Movement and is on the Board of Waterford Chamber.

Eddie Matthews

Most of Eddie's career was spent working in the Irish Health Service in various senior management positions until he retired in June 2011. Eddie is Chairperson of the Board of Trustees of the Anna Liffey Drug Project, the Chairperson of ALONE and Board member of Coolmine Therapeutic Community.



NEW APPOINTMENTS

TO THE BOARD IN 2016

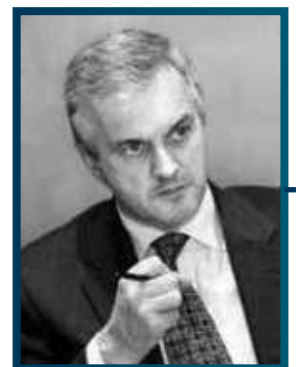


Dr Siobhán O' Sullivan

Dr Siobhán O'Sullivan is a social scientist and expert in community-based research and evaluation. She holds a Doctorate in Sociology from University College Cork (UCC) and a Masters from the University of Essex, UK. For the past fifteen years, she has worked on projects for the public service, local authorities, Irish Research Council, community groups and charities, and in international research for the European Union.

Brendan Cummins

Brendan Cummins was appointed to the Board in December 2016 but took up the position in January 2017. He is a seasoned executive with 40 years of industry and leadership experience. Formerly, he was Chief Executive Officer of Ciba Inc., the major international chemicals company headquartered in Switzerland. During his executive career, he worked for many years at the Ciba-Geigy Group and then at Ciba Inc., which was formed in 1998 when Ciba-Geigy separated its chemical and pharmaceutical interests. He joined Ciba-Geigy in Ireland in the early 1970s and went on to hold many senior international positions in locations including Switzerland, China, UK, Hong Kong and Singapore. He is currently a non-executive director of Ashland Inc., a global speciality chemical company quoted on the New York Stock Exchange where he is also a member of The Ashland Audit Committee and Chair of The Nominations and Governance Committee. Brendan also serves as a non-executive Board member of The Perstorp Group which is headquartered in Sweden and is a member of the Remuneration Committee. In addition, he is the Senior Non-Executive Director of the Nanoco Group, chairs that company's Remuneration Committee and is a member of The Audit Committee. He is also a strategy advisor to several Irish enterprises.



APPRECIATION

On behalf of the Board, I would like to thank Mr Brian Hennebry and Mr Michael O'Doherty who both retired as directors in 2016 after almost 25 years of committed service. Their contribution to the development and growth of Respond Support will remain unparalleled, and their vision and service will continue to inspire our new directors in renewing and advancing the mission of Respond Support.

Brian Swift, Chair, Respond Support

APPENDIX I:

FORM 2 – PUBLIC STATEMENT OF COMPLIANCE

PUBLIC STATEMENT OF COMPLIANCE WITH THE GOVERNANCE CODE FOR COMMUNITY, VOLUNTARY AND CHARITY ORGANISATIONS IN IRELAND

Name of organisation: Respond Support CLG

Address: Airmount, Dominick Place, Waterford, Ireland

I wish to state that we have completed the process as set out for a Type C organisation and now comply with the principles and practices of the Governance Code for a three-year period from January 1st 2016 when our Board certified our compliance.

Principle 1. Leading our organisation

We do this by:

- 1.1 Agreeing our vision, purpose and values and making sure that they remain relevant;
- 1.2 Developing, resourcing, monitoring and evaluating a plan to make sure that our organisation achieves its stated purpose;
- 1.3 Managing, supporting and holding to account staff, volunteers, and all who act on behalf of the organisation.

Principle 2. Exercising control over our organisation

We do this by:

- 2.1 Identifying and complying with all relevant legal and regulatory requirements;
- Making sure there are appropriate internal financial and management controls;

Principle 3. Being transparent and accountable

We do this by:

- 3.1 Identifying those who have a legitimate interest in the work of our organisation (stakeholders) and making sure there is regular and effective communication with them about our organisation;
- 3.2 Responding to stakeholders questions or views about the work of our organisation and how we run it;
- 3.3 Encouraging and enabling the engagement of those who benefit from our organisation in the planning and decision-making of the organisation.

Principle 4. Working effectively

We do this by:

- 4.1 Making sure that our governing body, individual board members, committees, staff and volunteers understand their role, legal duties, and delegated responsibility for decision-making;
- 4.2 Making sure that as a board we exercise our collective responsibility through board meetings that are efficient and effective;
- 4.3 Making sure that there is suitable board recruitment, development and retirement processes in place.

