



ANNUAL ACTIVITIES REPORT 2020

Anew provides quality, inclusive, professional, and compassionate support to any pregnant women and new mother, in particular those at risk of homelessness. We are skilled in the areas of pregnancy, parenthood and homelessness and we empower our clients through intensive practical and emotional support services.



ANNUAL ACTIVITIES REPORT

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FROM THE CHAIRPERSON

WELCOME

I am delighted to welcome you to Anew's Annual Activities Report for 2020. Being pregnant and facing homelessness is surely the worst situation a woman can find herself in. Anew has been helping women in this situation for over 30 years and our services have evolved to provide intense and effective evidence-based interventions around pregnancy, parenting, housing and life skills.

In 2020 the world was dominated by an unexpected and sudden Pandemic, now known as Covid 19. This Pandemic created more fear and uncertainty for the women who use our services. However, our staff and volunteers really rose to the challenge, they adapted, put aside their own fears and maintained our amazing services throughout the lockdowns and restrictions and for this I would like to extend my sincere gratitude and appreciation.

SERVICES

An essential service, our accommodation and support services continued to operate throughout the Pandemic. New systems were implemented to ensure the safety of staff and of the women and babies in our service. Face-to-face services such as those required for our 24-hour accommodation unit were run with all possible safety measures in place, based on the most recent HSE and Government advice. Other supports such as counselling and housing advice were provided by phone and on-line where possible.

Anew staff provided early and intense support and intervention for pregnant women and new mothers, often from difficult backgrounds, who had experienced issues such as domestic abuse, addiction, cultural stigma, and isolation. We know many of these issues were exacerbated during lockdowns and restrictions. Anew provided a safe place for the women, where they were welcomed and looked after during their pregnancy and the early days of motherhood.

During the Pandemic our staff empowered these women to become good parents, find new homes, get jobs, take up education and form support networks.

DONATIONS AND FUNDING

We were very fortunate to receive many donations from corporate and local organisations alike and without these donations we could not have adapted our facilities and services so quickly during the Pandemic. See the Donations section of this report.

In 2020 we developed a relationship with Zendesk who really adopted us and donated much needed funds for Covid safety measures, implemented in our centre in Haven House and in our accommodation service - Cherry Blossom Cottage.

We are very grateful that our funding from DRHE and Tusla for services was not affected by the pandemic in 2020. However, as this funding does not cover full cost recovery, we

rely on trading income, which was adversely affected by the Pandemic.

To address this, we applied for and were awarded funding from Pobal's Covid Stability Scheme. This meant that the reduction in trading income was largely mitigated in 2020 and into 2021. With vaccinations and more information on treating and managing Covid 19, we are hopeful that our trading income will be back on track in 2021 and into 2022.

GOVERNANCE

Anew is committed to the highest level of Governance and in 2020 we completed a journey of preparation and learning to implement the Charities Governance Code. As part of this, the Board classified Anew as a 'Complex' charity which must adhere to all of the standards laid out in the Code (see more details on the Code in this report). The board confirmed compliance with the Code early in 2021.

STRATEGIC PLAN

In 2020 the board and management team worked together to update our Vision and Mission Statement and re-affirm our lived Values. We identified strategic areas for development and committed to goals, objectives and an operational plan over three years (see more details in this report).

FINAL WORD

I am retiring from the board at the AGM in May 2021 and I would like to say how proud I am to have been part of Anew over the last four years. I would like to thank my fellow Directors who have been such a support to me over the years and wish the incoming Chairperson, Claude Daboul all the best; she is an excellent leader and I have great confidence in handing over to her. I would also like to acknowledge the CEO, Marian Barnard, in collaboration with the board and staff she has led the organisation through some very challenging times.

Finally, I would like to wish Anew continued success. Anew offers an effective early intervention service for pregnant women and new mothers that no other organisation provides and really ensures that these new families have the best start in life. I am always truly amazed at what these women can achieve when they are empowered and supported; they go on to secure homes, education and careers as well as being wonderful mothers.

With only four beds in Dublin there is always a waiting list for Anew's Accommodation Service and I am confident that with our new strategic plan, highly skilled board and professional staff, we can secure additional beds to address this continued need into the future.

PAT O'KANE

Chairperson, Anew Support Services
May 2021

CEO'S INTRODUCTION

MARIAN BARNARD

Well, 2020 has been a challenging year with the Covid Pandemic and the various restrictions, lockdown, opening up and lockdown again! The women we work with and their babies (when they arrived) needed our help through the Pandemic more than ever, as restrictions increased so too did the incidence of domestic violence, isolation and family breakdown. The team in Anew continued to provide accommodation, support, counselling, advice and housing services and as you can see from details in this Report, the service was as busy as ever, with excellent outcomes for the families that come through our service.

I am proud to be part of such an amazing team and I would like to acknowledge and thank each one of them, they worked tirelessly on the frontline throughout the Pandemic; they adapted and prevailed through a very challenging year.

It was a difficult year from a budgetary perspective, as we rely on trading income to cover important compliance and overhead costs. The unexpected and sudden closure of our charity shop for much of 2020 and loss of rental income due to the pandemic negatively impacted our projected income and we had to manage the budget very carefully.

However, through the generosity of amazing donors we were able to keep our services going throughout 2020. Funding under the Covid Stability Scheme was secured at the end of 2020, and this ensured that we were able to continue our service into 2021.

There were some staff changes in 2020; we welcomed Genevieve Kelly as our Housing Support Officer in February, Genevieve has extensive experience in Housing and Homeless Services; we are delighted to have her on the team.

Our Finance Officer Sylvia Boylan left us at the start of 2020 and I would like to acknowledge her contribution to Anew over the years. We welcome Sharon Culliton, who has a strong background in Finance and Governance to this role.

During 2020, our Senior Service Manager, Fiona Barry moved to pastures new. I would like to acknowledge the great work that Fiona did in her two and a half years with Anew and wish her well in her new employment. Fiona did not stray too



far from Anew and she was elected to our Board at the AGM in 2021. We look forward to having her service-focused perspective at board level.

In November 2020, we were delighted to welcome our new Senior Service Manager, Danielle Gannon who brings extensive experience in the areas of homelessness, support, and child protection. Starting a role with a new team in the height of a pandemic was no easy job and Danielle really came through!

I would like to add a special mention for our outgoing Chairman, Pat O'Kane, who is retiring as Chair and from the Board at the 2021 AGM. I worked closely with Pat in Anew since 2016; he was a great mentor and friend. His role is being very capably filled by Claude Daboul and I look forward to working with Claude into the future.

Finally, I would like to thank all the staff, volunteers, and our committed Board of Directors. I could not do my job without their support and expertise. Thanks to all our wonderful service users; they are strong women who have come through very difficult times. I am truly humbled by their bravery and resilience. Thanks to our main funders the DRHE and Tusla who provide ongoing funding for our service, to the Hospital Saturday Fund, the Community Foundation of Ireland, The Ireland Fund and The Lottery who funded several projects in 2020. Last but certainly not least, a big shout-out of gratitude to all our corporate and local sponsors and supporters; we really appreciate your support!

Marian Barnard, CEO
May 2021

VISION, MISSION & VALUES

VISION

Anew envisions an Ireland where all pregnant women, in particular those at risk of homelessness have access to high quality, professional and compassionate services through the provision of practical and emotional supports.

MISSION

Anew provides quality, inclusive, professional, and compassionate support to any pregnant women and new mothers, in particular those at risk of homelessness. We are skilled in the areas of pregnancy, parenthood and homelessness and we empower our clients through intensive practical and emotional support services.

VALUES

ACCOUNTABILITY

We take personal responsibility for using our resources efficiently, achieving measurable results, and being accountable to supporters, partners and, most of all, the women, children, and families who we work with.

NURTURING

We aim to bring out the potential in people including our staff as well as the women and families that we work with. We think, feel, listen, see and understand with those who use our services.

EXCELLENCE

We strive for excellence in all that we do. It should be more than “just good enough”. Our service should be excellent because everyone deserves it

WELCOMING

We provide a safe, non-judgmental place for the women and families who use our services. We reassure, respect, and provide an environment of trust.



