



# Annual Review

April 2006 – March 2007



Promoting a society where  
individuals *and* families  
can reach their potential

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### Vision

To promote a society where individuals and families can reach their potential.

### Mission

To contribute in a practical way to the understanding and reduction of the causes and effects of violence, suffering and social deprivation on our community. We will provide services to support vulnerable and undervalued individuals, families and children and when necessary, speak on their behalf.

### Ethos and Values

Our ethos is informed by Quakerism. The belief in a divine presence in each of our lives is the basis of Friends' concern for peace and social justice and is the prime mover for establishing various services. This fundamental belief leads us to value the worth and individual potential of each person and ensures that in practice we:

- are accepting and non-judgemental;
- respect all persons regardless of individual circumstances;
- are supportive and encourage hope particularly in times of need;
- are totally committed to equality; and
- are open, transparent and accountable.

These values underpin our policy and practice, determine the manner in which the management board, staff and volunteers manage and carry out the work and apply to everyone connected with us in any way.

## Chairman's Foreword

It is with some regret as well as anticipation that I present the final annual review of the Ulster Quaker Service Committee (UQSC). From a group of volunteer Friends responding to an emergency in the late 1960's, UQSC developed into one of the leading child care and criminal justice voluntary agencies in Northern Ireland. Over the past year we have been going through considerable change in reorganising and reshaping the organisation to meet new needs, higher expectation and hone the ability to respond to changing society.

Our Committee worked alongside Ulster Quarterly Meeting of the Religious Society of Friends in Ireland (UQM) and established a temporary joint working group. This ensured that our new organisation would remain a Quaker charity committed to bringing Christ's message of love and hope to families who are vulnerable and in need of our acceptance, respect and support.

We needed to draw up a new constitution and we did this in consultation with Friends across all the meetings within UQM. UQSC was finally incorporated on 29th March 2007 and from that date, became Quaker Service. UQSC may have emerged from the conflict in the late 60's, but the newly formed Quaker Service needs to be ready for the beginnings of 'peace building' and the different needs it will manifest.

The Committee developed a communications plan for the new company which included a number of talks to Friends Meetings, two celebration events to launch the

charity and its new logo, a 'membership roadshow', a presentation to Ireland Yearly Meeting and participation in the Friends World Committee for Consultation (FWCC) pre-triennial study visit to Northern Ireland in the summer of 2007. This will be the first time since the 1960's that we have had the opportunity to share and inform such a diverse group of Friends from countries all over the world about the work of Quaker Service.

Whilst becoming a company limited by guarantee was a large part of our discussions during the year, we were delighted to start the process of developing our services by introducing a new pilot volunteer programme at Maghaberry Prison in partnership with the Northern Ireland Prison Service. During the year the Committee and staff also developed and implemented a new policy on Child Protection including good practice guidelines.

This has without doubt been a busy year and I would like to thank the Committee, the new Management Board, the staff and our volunteers who are so highly committed and have worked hard to ensure that Quaker ethos and values are reflected in the everyday work with vulnerable and undervalued families in our society. I would also like to thank the many F/friends who through their support, financial and otherwise, have ensured that the work has continued to make a real difference in the lives of so many people.

**Roy Blair**  
*Chairman*

## Director's Report

It is my privilege to report on this year's progress which represents for me the commitment of our Committee and the hard work and dedication of a highly skilled and devoted team of staff and volunteers who continue to deliver and develop services which are respected by government departments, statutory agencies, the voluntary sector, but most importantly, by our service users.

Improved financial support from the NI Prison Service for our work at Maghaberry Prison and from the North & West Belfast Health & Social Services Trust (now subsumed by the Belfast Health & Social Care Trust) has enabled us to not only continue delivering our services at the Visitors' Centre, Maghaberry and at Quaker Cottage, Belfast, but also to start the process of enhancing our services as evidenced by need.

The Visitors Centre continues to provide practical and emotional support to the families of those in custody at Maghaberry Prison. Numbers at the prison continue to rise, with an increase of 10% this year and this has been reflected in an increase of the numbers of visitors to the centre. During the year, a new volunteer project was developed and volunteer opportunities are now being provided to fill identified gaps in services and support for the families and friends of prisoners at Maghaberry Prison. We have formed partnerships with a number of agencies including the Multi Cultural Resource Centre, British Red Cross and South Belfast Highway to Health to help us particularly with ensuring that our services will be easily accessible to those of foreign nationality. A number of volunteers were recruited to test the new programme and a two-day training programme was provided. Volunteering is planned to commence in the summer of 2007.