Principle 5. Behaving with integrity

We do this by:

- 5.1 Being honest, fair and independent;
- 5.2 Understanding, declaring and managing conflicts of interest and conflicts of loyalties'
- 5.3 Protecting and promoting our organisation's reputation.

Email: info@respondsupport.ie

Phone: 051 840200

Chairperson Name: Brian Swift

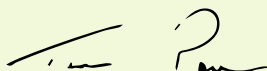
Signature:



Date of signature: 31/10/2017

Secretary Name: Tom Power

Signature:



Date of signature: 31/10/2017

RESPOND **Support**

Care, Education, Family, Community

ANNUAL FINANCIAL REPORT

RESPOND (SUPPORT) CLG
(COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT:
FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

ANNUAL FINANCIAL REPORT

DIRECTORS AND OTHER INFORMATION

Board of Directors at 6 October, 2017

Tom Dilleen
Edward Matthews
Cathleen Callanan
Brian Swift
Danette Connolly
Brendan Cummins

Solicitors

William Fry
Fitzwilliam House
Wilton Place
Dublin 2

P.J. O'Driscoll & Sons
73 South Mall
Cork

Secretary and Registered Office

Tom Power
Airmount
Dominick Place
Waterford

Advokat Compliance Limited
Merrythought House
Templeshannon
Enniscorthy
Co Wexford

Registered Number: 206013

Auditors

PricewaterhouseCoopers
Chartered Accountants and Registered Auditors
Ballycar House
Newtown

Bankers

Allied Irish Bank
The Quay
Waterford

Ulster Bank
The Quay
Waterford

ANNUAL FINANCIAL REPORT

DIRECTORS REPORT

The directors present their report and the financial statements of the company for the financial period ended 31 December, 2016. The year end of the company has been changed to 31 December. Consequently, these financial statements are for the six-month period to 31 December, 2016.

Principal Activities

The company is a charity engaged in the promotion of social and community initiatives in estates, principally, managed by the Respond! Housing Association, and in other marginalised communities.

Corporate Governance

The Board currently comprises six non-executive members who are drawn from a wide background, bringing together professional, commercial and local experience. The Board meets formally at least six times a year. Local operational policies are delegated subject to approved budgets.

While the Board is responsible for the overall strategy and policy of the organisation, the day-to-day management is delegated to the Chief Executive Officer.

On 15 August 2016, Albert Perris was appointed to the position of CEO of Respond (Support) Limited. The CEO chairs monthly management meetings that deal with all major management issues and decisions of the organisation. Additional meetings are held to discuss corporate issues that do not fit with the scheduled meetings.

In prior years, the Finance, Risk and Audit Committee was common between Respond! and Respond Support and comprised four independent non-executive members, one of whom was a non-executive Board member who chaired the Committee. An independent Finance, Audit and Risk Committee has been re-constituted in the first quarter of 2017. The CEO and Financial Controller will attend the meetings by invitation. The Committee will review financial performance, financial strategy and audit and risk policies and make recommendations to the Board on these matters.

Respond (Support) Limited, as a registered charity, complies with the Governance Code for community, voluntary and charitable organisations in Ireland.

Internal Financial Controls

The Board has overall responsibility for the organisation's system of internal financial control which comprises:

- a clear organisation structure and well-defined management responsibilities
- comprehensive budgeting systems with an annual budget that is approved by the Board
- regular consideration of actual results compared to budgets
- defined capital investment control protocols and procedures approved by the Board
- regular reporting of legal and accounting developments to the Board.

The organisation's control systems address key business, treasury and financial risks which are monitored by the CEO and Company Treasurer.



ANNUAL FINANCIAL REPORT

The company engages a firm of Chartered Accountants independent of the external auditor to conduct regular internal audit reviews of the company's activities under the direction of the Finance and Risk Committee.

The external auditors are engaged to express an opinion on the financial statements. They review and test the systems of internal financial control and the data contained in those statements to the extent necessary to express their audit opinion.

The Board wishes to emphasise that a system of internal financial control can only provide reasonable and not absolute assurance about material misstatement and loss.

Statement of Directors' Responsibilities

The directors are responsible for preparing the directors' report and the financial statements in accordance with Irish law.