3-YEAR STRATEGIC PLAN

During 2020 we carried out a Strategic Planning process involving directors, management, staff and other stakeholders to develop a three-year Strategic Plan. At the end of the year the Board approved the Strategic Plan; a full copy can be viewed and downloaded on our website www.anew.ie

Anew's Strategic Plan for the period 2021 – 2023 is a working document which enables volunteers, management, and staff to focus on agreed goals, objectives, actions, and measurements for a three-year period. The development of this document confirms the commitment of the Board to achieving the mission of Anew through strategic planning and to having a process in place to ensure that this Strategic Plan is at the heart of the organisation's culture and activities for the future.

This Strategy identifies our primary beneficiaries as **pregnant women and new mothers**, in particular, those who are experiencing or at risk of experiencing homelessness. The service evolution of Anew clearly illustrates that even today the mere fact of becoming pregnant can often lead to a temporary crisis, with many emotional and practical implications and a very high risk of homelessness. This may be due to unsuitable accommodation, domestic abuse, relationship issues or cultural stigma all of which means the pregnancy is very traumatic for the woman and child.

As the primary beneficiaries, Anew keeps the mother and baby as the top priority and as such Anew's main objective is to improve post-natal outcomes for these women. We achieve this by ensuring that pregnant women are supported through their pregnancy and early motherhood, practically through the provision of temporary accommodation and life skills and emotionally through intensive key-working, peer-to-peer support and counselling. One of our top objectives is a rapid exit from homelessness and a move to sustainable and safe long-term homes.

Based on the needs of our primary beneficiaries, we have identified the following services for development:

HOMELESSNESS

Expanding our current housing advice and accommodation service.

PARENTING

Ensuring that the women we work with are supported and educated around confident and positive parenting.

COUNSELLING

Offering therapeutic support to the women we work with, who may have experienced trauma around not just their pregnancy and events in their lives.

CARE-LEAVERS

Developing a specific service for Care-leavers, who by their nature are classed as an "at risk of homelessness" category, particularly when they become pregnant.

WOMEN WITH CHILDREN IN CARE

Integrating supports for the women we work with who have children in care or whose current pregnancy results in that child going into care.

Our Strategic Plan takes into consideration the services above, achievement of sustainable funding, quality improvement and operational excellence - which includes compliance with a vast array of regulations, optimal organisational design and communication with all stakeholders.

OUR SERVICES

Supported Temporary Accommodation (STA) in Cherry Blossom Cottage

The cottage based in Swords provides 24-hour supported accommodation for up to four pregnant women and very soon their babies as well!

With pleasant en-suite rooms, the cottage has communal living and cooking areas. The cottage is always full and there is always a waiting list.

Security, health and safety of residents is always ensured with support workers on duty 24/7. Keyworking and housing support are provided.

Keyworking and Lifeskills

Our Social Care Workers support expectant women and new moms with life skills such as baby care, budgeting, relationships, self-care and tenancy sustainment. These services are provided to the following service users:

- Residents of Cherry Blossom Cottage
- Pregnant women and new mothers at our centre in Haven House and through Visiting Support.

Homelessness and Housing

Our Housing Support Officer is the first point of contact for pregnant women who are experiencing or are at risk of experiencing homelessness. Working closely with Dublin City Council's Central Placement Service, her work includes:

- Advice and support with housing eligibility and allowances
- Assistance with HAP and other accommodation options.
- Referral to Anew's STA

Counselling Services

Anew's therapist provides counselling and therapeutic parenting support which addresses underlying traumas as well as proving the skills necessary for confident parenting. During 2020, therapeutic support was provided remotely using phone and other online media and also face-to-face in our centre at Haven House in Dublin.

Day Services in Haven House

Day services in Haven House in Dublin consist of the following group-based initiatives:

- Peer to peer support
- Lifeskills classes
- Housing Support

In 2020 we were delighted to receive Covid funding from Zendesk to ensure that the space for these Day Services is Covid-compliant and also remains bright and cheerful.

Visiting Support

Our Social Care Workers provide Family Support Services on an outreach basis to pregnant women and new moms in their own accommodation such as family hubs, hostels and their own homes. In 2020 this service was reduced due to the Pandemic. However, we did drop off much-needed supplies to women who needed them.



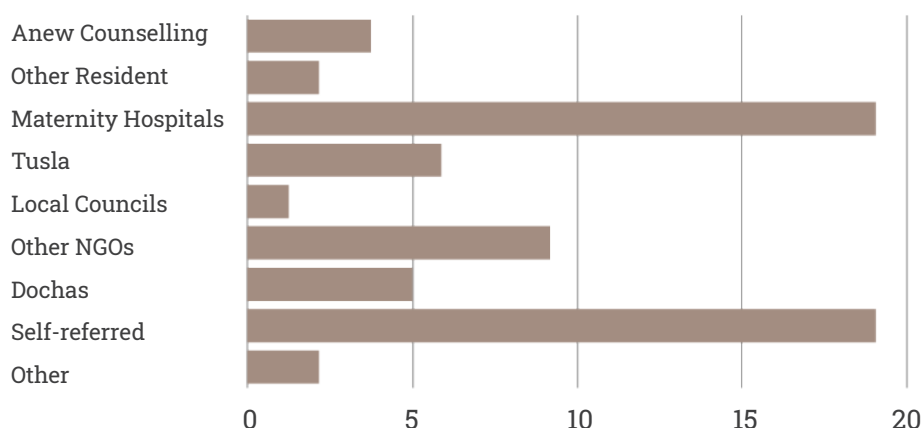
“My experience in this beautiful cottage will NEVER be forgotten; they transformed my life for the best and others who were also in the cottage. A new story begins each time a pregnant lady walks through the door. The amazing staff rallies to meet the needs of each one of us in the house and never ignoring anyone or placing one person above the other, all races, age groups were welcomed, and all the babies were loved by the staffs...

The work done Behind the scenes are tremendous making myself and my son feel loved, the donations (mothers and babies clothes) babies toys, feeding bottles and a lot more are always new and the amazing staff supports greatly with fixing the bed linens organising the room while being pregnant and even as a new mom, the great help from the entire staff from setting up the room with beautiful baby cot and the getting great donations that we still get, all this while waiting for a new home... Anew is forever in my heart”.

HOUSING AND HOMELESSNESS SERVICE

Referrals for pregnant women who are experiencing or are at risk of experiencing homelessness to enter our Housing and Homeless Service come through our Housing Support Worker. We receive many queries regarding our service and often referrals come from the women themselves as well as other organisations.

A breakdown of referrals for our Housing and Homeless Service is shown below:

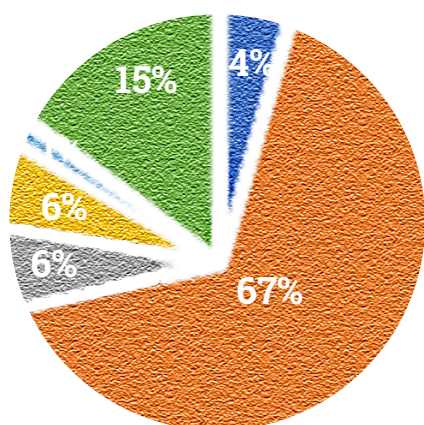


In 2020 we had 66 referrals to our Housing and Homeless Service; due to a lack of capacity we were only able to accommodate 19 women in our Supported Temporary Accommodation - Cherry Blossom Cottage. However, even if we are not able to accommodate the women in Cherry Blossom Cottage, our Housing Support Worker will often work intensively with the women around their housing needs including:

- Working closely with Central Placement Service on their behalf
- Providing advice on housing allowances
- Assisting with Housing Assistant Payment (HAP)
- Completion of Housing Assessments
- Referral to Cherry Blossom Cottage
- Referral to Anew's Counselling and Day services
- Signposting to other relevant services e.g., Tusla, Domestic Violence Refuges to ensure that the women access the appropriate supports available to them.

