



NAVAN SPRINGBOARD LTD

Annual report 2013

& Financial Statements 2013



JULY 1, 2014

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Acknowledgements

The Board of Directors and staff team of Navan Springboard Company Ltd. would like to thank the families, parents and children that we have had the pleasure to work with during the last year. At times we have had the privilege to share your joys, your pain, your hopes and your tears. Together through our work and your great efforts, things have improved for you and your children and we thank you for letting us be part of your lives.

The Board of Directors and the Staff Team would also like to thank all those individuals and organisations who have supported our work throughout the last year.

Our work is made possible by the funding we receive from the Co. Louth & Meath Child Welfare and Family Support Services Office of the Health Service Executive. Due to the wider economic conditions within the Irish Economy and the funding available to the Health Service Executive, the funding provided to Navan Springboard for service delivery has been reduced thus posing particular challenges to the service. We have been assisted in facing these challenges by the operational support we receive from many family support services staff within the Health Service Executive, to you all, we say thank you.

In 2013 we also received funding from The Family Support Agency which aided our counselling support programme which is detailed further in this report. We are grateful for this grant which aided our work.

During the year we continued to work in partnership with other non-government organisations to improve the services available to families and parents. A special thank you must be extended to the managers and staff of Meath Women's Refuge and Support Services, Navan School Completion Programme, and County Meath's GAA Development Officer, each of whom have assisted us in the delivery of a particular service within our work. They have provided us with support which has benefited the families we have worked with.

We look forward to your continued support and involvement during the coming years.

Chairperson Address

I am delighted to present the Annual Report of Navan Springboard Company Ltd for 2013 on behalf of our Board of Directors, Management and Staff. Over the last sixteen years, Navan Springboard programmes have enhanced the lives of many children and families due to the professionalism, dedication and commitment of the staff and manager of Navan Springboard Company.

This report highlights the continuation of our work through the variety of services we provide.

I wish to take this opportunity to thank our out-going Directors who have given their time and dedication during the year, ensuring the company continues to deliver to a high level. I also welcome our new Directors who have joined the Board in recent months and look forward to the experience and expertise that they bring with them.

On behalf of the Board of Directors I wish to thank all the agencies that have supported us and contributed to the development of our programmes. In particular we would like to thank our primary funder, Health Service Executive, for funding, guidance and advice.

Finally, a special thanks to our Manager and staff for their continued consistent dedication and expertise, enhancing the lives of many children and families

We look forward to new opportunities and challenges during the coming year.

Thank you,

Christina Nestor
Chairperson

Background and Structure of Navan Springboard

Our Vision

Our vision is a community where all children and families are treasured and treated equally, where family life is a happy and nurturing experience for all.

Mission Statement

“Navan Springboard’s mission is to support adults in their parenting role for the benefit of their children.”

We are a community based service working in Co. Meath focused on children from 0 to 12 years of age and their parents.

Our work is undertaken in keeping with the National Agenda for Children Services and the five national outcomes identified for improving the lives of children within the state. Which are as follows;

All children should be;

- Healthy, both physically and mentally;
- Supported in active learning;
- Safe from accidental and intentional harm, and secure in the immediate and wider physical environment;
- Economically secure;
- Part of positive networks of family, friends, neighbours and community, and included and participating in society

(National Strategy for Research and Data on Children’s Lives 2011 – 2016, p17 2011)

Our Aims

We have three core aims, which guide us in our work with families.

- To promote the welfare of children within their family and community.
- To work in partnership with parents, their children and relevant agencies.
- To influence local and regional policy to support adults in their parenting role.

Our Ethos

In Navan Springboard, everybody is accepted for the talents, strengths, skills and resources they possess. We believe by working with children and their families in a respectful, caring way we can empower and enable them to become the masters of their own lives. Ultimately it is our hope that family life is a happy and nurturing experience for everyone.

Our core values are;

- We work from a strengths based perspective by using the inherent strengths and supports each family have to begin to improve their situation.
- Respect is our corner stone; we endeavour to treat each individual family member with respect and fairness.
- Empowerment, we work with each family at their starting point and at their own pace, as far as is practical we involve the parents and children in all the decisions with regard to our work with and for them.
- Partnership, we work in partnership with parents and other agencies so as to assist in positive outcomes for the families and Communities we work in.
- Team work, as individual staff we believe by supporting each other in our work, we deliver better support to the families with whom we work.