Irish law requires the directors to prepare financial statements for each financial year that give a true and fair view of the company's assets, liabilities and financial position at the end of the financial year and of the profit or loss of the company for the financial year. Under that law, the directors have prepared the financial statements in accordance with Generally Accepted Accounting Practice in Ireland (accounting standards issued by the Financial Reporting Council of the UK, including Financial Reporting Standard 102 – "The Financial Reporting Standard applicable in the UK and Republic of Ireland" – and promulgated by the Institute of Chartered Accountants in Ireland and Irish law).

Under Irish law, the directors shall not approve the financial statements unless they are satisfied that they give a true and fair view of the company's assets, liabilities and financial position as at the end of the financial year and the profit or loss of the company for the financial year.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards and identify the standards in question, subject to any material departures from those standards being disclosed and explained in the notes to the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to:

- correctly record and explain the transactions of the company;
- enable, at any time, the assets, liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy; and
- enable the directors to ensure that the financial statements comply with the Companies Act 2014 and enable those financial statements to be audited.

The directors are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ANNUAL FINANCIAL REPORT

Accounting Records

The measures taken by the directors to secure compliance with the company's obligation to keep adequate accounting records are the use of appropriate systems and procedures and employment of competent persons. The accounting records are kept at the following address:

John's College
The Folly
Waterford

Business Review

The excess of expenditure over income, reported as a loss on page 35, arises from the various community-based initiatives that the company is committed to delivering.

Both the level of business and the period-end financial position were satisfactory, and the directors expect that the present level of activity will be sustained for the foreseeable future.

Principal Risk and Uncertainty

The company is largely dependent on the Irish Government for its funding which is primarily received from the Department of Children & Youth Affairs, the HSE and Pobal. The funding receivable is subject to certain conditions being adhered to, and the directors are confident that all such conditions will be met. The company operates a number of core programmes on behalf of its funders.

Principal Risk and Uncertainty – continued

As the company's activities are conducted primarily in euro, they are not subject to any material level of currency risk and, due to there not being any bank loans or overdrafts in place, the company is not subject to interest rate risk. Due to the nature of the company's activities, they are not subject to credit risk.

Dividends

No dividend is payable in accordance with the company's Memorandum of Association.

Research and Development

The company did not undertake any research and development during the period (30 June, 2016: €Nil).

Events Since the End of the Financial Period

There have been no significant events affecting the company since the end of the financial period.



ANNUAL FINANCIAL REPORT

Directors

The names of the persons who were directors of the company at any time during the financial period ended 31 December 2016 are set out below. The names of the directors below include directors appointed subsequent to period end. Except where indicated, they served as directors for the entire financial period.

Patrick Cogan, OFM	(resigned 16 January, 2017)	Edward Matthews	(appointed 27 July, 2016)
Michael O'Doherty	(resigned 19 December, 2016)	Dr Siobhán O'Sullivan	(appointed 27 July, 2016) (resigned 25 July, 2017)
Brian Hennebry	(resigned 19 October, 2016)	Cathleen Callanan	(appointed 27 July, 2016)
Tom Dilleen	(appointed 1 July, 2003)	Danette Connolly	(appointed 27 July, 2016)
Brian Swift	(appointed 27 July, 2016)	Brendan Cummins	(appointed 16 December, 2016)

Alan Murphy resigned as Company Secretary on 31 July, 2017.

Tom Power was appointed as Company Secretary on 31 July, 2017.

Members

The company is registered as a company limited by guarantee not having a share capital. The members of the company have their liability limited to €6.35 each in the event of the company being wound up. There were eight members at the date of the balance sheet.

Disclosure of Information to Auditors

The directors in office at the date of this report have each confirmed that:

- As far as they are aware, there is no relevant audit information of which the company's statutory auditors are unaware; and
- They have taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

Political Donations

There were no political donations made during the period (30 June, 2016: €Nil).

The Charities Act 2009

The directors acknowledge The Charities Act 2009, support its objectives and are endeavouring to ensure compliance with same.

Statutory Auditors

The statutory auditors, PricewaterhouseCoopers, have indicated their willingness to continue in office, and a resolution that they be re-appointed will be proposed at the Annual General Meeting.