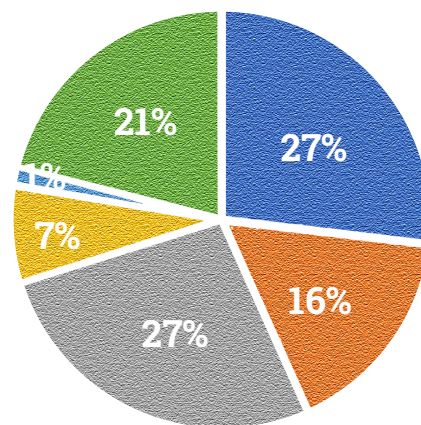
The profile of the women who come to the Service is shown below:

NATIONALITY PROFILE 2020



● African ● Irish ● South America
● European ● Indian ● Unknown

AGE PROFILE 2020



● 17 - 21 ● 22 - 26 ● 27 - 31 ● 32 - 36
● 37 - 39 ● Unknown

HOUSING AND HOMELESSNESS SERVICE

BLOCKS AND ISSUES

Unfortunately, we often encounter blocks which prevent pregnant women accessing emergency and longer-term homeless accommodation, as well as accessing our specialised support which they need in Cherry Blossom Cottage.

- Becoming homeless suddenly due to relationship breakdown, domestic abuse or losing accommodation due to pregnancy - these women do not have a housing application started with their local authority, so they are often left with no entitlements and nowhere to go.
- Length of time to process a housing application - it can take 12 weeks to process a housing application depending on local authority. In the context of a pregnancy this is a long time!
- If a woman has no Residency entitlement in Ireland, she cannot access accommodation services.
- Depending on the Local Authority, most pregnant women can only access homeless family hubs when they reach 26 weeks pregnant, and they are assessed as a family. Before this they are assessed as a single person and allocated a bed in a hostel or emergency B&B/hotel accommodation, which is very unsuitable.
- If the women have not yet been accepted by their Local Authority as eligible for housing this can

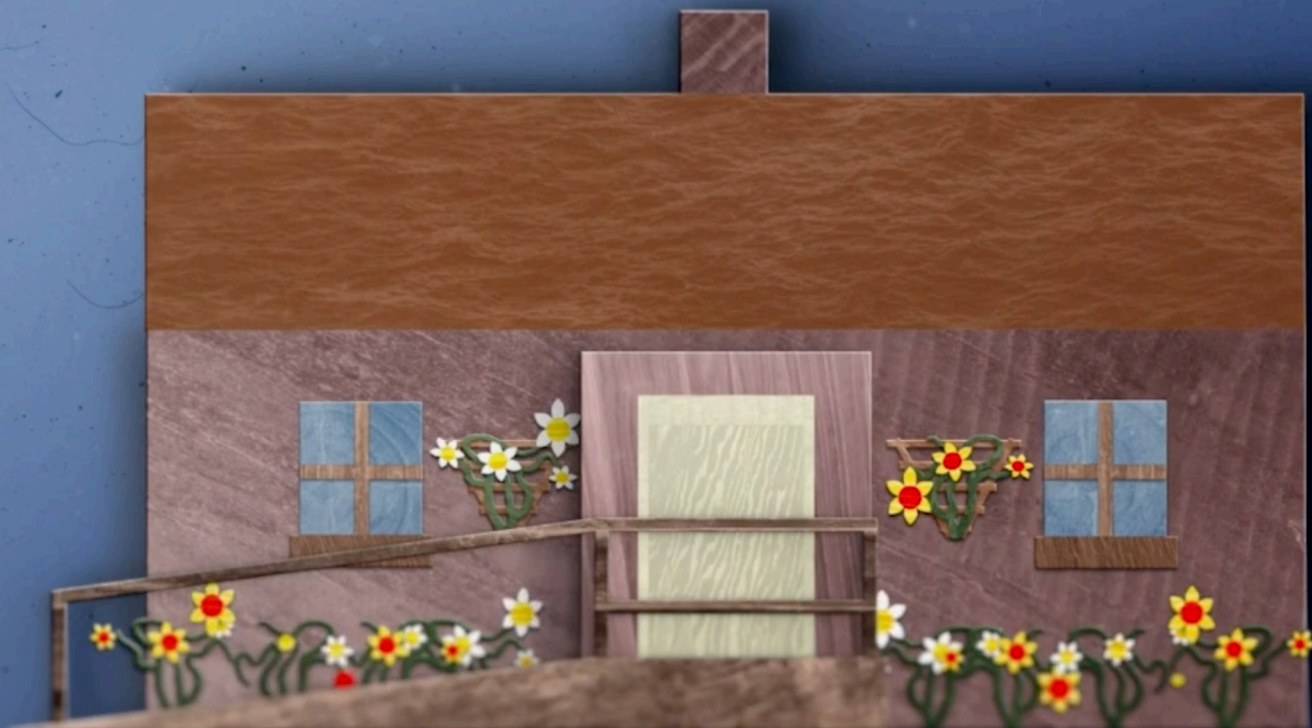
block them being placed in a family HUB, even after 26 weeks pregnant.

In cases where these blocks occur, pregnant women are often allocated a bed in a singles hostel which can mean sharing a room with other women and sharing a toilet/shower facility, which is distressing while experiencing sickness often associated with a pregnancy. In addition to this, pregnant women using these facilities often report feeling unsafe while sharing with people who are in addiction or with poor mental health.

In Anew we consistently have at least 10 referrals for our four beds in Cherry Blossom Cottage, as well as being pregnant these women often have complex issues, which need intense and specialised support as well as a safe place to live and to enjoy and connect with their pregnancy.

We provide this support in Cherry Blossom Cottage; our experienced Social Care Workers support the women around emotional and practical issues, as well as housing services and we aim to move the new family into a secure home, never to return to homelessness.

We work closely with Dublin City Council who always do their best to remove these blocks where possible and appropriate, and we value this collaboration.



CHERRY BLOSSOM COTTAGE

SUMMARY 2020

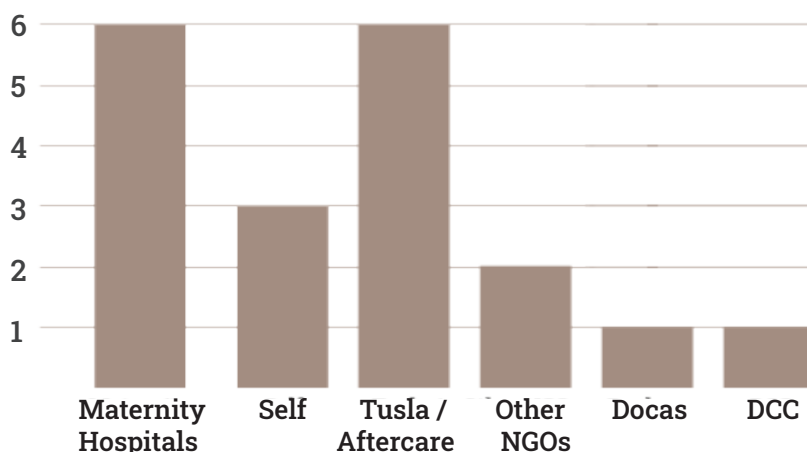
Our Cottage, based in Swords, Co. Dublin provides 24-hour Supported Temporary Accommodation for up to four women. It is a unique service in Ireland working exclusively with pregnant women and often includes the privilege of supporting new moms with their new-born babies. Many of the women are first-time mothers and some have other children who may be in care.

Each woman has her own room in the cottage with an en-suite bathroom; there are communal living and cooking areas. The importance of having your own safe space with access to an individual bathroom cannot be underestimated, particularly for

pregnant women and it is always remarked on by women when they move to the Cottage. Most of their experiences in other services have included the use of shared bathrooms which can be difficult and often frightening for pregnant women. Creating a homely and safe place for residents is paramount, and our staff work tirelessly to ensure this.

To be eligible for residency in the Cottage, the women must be approved by Dublin City Council's Central Placement Service. Referrals can come from a variety of places; The chart below illustrates the referrals to Cherry Blossom Cottage in 2020.

