

An organisation of
Travellers and settled
people working together





Contents

Chairpersons' Report	01	MABS	18
Director's Review	02	Adult Education	20
Reflections at Service Review Day	04	EQUAL at Work	22
Family Support Service	08	Equality Review	23
Travellers Youth Service	11	Study Visit to Holland	24
After-Schools Programmes	13	EU: Horsemen Project	26
Health Needs Research	15	Staff Training and Development	27
Drugs Response	17	Staff List	28
		Funders and Finances	29

Board of Directors of Exchange House Tribli Ltd (2004)

Hugh McDermott *Management Consultant (Chair)*, Frances Griffin *Dublin City Council (Director)*, Thomas McCann *ITM (Director)*, Laura Geraty *Chartered Accountant (Director)*, Cathleen McDonagh *Parish of the Travelling People (Director)*, Helen Campbell *Director Exchange House (Company Secretary)*, John Hanley *Dublin City Council (Director)*, Mary Fitzmaurice *Society of St. Vincent de Paul (Director)*, Eifion William *HSE (Director)*, Kathy Bradley *Visiting Teacher Service (Director)*, John Cantillon *HSE (Member)*

In November 2004, the Staff and Board of Exchange House took a day out to reflect on where the organisation was at, where we wanted to go over the next five years and how we would get there. We wanted to develop a strategic plan for the next five years which would reflect the evolving needs of our service users in the Dublin area.

The tone of the day was set with a reflective address from Cathleen McDonagh, who represents the Parish of the Travelling People on the Board. Cathleen emphasised that while there is considerable diversity within the Traveller community, the issues that affect all Travellers remain health, education, accommodation and discrimination.

We looked at what has changed within Exchange House over the past ten years, noting that the work of Exchange House is now firmly grounded in principles of community development. The Board is very proactive in directing the activities of the organisation. The diversification of service provision ensures a holistic approach to families including social work, welfare rights information, support in relation to drugs issues, youth services, after school programmes and adult education programmes. The increase in the number of Traveller staff and the recent emphasis on training of staff has resulted in Exchange House having an increased capacity to cope with the

emerging issues among our client group, which are similar to those in wider Irish society and include drug abuse, domestic violence and suicide.

In our strategic review, the challenges we face include finding mechanisms to engage our service users in future planning and development, ways of incorporating measurable indicators across the broad range of services we provide, and increased dissemination at policy level of models of good practice.

Exchange House exists to provide services to those among the Traveller community who require either crisis or developmental supports on an outreach and person-centred basis. The unique factors in Exchange House include an outreach service, high number of Traveller staff and a multi-disciplinary team approach to client work. Lessons learned from our practice inform our lobbying, giving voice towards change on behalf of our service users and we are constantly working to identify and remove structural inequalities. We believe that like any other Irish citizens the Traveller community has a right to all the services provided by the State and that positive access programmes should be available to ensure that Traveller rights are met whilst respecting their ethnicity.

In this work, we are supported by a variety of funders listed at the back of this Review. I would like to take this opportunity to express our gratitude to

those who support our work, to thank the voluntary Board, who have supported me and the organisation. I would also like to thank the Director and staff over the past two years who ensure that the work we do makes a difference to the lives of the people we give voice to and serve.

Hugh McDermott
Chairperson





Directors Review



The last two years represented a significant period of research and reflection in Exchange House, resulting in the refocusing of existing programmes and the development of new initiatives.

Funded by the Traveller Health Unit, we commissioned research into the health needs of the Exchange House service users. The research aimed to gain an insight into the health needs of an extremely marginalised group of

A new project in response to drugs, which we began in January 2003, comes at a time when the drugs issue is seen to permeate across all sections of Irish society including the Traveller community. The lessons learned in this Outreach Drugs initiative so far point to the fact that drugs must be addressed in tandem with a range of issues, including health status, lack of opportunity and low self esteem among young Travellers.

The value of a short focussed programme evaluation was confirmed when Travellers Youth Service undertook the process in 2004. The benefits of a quality youth work service cannot be overestimated in providing positive role models for young people, in engaging them in interesting challenging activities and in providing an informal educational process to them at a critical time in their lives. However, as communities change, so do the needs of their young people and so must the services provided to them. As the evaluation was targeted on the programme, the recommendations were specific and possible to implement immediately. For example, changing the focus to work with young people from 10 upwards has meant that it is easier to develop age specific programmes and work with smaller groups to address particular issues such as drugs in an appropriate way.

people by asking them to identify their experiences and their needs within the health service. It also offered the opportunity to gain some client feedback into our family support service. The research confirmed that the service users of Exchange House were not representative of the main Traveller community, but were indeed a group that found themselves very much in the margins of society and in many cases, of the Traveller community. It also highlighted the ways in which our Family Support Service had developed a trusting relationship with this group of people, and identified gaps in the service which we are endeavouring to address at this time.

‘The last two years represented a significant period of research and reflection in Exchange House, resulting in the refocusing of existing programmes and the development of new initiatives.’



It has been a terrific journey with MABS, with learning on both sides and we are very proud to see the new organisation take its place at national level.

Exchange House Travellers MABS <

As community and voluntary sector organisations grow in size and resources, the need to develop the capacity of organisations becomes more critical. Funding such as that received from the Department of Community Rural and Gaeltacht Affairs to support training and development can have a dramatic effect on an organisation in terms of affirming staff and providing equality in relation to progression routes and lifelong learning opportunities.

We bid farewell to several programmes during the course of the last two years, some willingly, others reluctantly. The Labre Park Women’s programme closed due to FAS refusing to continue funding. For us in Exchange House it was disheartening to see an effective intervention being discontinued. To the women in Labre Park, it represented one more example of the education and training system letting them down in their efforts to address their learning needs.

The EQUAL at Work project came to a natural end, and with it, our role as leaders in the community and voluntary sector site of the project. All involved found it very useful, in terms of looking at the working conditions in the sector and Human Resource practices. We in Exchange House benefited a great deal, both in relation to the work we undertook on staff issues in the community sector



but also by participating in an Equality Review. We will continue to work with EQUAL, in the new Dublin Employment Pact project, which builds on many of the recommendations developed in the last round.

Exchange House Travellers MABS, which had been a part of the organisation since its inception in 1998, finally came of age and left the nest, as it were, at the end of 2004, to become National Traveller MABS. Following the publication of the book “Creditable Alternatives”, it became obvious that in order to pursue the recommendations contained in this publication, Exchange House MABS needed to have a national brief. It has been a terrific journey with

MABS, with learning on both sides and we are very proud to see the new organisation take its place at national level.