On behalf of the Board, B. Swift T. Dilleen Date: 6 October, 2017

Independent Auditors' Report to the Members of Respond (Support) Limited

Report on the financial statements

Our opinion

In our opinion, Respond (Support) Limited's financial statements (the "financial statements"):

- give a true and fair view of the company's assets, liabilities and financial position as at 31 December, 2016 and of its loss and cash flows for the six-month period (the "period") then ended;
- have been properly prepared in accordance with Generally Accepted Accounting Practice in Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

What we have audited

The financial statements, included within the Annual Report, comprise:

- the Profit and Loss Account for the period then ended;
- the Balance Sheet as at 31 December, 2016;
- the Statement of Cash Flows for the period then ended;
- the Statement of Changes in Equity for the period then ended; and
- the notes to the financial statements, which include a summary of significant accounting policies and other explanatory information.

The financial reporting framework that has been applied in the preparation of the financial statements is Irish law and accounting standards issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland (Generally Accepted Accounting Practice in Ireland), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In applying the financial reporting framework, the directors have made a number of subjective judgements, for example, in respect of significant accounting estimates. In making such estimates, they have made assumptions and considered future events.

Matters on which we are required to report by the Companies Act 2014

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion, the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited.
- The financial statements are in agreement with the accounting records.
- In our opinion, the information given in the Directors' Report is consistent with the financial statements.

Matter on which we are required to report by exception

Directors' remuneration and transactions

Under the Companies Act 2014, we are required to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by Sections 305 to 312 of that Act have not been made. We have no exceptions to report arising from this responsibility.

Responsibilities for the financial statements and the audit

Our responsibilities and those of the directors

As explained more fully in the Statement of Directors' Responsibilities set out on page 30, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with Irish law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

This report, including the opinions, has been prepared for, and only for, the company's members as a body in accordance with Section 391 of the Companies Act 2014 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

What an audit of financial statements involves

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland). An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of:

- whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed;
- the reasonableness of significant accounting estimates made by the directors; and
- the overall presentation of the financial statements.

We primarily focus our work in these areas by assessing the directors' judgements against available evidence, forming our own judgements and evaluating the disclosures in the financial statements.

We test and examine information, using sampling and other auditing techniques, to the extent we consider necessary to provide a reasonable basis for us to draw conclusions. We obtain audit evidence through testing the effectiveness of controls, substantive procedures or a combination of both.

In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

Siobhán Collier
for and on behalf of PricewaterhouseCoopers
Chartered Accountants and Statutory Audit Firm
Waterford
Date: 12 October, 2017

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

	Notes	31 December 2016 €	30 June 2016 €
Turnover	5	1,261,599	2,423,022
Cost of Sales		<u>-</u>	<u>-</u>
Gross Profit		1,261,599	2,423,022
Administrative Expenses		<u>(1,569,666)</u>	<u>(3,500,324)</u>
Operating (Loss)	6	(308,067)	(1,077,302)
Interest Receivable and Similar Income	8	<u>3,933</u>	<u>7,457</u>
(Loss) on Ordinary Activities before Taxation		(304,134)	(1,069,845)
Tax (on Loss) on Ordinary Activities		<u>-</u>	<u>-</u>
(Loss) for the Financial Period / Year		<u>(304,134)</u>	<u>(1,069,845)</u>

STATEMENT OF COMPREHENSIVE INCOME For the Financial Period ended 31 December, 2016

The company had no recognised gains or losses in the financial period other than those included in the profit and loss account above and, therefore, no separate statement of comprehensive income has been presented.



FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

BALANCE SHEET

As at 31 December, 2016

	Notes	31 December 2016 €	30 June 2016 €
Current Assets			
Debtors	9	145,184	191,876
Investments	10	60,201	60,201
Cash at Bank and In Hand		<u>6,889,588</u>	<u>6,866,227</u>
		7,094,973	7,118,304
Current Liabilities			
Creditors – Amounts falling Due within One Year	11	<u>(801,377)</u>	<u>(520,574)</u>
Net Current Assets		<u>6,293,596</u>	<u>6,597,730</u>
Financed by:-			
Retained Funds		<u>6,293,596</u>	<u>6,597,730</u>
Total Equity		<u>6,293,596</u>	<u>6,597,730</u>