CHERRY BLOSSOM COTTAGE REFERRALS 2020



The cottage is always full; there is always a waiting list and in 2020, 19 women were resident in the Cottage. When a woman moves out of the Cottage, hopefully onto her forever home, the room is prepared and thoroughly cleaned within a short timeframe to ensure that the next woman on our waiting list is accommodated. When each new resident moves in, baby equipment, clothes and accessories are laid out, ready for her and her new baby.

As well as providing a calm and safe space for the women during their pregnancy, Our Social Care Workers intensively support the women around their pregnancy, birth and into new motherhood in the following areas:

- Self-care and baby care
- Self-advocacy skills
- Life Skills including cooking, nutrition, managing a household and budgeting.
- Developing peer supports
- Developing positive relationships
- Physical and mental health
- Providing practical supports e.g. accompanying to appointments, providing transport
- Housing Support including sourcing accommodation, viewings, setting up housing allowances.

CHERRY BLOSSOM COTTAGE

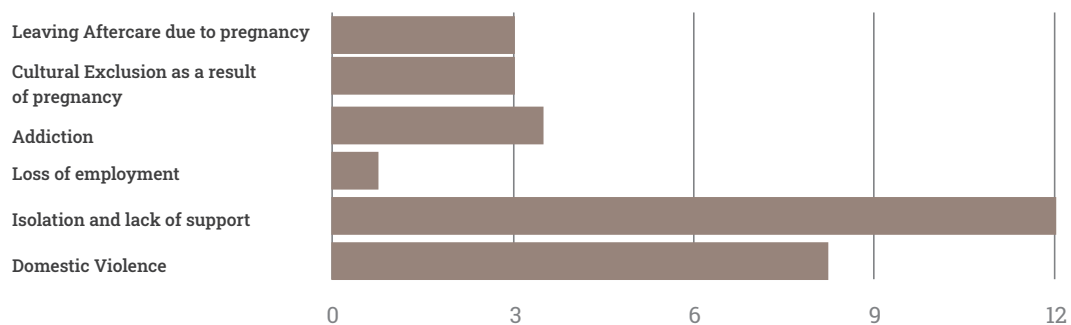
PROFILE OF THE RESIDENTS

The women referred to CBC were experiencing or at high risk of becoming homeless for various reasons including:

- Current accommodation unsuitable due to pregnancy; eg. women in aftercare services
- Loss of employment
- Domestic Violence
- Relationship and family breakdown
- Cultural stigma of becoming pregnant outside marriage
- Covid-19 - women were unable to stay with family and friends due to restrictions

The situations for the residents in 2020 are shown below:

CBC RESIDENT SITUATIONS 2020



All 19 women who were residents in the Cottage in 2020 presented with mental and emotional health difficulties and had experienced some form of trauma. This was certainly due to their experience of homelessness; however in many cases, childhood and complex trauma was also a factor.

All residents of the Cottage are offered the support of Anew's Counselling Service. In 2020, 13 residents engaged with our Counsellor. This service can be used as a one-off crisis intervention or for ongoing support depending on the needs of the individual woman.

TESTIMONIAL

"I would like to thank the Anew team for the support that I got from them during a very difficult time in my life a time. When I felt alone and abandoned they stepped in and showed me there is light at the end of the tunnel and that with patience and love and understanding you can achieve almost anything. The accommodation where I stayed was one of the most friendliest places; clean and quiet a big thank you to the team very professional and tending to every need. I would strongly suggest their services for anyone who's is struggling as an expectant parent or single parent. Thank you and all the best".

CHERRY BLOSSOM COTTAGE

LENGTH OF STAY & HOUSING OUTCOMES

In 2020, the length of stay in the Cottage for women ranged from a month to nine months, with an average stay of just over three months.

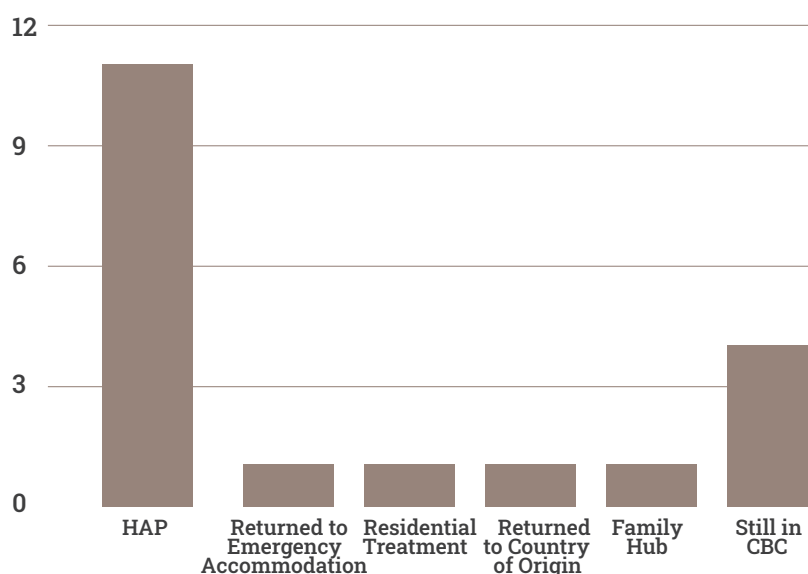
One resident stayed for only one night; her situation was extremely chaotic. Her bed was held open for a number of nights to provide her with the opportunity to re-engage but ultimately, she moved on to other services.

The ideal outcome for the residents is once they have received the support they need in the Cottage, to move on with their new babies to

secure tenancies – “forever homes” or, if this is not possible or appropriate, into a suitable alternative.

In 2020, 74% of the women who had moved out of the Cottage exited to HAP tenancies, which is an excellent outcome. One client moved back to her home country in a very planned way, and this was a very successful outcome for her. Other exits were planned and orderly and were the best option for the woman and her baby based on individual situations. Housing outcomes in CBC for 2020 are shown below.

CBC HOUSING OUTCOMES 2020



OUTCOME STAR

MEASUREMENT TOOL

Having a new baby can be wonderful but it brings many changes and can be especially difficult while experiencing homelessness. During pregnancy and the first year after having a baby (the perinatal period) there can be a lot to manage and many people, even with their own homes and supportive networks, have times when they struggle to cope. Many feel overwhelmed and can feel low, anxious or can experience physical health difficulties. Having support throughout this can make a huge difference to women and their babies.

The Outcome Star™ (OCS) is an evidence-based tool for measuring and supporting change. Staff in Cherry Blossom Cottage use this tool to assess the effectiveness of the support provided in the Cottage. There are many different Stars which can be used to assess change for various client groups. In 2020, following a review, we changed from using the Homeless Star to the use of the Parent and Baby Star tool.

It uses a person-centred, strengths-based approach and places importance on the client's perspective and priorities.

The holistic assessment offered by the Star focuses on aspects of life that are going well in addition to areas of difficulty. The star includes a starting assessment, with a mid-placement review and finishing to measure the outcomes and what impact the support plans and interventions have made on the women we work with.

Staff in Cherry Blossom Cottage work collaboratively with residents through a journey of individualised positive change, through goal setting, reflective practice and exploration, so that the journey of change is 'done with' the participant and not 'done to' them, thus giving them control in an uncertain time in their lives.

During 2020 we supported 19 women in the Cottage using the Parent and Baby Star, focusing on seven key areas:

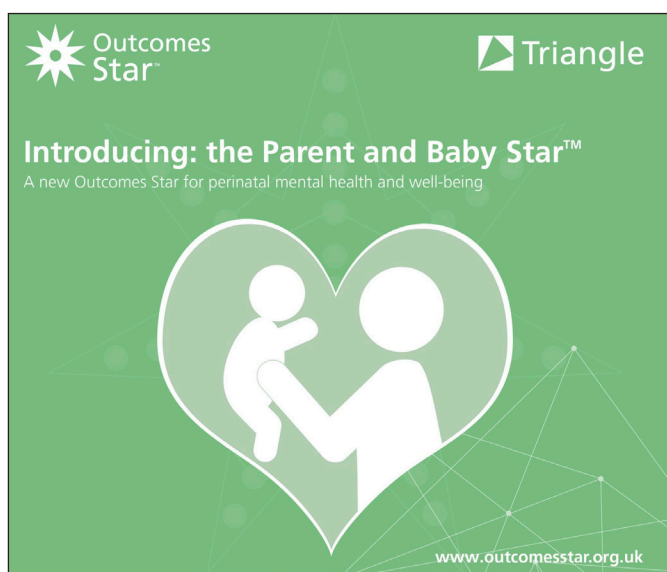
1. Mental & emotional health
2. Relationships
3. Physical Health
4. Housing & Essentials
5. Support Network
6. Looking after baby
7. Connecting with baby

Our staff begin working with women even before their arrival in the Cottage to start to build trusting relationships.