The challenges facing us over the next year include building on the staff training that has taken place and finding effective ways to involve our service users more in the development of the agency. As we go to print, Exchange House is in the process of moving into new premises in the city centre. We anticipate that this exciting move will enable us to provide a broader range of services for the Travellers we work with across the Dublin region.

Helen Campbell
Director



This is a series of excerpts from an address given by Cathleen McDonagh to the staff and Board of Exchange House at the Service Review Day in November 2004.

Cathleen highlighted the diversity of people within the Traveller community by referring briefly to the following people

- “A man who was brought up in care and who has no real connections to anyone anymore, but who is a Traveller and who struggles to have his identity recognised in the Traveller community.
- A young girl whose family want to get her married at 16 years of age.
- A young woman who is working each morning of the week, who is doing her best to ensure her family get education, but who is living in appalling conditions which work against her getting the children to school and which creates a lot sickness for her children.
- A man who has been running his own business for years, has been very successful and who wants to remain living on a halting site, but people are saying if he has the money he should move out and buy his house, unable to see that he

wants to remain among his own and having money does not necessarily mean becoming like settled people.

- A young lad who has dropped out of secondary school because there were no support systems in place in his area to keep him there.

“I mention all of the above because there is a very large diversity of Travellers living in Dublin in the year 2004; they have very different needs and often different outlooks on life. However there is one thing that unites them all and that is their identity. Any response that aims at reaching out to the Traveller Community must take into account this diversity of life, they are not a homogeneous group, they are a heterogeneous group.

However there are issues that affect all people who are Travellers, including education, health, accommodation and discrimination.”



Young Travellers expressed a wish list for the future in The Charter drawn up by Citizen Traveller.

- Develop sites for the future ensuring security of accommodation for the next generation
- Consult with young Travellers on the design and planning of recreational space on sites/schemes
- Plan for the sites to be developed with access to other services and not in an isolated area
- Make schools more accessible to Travellers
- Prioritise education
- Educate young people about the value of cultural diversity
- No segregation in classes
- Develop models based on mutual respect
- Travellers in the workplace

Accommodation

“To create true equality in the area of accommodation the people in authority have to accept and try to understand the nomadic mindset of the Traveller person.

The nomadic mindset/lifestyle of the Traveller includes the concept of family, extended family, work, these relationships are at the heart of the Traveller identify. People do not lose what is ingrained in their psyche by the manner in which they live or are forced to live. There is much more to being nomadic than the concept of travel alone.

Good accommodation is a basic human right. One has only to look at the various conditions that people are forced to live in to see that this has

yet to be fully understood by the powers that be. Still 1200 families have nowhere to go; these families are still waiting proper accommodation. The passing of the housing bill criminalizing trespass on public and private lands affects these families who have no place to go. These families are still living on camps with no facilities. Traveller families live in conditions that no other section of society would be expected to tolerate. Studies have shown that there is a critical link between improved accommodation for Travellers and better uptake of education, health and employment services.”

“People are calling for equality in life that a lot of settled people take for granted. Concepts such as access, respect, basic things that make up the fabric of a just society.”



Equality/ lack of equality

"Travellers experience discrimination as part of their every day reality. This discrimination is experienced in a direct way and an indirect way. People will face refusal of services, entry into shops and pubs and hotels also in an indirect way by the failure to accept or acknowledge that Travellers have a cultural way of doing things. Failure to recognise Traveller culture within the school curriculum, the workplace, local authorities' lack of consultation with people. The list could go on. People can tell of a variety of experiences of discrimination. This constant experience of discrimination causes hurt, fear, and embarrassment. Hotels, shops, hairdressers, laundrettes have all been places of discrimination for people".

Education

"More children are staying on in school, but a lot still needs to be done to support them. In some areas this is being addressed. But still young people are dropping out of post-primary because of a lack of support. Education is a very important human right and it is fundamental to the future of Traveller children to have equal access within the education system".

Health

"The infant mortality rate is high within the Traveller Community. Stillbirths are three times the national rate. When one compares this to the fact we are only 1% of the population these statics are bleak. Travellers have an average life expectancy of 10 - 12 years less than the national population. Only 1% of Travellers reach 65. appalling living conditions and discrimination within the health service structures are the main causes for the current poor status of Traveller health. This situation can be compared to the national status of health in Ireland in the 1940s".

"People are calling for equality in life that a lot of settled people take for granted. Concepts such as access, respect, basic things that make up the fabric of a just society."

**Conclusion**

"I bring you back to my opening comment that there is diversity within the Traveller Community. People have different needs and outlooks. We as any other group of people are diverse. We have gifts, talents, and dreams as all people have. We have lives that are filled with people we love. We work and struggle to provide a good life for our children, to give them the best we can. What we do share in common is we are Irish Travellers and suffer for this fact."

"There is hope for the future in the fact that in this room we have both Traveller and Settled working together equally. The Government Task Force stated that the improvement of relationships between the Traveller and settled communities through mutual understanding and respect requires an adjustment in attitudes towards one another and an acceptance of the other culture".

"The Traveller Community is a proud people; our roots go back into the history of this island. We belong here and our way of life is as valid as the settled community. If we were allowed the peace to progress as people equal alongside our neighbours, we know the wisdom we could share with others. We know who we are as a people, we have a history, we also have a future and a story, as all people do."

Cathleen McDonagh
Parish of the Travelling People



"The Traveller Community is a proud people; our roots go back into the history of this island. We belong here and our way of life is as valid as the settled community. If we were allowed the peace to progress as people equal alongside our neighbours, we know the wisdom we could share with others. We know who we are as a people, we have a history, we also have a future and a story, as all people do."

With a case load of about 80 families over the course of the year, much of the social work involves responding to immediate needs.



Funded by The Health Service Executive, our family support team consists of two social workers, an outreach contact worker, part-time welfare rights worker, and a part-time community development worker. The work has been very much informed over the past two years by the framework of the Traveller Health Strategy and the Health Needs research carried out by Exchange House with its service users, and referred to in another article in this review. This has resulted in roles within the team becoming more defined and focussed while still remaining flexible.

Social Work Service

Our two social workers, Maura Seabrooke and Antoinette Farrell, provide a crisis intervention social

work service, generally responding to referrals within 48 hours. Referrals come from a variety of sources, Health Boards and other statutory and voluntary agencies in addition to self referrals from individuals and families.

With a case load of about 80 families over the course of the year, much of the social work involves responding to immediate needs. When time permits and the family is in agreement, developmental programmes in relation to parenting, dealing with conflict and keeping safe, are carried out with families. In general, these programmes are found to be most effective if carried out with individual families.