History and Management Structure

Navan Springboard Family Support Services, (Navan Springboard Company Ltd.) began work in 1998 as part of a Government Initiative to develop community based family support services. The initiative was within the Department of Health and Children. Representatives from a range of voluntary and statutory organisations make up our Board of Directors who oversee our work. We are a Limited Company with Charitable Status – No CHY 13758.

The Board of Directors during 2013 comprised of the following;

Christina Nestor- Navan School Completion Project (Chairperson)

Jim Mangan-Community representative (Treasurer)

Deborah Dwyer – Manager Citizen Information Service (Secretary)

Mairead McGuire- Co-ordinator Navan Rapid Programme

Leonard Callaghan - Service Development Officer H.S.E

Shay O'Neill- Retired Social Care Worker.

Anne Fitzpatrick –School Principal

Staff Team

The Staff Team at Springboard for 2013 comprised of the following;

- Siobhan Crosby* – Project Worker
- Eileen Dowdall,* – Project Worker
- Helena Davis* - Family Support Worker & Access Support
- Alacoque Fitzsimons* - Family Support Worker & Access Support
- Martina Devin* - Sessional Worker Access Support Service.
- Loreto Martin* - Project Development Officer on He's My Dad Project
Children's Access Support Service Co-Ordinator;
- Valerie Walsh.* - Administration Officer
- Sé Fulham.* - Manager

The team brings with them a wealth of skills, experience and qualifications in a variety of disciplines such as Social Care, Social Science, Youth and Community work and Secretarial/business studies. Most importantly of all, the team have great enthusiasm for working with parents and children to assist in improving their lives.

Service Structure

Figure 1 is a graphical representation of our service provision during 2013. At the centre of our work are the Individual Programmes of Family Support (IPFS) that we provide to parents and their children. The outer ring of services has grown organically out of IPFS and are open to parents and their children in Co. Meath

Fig. 1 Navan Springboard Service Provision 2013.



Individual Programmes of Family Support (IPFS) are generally our most intensive level of support to parents and their children. As our service provision has developed, we have established an array of services ranging from low to high levels of support; this facilitates a tailored response to the specific needs of the family / parent we are working with. On the following pages, our work during 2013 will be outlined under each of the service headings.

2013 in figures

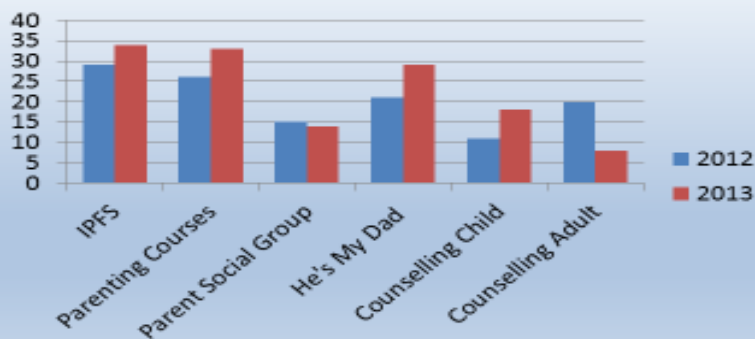
Referrals by source Family Support SLA 2012 (59) 2013 (92)