Needs Assessment

An initial needs-based assessment is completed collaboratively with each resident to determine appropriate interventions. Through reflective dialogue and goal setting women are immediately involved in determining the level of intervention required.

Women can move from one engagement to another based on their needs and progress as measured by the Outcome Star™ Assessment Tool. Continuous reflection and regular collaborative feedback is a core component of the work, which allows clients and staff to track change, healing and positive outcomes.



The Star is designed to be used through one-to-one discussions and interventions. It is used to identify strengths and supports needed and in measuring the change when working with mothers.

The Star is underpinned by three values:

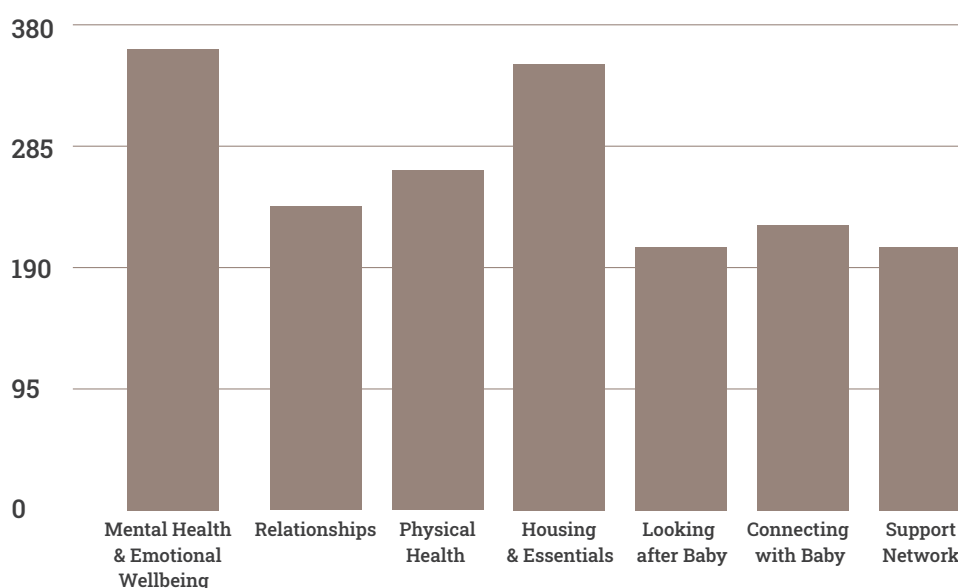
- 1) Empowerment
- 2) Collaboration
- 3) Integration

OUTCOME STAR

SUPPORT INTERVENTIONS

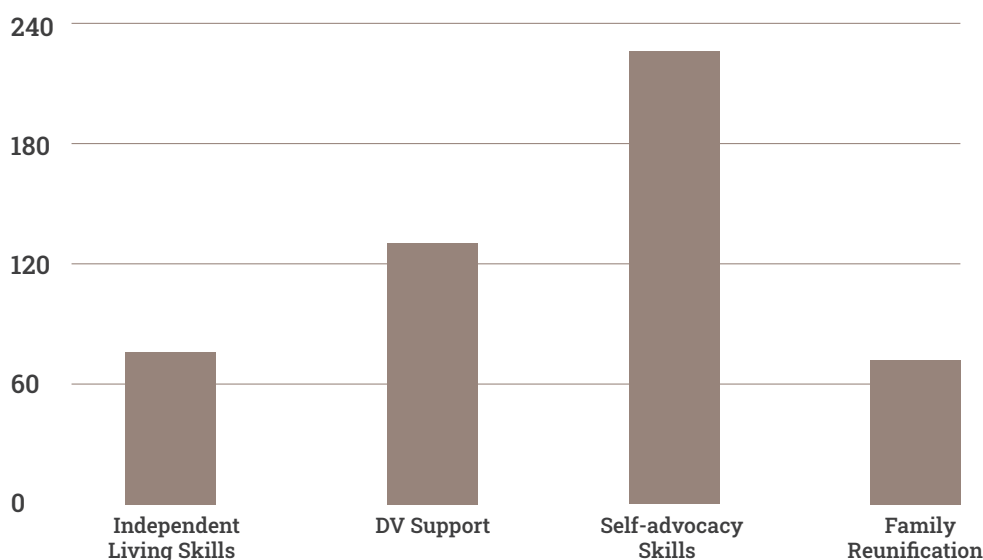
The table below provides an outline of the supports and interventions completed with the residents in Cherry Blossom Cottage throughout 2020 in line with the Outcome Star assessment tool. The information is based on weekly key-working sessions as well as individual or increased supports in identified areas.

OUTCOME STAR SUPPORT INTERVENTIONS 2020



Other interventions were also carried out as required – shown below:

CHERRY BLOSSOM COTTAGE OTHER INTERVENTIONS 2020



OUTCOME STAR

OUTCOMES AND IMPACTS

The journey of change was measured for 15 residents in 2020 (four women were still in the service at time of this report). Outcome Star measurements were taken before interventions (baseline) and after interventions across seven pathways of recovery. The changes in each area after interventions are shown below.

Outcome Star Area of Measurement	Decrease in Satisfaction	Same Satisfaction	Increase in Satisfaction
Mental and emotional health	21%	26%	53%
Relationships	21%	68%	11%
Physical Health	5%	11%	84%
Housing and Essentials	11%	16%	74%
Support network	5%	37%	58%
Looking after your baby	16%	5%	79%
Connecting with your baby	11%	11%	79%

Increases were measured in all areas with the exception of relationships. This was a difficult area to improve upon, as many of the women had experienced multiple relationship breakdowns with both partners and family, as well as domestic violence in at least eight cases. Assessing these relationships can bring negative elements to the fore, hence causing a decrease in satisfaction with the relationships.

High increases in satisfaction were seen in Mental and Emotional Health, Physical Health, Housing and Essentials, looking after and connecting with baby, with all showing significant positive change.

Increases were observed in connecting with baby in the majority of cases. However, interventions helped to identify mental health difficulties, and a percentage of women were diagnosed with post-natal depression, which decreased satisfaction with Mental and Emotional Health in those

cases and in some cases, for connecting with baby.

Indicators for successful impacts included residents reporting feeling more confident, emotionally responsive, attuned parents. Feedback included that they were practising confident and positive parenting and feeling hopeful for the future.

Both mothers and staff reported that there was a higher confidence in parenting skills, increased hopefulness about the future, improved overall mental wellbeing as well as successful move-on to their forever homes. These positive outcomes ensure that children remain with their parent in a healthy environment, leading to long-term positive life trajectories for these children in the areas of health, education and socially, in line with the National Strategy Better Outcomes, Brighter Futures.

TESTIMONIAL "I was living in Cherry Blossom Cottage for few weeks with my premature born baby and was so happy with all services they been provided to me. I felt really safe there myself and baby as well with nurse on side I got help with baby's health worries. And feeding and bathing. I got very good support around my mental health as well. My room was comfortable, and all the staff were so nice and caring. I learn there how to be a mother and thanks to Anew and all support I got from the women who work there I am still doing well in my recovery. Thank you.'

SUPPORT ROLES WITHIN ANEW

HOUSING SUPPORT OFFICER

Working closely with Central Placement Service, the Housing Support Officer provides advice on Housing Allowance, help with Housing Assistant Payment (HAP) and completion of Housing Assessments. Referral to Cherry Blossom Cottage and to Anew's Counselling and Day services is also within her remit.

