Ballinrobe Family Resource Centre CLG

Towards an inclusive and equitable community that values individuals, families and community groups, enabling and celebrating their contribution to society.

Annual Report & Accounts 2024

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Acknowledgements

Tacú FRC would like to thank and acknowledge our funders & partners locally, regionally and nationally who have supported the delivery of our work throughout the year.



General Information

Ballinrobe Family Resource Centre (FRC) trades under the name Tacú Family Resource Centre[1].

Registered Office and Business Address	Credit Union House, Main Street, Ballinrobe, County Mayo
Company Number	366147
Charity Number	16828
RCN	20061456
Auditors	Ksi Faulkner Orr, Accountants, Tax Advisors, & Registered Auditors.
Bankers	Allied Irish Bank

The Board of Tacú FRC is the ultimate authority of the company and holds full responsibility for all aspects of the organisation. Individual Board Directors collectively share this responsibility. The Board is in session when it meets formally and/or through its sub-committees where appropriately tasked. Board sub-committees report back to the full Board for final decision. The Board has assigned appropriate authority to the Co-ordinator for the day-to-day management of the organisation.
The powers reserved for the Board include:

- *Signing off on the organisation's 5 year strategic plan, annual action plan and monitoring implementation of both.*
- *Corporate Governance and compliance with the Charities Regulator codes and other compliance requirements*
- *Financial reporting and oversight, and*
- *Upholding the Constitution of Tacú FRC.*

Directors	
Michelle Walsh	(Chair)
Maureen Doherty	(Company Secretary)
Gemma Gannon	(Treasurer)
Breege Dempsey	Resigned 15 May 2024
Geraldine Bailey	
Milda Jemeljanova	
Gerard Butler	(Resigned 26 June 2024)
Oisin Gannon	
Sarah-Louise Russell	
Insaf Ben Othmane Hamrouni	
Thomas Cleary	Appointed 15 May 2024
Cillian Murphy	Appointed 31 August 2024
Trevor Grimes	Appointed 31 August 2024

[1] *This annual report uses the trading name of Tacú in its narrative as it is more recognisable to our community.*

Current directly employed Staff

Co-ordinator	Mary Jackson
Administration	Mary Langan
Finance Compliance Administrator	Wendy Mahon
Community Development Worker	Monica Horan
Family Support Worker	Michelle O'Mahoney
	Vikki Conroy June 2024 Part-time
	Emer McGloin June – August 2024
Sports Hub Co-ordinator & Youth Worker	Mark Smith
Social Prescriber Youth Link Worker	Paula Walsh
Mayo Drug & Alcohol Family Support Worker	Bernie Avdic
Mayo Gambling Support Therapist	Bernie Heneghan August 2024
LUISNE Art Facilitator	Nooreen Lydon

Tacú FRC staff also include those employed by South West Mayo Development Company through Community Employment (CE), Tús, and the Rural Social Scheme (RSS).

Community Employment	**Rural Social Scheme**	**TUS**
Dallas Dallaghan	Trish Sheridan	Angel Alba
Finbar Campbell	Martina Rattigan	Cora Slattery
Deniese Harris	Catherine O'Malley	Joanne Kerrigan
Maria Hamroguee	Hilda Patten	Jolanta Kvitkova
Anna Fitzpatrick	Deirdre Butler	Kieran Lydon
Helen O'Shea	Teresa Morrin	Martina Joyce
Svetlana Poznakova		Ilze Hayes

Our counsellors, **psychotherapists/play therapists** continued to be an integral part of our team in 2024. These included: *Alex Quinn, Norah Roche, Eilís Wall, Siobhan O'Malley, Kim Dunleavey, Jill Piggott, Cillian Murphy, Linda Daly, Teri Fitzpatrick, Patrick Mulchrone, Catherine Devine, Karin Rooney,*



Monica Horan, Maria Powers, Bernie Heneghan, Tony O'Reilly, Bernie Avdic and Mary Langan at the launch of the new **Mayo Gambling Support Service.**

The service, which is offered exclusively through Tacú, offers one-to-one counselling for people with gambling addiction and their families.