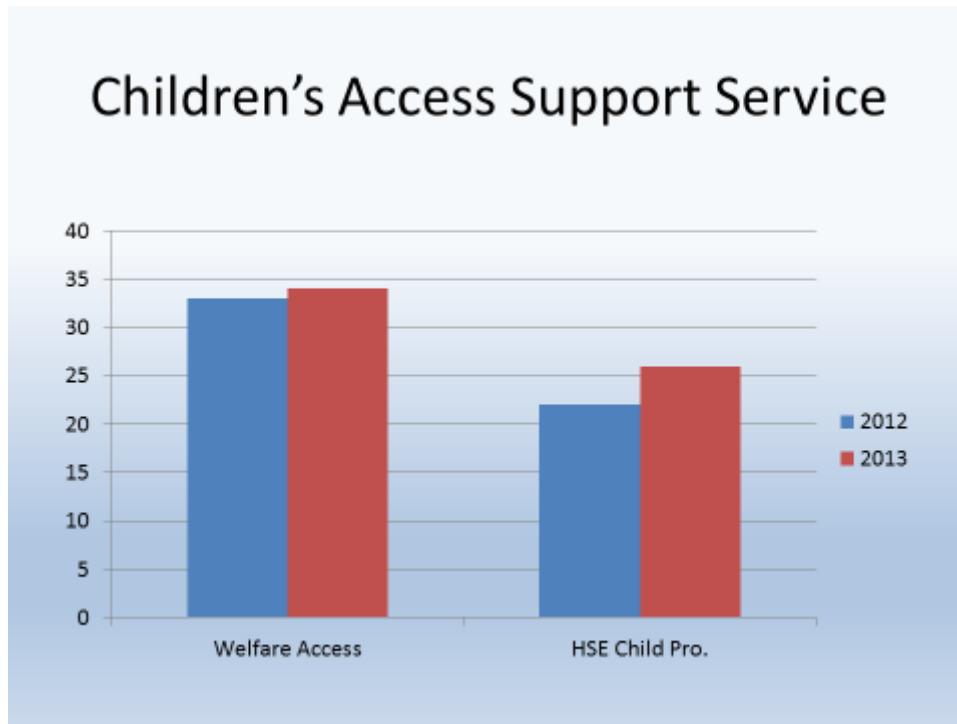
Navan Springboard numbers of Families engaged by service during 2012 & 2013 within the Family Support SLA

- 96 Families engaged with these services during 2012.
- 111 Families engaged with services during 2013

Use by Service



Families attending Access Support Service during 2013



Individual Programmes of Family Support (IPFS)

In 2013, the number of families who availed of our IPFS was 34. This figure was up from 29 families in 2012.

The work plan for each family is designed around their individual needs and strengths. Examples of the type of activities involved in intensive family support include, weekly one to one therapeutic sessions with the children and or parents, family meetings, family life enhancement activities such as family trips, group parenting programmes, home visits, parent coaching in the home, and summer activity programmes. As appropriate, families who engage with an Individual Programme of Family Support, may also be offered and prioritised for the other services available within Navan Springboard.

Criteria for Individual Programmes of Family Support

Before being offered an Individual Programme of Family Support, the family must meet the following criteria:

- Family resides in Co. Meath.
- At least one child in the family is under 12 years of age at the time of referral.
- The issue giving rise to concern can be most appropriately addressed via education and support to the parent /guardian of the child.
- The parents /guardian want to improve the situation for the child.
-

Navan Springboard accept referrals directly from families and those working with families such as schools, public health nurses, social workers, Gardaí, youth organisations etc. A key aspect of any referral is the desire by the family to want to improve the situation they find themselves in.

Referral Process

On receipt of a referral, we will arrange to meet with the parents/family to discuss the issues they believe are affecting them and to identify how we can help them to address these issues

- It is at this meeting that the referrer, where appropriate, the family and staff from Springboard sit down together to discuss the family's picture of their situation, any existing supports in place and the type of support the family and organisation feel could be offered.

- At times due to demand the family may have to wait for a Staff member to become available to begin work with them.

-Prior to devising a Family Support Plan, other agencies may also be contacted, but only with the family's consent. In devising plans, the concerns and needs of all within the family will be taken into account.

-During 2013 the waiting time from referral to a service delivery was up to four months. This delay was a combination of staff reduction due to funding cuts and increase in demand.

Tailored Family Support Plans

The main component of our work is to provide support to families where there are significant difficulties, which left unaddressed may have negative long term affects for the children and or parents. The nature of this work is dependent on the needs identified by the parents and their children as appropriate.

A tailored Family Support Plan is devised between each family and their Key worker initially on a three-month basis. This support plan also takes on board the interests and concerns of any other relevant agencies. The plan which is specific, measurable and achievable for all involved, may involve the families' key worker undertaking an individual programme of work with a child or parent in relation to specific issues e.g. tips on positive parenting, anger-management, dealing with loss and separation etc. The work plans for families are based on the national policy of 'The Agenda for Children's Services'.

Reviews of these plans are held at the end of the initial three-month period with the family and referrer (if appropriate), to monitor and review outcomes and to adjust interventions if required.