The issue of domestic violence is one that continues to prove challenging



The aim of our Welfare Rights Service is to enable people to access their entitlements themselves, with appropriate assistance

and our social workers work with women's refuges and other agencies to assist women to keep themselves and their children safe. Recently they distributed cards to women with emergency numbers on them which can be discreetly kept and used when necessary. A simple precaution which has the potential to save lives.

Kathryn Carolan, who had worked as a social worker since 2000, left to take up another position in 2004 and Antoinette Farrell joined the family support team last year.

Outreach Contact

Albert Glynn, our outreach contact worker, continues to keep links between Travellers in prison and their families, between Irish Travellers in England and families here, and to visit elderly Travellers who may have become isolated from their extended family.

The problem of suicide, as in society in general, has become more widely recognised in the Traveller community. Families need huge support in the event of any sudden death and more so in the case of suicide as so many questions remain unanswered. In addition to the family support team working with people in a practical way, ongoing personal contact is maintained regularly so that people have a chance to talk and to begin the process of dealing with the trauma of bereavement.

This type of work, by its very nature, is quiet and consistent. Its value is not always measurable in terms of outputs or figures, and yet it has the capacity to enhance the quality of life for people who often do not reach out for any other service.

Welfare Rights

Our Welfare Rights Worker, Adrienne Hayes, provides an information service each morning in Exchange House. There may be up to 20 queries per week, ranging from social welfare issues, health board problems, late registration of births and accommodation issues. There has been an increase in the number of people returning to Ireland from the UK and finding themselves caught by the Habitual Residency Clause which requires that people coming into the country must satisfy certain conditions of Habitual Residency before they can claim social welfare benefits. Exchange House has made representation to Community Welfare Officers on behalf of many clients as it not intended that this clause apply to people returning from the "common Travel Area " (England, Scotland, Wales, Northern Ireland.)

Most referrals are from other Traveller organisations or self referrals. Where necessary, the Welfare Rights worker will visit a person in their home, either on site or on the side of the road.

The aim of our Welfare Rights service is to enable people to access their entitlements themselves, with appropriate assistance. Increasingly service users are being linked into Local Employment Services (LES), Jobs Clubs, education and training programmes. Links have also been established with voluntary housing agencies.



Community Development

Barney Power, our community development worker, worked to a broad brief within the family support team. Our joint project on accommodation with Dublin City Council, funded by the Department of Environment, came to its completion at the end of 2004. It ended with the visit to a Travellers site in the Netherlands, as reported elsewhere in the review. This joint project focussed on two sites, Grand Canal Harbour and Labre Park. A needs analysis was commissioned in relation to both sites. This focussed on the numbers of families on the sites, their needs in relation to accommodation, community facilities, play space for children, education and training needs and made recommendations for future work on each site. While the needs analysis was not for general publication, the results very much informed the community development work over the past two years.



Barney continued to work with Ballyfermot Travellers Action Project (BTAP) to further developments in Labre Park. The situation on Labre has improved significantly with the formation of BTAP, which has secured the engagement of Travellers on the site in the process of redevelopment.

Grand Canal Harbour site had a huge problem with rubbish over the past two years, however, just before Christmas, Dublin City Council carried out a major clean up and conditions for families on the site have improved.

Other areas where community development work was required were in relation to accommodation included Pigeon House and Inchicore. The future of Traveller sites in the Dublin area appears to be insecure and it is important that local Traveller communities are included in any discussions at local level and that Travellers are kept informed of any local developments that may include, or exclude them. Within areas which are undergoing significant regeneration, it is important to keep Travellers on the agenda, particularly when they have lived in an area for generations.

Policy issues in Family Support
Funded by the South Western Area Health Board, (now the Health Services Executive), the family support team has developed excellent

relationships with health service personnel. Over the past two years, the team has become more engaged at policy level, both with Traveller organisations and with statutory health providers. This can only have a beneficial effect on the lives of our service users and ensure that the issues and lessons are fed back to the decision makers so that the impact of policy on the lives of Exchange House clients is noted and highlighted. This process is vital if change is to occur which will benefit the most vulnerable Travellers in Dublin.

The issues at policy level that have affected the work of the family support team over the past two years include poor accommodation and the Habitual Residency Clause. In addition, there is the need to address the health of men in the Traveller community in a proactive way. The issue of domestic violence and finding an effective way to address it is ongoing and needs further research if appropriate responses are to be developed.



The past two years have seen considerable changes in the Travellers Youth Service (TYS). It was decided to engage an outside evaluation of the programmes run by the YYS in order to examine the needs of young Travellers and to look at the programmes being run by the YYS, to highlight any gaps and to make recommendations as to future programmes. This was in response to staff changes, the appointment of a new YYS Project Leader, William McDonagh, and a sense among Exchange House youth workers that the needs of the young people were constantly changing and they needed to review the way they responded to those needs. It was both timely and challenging, and it was a great credit to the youth workers that they entered into the spirit of the evaluation with a high degree of openness and willingness to reflect on their work in a critical way.

Among the issues which were raised in the evaluation included the need to have targeted programmes to raise awareness among young people about the growing drug culture prevalent in many areas of Dublin and the specific needs of young male Travellers who traditionally have left the youth service by the age of fifteen. It was felt they would benefit considerably from programmes designed to develop their leadership and peer support skills. In addition, there was a need for young Travellers to participate in more integrated programmes with settled

young people, building on areas of common interest, such as horses.

One very significant change that was a direct result of the evaluation was a decision by YYS to work only with young people over the age of 10, as is the case in the majority of youth services. Previously, they had worked with children from the age of six upwards. It is now felt that the needs of under tens are better met by child care focussed programmes.

The evaluation proved a very valuable learning experience for YYS and they were then in a position to refocus their programmes, with a grounded sense of the needs of their members. The programmes developed include an integrated programme on horse care run in conjunction with Cherry Orchard Youth Service, and a Men's Group run in Ballymun with 20 young men, focussed on team building and personal



The issues which were raised in the evaluation included the need to have targeted programmes to raise awareness among young people about the growing drug culture prevalent in many areas of Dublin



Travellers Youth Service <

Travellers Youth Service also engages with young Travellers who may be homeless, living on the streets.

development, working alongside Ballymun Regeneration Ltd to focus on training needs and development of appropriate programmes within the changing local environment.

For the first time, a Drugs Awareness Programme was run onsite in Ballymun with teenagers. This was developed by TYS and Richard, our Outreach Addiction Counsellor in Exchange House. It proved to be very successful in engaging the young people and their parents on this sensitive and challenging topic.

TYS also engages with young Travellers who may be homeless, living on the streets. This type of programme involves keeping in touch with the young people by doing street outreach work, mainly at night, developing positive relationships with

the young people and ensuring that they know there is a sympathetic person available to listen to them.