Central to our work is the vital role played by our community in driving empowerment and collective community action for positive change. Our volunteers' active engagement and dedication to community service is invaluable.

In 2024, we particularly wish to acknowledge Ann Kennedy (Food Parcels), Martha & Brendan (Meals on Wheels), Peter Garvey (Youth), and Breege Murphy (FoodCloud) for their outstanding contributions.

We are also immensely grateful to all the young people who contribute through student placements, Transition Year (TY), and Foróige volunteers, as well as everyone in our community who supports our numerous events. While there are too many to mention individually, please know that your efforts enable us to provide the extensive range of services highlighted in this report.

On behalf of the Board, staff, and the entire community—thank you.







Chairperson's Report.



I am pleased to present the Annual Report and Accounts for 2024, which highlight the meaningful impact we continue to make within the community, alongside the ongoing challenges we face in maintaining and growing the vital services delivered for and with the Ballinrobe community.

Family support and community development are ongoing journeys, with change being the only certainty along the way. Last year marked a significant period of transition for Tacú, as we took strategic steps to ensure that we remain responsive to the evolving needs of our community. Throughout this report, you will find numerous examples of our achievements in 2024, alongside recognition of the challenges ahead, particularly as we reach the conclusion of our current strategic plan.

A core priority for the Board in the upcoming year is to strategically prepare for Tacú's next chapter. Like many community and voluntary organisations, we must continuously identify and secure sustainable funding from diverse sources to support our future growth and operations. As we develop our next strategic plan, we will seek opportunities to enhance our operational effectiveness and broaden our sustainable funding base. We have also made considerable progress in strengthening our presence and services within the community.

In 2025, we will expand our physical resources adjacent to the Maple Youth Centre. A key challenge for Tacú will be securing sustainable income to enable this expansion, ensuring the new facilities effectively meet the diverse and growing needs of our community.

Since becoming Chairperson, I have continuously been inspired by the unwavering dedication and commitment demonstrated by everyone at Tacú. It is deeply rewarding to witness the positive impact our services have on the lives of community members. Our Youth Social Prescribing programme exemplifies one such highly impactful service, offering essential support to young people navigating complex challenges. Our Meals on Wheels team continues to foster genuine connections throughout the wider Lake District area, bringing not only meals but meaningful social engagement. Our Gambling and Addiction support workers have forged vital community linkages across Mayo, significantly improving the quality of life for numerous families. Additionally, our administration team's invaluable information, support, and advocacy services remain accessible, confidential, and empowering for our community members.

Above all, I wish to extend heartfelt thanks to our dedicated staff and volunteers, led with exceptional commitment by our coordinator, Mary Jackson. Their tireless efforts form the cornerstone of our successes and are deeply appreciated. Gratitude is also due to my fellow Board members for their generous and steadfast support.

This Annual Report exemplifies the remarkable achievements that result from the collective effort, dedication, and collaboration of staff, volunteers, and Board members alike.