On behalf of the Board,

B. Swift

T. Dilleen

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

STATEMENT OF CHANGES IN EQUITY For the Financial Period ended 31 December, 2016

	Retained Surplus €	Total €
Balance at 1 July, 2015	7,667,575	7,667,575
Deficit for the Financial Year	<u>(1,069,845)</u>	<u>(1,069,845)</u>
Balance as at 30 June, 2016	<u>6,597,730</u>	<u>6,597,730</u>
Balance at 1 July, 2016	6,597,730	6,597,730
Deficit for the Financial Period	<u>(304,134)</u>	<u>(304,134)</u>
Balance as at 31 December, 2016	<u>6,293,596</u>	<u>6,293,596</u>

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

STATEMENT OF CASH FLOWS

For the Financial Period ended 31 December, 2016

	Notes:	31 December 2016	30 June 2016
		€	€
Cash from Operations	13	19,428	(1,056,822)
Income Taxes Paid		-	-
Net Cash generated from/(used in) Operating Activities		<u>19,428</u>	<u>(1,056,822)</u>
Cash Flows from Investing Activities			
Liquidation of Short-Term Investments		-	7,021,326
Interest Received	8	<u>3,933</u>	<u>7,457</u>
Net Cash generated from Investing Activities		<u>3,933</u>	<u>7,028,783</u>
Net Cash used in Financing Activities		<u>-</u>	<u>-</u>
Net Increase in Cash and Cash Equivalents		23,361	5,971,961
Cash and Cash Equivalents at beginning of Financial Period / Year		<u>6,866,227</u>	<u>894,266</u>
Cash and Cash Equivalents at end of Financial Period / Year		<u>6,889,588</u>	<u>6,866,227</u>
Cash and Cash Equivalents consist of:			
Cash at Bank and In Hand		<u>6,889,588</u>	<u>6,866,227</u>
Cash and Cash Equivalents		<u>6,889,588</u>	<u>6,866,227</u>

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS

1 General Information

Respond (Support) Limited ('the company') is a charity engaged in the promotion of social and community initiatives in estates, principally, managed by the Respond! Housing Association, and in other marginalised communities.

Respond (Support) Limited is a registered charity and complies with the Governance Code for community, voluntary and charitable organisations in Ireland.

The company is incorporated as a company limited by guarantee in the Republic of Ireland. The address of its registered office is Airmount, Dominick Place, Waterford.

2 Statement of Compliance

The entity financial statements have been prepared on a going concern basis and in accordance with Irish GAAP (accounting standards issued by the Financial Reporting Council of the UK and promulgated by the Institute of Chartered Accountants in Ireland and the Companies Act 2014). The entity financial statements comply with Financial Reporting Standard 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and the Companies Act 2014.

3 Summary of Significant Accounting Policies

The significant accounting policies used in the preparation of the entity financial statements are set out below. These policies have been consistently applied to all financial years presented, unless otherwise stated.

(a) Basis of Preparation

The entity financial statements have been prepared under the historical cost convention.

The preparation of financial statements in conformity with FRS 102 requires the use of certain key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date. It also requires the directors to exercise their judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or areas where assumptions and estimates have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed in note 4.

(b) Foreign Currency

(i) Functional and Presentation Currency

The company's functional and presentation currency is the euro, denominated by the symbol "€".

(ii) Transactions and Balances

Foreign currency transactions are translated into the functional currency using the spot exchange rates at the dates of the transactions.

At the end of each financial year, foreign currency monetary items are translated to euro using the closing rate. Non-monetary items measured at historical cost are translated using the exchange rate at the date of the transaction, and non-monetary items measured at fair value are measured using the exchange rate when fair value was determined.

Foreign exchange gains and losses resulting from the settlement of transactions and from the translation at exchange rates at the end of the financial year of monetary assets and liabilities denominated in foreign currencies are recognised in the Profit and Loss Account.

Foreign exchange gains and losses are presented in the Profit and Loss Account within 'Administrative Expenses'.

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

3 Summary of Significant Accounting Policies – continued

(c) Revenue Recognition

(i) Turnover

Turnover is the amount of revenue derived from the provision of services falling within the company's ordinary activities. For Respond (Support) Limited, turnover comprises revenue arising from both revenue grants and childcare fees.

Turnover is measured at the fair value of the consideration received or receivable and represents the amount receivable for services rendered, net of returns, discounts and rebates allowed by the company and value added taxes.

Where the consideration receivable in cash or cash equivalents is deferred and the arrangement constitutes a financing transaction, the fair value of the consideration is measured as the present value of all future receipts using the imputed rate of interest.

The company recognises turnover as follows:

– Revenue Grants

Grant income is recognised when there is: 1) entitlement to the grant; 2) virtual certainty that it will be received; and 3) sufficient measurability of the amount. Unspent grants are shown on the balance as a liability.