Outdoor activities and camping trips are of course a very popular way of team building and developing self esteem among young people and are a regular part of TYS activities. According to Travellers Youth Service themselves, the policy issues that remain to be addressed include underage marriage, accommodation, early school drop out, the lure of the streets, young Travellers in care and their sense of identity, drug and alcohol misuse and the problem of suicide. It is intended during the coming year to develop ongoing developmental and support programmes in these challenging areas. The strength of TYS lies in its strong Traveller identity, the relationship it has with parents and its potential to provide positive role models for the young Travellers it works with.

Stuart Garland, who had worked with Travellers Youth Service since 1997, left to take up another position, and Emma Parsons joined the youth service in 2004.

TYS is funded by the Department of Education and Science through the City of Dublin Youth Service Board.



After Schools Programmes <



Labre Park and Kylemore Grove After-Schools Programme

Our After Schools programme in Labre Park has been running since 2001 and continues to support young people aged eight to twelve in their primary education. Funded through the Young Peoples' Facilities and Services Fund and the School Completion Programme, the programme has seen a steady increase in transfer rates from primary to secondary level education. Through the programme, co-ordinator Christine Hughes and her staff aim to encourage school attendance and to promote a positive attitude to education. They provide homework assistance, literacy support, computer skills and curriculum appropriate activities. These are balanced with personal development activities such as arts and crafts, music and dance, games and group activities,

projects and educational trips. There are currently 30 boys and girls availing of the programme and five staff work with the children providing one to one assistance where needed. The most popular activity on the programme has been computer skills and this remains an invaluable resource in terms of literacy support. There has also been a successful music programme run by CEOL where the children learned about reading music, understanding rhythm and singing together. The musical instruments they were introduced to proved so popular that another CEOL programme was organised for tin whistle lessons.

At this stage, all young people on the site of the appropriate age can be facilitated in the programme.

Our After Schools programme in Labre Park has been running since 2001 and continues to support young people aged eight to twelve in their primary education.

In September 2004 Exchange House received funding from the Dormant Accounts Fund to set up a new programme for young boys in Labre Park. This 'Learning On The Streets' (LOTS) Programme has been developed by The National College of Ireland and will provide support for boys in the 10 to 15 year age group to stay in education. It will run alongside our

current After Schools and Youth Service Programmes. The LOTS Programme has the potential to have a huge impact on the future education of the boys in Labre Park and is an exciting development due to commence in Spring 2005.

St. Oliver's Park Bridgeview After-Schools Programme

Since September 2002, our After-Schools Programme in St. Oliver's Park and Bridgeview has been working with parents and children on the site to provide positive experiences of education. It is funded by the Department of Justice and Law Reform Equal Opportunities Programme and the School Completion Programme. Julie McDonagh took over as coordinator following the departure of Christopher Eccles.

A needs analysis carried out by TYS indicated that for parents and children, homework support was the first priority and that has formed the core of the programme. The children also work at basic computer skills and there is a big emphasis on reading for pleasure through a read and learn programme.



After Schools Programme <

In order to counteract the tendency towards a sedentary lifestyle among young people, a Physical Exercise programme was introduced and has proved very popular with the children and parents. Off site activities such as visits to places of interest in the city are carried out on a regular basis and facilitated by the youth workers. Oliver's Park is working at full capacity and has a waiting list of children wanting to attend the programme.

Lessons from our After-Schools Programmes

Exchange House has learned a lot from the experience of running both programmes over the past five years. Both After-School Programmes were set up based on the belief that the active engagement of parents and children in the educational process is the most effective way of ensuring positive learning experiences for the children and the outcomes have proved that this is indeed the case. Parents are supported in their liaisons with schools, which can be

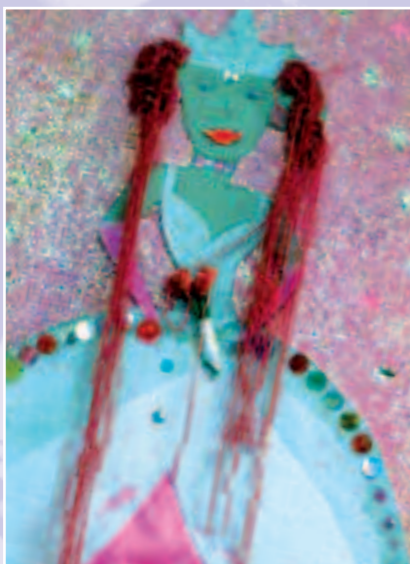
ongoing basis to develop and sustain relationships between the After-Schools programmes, the teachers in the local schools and the parents. The importance of this work cannot be overestimated.

The capacity of such programmes, when run in close cooperation with local schools, the Visiting Teacher Service, on an interagency model, to deliver a higher quality educational experience is agreed by all the parties involved. From our point of view, it would be desirable to have the funding streamlined, as a significant amount of resources at organisational level go into sourcing funding from a range of funders and carrying out varying levels of reporting. The fact that the programmes are managed by a Traveller organisation such as Exchange House ensures that the Traveller community has a sense of ownership of the programmes. However, it would seem a more sensible use of resources if both programmes could be funded through the same source, such as, for example, the school completion programme. In that way, they could be evaluated locally, and be part of a more cohesive local strategy to ensure that Traveller children are given the best possible chance of equality of outcome within the education system.

challenging for people who have not had good experiences of education in the past. Parents sit on the advisory groups of both programmes and people from the site are employed wherever possible in the programmes.

The advisory groups of both programmes are comprised of a broad range of representatives of the Agencies working on the sites, including Dublin City Council, Health Service Executive and Ballymun Travellers Action Project. We are particularly fortunate to have the active engagement of the Visiting Teacher Service, who work on a

Off site activities such as visits to places of interest in the city are carried out on a regular basis and facilitated by the youth workers.



Health Needs Research <

There was a strong link between inadequate accommodation and poor health, both mental and physical... the concept of cultural homelessness was highlighted and identified as a significant factor in people feeling the lack of a "key source of spiritual, mental and emotional resilience and well being."



Since 1980, the Family Support Service has worked with vulnerable Travellers in the Dublin area. In order to ensure that our service was really responding to the needs of our service users, we decided to carry out research specifically into the health needs of our client group. Funded by the Traveller Health Unit, this was completed in 2004.

The methodology was developed with a view to assuring absolute confidentiality, and included a

questionnaire survey, focus groups, profile of 40 high support clients from the files.

The research was carried out by Mairin Kenny, in association with Eileen McNeela. Suzanne Dunne, a member of the Traveller community, acted in a research liaison capacity and facilitated many of the individual and focussed interviews. With such a team we were confident that we would gain useful insights into the health needs of the people who use our services.