With best wishes,

Michelle Walsh Chairperson

Co-ordinator's Report



Welcome to our Annual General Meeting and the presentation of the 2024 Annual and Financial Report. I am pleased to share this Annual Report, which outlines both the successes we achieved and the challenges we faced over the past year. 2024 proved to be a demanding yet rewarding year for Tacú staff and volunteers, marked by increased needs within our community and valuable opportunities to address them. Significant changes included enhanced resources for addressing gambling addiction across our county and structural adjustments to our community-based family support programme following the decommissioning of a team leader's position. This transition to an more integrated family support service within Tacú, was not only impactful for our project but also posed challenges for our partner organisations across Mayo, including Ballina FRC, Curam Claremorris, Erris Family & Community Resource Centre, Sharky Hill Westport, and Ballyhaunis Family Resource Centre.
Tacú Family Resource Centre successfully managed an annual budget of €781,892, reflecting our continued commitment to fiscal responsibility and transparency. Our financial processes were streamlined through the implementation of QuickBooks accounting software, significantly enhancing accuracy and efficiency in our financial reporting. Additionally, our adherence to high standards of governance was demonstrated through our full compliance with the Charities Governance Code and SORP (Statement of Recommended Practice) accounting standards. We fulfilled all obligations to our funders and stakeholders diligently, consistently adopting best practices to maintain our credibility and effectiveness as a trusted charitable organisation.
Throughout the year, our proactive approach to addressing community needs resulted in significant progress in poverty alleviation, social inclusion, combating isolation, responding to the cost of living crisis, family-related issues, and mental health support. Notably, our dedicated team provided vital support to 1,467 individuals experiencing mental health concerns. Our unwavering commitment to best practice ensures we consistently deliver compassionate and professional support to everyone in our community. Recognising the collaborative effort essential to our success, I extend my heartfelt gratitude to everyone who supported Tacú in 2024, contributing in ways both big and small. Our work involves ongoing collaboration with local schools, businesses, and agencies such as TUSLA, Mayo Sligo Leitrim Education & Training Board, and Rethink Ireland, among others. These partnerships help identify the resources needed by our community and the actions required to sustainably deliver family and community support. Moving forward into 2025, strengthening these relationships and forging new alliances will be critical as we plan the expansion of our facilities adjacent to the Maple Youth Centre. Together, we aim to deliver consistent, innovative, and effective family support and community development solutions. Finally, I sincerely thank the staff, volunteers, and the Board for their hard work, unwavering dedication, and steadfast support throughout this past year. Your ongoing commitment is greatly appreciated and deeply inspiring. As we embark on the next phase of our journey, I look forward to continuing our collaborative efforts for the betterment of Tacú and the broader Ballinrobe and the South Mayo communities.

With warm regards, Mary Jackson

Overview of Tacú Family Resource Ballinrobe

Established in 2003, Tacú FRC promotes and operates a range of community and family support programmes, which act as a focus and catalyst for the wider development of the Ballinrobe community and surrounding areas.
We seek to promote social, economic and cultural wellbeing of our community and in particular to empower groups and individuals experiencing marginalisation to participate in a programme of personal and social development.



The work of Tacú FRC has always been in response to the needs identified by the people of Ballinrobe and its hinterland.

We use a holistic approach to encourage people to engage in initiatives in the Ballinrobe area and we aim to instil in people a sense of responsibility for their own development.
We are guided by a deep set of values that have evolved and are embedded in our Strategic Plan 2021 – 2025.

Tacú Family Resource Centre is dedicated to fostering an organisation that:

- Is accessible, responsive, and relevant to the individuals, families, and community groups we serve.
- Embraces diversity, acknowledging and accommodating the unique needs and aspirations of specific groups protected under Equality Legislation.
- Pursues equality of outcomes and actively promotes positive actions to achieve these outcomes.
- Ensures an inclusive environment where no one experiences discrimination based on gender, family status, marital status, religion, age, race, membership of the Traveller community, sexual orientation, or disability.

Our Policy Context

Tacú Family Resource Centre aligns strongly with local, regional, and national policy priorities, frameworks, and outcomes. *These include Young Ireland: The National Policy Framework for Children and Young People 2023-2028*, which envisions an Ireland where all children and young people fully access their rights. This framework addresses critical challenges affecting young people today, establishing robust structures that prioritize children's rights in decision-making processes.

Additional national policies and practice models guiding our work include:

- *Meitheal – A National Practice Model for all agencies working with children, young people, and their families.*
- *Strategic Framework for Family Support within the Family and Community Services Resource Centre Programme.*
- *National Quality Standards Framework for Youth Work.*
- *United Nations Convention on the Rights of the Child (UNCRC)*
- *National Strategy on Children and Young People's Participation, 2015 – 2020.*
- *All Ireland Standards for Community Work.*
- *National Guidelines for the Protection and Welfare of Children.*
- *National Children and Young People Policy Framework 2012-2017*

Our work is also informed and shaped by local and regional policies and plans, aligned closely with our Strategic Plan 2021 – 2025, including:

Ballinrobe Community Futures, County Mayo LCDC Social and Economic Plan, CYPSC Mayo Strategic Plan, Healthy Ireland Strategic Action Plan, Connecting for Life, MSLETB Strategic Statement 2023 – 2027

"Here at Ballinrobe Family Resource Centre, we aim to support and enrich family life in its diverse forms today, affirming the value and uniqueness of each individual irrespective of gender, marital status, family status, sexual orientation, religious belief, age, disability, race, or membership of the Traveller community."