*"Although the project is small, it is making a significant impact on the lives of those it touches."*



We were pleased to meet with the staff and volunteers of the joint Quaker/St Vincent de Paul managed visitors' centre at Clover Hill Remand Prison near Dublin during the year. As a result, we organised a joint Easter art project with the children at both centres, and we are exploring together the possibility of introducing the Alternatives to Violence (AVP) project into Maghaberry Prison.

Recent prison statistics have identified over 27 different foreign nationalities in the NI prison system. At the end of March, there were 44 men in Maghaberry of foreign nationality representing 16 different countries and this number is likely to increase to reflect the growing diversity of backgrounds in Northern Ireland. One of the main aims of Quaker Service is *"to enhance mutual understanding and respect for all cultures"*. In an attempt to ensure that our information is accessible to all members of Northern Ireland's changing communities, we now have our visitors information leaflet in a range of languages and formats and will continue to source further translations. In June 2006, we held a successful event titled "Promoting Diversity in Prison" at Queens University Belfast and in August, we had a special family focus week entitled "Celebrating Diversity" at the prison.

Two documents were recently published which refer to the work at the Visitors Centre. One was the Report on Criminal Justice

Inspectorate for NI Announced Inspection of Maghaberry Prison published in May 2006 which said *“The centre was comfortable and welcoming, and ..... was well managed, and relationships with prison managers and outside groups were supportive and fruitful.”* The second was the Visitors Survey carried out in November 2006 which is intended to benchmark improvements in facilities and services for visitors in the three prison establishments and provide feedback from visitors to inform future development of services. The results published by NIPS found that the Visitors’ Centres provided by NIACRO and Quaker Service were ‘excellent’ or ‘very good’ in practically all aspects with the vast majority of respondents saying that the general atmosphere was *‘very friendly’* or *‘friendly’*.

Quaker Cottage continues to provide a lifeline for mothers and their children from north and west Belfast areas. Last year, 26 families totalling some 100 mothers and their children were registered at the Cottage. In addition to this, a further 30-40 teenagers each week were registered to attend various activities funded by the DHSSPS Children’s Fund. Attendance at the Cottage remains exceptionally high with attendances of mothers averaging over 93% during the year and after-schools and teenage projects both attracting attendances over 75%.

The unique services provided by the Cottage were captured in a report by Christy Bischoff titled *“An Exploration of the Work and Impact of Quaker Cottage in Northern Ireland, 2006”*. She stated *“The impact Quaker Cottage has on these families is often evidenced by changes within individuals that lead to external changes in relationships and attitudes. Respect and acceptance are two dominant words that both staff and women that have attended use to describe the work of Quaker Cottage....During the summer of 2006 I interviewed 13 women who had previously attended, 3 social or health professionals who refer families to Quaker cottage as well as to distribute a questionnaire completed by a further 6 referrers.... The feedback from the women and referrers was overwhelmingly positive, a sign that although the project is small, it is making a significant impact on the lives of those it touches”*.

One mother said *“It changed me because I learnt self respect. I learned to respect me no*

*matter what anybody else in the world thought of me. And I learnt to respect my kids for who they were, and that I wasn’t the bad mummy that I thought I was”*.

The Teenage project was subject to an external evaluation undertaken by Include Youth. The final report included highly positive comments about the quality of the service provided stating that the project should be promoted as an example of good practice and drawing attention to the commitment, enthusiasm and skills of the workers at the Cottage.

Quaker Service is actively involved with a number of interagency groups and initiatives such as the Restorative Justice Forum, the NIPS Restorative Justice Working Group, the Interagency Group for the Families and Children of Prisoners, the Strategic Advisory Group for the Families and Children of those in Custody and the NIPS Family Strategy Working Group. The Children of Prisoners Interagency Group convened a very successful one-day conference *“What About me?”* in October 2006 on the theme of meeting the needs of children of prisoners.

Quaker Care, our trading wing, had record sales of £95k this year and was able to transfer over £41k in net profit to Quaker Service. Quaker Care continues to provide a much needed service to the local community as well as raising funds for our programmes and providing volunteer opportunities for over 30 people.

I view the work of Quaker Service as ‘faith in action’ and often when describing our work, quote the words of St Frances of Assisi *“Preach the gospel always and when necessary use words”*. A more contemporary quotation was provided last year from a referrer of families to Quaker Cottage who said *“Quakers don’t pretend they have the answers or give out medicine, they listen and give hope, and this is most important.”*

I hope you will continue to partner with us as we seek to listen and give hope to those who are often unheard and discouraged.