The research confirmed what had been known by the family support team over the years, that the service users of Exchange House were not typical of the Traveller community overall, but had much in common with other extremely disadvantaged groups. There was a strong link between inadequate accommodation and poor health, both mental and physical. Based on work with other nomadic communities, the concept of cultural homelessness was highlighted and identified as a significant factor in people feeling the lack of a "key source of spiritual, mental and emotional resilience and well being."



The trusting relationship developed over the years was regarded as significant by clients as was the high number of Travellers on the staff.



Many needs were identified, the most pressing being the health of the Traveller men in the families we work with who have a high risk of stress-related illnesses. The welfare of mothers particularly related to ante and post natal services and the high

priority. Other factors requiring responses included parental isolation, rising addiction among young people, the misuse of alcohol and a "culture of endurance" among older people which led to them not availing of the services to which they were entitled.

In relation to health service provision, there was a high level of satisfaction overall, although unfriendly waiting rooms and Accident and Emergency departments were noted. Among the difficulties highlighted were problems with medical cards, lack of transport, undelivered appointment letters, not being able to read forms or written material. In general clients seemed to have low expectations of services for them, and required a high level of support from Exchange House.



use of accident and emergency services. The needs of children were always addressed by the parents as a

Health Needs Research <

The strengths of Exchange House were highlighted as including strong links with the Health Service Executive, Childcare services and Public Health Nurses. The trusting relationship developed over the years was regarded as significant by clients as was the high number of Travellers on the staff. The research did point out that crisis intervention work tended to leave very little time for developmental work, with 300 active files per annum and about 80 high support clients at any one time. Among the recommendations for service provision were increased advocacy support, a clear pathway for identifying and addressing gaps in service provision and consideration to be given to setting up an outreach Primary Health Care Programme for marginalized Travellers.

This research was designed to inform the work of the Family Support Service and was not intended for general publication or dissemination outside the Traveller Health Unit and Health Service Executive.



Exchange House Drugs Response Project <

In 2000, we submitted a proposal to the South Inner City Local Drugs Task Force for funding for a pilot project in response to the growing problem of misuse of drugs within the Traveller community served by Exchange House. Funding was provided towards the end of 2002, and in 2003, Richard Redmond was appointed as Outreach Addiction Counsellor with Exchange House, working as part of our Family Support team.

The project aims to develop a response to the needs of Travellers in the South Inner City who are at risk of becoming involved in drug misuse and addiction and to deliver a service that is client-centred, non-judgmental and collaborative.

Richard provides counselling to clients where appropriate. He will refer people to assessment and treatment services with a view to supporting them in sustaining treatment. He has developed information and education programmes for use with our women's groups and the Travellers Youth Services.

Lessons so far

So far, the project has developed a distinct identity among our service users. The project has confirmed that it is impossible to separate the problem of drug misuse from the other issues facing Travellers, such as inadequate accommodation, discrimination, poor experience of education and

consequent low self esteem among many young Travellers.

The value of working within a multi disciplinary team brings added benefits to the project in that clients can be linked into the youth services, or other aspects of family support, such as welfare rights information.

In common with other drug projects, Richard sees the frustration experienced by clients who go through an assessment procedure only to be told that there is a long waiting list for treatment.

The fact that the service is outreach rather than centre based means that trusting relationships can be built up in an informal way with clients, and they can be accompanied on the difficult journey towards dealing with their addiction.

The outreach element of the project appears to be a significant factor in accessing a hard to reach target group. The considerable amount of time spent on this part of the work has enabled the service to link in with over 100 people.

Our Drugs project has succeeded in engaging Travellers in this sensitive area. The challenge is now to move on, in conjunction with other providers in the city area, to develop an

integrated approach with managed entry and exit points so that people who are ready to address their drug or alcohol problems will find a ready and accessible pathway to assist them.



Exchange House Traveller MABS has taken on new staff and moved to new premises, in preparation for the major development of leaving the confines of the Exchange House organisation and becoming a national organisation within the MABS structure in 2005.

In the last two years, Traveller MABS has had a total of 106 new clients on its books. Of these, 47 lived unofficial halting sites and 22 on unofficial halting sites, with 9 people living on the side of the road. The rest of the clients lived in a variety of

The coordinator, Nuala Ni Ghabhann and her staff, Nancy Power, Lisa Whelan, Liz Daly, Margaret Collins and Hilary Ryan. will ensure that in its national role, MABS will support its current and future clients by linking them into local MABS and credit unions and work with those organisations to enhance their capacity to work with Travellers in a culturally appropriate and accessible way.

At policy level, Traveller MABS has been involved with a number of organisations addressing issues such as anti-racism, Traveller accommodation, access to credit for marginalised groups. A couple of interventions deserve to be highlighted for their innovation and potential impact.

LIR (Liberties, Inchicore, Rialto) anti racism training modules were developed in 1993 with strong support from Exchange House Traveller MABS. Staff from MABS were actively engaged in developing and delivering the pilot modules, using their experience of racism and discrimination against the Traveller community. National Traveller MABS continues to sit on the management committee of LIR.

Prison Savings Scheme

An innovative scheme was initiated which aimed to encourage savings among those serving prison sentences

Recently Exchange House Traveller MABS has taken on new staff and moved to new premises, in preparation for the major development of leaving the confines of the Exchange House organisation and becoming a national organisation within the MABS structure in 2005.



accommodation, ranging from Group housing to bed and breakfast and emergency accommodation. Most of the new clients were from the Clondalkin area. The majority of clients either referred themselves or were referred by a Traveller Support Group. Most people came for assistance in renting a trailer.



Prison Savings Scheme - an innovative scheme aimed to encourage savings among those serving prison sentences by linking them into a credit union local to the prison.

by linking them into a credit union local to the prison. Having savings in a credit union would have significant benefit to a prisoner upon their release in that they would be in a position to borrow money to help with, for example, the deposit on a flat or budgeting for future needs. Exchange House Traveller MABS worked closely with Irish Prison Services, the Irish League of Credit Unions, Phibsborough Credit Union, Dublin North City MABS, Probation and Welfare and Exchange House Family Support Team to put together a workable and accessible proposal which would benefit not only Travellers in prison, but all prisoners. This proposal is currently with the Registrar of Credit Unions and it is hoped that it will become operational in the coming year.

Both these initiatives illustrate the potential of statutory and community based agencies working together to address common problems.

May 2003 saw the launch of the book "Creditable Alternatives" proposing innovative models of savings and credit which could be adapted for use not only by the Traveller community, but by any other marginalised groups.