(Tacú FRC Strategic Plan 2021 – 2025)



Family and Community Empowerment: Our Work in 2024

Tacú Family Resource Centre successfully met all of its expected outcomes for the 2024 period, outlined in our Strategic Plan 2021 - 2025. Set out below are the key achievements under each strategic goal.

Strategic Goal 1: **Individuals, families and community groups are supported to be healthy both physically and mentally**	
Objectives 2021 – 2025	**Highlights of What We Did in 2024**
Develop a Health promoting environment in Ballinrobe	• Ballinrobe Sports Hup supported 485 people through the following activities: to join various sports groups, walking groups, gyms, etc. who were not originally active.
Promote awareness raising initiatives in the community.	• 16 days of action opposing violence against women through a collective window display with the FRC Western Region LGBT+ Network and social media piece • WRDATF Regional Drug and Alcohol Awareness Week 11-15 Nov • Go Purple Day with Safe Ireland Mayo and local Garda on May 3 • Gay Pride through a collective window display with the FRC Western Region LGBTQ+ Network and social media piece
Promote Mental Health and Well-being throughout the community	• Provided 68 sessions of relaxation / mindfulness and stress management interventions with 82 people participating.
Provide a range of family support services in the community	• Parent & Toddler, Buggy Walk & Mother & Baby held 102 sessions, supporting 28 adults & 30 children. • Provided 66 sessions of Activities for 36 Children • Provided 15 different events with 4600 participants. • Provided food and other supplies / support to 146 families • Provided intensive Family support to 33 Adults and 31 children. • Provided 402 Drug and alcohol family support sessions to 37 adults. Provided one to one drop in family support to 168 Adults and 227 children. Provided 2 parenting courses of 16 sessions to 17 parents and impacted on 30 children.
Provide accessible affordable counselling & therapeutic interventions locally	• Space provided for Narcotics *Anonymous*, Alcoholics *Anonymous* and Al Anon. • Provided 1380 counselling sessions to 8 men, 29 women and 6 children.
Provide a Youth Social Prescribing Project	• The Youth link worker held a total of 316 one to one sessions with 18 young people as well as facilitating and co facilitating group sessions for a further 41 young people.

In 2024, the number of people for whom mental health challenges was identified as a need or priority and sought support from Tacú FRC was 1467 people.

(Source: 2024 SPEAK Data)

"Having the freedom to adapt supports that are personalised for each young person, e.g., meeting young people where they are at and developing a personalised wellbeing plan around them".

Social Prescribing Youth Link Worker

Strategic Goal 2: Individuals, Families & Community Groups have access to a range of training and education opportunities locally.	
Objectives 2021 – 2025	**Highlights of What We Did in 2024**
Deliver community education opportunities that include a social element	• Delivered 12 Community Based Arts & Crafts Workshops to 8 participants. • Outreach group in Tuar Mhic Éadaigh supported 10 people through 40 sessions. • Delivered 99 sessions of conversational conversational classes to 35 participants. • Delivered English language classes and career course with the MSLETB. A total of 40 adults supported with 90 sessions. • Provided space for pottery classes 34 children took part. • Delivered the LUISNE Art Project
Provide a range of education, social and creative supports and activities for parents and children	• Craft mates held 34 sessions with 16 people participating • Knitters group held 40 sessions and there are 14 people involved.
LUISNE Art Project	• The Prism of My Landscape Throughout 2024 the LUISNE Artists have worked with their facilitator Noreen Lydon and artist Michael Gannon, exploring techniques inspired by light, land and sea. They also worked with Michael using photographic techniques that are over two hundred years old. By November the artists were ready to exhibit a collection of their new work. The Group sold a total 12 pieces totalling €520

(A deeper understanding of our work can be gained by visiting our website https://tacu.ie and reading our Strategic Plan 2021 – 2025).