**Janette McKnight**  
Director



## Quaker Cottage

The cottage has now been providing services to families in north and west Belfast for more than twenty-five years. We are a cross community project and demand for places remains high despite apparent progress by political parties in our areas. Each day we continue to have 8 mothers from both communities attending our group work programme while their pre-school children are cared for in our playrooms. Afternoons are used to provide out of school activities for the older children and teenagers from these families.

It is a centre for mothers and their children who have experienced trauma or who are experiencing difficulties in the management of their home life. Mothers who attend the programme will all have individual needs but typically we find that the main issues they are facing would include abuse, alcoholism, anxiety, depression, domestic violence, bereavement and parenting issues.

Mothers and their young children will attend on two days per week for eight months, followed by a short residential break, and then one day per week for a further four months. Their older children attend one afternoon per week during term time and one full day during July and August when a special summer programme is arranged.

Our centre aims to provide a safe and caring environment where increased self esteem, greater family understanding and co-operation, improved social and life skills, enhanced development and mutual understanding and respect are all actively promoted.

Each morning the mothers groups are facilitated by supportive staff who attempt

to enable the women to share their feelings freely with emphasis on a holistic and solution focused approach to their difficulties. The hope is that this gives mothers the space to examine unresolved issues and to explore what might be causing their stress. Ultimately we hope that individuals will gain a greater understanding of their personal situations and discover new, different and effective ways of coping with life's challenges.

This development programme also involves sharing new experiences together such as craft work, relaxation sessions and opportunities to learn about each others culture.

All of this work is only made possible by the support and input of our three overseas volunteer staff that constitute half of our childcare team. This team provides a crèche each morning with a high staff to child ratio enabling us to better meet the needs of the children and stimulate their development. In the afternoons the older children participate in a wide range of activities that assist them to build relationships, understand and respect others, develop skills and have fun.

The teen programme for 13–18 year olds focuses on personal development skills, increasing self-confidence, promoting mutual respect and understanding as well as some recreational activities. This year, the teen programme was subject to an external evaluation with the conclusion that *“the level and quality of engagement with some very vulnerable, challenging and marginalised young people that the Quaker Teenage Project achieves would be the envy of many similar projects”* and that *“the nature and quality of this work should be celebrated and promoted as an example of good practice”*.

All of the people who attend the programme at Quaker Cottage are among the neediest in our community and we are often reminded how difficult life can be for them. On a daily basis we listen to how their lives have been affected by childhood experiences of abuse, neglect, poverty or violence – and often as adults they continue to find themselves vulnerable. A common theme for those attending is that they want the lives of their children to be very different from their own experience but they can't always find a way to break that cycle. They view their time at the cottage as an opportunity to find new ways and to try them out in a supportive atmosphere. Staff try to support and care in whatever way is needed and encourage the mothers to work through the issues that have impacted so adversely on their lives. We are constantly encouraged by the significant turn-around many participants make and we are regularly rewarded by being witness to families becoming whole again.

We look forward to a new year with new



families in the knowledge that we are offering something real, positive, lasting and significant.

**Grant McCullough**  
*Manager*

*“Our centre aims to provide a safe and caring environment where increased self esteem, greater family understanding and co-operation, improved social and life skills, enhanced development and mutual understanding and respect are all actively promoted.”*





## The Monica Barritt Visitors' Centre, Maghaberry Prison

The Monica Barritt Visitors' Centre is based at HMP Maghaberry where we have provided a service for prisoners' families and friends since 1988. The organisation has been involved in prison work since the early seventies. Our Centre is named in recognition of the tireless work of Monica Barritt and the Committee in establishing a Centre at Long Kesh Internment Camp, later renamed HMP Maze.

### Support services

The Centre supports families and friends of inmates as best we can. We provide practical and emotional support, café facilities and playroom facilities inside and outside the Prison and we provide a non-directive counselling service at the Centre. We also act in an advocacy role on behalf of visitors in liaising with the Prison. That's a very blunt summary of our work, so we will expand further to give a flavour of our work.

Often our first contact with family and friends of prisoners is over the phone. Some people will have practical questions that need answering:

'How do we go about booking a visit?'  
'How do I get to Maghaberry? I don't have a car.'  
'What can I bring?'  
'He's on medication. Do I need to get it for him?'