– Childcare Fees and Training Services Income

Revenue from services provided is credited to income in the period in which it is invoiced or the services provided.

(ii) Other Income

Interest income is recognised using the effective interest rate method. Interest income is presented as 'Interest Receivable and Similar Income' in the Profit and Loss Account.

(d) Employee Benefits

The company provides a range of benefits to employees, including paid holiday arrangements and post-employment benefits (in the form of defined contribution pension plans).

(i) Short-Term Employee Benefits

Short-term employee benefits, including paid holiday arrangements and other similar non-monetary benefits, are recognised as an expense in the financial year in which the employees render the related service.

(ii) Post-Employment Benefits

Defined Contribution Pension Plan

The company operates defined contribution plans for certain employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity and has no legal or constructive obligation to pay further contributions or to make direct benefit payments to employees if the fund does not hold sufficient assets to pay all employee benefits relating to employee service in the current and prior periods. The assets of the plan are held separately from the company in independently administered funds. The contributions to the defined contribution plan are recognised as an expense when they are due. Amounts not paid are shown in accruals in the balance sheet.

(e) Income Tax

No liability to corporation tax arises as the company has been granted charitable tax exemption by the Revenue Commissioners.

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

3 Summary of Significant Accounting Policies – continued

(f) Cash at Bank and In Hand

Cash at bank and in hand includes cash in hand, cash held in bank current accounts, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less. Bank overdrafts are shown within borrowings in 'Current Liabilities'.

Bank deposits which have original maturities of more than three months are not cash and cash equivalents, and are presented as current asset investments.

(g) Provisions and Contingencies

(i) Provisions

Provisions are liabilities of uncertain timing or amount.

Provisions are recognised when the company has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount of the obligation can be estimated reliably.

Provisions are measured at the present value of the best estimate of the amount required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. Provisions are reviewed at the end of each financial year and adjusted to reflect the current best estimate of the amount required to settle the obligation. The unwinding of the discount is recognised as a finance cost in profit or loss, presented as part of 'Interest Payable and Similar Charges' in the financial year in which it arises.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole.

In particular:

- a) Restructuring provisions are recognised when the company has a legal or constructive obligation at the end of the financial year to carry out the restructuring. The company has a constructive obligation to carry out a restructuring when there is a detailed, formal plan for the restructuring and the company has raised a valid expectation in those affected by either starting to implement the plan or announcing its main features to those affected; and
- b) Provision is not made for future operating losses.

(ii) Contingencies

Contingent liabilities, arising as a result of past events, are not recognised as a liability because it is not probable that the company will be required to transfer economic benefits in settlement of the obligation or the amount cannot be reliably measured at the end of the financial year. Possible but uncertain obligations are not recognised as liabilities but are regarded as contingent liabilities. Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

Contingent assets are not recognised. Contingent assets are disclosed in the financial statements when an inflow of economic benefits is probable.

(h) Financial Instruments

The company has chosen to apply the provisions of Sections 11 and 12 of FRS 102 to account for all its financial instruments.

(i) Financial Assets

Basic financial assets, including trade and other debtors, cash and cash equivalents, short-term deposits and investments are initially recognised at transaction prices (including transaction costs), unless the arrangement constitutes a financing transaction; where the arrangement does constitute such a transaction, the resulting financial asset is initially measured at the present value of the future receipts discounted at a market rate of interest for a similar debt instrument.

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

3 Summary of Significant Accounting Policies – continued

(h) Financial Instruments – continued

(i) Financial Assets – continued

Trade and other debtors, cash and cash equivalents, investments and financial assets from arrangements which constitute financing transactions are subsequently measured at amortised cost using the effective interest method.

At the end of each financial year, financial assets measured at amortised cost are assessed for objective evidence of impairment. If there is objective evidence that a financial asset measured at amortised cost is impaired, an impairment loss is recognised in profit or loss. The impairment loss is the difference between the financial asset's carrying amount and the present value of the financial asset's estimated cash inflows discounted at the asset's original effective interest rate.

If, in a subsequent financial year, the amount of an impairment loss decreases and the decrease can be objectively related to an event occurring after the impairment was recognised, then the previously recognised impairment loss is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been had the impairment loss not previously been recognised. The impairment reversal is recognised in profit or loss.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price.