Strategic Goal 3: Individuals, Families and Community Groups are actively engaged with, and passionate about, their local community & have the capacity to influence policy at local, regional and national level.	
Objectives 2021 – 2025	**Highlights of What We Did in 2024**
Influence positive change and social inclusion at local, county, regional and National level	• Actively supported the Ballinrobe CDC, Queen of the Lakes festival committee, Believe in Ballinrobe campaign, Ballinrobe Business Organisation, St. Patrick's Day Parade committee, Joyce Country & Western Lakes Geopark. • Mayo Children & Young People's Services Committee, Mayo Child & Family Support Network, Mayo Parenting Hub, Mayo Prevention Partnership Family Support Subcommittee, Mayo Local Community Development Committee, Mayo Social Inclusion subcommittee, Mayo Family Resource Centres Network, Mayo Welcomes. • Chair Western Regional Forum, Community Response to Domestic Violence Western Region. LGBTIQ+ Western Region Network, • Family Resource Centre National Forum. Presented on the Youth Social Prescribing Project to Children & Young People's Services Committee in TUSLA Nationally.
Ensure that activities organised planned and run by Local Organisations are inclusive & accessible	• Facilitated 5 markets in the community supporting 750 people. • Supported the running of the Queen of the Lakes Festival reaching out to 4000 people. • Ran 3 of Initiatives to Promote Inclusion, a total of 370 adults and 475 children attended these events. 1. Africa day 2. Ballinrobe culture night 3. Lilies Ceremony commemorating Women and Children who have died in Ireland as a result of Domestic Abuse

Strategic Goal 4: Isolated members of the community are connected, included and feel safe in their community.	
Objectives 2021 – 2025	**Highlights of What We Did in 2024**
Develop the Community Garden as a resource for the community	• Community Garden upgraded in 2024
Ensure that Older People and People with a disability & their Carers feel safe in the community	• Weekly befriending phone call. • Meals on wheels delivered 9713 meals. • Friday Morning drop-in which welcomes older participants who avail of rural transport. We held 44 sessions with 30 people availing of this, • 77 Pendant alarms installed.

Ensure the safety of young people by developing and delivering a range of activities	• Youth Booth held 130 sessions with 28 young people availing of these. • Foróige held 35 sessions with 30 young people availing of this club. • Delivered 96 sessions of other group activities with 35 young people availing of these. • Held 16 different Youth summer activities with 48 young people availing of these.
Support the ongoing development of the Ballinrobe Men's Shed & Women's Shed	• Support to the Men's Shed. • Support in establishing Ballinrobe Women's Shed.

Strategic Goal 5: **Individuals, Families & Community Groups in the South Mayo area have a sustainable Centre that acts as a central hub for community activity and engagement**	
Objectives 2021 – 2025	**Highlights of What We Did in 2024**
Promote an interagency approach to address unemployment in the Community by providing various work placement opportunities	29 placement taken up 7 Community Employment, 6 Rural Social Scheme, 7 TUS, 9 Student Placements
Host clinics & training for organisations seeking to deliver supports and services in the Ballinrobe area	LAES held 3 outreach clinics weekly INTREO held 2 outrea6ch clinics weekly. Employability held monthly clinics
Provide one to one & tailored made IT tuition in the Community	68 People took part in this support initiative.

"Improved family support, providing resources and services that help families navigate challenges"