Once the needs of the young person and their family have been identified, individual and group based programmes of work can be established for both the young person and their parents. Such work can take place in the child's home; school or project offices and will consist of:

- Home/centre visits with parents and children
- Individual support sessions with parents and children
- Issue based groups for children
- Therapy sessions for children
- Counselling service for parents
- Parents Support/Social group
- Family Days Out
- Summer Programme

Expected outcomes for Children involved with Individual Programmes of Family Support are;

- Increase in the child's emotional wellbeing
- Improved behaviour management within the family
- Improvement in peer relations
- Improvements in relationships with parents and siblings
- Improvements in pro-social behaviour
- Reduction in impairment to child in respect of their home life, friendships and classroom learning
- Increased participation in school activities
- Reduction in the risk to children in their home, which may require further state intervention

The key method for working with children to achieve the above outcomes is individual support sessions.

“My child's Support Worker was excellent. Thank you all for everything.”

Parent's view of service received within IPFS, as expressed on Parent Satisfaction Survey.

Expected outcomes for Parents involved with Individual Programmes of Family Support are;

- Improvement's in family's support network
- Improved communication and involvement with their children
- Improvement in satisfaction with being a parent
- Reduction in stress
- Improved relationships with other agencies e.g. schools

The key methods for working with Parents to achieve the above outcomes are:

Home/Centre visits

Home visits are a central part of our work, particularly as many of our parents have younger children which makes it difficult for them to get to our office. These visits are the main point of contact and support for many parents within the service. Support and advocacy work is offered in relation to parenting, housing, educational, financial and childcare issues etc.

It is during these visits in the family home or at our offices we practice our **3T** therapy; ‘taking **Time** to listen and support while **Talking** over a cup of **Tea**’. In this informal process, we aid parents to identify issues affecting their family, identify ways to address the issues and support the parent in following through on their plans.

The following are examples of some activities undertaken with Families engaged with Individual Programmes of Family Support during 2013

Children Summer Camps

We held two summer camp weeks for 12 children from families engaged with the Individual Programmes of Family Support during July 2013. These summer camp weeks provided the children with trips and activities during the school holidays. Some of the activities included a visit to an Ice Cream parlour to see the ice cream being made, this turned out to be a very tasty visit, so much so, that everyone who attended, staff included, could not face ice-cream for several weeks later. Along with this there were trips to the Drogheda Water Park, and the Cinema.

As well as our own summer camps, we assisted the children we work with to attend the Sunshine Summer Camp holiday weeks run by the Society of St. Vincent De Paul.

Family Day Trips

As part of the Individual Programmes of Family Support, we offered those families with little resources the opportunity of a family day trip during the long summer holidays. This involved the family (parents and their children) going for a day out with their assigned staff member to Dublin Zoo. Over the summer 7 families availed of these day trips, and many happy memories for children and parents were created.

Mid Term Breaks

During midterm breaks, we took the children to the cinema where they enjoyed meeting up and spending time with each other again, just as much as they enjoyed the on screen entertainment.

“Thank you so much for opening my eyes and helping my family. Also the staff are so natural and easy to talk to.”

“Thank you for everything for you supported my family”

Parents’ view of service received within IPFS, as expressed on Parent Satisfaction Survey.

Group work in support of Positive parenting

A guiding principal of Family Support work is to ensure any intervention is proportional to the issues the family wish to resolve. Research has shown that family support is at its best when the intervention is at the minimum level possible to resolve the issues of concern. Not every family needs an Individual Programme of Family Support. In recent years Navan Springboard has developed a range of groups and courses to help support and develop parents own skills. This provision allows us to offer parents a level of support appropriate to their needs. As parents engage with the groups or courses we provide, they can be offered additional support if necessary. The following are the details on this service area during 2013.

Parenting Courses

Parenting courses provide an opportunity for adults to reflect on how they parent their children and to consider approaches which are proven to aid positive child development.

Navan Springboard hosted three generic parenting courses during 2013. These courses were completed by 33.

Louth Meath Education and Training Board provided us with the funding to deliver an Interagency Strengthening Families Programme for parents of children aged between 10 and 12yrs old. This programme was delivered in a school setting.

The target group for this programme is children who are at risk of leaving the education system prematurely and the programme will continue on into 2014.

Connect Women's Group

The Women's Social Group has been running as part of our service provision for a number of years. The programme for this group included crafts for the home, stress management and relaxation techniques. In May 2013 a review of the group was conducted and following this review the group was re-focused and renamed as 'Connect Womens Group'. From September 2013 the new group commenced weekly meetings to offer women to;

- Enhance the connection to their inner-self,
- Enrich their connection with their children
- Connect with other mothers for social support

Some members of the former group Womens Social Group joined the Connect Women's Group while others moved on. During 2013 there were 14 women who attended these groups.