Such financial assets are subsequently measured at fair value, and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are subsequently measured at cost less impairment.

Financial assets are derecognised when (a) the contractual rights to the cash flows from the asset expire or are settled, or (b) substantially all the risks and rewards of ownership of the financial asset are transferred to another party or (c) control of the financial asset has been transferred to another party who has the practical ability to unilaterally sell the financial asset to an unrelated third party without imposing additional restrictions.

(ii) Financial Liabilities

Basic financial liabilities, including trade and other creditors, bank loans and loans from connected parties, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction, the resulting financial liability is initially measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Trade and other creditors, bank loans, loans from connected parties and financial liability from arrangements which constitute financing transactions are subsequently carried at amortised cost, using the effective interest method.

Fees paid on the establishment of loan facilities are recognised as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the draw-down occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is treated as a prepayment for liquidity services and amortised over the period of the facility to which it relates.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as due within one year if payment is due within one year or less. If not, they are presented as falling due after more than one year. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Financial liabilities are derecognised when the liability is extinguished, that is when the contractual obligation is discharged, cancelled or expires.

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

4 Critical Accounting Judgements and Estimation Uncertainty

Estimates and judgements made in the process of preparing the entity financial statements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The directors make estimates and assumptions concerning the future in the process of preparing the entity financial statements. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

(i) *Deferred Revenue*

Grant income is recognised when there is: 1) entitlement to the grant; 2) virtual certainty that it will be received and; 3) sufficient measurability of the amount. Unspent grants are shown on the Balance Sheet as a liability. See note 11 for the amount of the deferred income.

5 Turnover

Analysis of Turnover by Category:

	31 December 2016 €	30 June 2016 €
Fee and Service Income	486,424	495,540
Grant Income	775,175	1,927,482
	<u>1,261,599</u>	<u>2,423,022</u>

Analysis of Turnover by Geographical Market:

	31 December 2016 €	30 June 2016 €
Ireland	<u>1,261,599</u>	<u>2,423,022</u>

6 Operating Loss

	31 December 2016 €	30 June 2016 €
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The operating loss is stated after crediting:

Grant Income	<u>(775,175)</u>	<u>(1,927,482)</u>
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FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

7 Employees and Directors

(i) Employees

The average number of persons employed by the company during the financial period was:

	31 December 2016 Number	30 June 2016 Number
Management	5	7
Operational	104	110
	<u>109</u>	<u>117</u>

Staff Costs comprise:

	31 December 2016 €	30 June 2016 €
Wages and Salaries	1,212,312	2,408,563
Social Insurance Costs	119,854	243,109
Pension Costs	7,086	11,029
	<u>1,339,252</u>	<u>2,662,701</u>

(ii) Directors

	31 December 2016 €	30 June 2016 €
Emoluments	-	21,759
Contributions to Retirement Benefit Schemes		
– Defined Contribution	-	1,123

(iii) Key Management Compensation

Key management includes the directors and members of senior management. The compensation paid or payable to key management for employee services is shown below:

	31 December 2016 €	30 June 2016 €
Total Key Management Compensation	<u>171,341</u>	<u>292,658</u>

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

8 Net Interest Expense

Interest Receivable and Similar Income

	31 December 2016 €	30 June 2016 €
Bank Interest	3,933	7,457
Total Interest Receivable and Similar Income	3,933	7,457

9 Debtors

	31 December 2016 €	30 June 2016 €
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Amounts falling Due within One Year:

Prepayments	19,072	23,292
Accrued Income	126,112	168,584
	145,184	191,876

10 Investments

	31 December 2016 €	30 June 2016 €
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Structured Deposits	60,201	60,201
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11 Creditors – Amounts falling Due within One Year

	31 December 2016 €	30 June 2016 €
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Trade Creditors	21,066	28,717
Accruals	118,480	135,942
Deferred Income	80,870	208,413
Amount owed to Related Companies	539,646	114,091
VAT	1,441	-
PAYE and Social Insurance	39,874	33,411
	801,377	520,574

Trade and other creditors are payable at various dates in accordance with the suppliers' usual and customary credit terms.

Tax and social insurance are repayable at various dates over the coming months in accordance with the applicable statutory provisions.

Amounts due to related companies are unsecured, are interest free, have no fixed date of repayment and are repayable on demand.