Family Support Worker







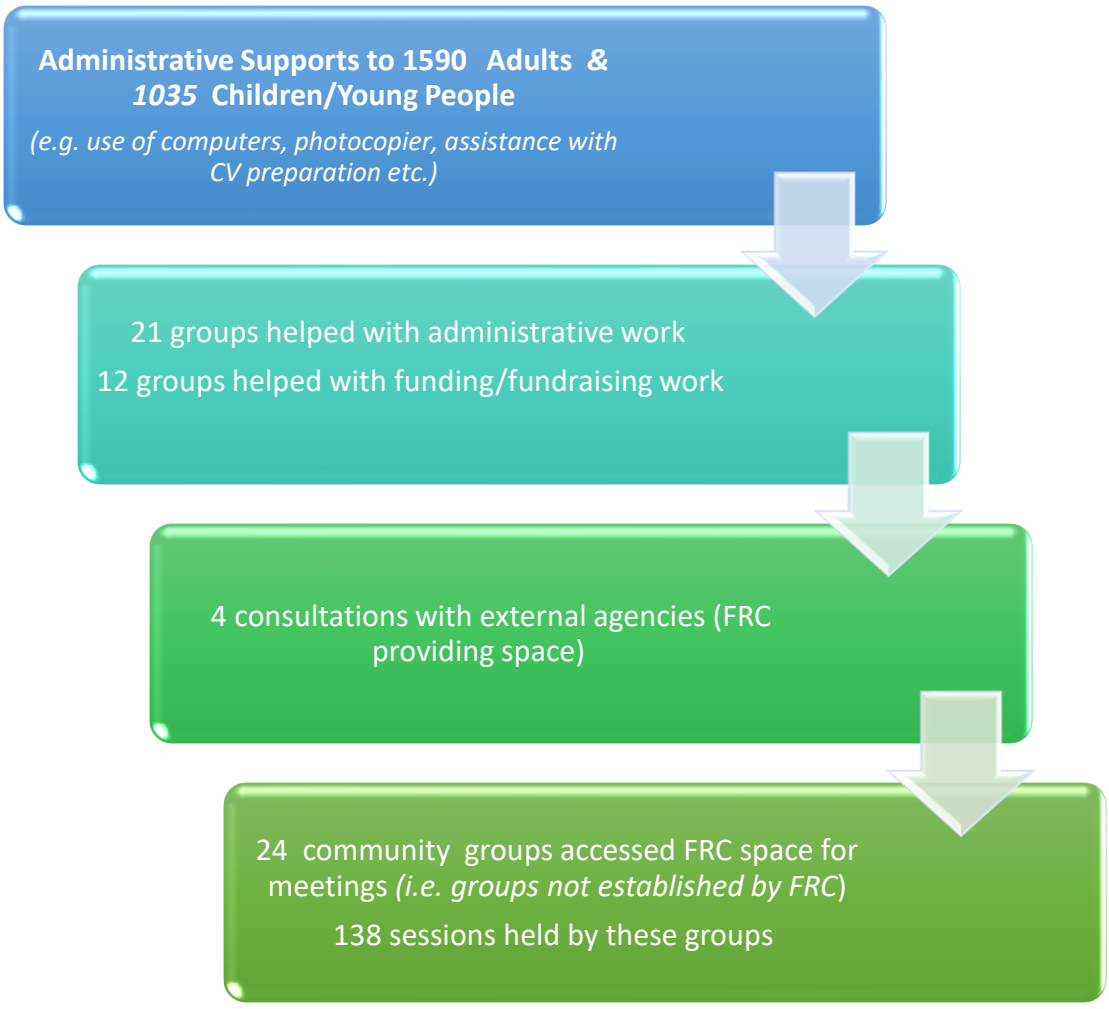




Our Administrative Supports to the Community in 2024

Tacú Family Resource Centre delivers a comprehensive range of universal and targeted services, alongside various developmental opportunities designed to address the evolving needs of families within our community. A fundamental aspect of our work involves providing reliable information, practical advice, and accessible support to individuals, families and community groups.
Throughout 2024, we expanded our capacity to inform the community about available local services and developmental opportunities. We offered guidance on accessing rights and entitlements and provided an inviting space for community members to meet, socialise, and engage in meaningful community development activities.
"Some families experience peace of mind knowing they can access food parcels, while others find comfort in simply having someone who listens. It is rewarding to see individuals and families leave our centre feeling happier, content, and genuinely heard." – Administrative Support Team Member