For those who, for many reasons, do not come to the Cottage, support is offered through our Housing Support Officer, and last year she worked collaboratively with a range of services including Local County Councils, Public Health Nurses and Social Workers on a case-by-case basis, as well as funding agencies such as the DRHE, Tusla and the HSE to provide a holistic service. Signposting to other relevant services e.g. Domestic Violence Refuges is also an important part of the role. This ensures that the women access the appropriate supports available to them.

SOCIAL CARE WORKERS

Our highly experienced Social Care Workers are responsible for carrying out assessments and care plans for residents of Cherry Blossom Cottage. They provide individualised key working with Residents and maintain Outcome Star Measurements. They liaise with Social Workers and other professionals, preparing Safety Plans where necessary. Out of hours they are the On Call Managers for Cherry Blossom Cottage.

The Social Care Workers also provide visiting and Family Support work. They also prepare and deliver Life Skills Workshops in Haven House. In addition they facilitate peer-to-peer sessions and support.

Child Protection is paramount within the service. Social Care Workers are highly trained in this area and work collaboratively with the women and their Social Workers on Child Protection issues.

SUPPORT WORKERS

The Support Workers are exclusively based in Cherry Blossom Cottage, 24 hours a day, 7 days a week. Their responsibilities include:

- Health and Safety of Residents in Cherry Blossom Cottage
- Security of Cherry Blossom Cottage
- Supporting the Social Care Workers with the practical needs of the residents
- Supporting the Residents with Life Skills as required
- Emergency response in Cherry Blossom Cottage
- Child Protection as per the Children First Act, 2015

ANEW COUNSELLING SERVICE

OVERVIEW

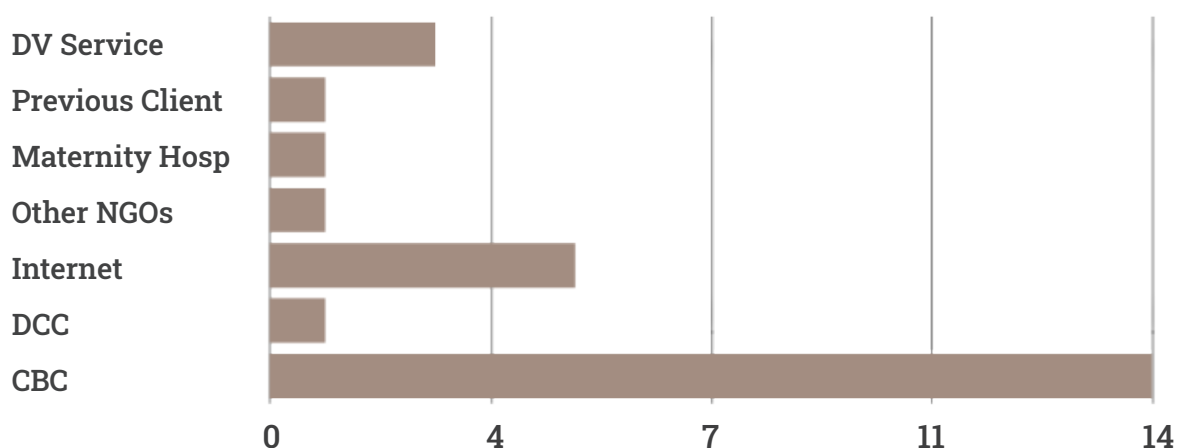
Anew's experienced counsellor provides therapeutic support which addresses underlying traumas as well as providing the skills necessary for confident parenting.

All referrals to Anew can avail of the support of the counseling service whether they are eligible for the cottage or not. In 2020, 14 residents engaged with this service and 12 clients who were not resident in Cherry Blossom Cottage accommodation. The sources of referrals for 2020 are shown below.

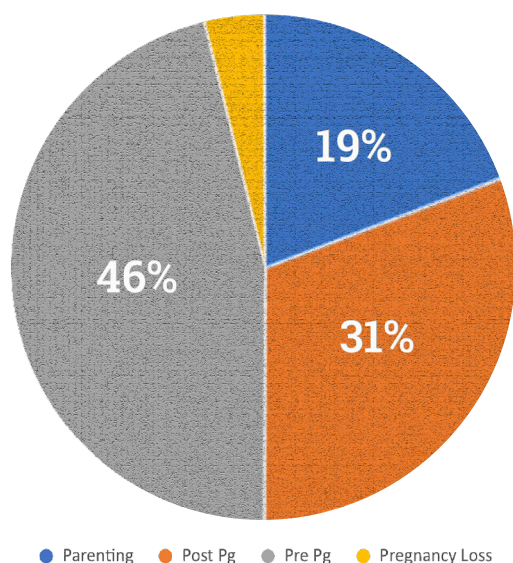
The initial types of support sought in the counselling service were categorized as pre-pregnancy, post pregnancy, pregnancy loss and parenting as shown below.

The majority of clients (20 out of 26) were first-time parents, two of the other six clients had children in the care system. Most of the clients (18 out of 26) reported having no support systems in place. Most of the clients were Irish (20 out of 26), with the other six coming from Europe and South America. The age profile of the clients is shown below.

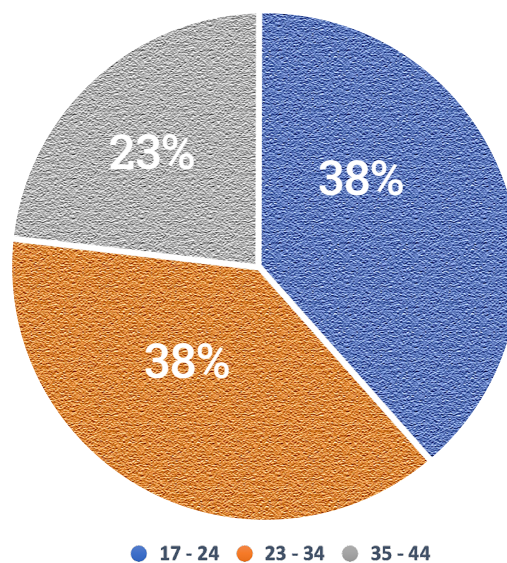
COUNSELLING SERVICE REFERRALS 2020



COUNSELLING SERVICE INITIAL SITUATIONS 2020



COUNSELLING SERVICE AGE PROFILE 2020



ANew COUNSELLING SERVICE

COUNSELLING SESSIONS

Our Counsellor had 210 client sessions during 2020, due to the pandemic many of these sessions were held remotely using the phone, Facetime or Zoom. When restrictions allowed face to face sessions were held in Haven House using all safety precautions. Presenting issues included:

Access Issues	Anxiety /Stress
Addiction	Anxiety about moving to independent living
Depression	Being a New Parent
Partner's behaviour	Concerns baby health
Conflict with family of origin.	DV/Relationship breakdown
Family Relationship	Fear of been alone
Fears for the future	Breakdown of relationship
Feeling unsafe in the home	Issues with Access arrangements
Feeling of hopelessness Relationship issues	Loss/Fear
Lack of Supports	Prenatal Mental Health
Issues with Partner controlling behaviour	Marriage breakdown/ Concern for impact on Children
Relationship Anger /Resentment	Moving on/ Independent living
Mental Health/ Pre Natal Post Natal Depression	Parenting Alone

Counselling support was provided in the following ways:

Access Planning	Anger Management	Relationship needs
Safety Order/Safety Planning	Emotional Support	Explored feeling/choices
Explored Boundaries	Exit Planning	Explored current Support
Explored different approaches	Explored Needs	Explored family relationships
Explored Fears Supports	Explored Triggers	Explored feeling and thoughts
Explored options	Explored Strengths	Explored vulnerability
Explored Fears	Listening/ Reflection	Planning for her future

Grounding/ Relaxation exercises

DONATIONS & GRANTS

CORPORATE

Zendesk – we have worked with Zendesk over the past year who kindly organised a fundraising event to help us with costs associated with making Cherry Blossom Cottage and Haven House safe during Covid. More recently they supported us to buy beautiful new chairs for our cottage and donated items for our online charity shop on Thriftify. Zendesk continue to show ongoing support for our service and for this we are so grateful and looking forward to continuing our relationship.