Connect Women's Group undertook programmes in Cooking in the home for health and wealth, flower arranging, festive crafts for the Christmas season and self-care and awareness. These programmes were funded by the Adult Education Programme of Louth Meath Education and Training Board.

"Very satisfied with the service provided." (Parent who attended a parenting course and returned the Parent Satisfaction Survey)

He's My Dad Programme

We established our 'He's My Dad Programme' in 2008 and its aims are to support men in their parenting role for the benefit of their children. During 2013 the project was delivered through 'Advocacy Support' and a weekly Support Group. There were 29 men who engaged with the programme during 2013.

Advocacy Support

The advocacy support provides one to one assistance and support for men with issues impacting on their parenting role. During the past year men sought support with issues around parent child relationships, positive behaviour management, family budgeting, housing and relationship difficulties post separation.

Some of the men described the Advocacy Support in the following terms;

'Realisation that there is help for fathers with problems in relation to family life and children'

'Sharing experiences good or bad helps fathers see a better future. It gives a better understanding of the supports and services available to fathers.'

'A space where fathers can express their emotional issues and get support from their peers within the group'

He's My Dad Group

This weekly support group provides an opportunity for men to come together to discuss the challenges and joys of being a Dad. The group meet on Thursday mornings with a core group of between 6 to 8 men attending each week. Most of the attendees also avail of the Advocacy Support Service.

As part of the programme during the summer school holidays we assisted the men and their children to enjoy days out to Trim Castle, Dublin Zoo and a tour of an Ice Cream producing farm and at Halloween break a trip took place to Funtasia Theme Park. The year was finished off with a trip to Santa Claus at Tattersall's Country House.

These outings gave the men and their children an affordable day out and a chance to enjoy each other's company with the opportunity to create positive family memories. Some of the men described the He's My Dad Group in the following terms;

"It was better than I expected. It is informal and friendly. No one judges and everyone is sympathetic. It is dedicated to fathers – most services etc. are for women and it's nice to have something that is focused on the fathers 'point of view'"

"A lot of the time it is hard to see a way forward. Springboard has done that for me"

"Springboard helped my own mental health and able to cope much better"

Meath Children's Access Service

Helping children to see their non-resident parent, following family break-up.

Within the work of Navan Springboard Family Support Services we are acutely aware of the distress and pain suffered by parents and children who live apart from each other following family break-ups. Research shows that children adapt better following a family break up if they can maintain a positive relationship with both of their parents. It is our belief that children have a right to a positive relationship with both parents as long as it's in the child's best interest.

In support of helping children maintain contact with both parents following family break-up, we have developed The Children's Access Support Service. Through this service, staff act as an intermediary between parents where communication has completely broken down. Staff assist both parents to agree an access support plan for the children with their non-resident parent. We use our premises as an access venue given its safe homely environment and our child centred child first ethos.

The service is available Monday to Saturday from 9.30am – 5.30pm each day.

Children's Access Support Service – Welfare Provision

The access Support Service Welfare provision refers to access support for children to see their non-resident parent following family break up. During 2013 we provided access support to 34 families under this service. This service is paid for by the parents on a pay per use basis.

Children's Access Support Service - Child Protection Services

Following a tendering process in 2010, the HSE Child Protection Services of Co. Meath entered into an agreement with Navan Springboard for the provision of an access support service for children to maintain and in some cases develop their relationship with their parent(s) following the children being placed in foster care. During 2013 we provided access support to 26 families under this service.

Parents whose children attended the Access Support Service views as expressed on evaluation forms completed at least 1 month after concluding with the service.

“Keep up the good work. It is a much needed service”

“Staff very helpful and understanding. High level of professionalism exhibited.”

“Springboard were a great help in access. No improvements needed.”

Counselling Support

We aim to provide counselling support in response to needs that arise for parents and or children in the course of our service provision. We arrange counselling when requested and when funding allows by hiring external appropriate personal. The service is funded by three elements; a grant from Family Support Agency, a small amount of money from our Service Level Agreement with the HSE and by direct client contributions. Clients are charged according to their ability to pay. The client fee aids the client to take responsibility for their counselling, while also supporting the limited funding to go further.