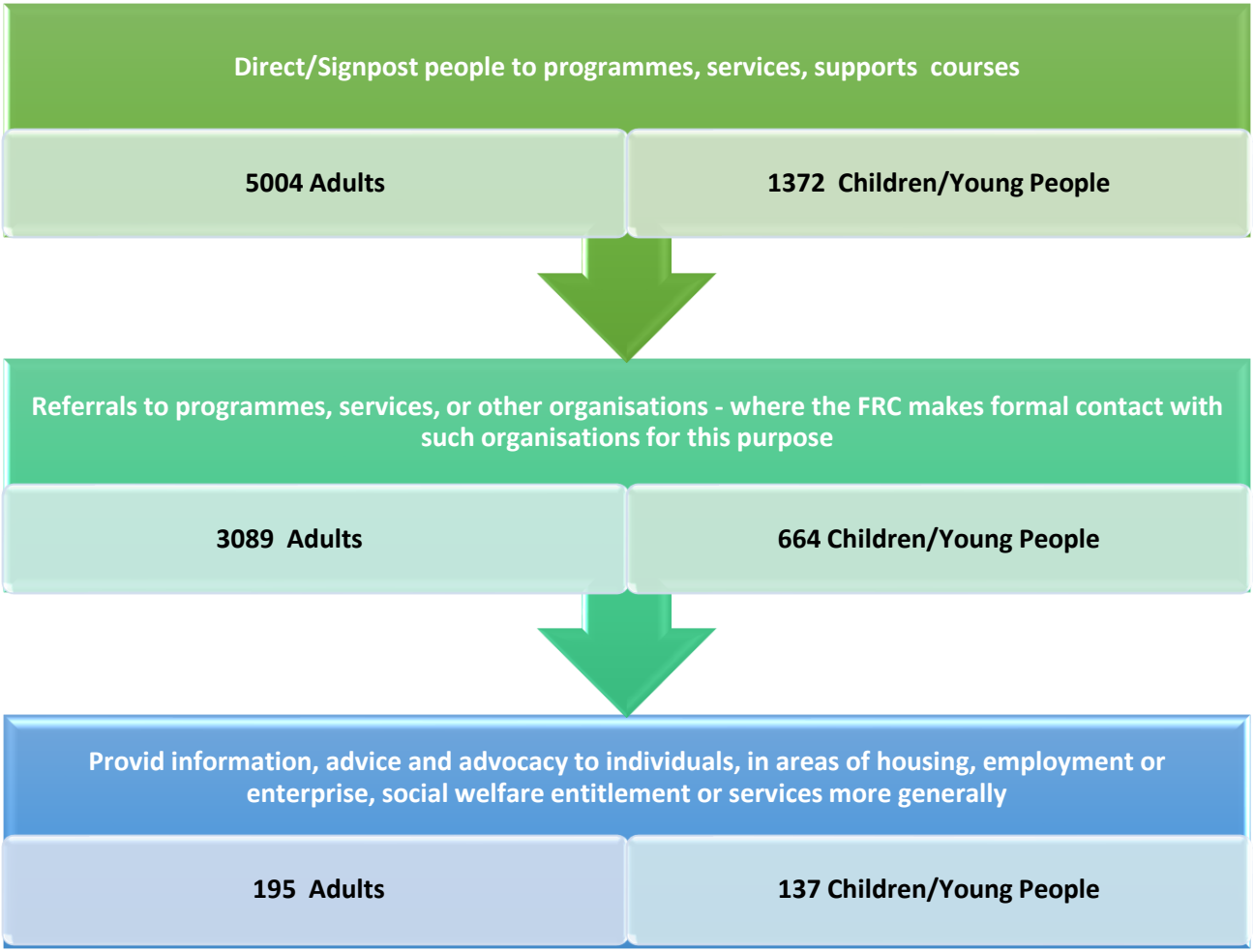
Our highly empathetic and dedicated administrative team provides essential direct services, which many community members rely upon. These supports include reception services, information dissemination, practical administrative assistance, and a compassionate listening ear, reinforcing Tacú FRC's commitment to strengthening community well-being and inclusion.