Towards the end of 2004, the capacity of Exchange House Traveller MABS was greatly enhanced by the recruitment of an Education Officer, Hilary Ryan. This will enable the new

National Traveller MABS to fulfil its function of delivering education both to the Traveller community, local MABS, Credit Unions and other financial institutions.

By the end of 2004, Exchange House Traveller MABS was poised on the brink of becoming a national Traveller organisation. A new limited company has been formed, with a Board of Directors. Exchange House will of course continue to offer ongoing

The journey has been a long and sometimes arduous one, from pilot project in 1998 to fully fledged national organisation heading into 2005. We are very grateful to the support offered by the Department of Social and Family Affairs, the National MABS Coordinator, Liam Edwards and Michael Culloty of MABSndI.

Through their support, and with the experience gathered over the past seven years, National Traveller MABS



support in whatever way it is required to ensure the successful launch of what is likely to be a significant organisation in enabling the Traveller community to address its savings and credit needs

can look forward to the future with a degree of confidence and dynamism for work ahead.



Adult Education <

The literacy support has been so beneficial that CDVEC has agreed to provide additional supports for 2005.

The City of Dublin Vocational Education Committee (CDVEC) provides funding for two tutors to provide basic adult education to Exchange House service users. The work of the tutors was reviewed at the end of 2002 and during 2003 and changes were made in the service provision. It was decided to concentrate the efforts of the adult education programme in the Inner City Women's group, in order to afford participants the greatest possible opportunity to improve their literacy and numeracy skills with a view to acquiring FETAC certification. This policy has been found to be very effective in improving the certification achievements of the group.

The literacy tutors also provide an in-house service on Tuesday afternoons to provide literacy support to other service users who may wish to improve their skills and practice for their Driving Licence Theory Test.

Labre Park Women's Programme
Our Labre Park Women's Programme continued its successful work with women from Labre Park site, Ballyfermot. A programme on Child Development, developed in coordination with the Community Health Worker and Crumlin College in

order to prepare the women to take up employment in the child care area and to enable them to develop their parenting skills proved very effective. Feedback from social workers and health workers reported a significant improvement in parenting and highlighted the fact that the women were becoming more articulate in identifying their children's needs and the supports they required to address them. At the annual award ceremony in Crumlin College, Margaret Wall, one of the participants on the programme, became the first person associated with Crumlin College to receive a complete FETAC Foundation Certificate.

Despite the demonstrable success of the programme in providing second chance education to a group of women who had been failed by the education systems all their lives, we were informed by FAS that it would no longer continue to fund the programme after July 2003. In spite of letters of support being submitted by a wide range of statutory and voluntary supporters, the Labre Park Women's Programme ceased operation in July 2003. It has not been replaced, although Ballyfermot Travellers Action Group obtained some funding for a part-time programme.



Adult Education <

Inner City Women's Group

Over the past two years, there have been many changes in this group, which is funded by FAS and supported by CDVEC. Originally located behind St. Catherine's Church, Meath Street, in 2003, the group moved to new premises in the old convent in Goldenbridge, now owned by Dublin City Council. This move proved to be beneficial in many ways, the most obvious being that it linked the Women's Group into other agencies operating in the Inchicore Area which has resulted in enhanced learning opportunities for the participants.

With the additional space, the group was able to welcome new members who had moved into the recently completed houses in the Inchicore area. In addition, several women joined the group from Labre Park site in Ballyfermot. The group is now operating at full capacity with 16 participants on the programme.

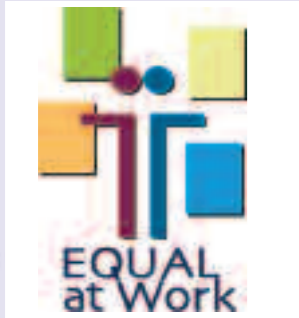
The FETAC Modules completed to date include Child Care, Communications and Computer Literacy. A six-week programme was set up to build on last year's introductory health programme.

In tandem with stronger links being forged at local community level, the group has also broadened out its links with other Traveller groups at national level. Two participants attended the AGM of the National Traveller Women's Forum (NTWF) in 2004 and one woman has volunteered as a member of the NTWF organising committee, attends meetings during the year and keeps the group up to date with feedback. Along with increased engagement with other Traveller groups in the Dublin area, the women in the group are beginning to engage actively with the Traveller community at local and national level which is a vital part of their capacity development in terms

of participating more fully in their own community as well as linking in with local mainstream community activities.

Along with increased engagement with other Traveller groups in the Dublin area, the women in the group are beginning to engage actively with the Traveller community at local and national level which is a vital part of their capacity development in terms of participating more fully in their own community as well as linking in with local mainstream community activities.





....documenting and collecting data around human resource issues impacting on equality and diversity in organisations in the community and voluntary sector.

EQUAL at Work, the EU project developed through the Dublin Employment Pact (DEP), came to an end in 2004. Exchange House was the lead organisation in the community and voluntary sector site.

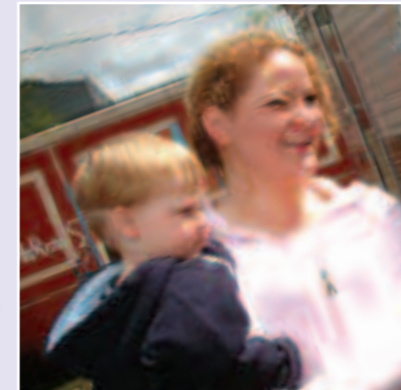
Two pieces of research were carried out by the Community and Voluntary site. The first aimed to identify existing Human Resource practices in relation to promoting equality and diversity through systems of recruitment and progression within the Community and Voluntary sector. It also identified barriers to the further development of good practice in these areas. The second looked at the impact of funding mechanisms and reporting arrangements on the human resource practices of Community and Voluntary organisations.

Both pieces of research were carried out with a view to documenting and collecting data around human resource issues impacting on equality and diversity in organisations in the sector. The ultimate aim was to raise awareness of these issues and to lobby for change both within the organisations themselves and within the government departments and agencies which fund them.

A training module was developed on the issue of equality and diversity in human resources for community and voluntary organisations. This module was delivered as part of the National College of Ireland's course on Management in the Community and Voluntary Sector.

For further details on the research and the EQUAL at Work project contact the Dublin Employment Pact (01 878 8900) or view www.exchangehouse.ie

Exchange House was the first community-based organisation to apply for and be granted an Equality Review by the Equality Authority.



Exchange House applied for the Equality Audit as a way for us to reflect on what it means in practice to say that we are "an equal opportunities" employer.