We saw a decrease in demand for adult counselling in 2013 from 20 people in 2012 down to 8 in 2013. The opposite was true for the demand on counselling for children which rose to 18 in 2013 from 11 in 2012.

Interagency and Community Links

Navan Springboard is active at a community and interagency level in promoting a greater understanding and development of a supportive environment for families and the work of family support. In pursuit of this agenda the project undertook the following work during 2013.

Meath GAA Kellogg's Cúl Camp 2013

This camp was co-ordinated by Navan Springboard Family Support Services, Navan Schools Completion Programme, HSE Family Support Staff and Meath GAA. The camp was run during the first week in August and 65 children had a fun sporting week of instruction and activity. A huge thank you from the children and their parents, to the GAA for helping to make this happen.

Meath Interagency Child, Youth and Family Support Forum

This forum provides an opportunity for Non-Government organisations and state service providers working in the area of child, youth and family support to exchange information and work in a collaborative way on issues of mutual concern. During 2013 Navan Springboard's Manager continued to chair this group.

Meath MOVE Programme

Navan Springboard act as treasurer to the Meath branch of the Move Programme and participate in the steering group. The group commenced the delivery of the third local programme in September 2013. The programme started with 8 men and is due to finish in April 2014.

Navan School Completion Programme

Navan Springboard continues to be active on the local management group of Navan School Completion Programme. There is a close working relationship between Springboard and Schools Completion and this aids the service delivery of both groups.

Fostering Approval Committee for Co. Meath

The manager of Navan Springboard is an active member of the HSE Fostering Approval Committee for Co. Meath.

Co. Meath Child Services Committee

Navan Springboard is an active member of the Children Service's Committee for the county. During 2013 Navan Springboard were part of two sub groups, The Vulnerable Children and Families Subgroup and The Audit of Services and Needs Analysis Survey Steering group. The latter group commissioned a significant piece of research on the services in the county for children and families coupled with a needs analysis. This work was completed within the year and is due for launch in 2014.

Service Evaluation

Various methods of service evaluation are used within our service delivery model. The most significant of which is the planning and review process which is built into each area of service delivery. The following table outlines the planning and review process used in each service delivery area during 2013.

Service Area	Planning and review process
Individual Programmes of family support	Work plan is developed between the service and the parent. The plan is regularly reviewed with the parents. Each staff member is in a regular programme of workload supervision where each plan is discussed with the manager.
He's My Dad programme	The advocacy work is directed by the needs of each individual client. Each case is reviewed as part of the workload supervision process. The support group have a review meeting twice a year where their feedback is obtained.
Parenting Courses	The parents are asked for their feedback at the conclusion of the course and a month after they conclude with the service.
Connect Women's Group.	The support group have a review meeting twice a year where their feedback is obtained.
Counselling	Upon completion of counselling the counsellor is asked to complete a review form. A month after they conclude with the service, parents are asked to complete a Parent satisfaction form.
Access Support	Each access support plan is devised in discussion with the parents and children (when age appropriate.) All access plans are reviewed on a regular basis. A month after they conclude with the service parents are asked to complete a Parent satisfaction form.

Staff supervision provides a regular platform for staff to consider their work and its impact on the children in the families concerned, and how the work of the agency is positively impacting on the lives of children. Whilst this process looks at our work on a case by case basis the service also takes a holistic view with the structured use of Parent Satisfaction Surveys.

Parent Satisfaction Surveys

Background

In 2011 Navan Springboard conducted Parent satisfaction survey with the parents it had provided services to during that year. The survey devised was based largely on the national policy for children services as outlined in *The Agenda for children's services: A policy handbook (2007)*, Office of the Minister for Children, Department of Health. The Agenda stated five indicators to good models of practice which are;

- Accessible and engaging.
- Coherent and connected to other services and community resources
- Respond to the needs of children and their families
- Staffed by interested and effective staff
- Culturally sensitive and anti-discriminatory.

The agenda also set specific outcomes that child and family services should focus on. These outcomes were revised in 2011 and are as follows;

- Healthy both physically and mentally.
- Supported in active learning
- Safe from accidental and intentional harm/secure in the immediate and wider physical environment.
- Economically Secure
- Part of a positive network of family, friends, neighbours and the community, and included in society.

The first part of the survey considered demographic factors. This was then followed by questions which asked parents to rank statements on how they found the service to operate against the indicators of good models of practice. The final section asked parents to rate how engaging with Navan Springboard had impacted on the five areas of their children's lives as outlined in the national outcomes.