Other Generous Donors included:

- AIB Swords
- FundsCalc
- Glanbia
- Tara Building
- Dawn Meats

These donations contributed to the overall running of the Charity during the pandemic and ensured that the women we worked with did not want for anything.

CAMPAIGNS

Go Fund Me – In 2020 we held a Go Fund Me for one of our residents. She was unexpectedly left without her deposit from her landlord, so we ran a GoFundMe campaign and raised her deposit for a new home. During this we saw the amazing generosity of our local and surrounding community. We feel very lucky for the support we have in Swords and wider Fingal areas.

GRANTS & PROJECTS

Dublin Airport Authority - gave us a grant which allowed us to renovate our garden at Cherry Blossom Cottage and create a haven for our service users and staff. We are thankful to have been able to make a difference and improve our environment.

The Lottery Fund – Through this important fund we completed the refurbishment of Haven House, where our day services are run. We created a beautiful space

for pregnant women and new mothers to access support services in Dublin City Centre. This service offers a variety of essential supports such as parenting, peer groups as well as our counselling service.

Hospital Saturday Fund - Through this fund we were able to provide additional counselling for women and their families who were suffering from the effects of the Covid Pandemic.

Pobal Stability Fund – At the end of 2020 we secured vital funding through the PSF which helped us to maintain our vital services throughout a very difficult year. Without this fund our services would have been much more impacted by Covid and for this we are extremely grateful.

Community Foundation of Ireland - At the end of 2020 we secured two grants from CFI (Comic Relief) Adapt and Respond & Demand for Digital. These grants will support us in adapting our services and continue vital work through the use of technology through 2021.

INDIVIDUAL AND ANONYMOUS DONATIONS

During 2020, we received many individual and anonymous donations to our service. These do not go unnoticed and always go a long way to help support us to carry out our essential and valuable work with pregnant women and new mothers. Thanks to our generous donors:

- MCS Carpets
- Molly Sterling, Michelle O'Connor
- Tesco
- Tully Nurseries
- Gifts and Treats
- Care Plus Pharmacy
- AD Beauty
- Potager Restaurant
- Country Crest
- Buddy's Farmer Market
- P & N Butterly

And all in the local communities who donated essential items to our women!

HAVEN HOUSE DAY SERVICES

Our Day Services based in the recently refurbished Haven House in Dublin city centre provides a homely environment for women to connect with other new or expectant mothers in a safe and welcoming way. Staff facilitate group work and opportunities for women to develop meaningful relationships and learning.

Haven House offers the following services:

- Peer-to-peer support
- Life skills classes
- Group work
- Counselling Service
- Parenting Support – group and one-to-one
- Housing support and advice

In 2020 we worked with migrant women in Haven House. Our Housing Support Officer worked collaboratively with Crosscare Migrant Rights in relation to pregnant women presenting and needing support and accommodation due to Covid-19. Anew staff supported them with their rights.

Haven House was restructured to allow for social distancing and safe work during Covid and it was utilised when restrictions allowed. However, face to face elements of the service in Haven House were disrupted in 2020 due to lockdowns and restrictions. We are aiming to fully re-establish this service in 2021 once restrictions allow to ensure the safety of staff and clients.

NETWORKING

Collaboration and networking are important elements of the work in Anew. We recognise the huge benefits that a collaborative relationship with funders, other NGOs, Government Agencies and local communities has for the work that we do and ultimately for the women that we work with and their babies.

Within the locality of Cherry Blossom Cottage, Anew are active participants in Swords Local Community and Fingal Par-

ticipation Network. We work closely with Tusla on a National Level and on a local level. We are also active participants in Dublin's Homeless Network.

During the Pandemic these networks were especially important and in particular the information and support we received from the Homeless Network, the HSE and Safety Net was invaluable. We would like to acknowledge this and thank them so much for their help and support during 2020.

TESTIMONIAL "I was very anxious before entering, but immediately I felt welcomed, understood and pampered! The cottage in my heart is home and maybe it will be forever! The structure was very welcoming, my room in particular full of many gifts and details for both of us. Excellent staff, super! they all had a lot of attention and sensitivity, they helped me from Day One and continue to do so even though I am no longer there. I will never be able to thank them enough! Special thanks to Fiona, Norma Fits, Gen and Grainne! Also, a big thank you to Debbie, who gave me a big big help with counselling. We love you."



"As I walked into the cottage for the first time, I felt a great sense of calm and relief and I knew from that moment going forward me and my babies were going to be ok"

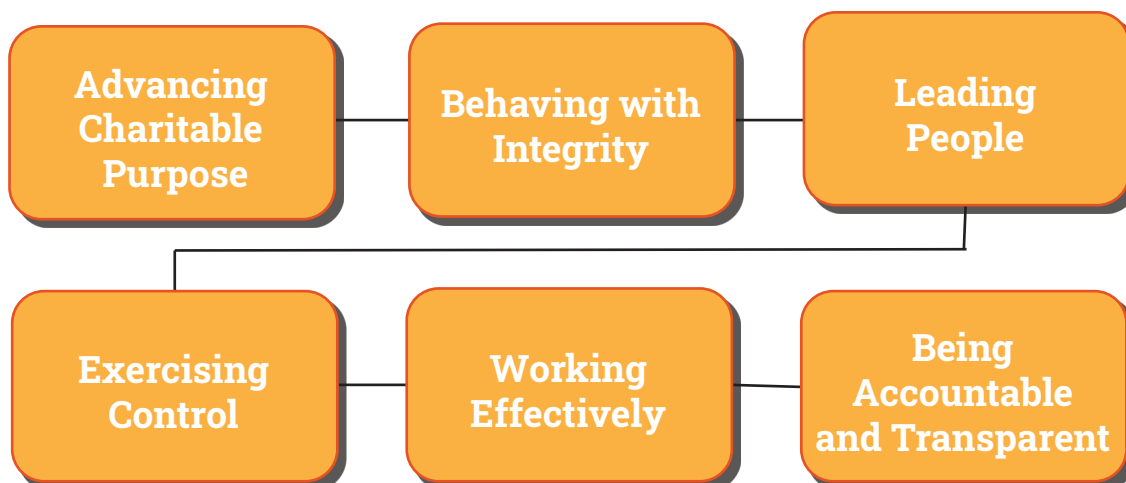


GOVERNANCE

PRINCIPLES

Good governance is critical for the proper functioning of any charity, and Anew is compliant with the Charities Governance Code. In addition to this, the Board are committed to the continuous review and improvement of all the governance principles.

Principles of the Charities Governance Code



CHARITY REGULATORS GOVERNANCE CODE

As a registered charity (Charity No. 20022983), Anew Support Services CLG is regulated by the Charities Regulatory Authority (CRA) and must adhere to the Charities Act 2009. As part of this the charity must confirm compliance with the Charities Governance Code in 2021.

The Charities Governance Code encompasses the minimum standards a charity must meet to effectively manage and control the charity. Good governance involves putting in place systems and processes to ensure that the charity achieves its charitable objectives with integrity and is managed in an effective, accountable and transparent way.

The Board of Directors are responsible for the governance of Anew and should make sure that the six principles of the Charities Governance Code (as shown above) are being applied.

Due to its size and complexity, Anew is classed as a Complex organisation in relation to the Code and as such must satisfy all 49 standards based on the six principles above.

During 2020 Anew implemented all standards and in early 2021, the Board of Directors confirmed compliance to the Code.

OTHER GOVERNANCE REQUIREMENTS

Anew also adheres to the following governance requirements:

- Tusla's Governance Framework.
- DRHE's National Quality Standards Framework
- As an Approved Housing Body (AHB), Anew are compliant with the AHB Regulatory Authority.