The Auditors, HR Training and Support Services, were selected following an application and interview procedure. The process of the Review was as follows:

- Engagement with staff Audit
 - Monitoring and Attitudes Survey
 - Interviews with staff
- Training
- Updating of policies and procedures
- Development of Action Plan

The Audit covered:

- Policies and procedures
- Recruitment and Selection
- Promotion
- Pay levels of men and women
- Working environment
- Dispute and conflict resolution

The Auditors carried out training, first of all with other members of the Dublin Employment Pact EQUAL community and voluntary site and then with staff in Exchange House. Training covered recruitment and selection, preventing and eliminating bullying and harassment in the workplace.

In addition, having revised the policies and procedures of Exchange House, staff were engaged in a consultation process around the revised policies.

Overall, we were very pleased with the outcomes of the Equality Review. Fortunately, no major problems were identified in the process, however, many insightful and valuable recommendations for change emerged which were incorporated into the Action Plan. It is anticipated that the Auditors will return to the organisation in about 18 months to review progress on implementing the Action Plan.

While the Review was designed to inform our development as an organisation and is not for public dissemination, we would heartily recommend the process to any other organisation as providing a space for reflection and refocus. It is likely that the Equality Authority will disseminate any general lessons which have emerged from all the Equality reviews carried out to date.

We would like to extend our thanks to the Auditors, to the Equality Authority for facilitating the process and to the EQUAL Programme Unit within the Department of Enterprise Trade and Employment for funding the Review.

Over the course of the past two years, Exchange House was the subject of an Equality Review. We were the first community-based organisation to apply for and be granted an Equality Review by the Equality Authority. Due to funding difficulties, the Review was funded by the Department of Enterprise, Trade and Employment, under the EU EQUAL Initiative.

The aim of the review was to carry out a comprehensive examination of the policies, practices, procedures and perceptions which operated within the workplace in a concerted effort to actively promote equality of opportunity and outcomes, remove inequalities and any barriers which may block the participation and potential of all employees.

Such a root and branch examination is of course challenging to any organisation, and it has to be said that all the staff engaged in the process in an open and constructive way.



While people told us there was discrimination against Travellers, they also seemed very positive about educational opportunities. Most had family members who had gone to University and who worked in good jobs in mainstream economy.



In October 2004, William McDonagh, Barney Power, Patrick Stokes and Helen Campbell of Exchange House visited a Traveller site in Emmen, Holland, with representatives from Dublin City Council and Health Service Executive. The visit was funded through the Dublin City Council/Exchange House joint project on accommodation, funded by the Department of the Environment.

The aim of the study visit was to look at the site, with a view to exploring the process which resulted in appropriate accommodation being provided for Travellers. We were also interested in looking at the Traveller Economy in the town and the supports which enabled it to thrive.

The visit was facilitated by a local mediator from Emmen.

The site was large and spacious, with wide roads, a considerable amount of green space and woodland. There was provision for the keeping of animals (rabbits, chickens and horses) and parking for vans. The younger members of the families on site were provided with apartments adjacent to the site in the event of their being no vacant places on the site.

The housing provision was mainly chalets, paid for by the residents. The variety of styles allowed for individuality and an attractive environment. In terms of cleanliness

and order, the site was extremely well maintained with no visible rubbish. The area where animals were kept was well fenced and clean.

The site had two bars, and a first division football club managed by Travellers which had players from a variety of backgrounds. The Board of the club consists of Travellers from the site and is sponsored by a Traveller owned enterprise.

Emmen is divided into a number of neighbourhoods, each with its own maintenance programme and staffing. The site is treated as one of the neighbourhoods by the local authority and receives the same allocation as other neighbourhoods.

The visit was hosted by some of the residents on the site. We noticed that there were a lot of similarities in décor between the Dutch chalets and Irish trailers, despite there being no connection between the two communities. Examples included religious iconography and the collection of china, in this case, Royal Albert.

While people told us there was discrimination against Travellers, they also seemed very positive about educational opportunities. Most had family members who had gone to University and who worked in good jobs in the mainstream economy.

Discussions indicated that the health service in the Netherlands is excellent and basic health care is free so that a move into employment or self employment does not carry any risk of loss of medical card which can be a deterrent in this country.

We visited several scrap yards run by Travellers. These were quite large, fitted out with quality machinery, well organised and appeared to be thriving. Supports included a deal negotiated with the Revenue Department which enabled Travellers to phase in their tax liabilities. This was negotiated by a support worker who assisted them in drawing up business plans and filing tax returns and audited accounts.

Much of the funding for the Traveller economy initiatives came from a revolving fund set up by the Catholic Church.

We visited a primary school for Travellers, founded in 1954, which had been originally on the site and then had relocated into a local housing estate. It was a Traveller only school to start, but due to demand from settled children now had a 60/40 ratio of Traveller children to settled attending.

Overall, we felt that the visit was very worthwhile. We learned some valuable lessons, and at the same time, we were able to see the strengths of the Irish situation in a positive way. One of the most striking things we noticed was the similarity of culture between the Irish and Dutch Travellers, despite the fact that there hasn't been a historical connection between the two communities. There are common

issues facing both communities i.e. discrimination, lack of understanding of cultural traditions and frequent lack of participation in planning the accommodation agenda.

There appeared to be strong potential for future partnerships in relation to work with young people, entrepreneurship, women's programmes. We noted that there didn't appear to be much evidence of a community development approach and no evidence of Traveller employment in any of the participant organisations. No suggestion of Traveller organisations involved in direct service provision or advocacy. Ireland is well ahead in this respect. We were told that government policy does not encourage minority organisations to have their own specific organisations as that can lead to exclusion from Dutch society and isolation.

There is learning in relation to the development and management of sites to a high standard.



The feasibility of a Traveller Housing/Accommodation Agency is an area that could be explored.

While the policy in this country is strongly in favour of integrated education, we were very struck by the school in which Traveller culture was strongly promoted, and where settled and immigrant children could learn about Travellers in a positive way.

In relation to the Traveller economy, it was interesting to see the sort of supports Travellers found useful in both start-up and maintaining a business. In many cases, Traveller women learned in their training programmes how to do the administration for businesses. However, with the scrap market at saturation point, there didn't appear to be much in the way of new enterprises being developed, Travellers are now encouraged to look to the services sector for employment.



The Horsemen Project is an EU project funded under the Leonardo da Vinci Programme, it was designed to meet the needs of Travellers, Gypsies and Roma young people in the area of vocational training. Traditionally, these communities have been associated with horses and feedback indicated that a training programme based on the care of horses would be a useful way of engaging with young people in the communities and provide them with skills relevant to the labour market in each of the participating member states, Ireland, Spain and Hungary.

The Project drew together training providers to Travellers, Gypsies and Roma, community based organisations, community representatives and experts in the area of horse care in a way that ensured wide ranging consultation and engagement from the outset. The project was coordinated by the National Coordination Unit of Traveller Training Centres.