Process

A month following the conclusion of our work with a parent / family we send the parent a Parent Satisfaction Survey and ask them to complete the survey and return it via the stamp addressed envelope supplied. During 2013 we concluded our work with 42 families, however we have recorded that 33 parent satisfaction surveys were sent out during the year and 10 were returned. {9 families were not sent surveys which is a mistake on our part.} The predominate service availed of by the 10 parents that returned surveys were 40% parenting courses, 40% access support and 20% Individual Programmes of Family Support.

The number of surveys returned is small. Caution needs to be taken when drawing any conclusions due to the limited size of the sample.

Feedback regarding good models of Practice

The feedback from the surveys returned with regard to the questions on the model of practice was very positive, with parents almost unanimously rating the service very highly against the 8 questions asked. The question with the highest scoring from the parents was that they would recommend Navan Springboard to other parents. The following is a breakdown of the feedback received.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Q1 Overall I am satisfied with the services my family received from Navan Springboard Family Support Services	4	5			
Q2. I was involved in deciding how Springboard responded to my family needs	5	4			
Q3. My child /I could talk openly with Springboard staff.	5	4			
Q4. The location of the project was convenient to us	6	3		1	
Q5. Staff spoke with us in a way we could understand	6	3			
Q6. Staff treated us with respect	6	4			
Q7. My family's situation has improved as a result of being involved with Navan Springboard Family Support Services.	5	3			
Q8. I would highly recommend Navan Springboard Family Support Services to other parents	8	2			

The no under each option indicates the number of people who ticked that option on the survey.

Feedback regarding the five national outcomes for children services

The feedback from parents with regard to how their experience with Navan Springboard Family Support Services impacted upon their children's lives in relation to the five areas of health, education, safety, financial security and connected to wider family and community is interesting. The parents were asked to rank statements in each outcome area from strongly agree to strongly disagree.

Across the five outcome areas, 73 % of the responses were positive with regard to the impact of our work. 17% stated that they were undecided, while 10% reported a negative impact. The negative impacts respondents were part of the access support provision. This may reflect that some of the parents attending for access do so reluctantly, and are unhappy with their children having contact with their ex-partner and its associated impact on their children.

The following is a breakdown of the feedback received.

	Strongly Agree	Agree	Undecided	Disagree	Strongly disagree
My family's physical health has improved since attending Navan Springboard Family Support Services	3	2	2	1	
My family's mental health has improved since attending Navan Springboard Family Support Services	2	6			1
Navan Springboard Family Support Services has encouraged my family to actively participate in education and learning.	3	3	3		
Navan Springboard Family Support Services has helped me to ensure the safety and wellbeing of my child while at home	5	3	1		
Since attending Navan Springboard Family Support Services our involvement with our family, extended family & community has improved	4	3	2	1	
Since attending Navan Springboard Family Support Services I am more proactive in managing my family's finances.	2	3	1	2	

The no under each option indicates the number of people who ticked that option on the survey.

Conclusion

Our services continue to be in great demand during 2013 and we thank the Health Service Executive for their continued funding. We are in a very privileged position to be able to assist adults in their parenting and thereby improve the quality of their children's lives. The maintenance and delivery of our services would not be possible without the dictation, hard work and imagination of the staff team, directors, counsellors and volunteers who work within Navan Springboard.

In 2013, Navan Springboard experienced an ongoing rise in the demand for its services; the increased demand is from Navan and across the county. Against this backdrop of increased demand the funding was cut by a further 5%. A key to effective family support is the timely delivery of services, as funding levels have been cut and demand increased, we have not always been able to ensure timely delivery. Cuts affect service delivery, and in our case that means the quality of family life for children and their parents.

As is evident from this report, 2013 was a challenging year both from the perspective of the provision of effective, efficient services and maintaining the services against the wider economic background. It is very heartening to hear and read the feedback from parents who have or are attended our services. The feedback from both the informal conversation and the structured Parent Satisfaction Survey demonstrate that we continue to have a significant positive impact on the lives of the large majority of families that engage with our services.

For 2014 we are committed to maintaining a very high standards in how we engage with our clients and we will endeavour to preserve our current level of service provision. We look forward with hope, to the continued engagement of parents and their children and to working in partnership with other services who share our goals.

Sé Fulham
Manager
Navan Springboard Family Support Services