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

12 Financial Instruments

The company has the following financial instruments:

	31 December 2016 €	30 June 2016 €
Financial Assets that are Debt Instruments measured at Amortised Cost:		
Investments in Short-Term Deposits	60,201	60,201
Cash at Bank and In Hand	6,889,588	6,866,227
Financial Liabilities measured at Amortised Cost:		
- Trade Creditors	21,066	28,717
- Accruals	118,480	135,942
- Amounts owed to Related Companies	539,646	114,091
	679,192	278,750

13 Note to the Statement of Cash Flows

	31 December 2016 €	30 June 2016 €
Loss for the Financial Period / Year	(304,134)	(1,069,845)
Interest Income	(3,933)	(7,457)
Operating (Loss)	(308,067)	(1,077,302)
Working Capital Movements:		
- Decrease / (Increase) in Debtors	46,692	(67,853)
- Increase in Creditors	280,803	88,333
Cash Inflow / (Outflow) from Operating Activities	19,428	(1,056,822)

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

NOTES TO THE FINANCIAL STATEMENTS – continued

14 Grants

Grant income of €775,175 (30 June, 2016: €1,927,482), in the Profit and Loss Account for the year arises from the following bodies:-

Name of Agency	Type of Funding/ Grant Programme	Term of Grant	Use of Grant	Amount 31 December 2016 €	Amount 30 June 2016 €
Dept of Children & Youth Affairs	Early Childhood	Annual	Delivery of Service	237,005	327,937
Dept of Children & Youth Affairs	Lottery	Annual	Delivery of Service	-	1,750
HSE	Section 39	Annual	Delivery of Service	136,181	677,515
Limerick City Council	Section 10	Annual	Delivery of Service	100,347	211,728
Pobal	Childcare	Annual	Delivery of Service	287,621	622,542
Pobal	CETS	Annual	Delivery of Service	12,107	39,481
South Tipperary Co. Council	Arts Grant	Annual	Promoting Art	-	1,100
ESB	Education Grant	Annual	Promoting Education	-	10,000
Dublin Homeless Food Grants	Section 10 HSE	Annual	Delivery of Service	-	4,304
		Annual	Delivery of Service	1,914	31,125
Total				775,175	1,927,482

15 Related-Party Transactions

During the period, some of the company's administration was managed by Respond!, a company which is a charity engaged in building housing schemes and providing these for rental, below market rates. Costs incurred by Respond! relating to Respond (Support) which were recharged during the period amounted to €326,368 (30 June, 2016: €585,334). The balance owed to that company at 31 December, 2016 was €539,646 (30 June, 2016: €114,091). In the past, the two charities were under the control of common directors and, therefore, were deemed to be related parties. Although the Boards are now fully independent of each other with no commonality, given their close links and shared history, transactions between the two entities are disclosed as related-party transactions.

16 Contingencies and Commitments

The company may be obliged to pay back the Government funding received if certain conditions are not met as per the agreements.

A related company operates the defined contribution pension scheme. The assets of the scheme are held separately from those of the related company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to €7,086 (30 June, 2016: €11,091).

There are no other commitments as at 31 December, 2016.

17 Bank Security

The company's bankers hold letters of lien, totalling €89,550, on deposit funds in respect of guarantees they have issued on behalf of the company (30 June, 2016: €86,475).

18 Approval of Financial Statements

The financial statements were approved by the directors on 6 October, 2017.

FINANCIAL STATEMENTS AND NOTES

FOR THE FINANCIAL PERIOD ENDED 31 DECEMBER, 2016

DETAILED PROFIT AND LOSS ACCOUNT

For the Financial Period ended 31 December , 2016

	31 December 2016 €	30 June 2016 €
Turnover		
Grants	775,175	1,896,357
Course Fees	25,760	66,063
Childcare Fees	135,766	343,125
Sundry Income	199,898	117,477
Donation	125,000	-
	<u>1,261,599</u>	<u>2,423,022</u>
Administrative Expenses		
Overseas Costs	(22,275)	(54,238)
Homeless, Day Care and Elderly Projects	(462,400)	(1,198,268)
Childcare Schemes	(479,547)	(1,574,267)
Education Costs	(149,655)	(297,388)
Better Being and Family Support	(322,841)	(376,163)
Interest Income	3,933	7,457
Admin. Costs	(132,948)	-
	<u>(1,565,733)</u>	<u>(3,492,867)</u>
(Loss) for the Period / Year	<u>(304,134)</u>	<u>(1,069,845)</u>