(Source: 2024 SPEAK Data)

Our Collaboration with Services in Our Community in 2024

Family Resource Centres are an integral part of the Child and Family Agency's Local Area Pathways model and act as a first step to community participation and social inclusion. The programme emphasises involving local communities in tackling the problems they face, and creating successful collaboration between voluntary and statutory agencies at community level. Tacú FRC as a key focal point for onward referrals to mainstream service providers in 2024 provided information, signposting and referral to a range of supports and agencies. There was a significant increase in the need for information from the Ballinrobe community in 2024 resulting in increased signposting, directing and referrals to programmes under Tacú's menu of support but also other services, including mainstream supports such as *Tusla, Education and Welfare officers, Social Work, Citizen's Information Service (CIS) and CAMHS.*



(Source: 2024 SPEAK Data)

"There is an inequality in service provision, a top-down and one-size-fits-all approach is taken by state agencies supporting YP and families this is challenging for a Community Organisation, for families and young people". (Youth Support Team Member)

Impact Summary 2024

At Tacú Family Resource Centre, our mission of family and community empowerment is driven by the real-life experiences and voices of the Ballinrobe community. Our advocacy, support initiatives, and policy development are deeply rooted in understanding and responding effectively to the specific needs of our community members.

Throughout 2024, we remained committed to ensuring active engagement and meaningful support for everyone in our community. By providing accessible information, targeted family support services, and purposeful community development projects, we strengthened our relationships with individuals, local groups, and collaborating organisations. These connections enable us to remain attuned to the community's evolving experiences, concerns, and aspirations.

Utilising methods firmly grounded in community development principles and family empowerment approaches, we have effectively guided our engagement strategies and support services. As a result, our impact in 2024 significantly surpassed previous achievements, fuelling our determination to enhance our engagement efforts, extend our support provision, and advance family and community empowerment through the ongoing implementation of our strategic plan.

(Source: 2024 SPEAK Data)

"The SPACE Project is the first of its kind in County Mayo to offer accessible, comprehensive, integrated, centrally coordinated preventative and early intervention wellbeing service targeting children and youth living in what remains a vulnerable community".

(The SPACE Project - Summative Evaluation Report (Year 1) December 2024)



BALLINROBE FAMILY RESOURCE CENTRE

COMPANY LIMITED BY GUARANTEE

Report and Financial Statements for the year ended 31 December 2024

BALLINROBE FAMILY RESOURCE CENTRE COMPANY LIMITED BY GUARANTEE

SUPPLEMENTARY INFORMATION

RELATING TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

NOT COVERED BY THE AUDITORS REPORT

THE FOLLOWING PAGES DO NOT FORM PART OF THE AUDITED FINANCIAL STATEMENTS

Ballinrobe Family Resource Centre Company Limited by Guarantee
SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS
TRADING STATEMENT
for the financial year ended 31 December 2024

	Schedule	2024 €	2023 €
Income		**767,912**	690,995
Overhead expenses	**1**	**(790,966)**	(678,649)
		(23,054)	12,346
Miscellaneous income	**2**	**13,980**	14,130
Net (deficit)/surplus		**(9,074)**	26,476

Ballinrobe Family Resource Centre Company Limited by Guarantee
SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS
SCHEDULE 1 : OVERHEAD EXPENSES
for the financial year ended 31 December 2024

	2024 €	2023 €
Administration Expenses		
Wages and salaries	**299,235**	316,452
Social welfare costs	**32,066**	32,928
Staff defined contribution pension costs	**22,932**	17,937
Rent payable	**9,000**	11,000
Insurance	**10,934**	10,611
Light and heat	**18,247**	19,829
Repairs and maintenance	**6,547**	8,622
Printing, postage and stationery	**8,906**	2,842
Telephone	**8,426**	7,675
Motor expenses	**7,816**	6,399
Travel and subsistence	**27,472**	21,316
Programme expenses	**282,051**	177,859
Legal and professional	**455**	(1,624)
Accountancy	**4,284**	6,663
Bank charges	**649**	1,172
General expenses	**18,702**	2,636
Subscriptions	**5,653**	1,913
Auditor's remuneration	**615**	3,690
Depreciation of tangible assets	**26,976**	30,729
	790,966	678,649