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE FINANCIAL YEAR ENDED
31 DECEMBER 2020

	Unrestricted Funds 2020	Restricted 2020	Total Funds 2020	Unrestricted Funds 2019	Restricted 2019	Total Funds 2019
	€	€	€	€	€	€
INCOME						
Donations and legacies	11,689	1,786	13,475	2,325	-	2,325
Charitable activities	-	399,975	399,975	343,314	366,082	709,396
Other trading activities	27,084	-	27,084	41,646	-	41,646
Investments	28,350	-	28,350	-	-	-
Total income	67,123	401,761	468,884	387,285	366,082	753,367
EXPENDITURE						
Charitable activities	52,573	410,748	463,321	361,573	403,040	764,613
Other trading activities	6,284	-	6,284	19,392	-	19,392
Total Expenditure	58,857	410,748	469,605	380,965	403,040	784,005
Net income/(expenditure)	8,266	(8,987)	(721)	6,320	(36,958)	(30,638)
Transfers between funds	-	-	-	-	-	-
OTHER RECOGNISED GAINS/(LOSSES):						
Surplus/(deficit) for the financial year	8,266	(8,987)	(721)	6,320	(36,958)	(30,638)
Net gains/(losses) on investments	69,224	-	69,224	-	-	-
Net movement in funds for the financial year	77,490	(8,987)	68,503	6,320	(36,958)	(30,638)
Reconciliation of funds						
Balances brought forward at 1 January 2020	401,494	-	401,494	409,071	23,061	432,132
Balances carried forward at 31 December 2020	478,984	(8,987)	469,997	415,391	(13,897)	401,494

BALANCE SHEET

FOR THE FINANCIAL YEAR ENDED
31 DECEMBER 2020

	2020 €	2019 €
FIXED ASSETS		
Tangible assets	426,751	359,055
CURRENT ASSETS		
Debtors	6,919	4,814
Cash at bank and in hand	107,071	77,537
	113,990	82,351
Creditors: Amounts falling due within one year	(70,744)	(39,912)
NET CURRENT ASSETS	43,246	42,439
Total Assets less Current Liabilities	469,997	401,494
FUNDS		
Restricted funds	(8,987)	-
Unrestricted designated funds	221,888	202,270
General fund (unrestricted)	257,096	199,224
TOTAL FUNDS	469,997	401,494

The total unrestricted funds includes a revaluation reserve of € (237,549) (2019 - € (168,325))

ANEW'S PEOPLE

2020 BOARD

PATRICK O'KANE – CHAIRMAN
MOIRA MORRISSEY – SECRETARY
EANNA HICKEY – DIRECTOR
STEPHEN MOORE – DIRECTOR
JOHN HANAFIN – DIRECTOR
JOANNE RYAN – DIRECTOR
HELEN MCEVOY – DIRECTOR
CLAUDE DABOUL – DIRECTOR

ANEW PERSONNEL 2020

HEAD OFFICE

Marian Barnard – CEO
 Sharon Culliton – Finance Officer
 Nicola Foster – Payroll

Social Care Worker (Team Leader) –
 Norma Fitzgerald
 Social Care Worker – Grainne Bollard
 Social Care Worker – Niamh Kelleher
 (left April 2020)
 Social Care Worker – Betty Lynch

SERVICES

Senior Service Manager – Fiona Barry
 (January - November)
 Senior Service Manager – Danielle Gannon
 (November to current)
 Housing Support Officer – Lynne Chen (Jan)
 Housing Support Officer – Genevieve Kelly
 (Feb - current)

Support Worker – Cassandra Lottering
 Support Worker – Patricia Apolott
 Support Worker – Alan Fitzgerald
 Support Worker – Neamh McGuire
 Support Worker – Norma Guidan
 Counsellor – Debbie Rogers

VOLUNTEERS

Mary Ryan
 Nawwal Salieman
 Sue Woods

THANKS

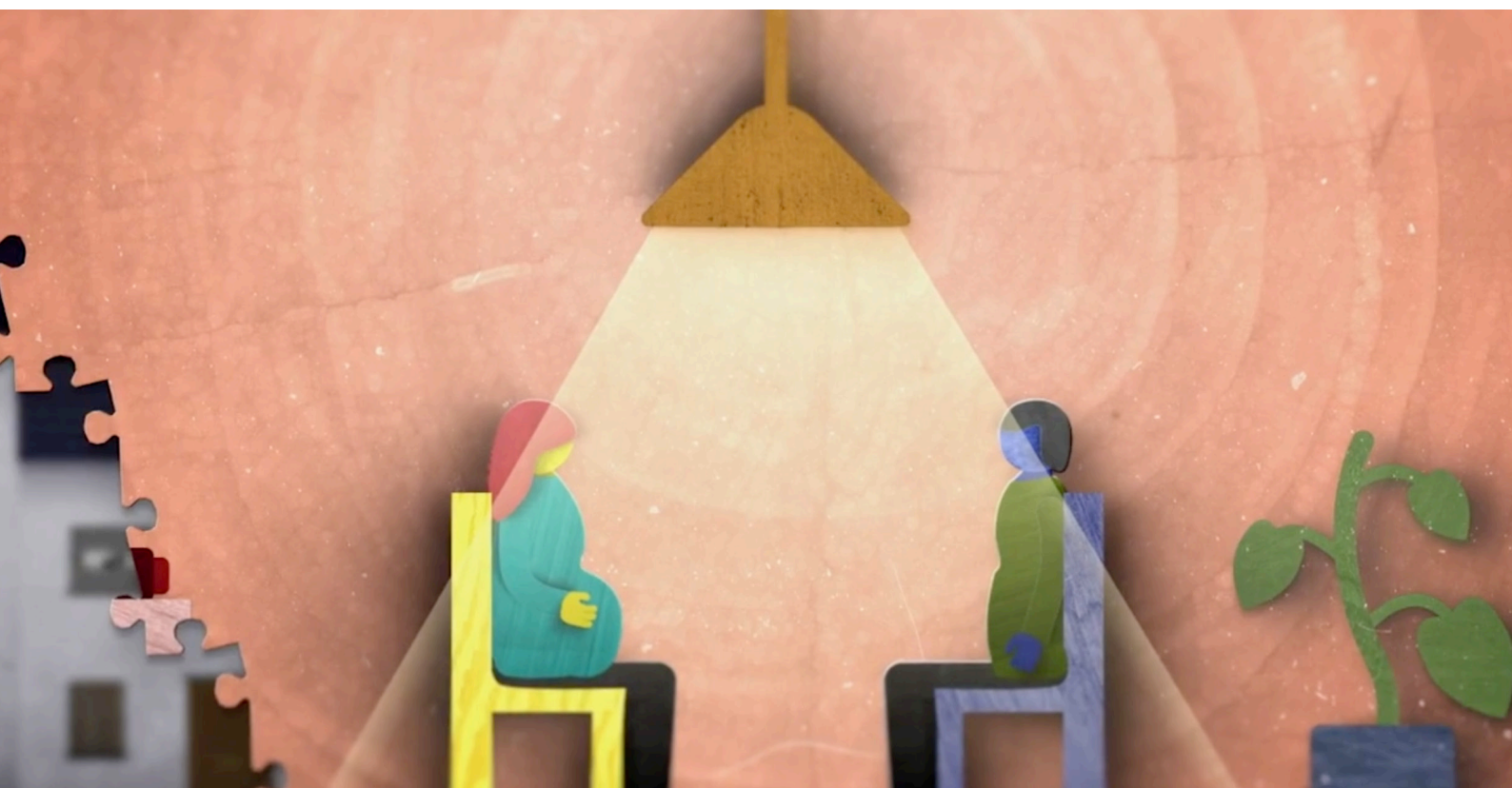
TO...



CHARITY SHOP & THRIFTIFY

For many years now we have relied on our Charity Shop in Thurles as a steady source of income. The shop is capably managed by Moira Morrissey, one of our Directors. Unfortunately due to the Pandemic, the shop was closed for much of 2020, however adaptations were made and when restrictions allowed it was re-opened.

Due to the closure of our physical shop we partnered with Thriftify and began selling our donated clothes online. We hope to develop this initiative further in 2021 as well as maintaining our physical presence in Thurles.



Anew



anew support services



anewsupportservices/



anew support services



anew support services

RCN No. 20022983

CRO No. 494801

CHY No. 9172

www.anew.ie

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Email: hello@anew.ie

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086 805 4590