The overall aim of the project was to develop a module for use as part of vocational training. Exchange House was asked to coordinate the consultation phase prior to module development and to assess the needs of young people and potential employers. The objectives included engagement with Travellers (Ireland), Gypsies (Spain) and Roma (Hungary); to identify the skills present within the various communities in relation to horse care, to determine the level of

interest in the care of horses among young people in the communities and to make recommendations for the development of a module for use with the target groups.

William McDonagh, Barney Power and Helen Campbell visited Traveller and Roma communities in Holland, Hungary and Spain as part of a transnational consultation.

Our consultation confirmed that there was a high level of interest in horses, with Ireland showing the highest degree of experience in horse care among Travellers. There was a definite willingness to learn in key areas such as safety and training and a high-level of interest in a course related to caring for horses.

Our consultation confirmed that there was a high level of interest in horses, with Ireland showing the highest degree of experience in horse care among Travellers.

As far as employers were concerned, the attitude and interest of the young people was more important than actual skills, as they could develop that on the job. Their preference was for some experience and basic skills in stable routine as well as a knowledge of safety, hygiene and general feeding.



Exchange House presented the final consultation report at a conference in Hungary in 2004, and as a result of that, the module has been developed. In addition to the actual experience of participating in a transnational project, very useful contacts were made at national and EU level, including the Travellers site in Emmen referred to also in the Review. It is likely that Travellers Youth Service will use the

Horsemen module as part of their work with young men in conjunction with local equine centres around the Dublin area.



In 2003, Exchange House was granted funding over the following three years by the Department of Community Rural and Gaeltacht Affairs under the Training Supports to Community and Voluntary Sector for staff training and development.

The Board decided to carry out a Training Needs Analysis (TNA) to ensure that the allocation of funding for staff training was utilised in a strategic manner by supporting appropriate staff development and maximising the benefits to Exchange House service users.

Exchange House is committed to developing the capacity of all its staff, in particular those staff who, while they may have valuable experience, would benefit from acquiring accredited training.

The research brief was put out to tender. The Board set the following terms of reference:

- To examine the roles in Exchange House to deliver quality services
- To identify skills and qualifications needed to fulfil those roles
- To assess skills, qualifications and strengths of current staff
- To develop a strategy to bridge the skills/qualifications gap at organisational level
- To develop, in consultation with individual members of staff, individual staff training and progression plans
- To provide a final report to Board and Director of Exchange House

support worker to support and prepare staff who were undertaking training programmes.

In addition to individual training options, several organisational options were identified in which groups of staff could participate. These included training on domestic violence, supervision skills, letter/report writing and record keeping and presentation and communication skills. Introductory training in child development was organised with Barnados for those who would work with young children either in an after-schools or outreach contact setting.

The whole process of the Training Needs Analysis has had a very positive and visible impact on people's perception of their own capacity to undertake training, on the need to update skills on a regular basis and on staff willingness to participate in group or individual programmes.

The added value of such funding to an organisation cannot be over stated and we are indebted to the Department of CRAGA for the support in this area.

Claire Barry was appointed to carry it out and her report was completed in August 2004.

The report presented a valuable map of the skills required within Exchange House and the diverse skills among the staff. Each staff member emerged from the process with an individual progression pathway. Following the production of the report, Clare continued in the role of learning



Helen Campbell *Director*
 Marianne Gibney *Administrator*
 Caroline Anglim *Office Cleaning*

Family Support Team

Maura Seabrooke *Social Worker*
 Kathryn Carolan *Social Worker [left 2004]*
 Antoinette Farrell *Social Worker [joined 2004]*
 Albert Glynn *Outreach Contact Worker*
 Mary Fanning *Welfare Rights Worker [left 2004]*
 Adrienne Hayes *Welfare Rights Worker [since 2004]*
 Barney Power *Community Development Worker*
 Richard Redmond *Outreach Addiction Counsellor*

Adult Education

Margo Kelly *Tutor VEC (seconded)*
 Elizabeth Seigne *Tutor VEC (seconded) [left 2003]*
 Patsy Fanning *Tutor VEC (seconded) [since 2003]*

MABS

Nuala Ni Ghabhann *Coordinator*
 Nancy Power *Assist Coordinator / Money Advisor*
 Lisa Whelan *Money Advisor*
 Elizabeth Daly *Administrator*
 Margaret Collins *Administrator*
 Hilary Ryan *Education*

EQUAL at Work

Anna Gunning *Coordinator*
 Adrienne Hayes *Administrator*

Travellers Youth Service

William McDonagh *Project Leader*
 Stuart Garland *Senior Youth Worker [left 2004]*
 Margaret McLoughlin *Youth Worker*
 James Maugham *Youth Worker*
 Patrick Stokes *Youth Worker*
 Emma Parsons *Youth Worker*
 Christine Hughes *Labre After Schools Co-coordinator*
 Deborah McGuinness *After Schools Assistant*
 Karen Meagher *After Schools Assistant*
 Margaret Wall *Labre Assistant*
 Margaret Moloney *Labre Assistant*
 Julia McDonagh *Oliver's Park Coordinator After Schools [since 2004]*
 Christopher Eccles *Oliver's Park Coordinator After Schools [left 2004]*
 Caitriona Sharkey *Oliver's Park Teacher After Schools*
 Julie Michelle Power *After Schools Assistant*

Women's Programmes

Rita Behan *FAS Course Co-ordinator Inner City*
 Tina Reddington *FAS Assistant Meath Street*
 Julie Wright *FAS Course coordinator Labre Park 2003*

Health Service Executive
 City of Dublin Youth Service Board
 Department Social and Family Affairs
 Dun Laoghaire Vocational Educational Committee
 FAS
 Area Development Management Ltd
 Department Community, Rural and Gaeltacht Affairs
 Department Enterprise Trade and Employment (EQUAL)
 Department of Education and Science
 Dublin City Council (Department of Environment)
 Leonardo da Vinci (EU)
 Ireland Fund
 Dublin Bus
 Irish Youth Foundation
 Urban Ballyfermot

Summary of Finances

	2003	2004
Income	€1,076,489	€1,145,495
Operating Expenses	€1,120,337	€1,133,390

Audited accounts available on request.



Funded by the Irish Government under the National Development Plan, 2000 – 2006



EUROPEAN SOCIAL FUND:
helping develop employment by promoting employability, the business spirit and equal opportunities and investing in human resources



EXCHANGE HOUSE
Travellers Service

61 Great Strand Street, Dublin 1
T: (+ 353 1) 872 1094
F: (+ 353 1) 872 1118
info@exchangehouse.ie
www.exchangehouse.ie