These questions are answered in a helpful and courteous manner, and some visitors

*"Our staff strive to create a warm, welcoming atmosphere for visitors to come and relax in, to seek out some advice, or to simply sit and prepare for their visit."*

use the opportunity to talk in depth. We listen and give support to these callers, as this may be the first time that they have had a chance to talk about how they are feeling. They tell us that they appreciate this opportunity to 'offload,' as they feel they are unable to talk openly among their friends or extended family because of the shame they feel at having a loved one in prison.

Our staff strive to create a warm, welcoming atmosphere for visitors to come and relax in, to seek out some advice, or to simply sit and prepare for their visit. Some people arrive into our Centre in a state of shock, confusion, or agitation. Many are highly anxious having just received the news that a friend or relative is in prison, and they want to visit, not knowing the normal prison procedures. We do our best to sort a visit, but it is not always possible. It can be heartbreaking to see mothers, wives or children not being able to get in to see their loved one. We try to support people as best we can at this time, and try to arrange another day to come back.

The financial burden on some visitors can be overwhelming, with many husbands or sons having unrealistic expectations about money being left in for them to spend in prison. Some inmates expect families to leave in the latest fashionable clothing and designer gear. Prison is an aggressive environment, and sometimes there are more sinister reasons for financial pressure. For example, consider Susan and John's situation (not their real names). Susan has been visiting her husband John for the last three years. He is serving a life sentence, and will serve at least another six years. Susan finds it difficult to make ends meet because John pressurises her to sign money into his account to buy tobacco. He gives this



tobacco to another inmate who has threatened to make life difficult for John, and is well known for bullying others. Susan works two part time jobs, and rarely goes out with friends or family. She spends practically no money on herself, and tells us that her entire life revolves around HMP Maghaberry.

Many visitors sacrifice basic needs to provide for a loved one, but this pressure often puts even the most loving and stable relationships under huge strain. Unfortunately many couples break up when a partner goes to prison. According to recent figures from the Prison Reform Trust, 45% of prisoners lose touch with their families during their sentence (usually within the first three months). We often watch wives and partners make difficult and heartbreaking decisions such as whether to stand by their loved one, or walk away. We support these women in whatever decision they make. It is not our place to provide relationship guidance, but we will listen. If we did not listen, many of these women would have no one else to

turn to.

### Impact of imprisonment on children

Imprisonment has a significant impact on children of prisoners. According to the Department for Education and Skills, 7% of children will have their father go to Prison at some time during their days at school. Coming past barbed wired walls, being searched, or walking past the drugs dog are all potentially traumatic experiences for children. Some feel that it is their fault that Daddy has gone away. Others can become angry and resentful towards authority figures such as teachers, the police and other adults. The Social Exclusion Unit's 2001 report *'No one's Ever Asked Me,'* tells us that 30% of prisoners' children suffer significant mental health problems, compared to 10% of the general population. By providing play areas both within the Centre and within the visits area of the prison, we try to lessen the negative impact of visiting on the children. Some parents tell us that they would not bring their children to the prison if there was no play area.



The students who translated our information booklet into Mandarin and Cantonese



Quaker Service is committed to continuing current services and developing new services for those in custody and their families and children. Supporting families to maintain contact is central to our work.

### Child centred visits

The NI Prison Service child centred visits initiative where inmates spend quality playtime with their children away from the visiting table, is now available 4 Saturdays and 2 Sundays each month at Maghaberry Prison. Quaker Service childcare staff facilitate these sessions in the Quaker playroom along with Prison Service staff.

### Family focus weeks

The Visitors' Centre provided five themed family focus weeks throughout the year, at Easter, early and late summer, Halloween and Christmas time. These are held for families at the Visitors' Centre and inside the prison in the visits area.

We chose *"celebrating diversity"* as our theme for the late Summer family focus week, held during the last week of August. The artist in residence at Maghaberry Prison drew a large wall map for the week and children wrote the names of countries and stuck them on. There was a display of photographs (*'Big World'*) of people and animals representing a wide range of ethnic and cultural backgrounds, and also bringing attention to disability. Posters of

*"One of our aims as an organisation is 'to enhance mutual understanding and respect for all cultures'. We also work from a value base of commitment to equality and we have tried hard to improve our services for foreign national visitors and inmates."*

foods from around the world, children's books from the Multi Cultural Resource Centre and the local library as well as Braille books from the prison library were used to promote discussion about difference. Activities included making a display of children's handprints titled *"Equality – we all have a hand in it"* as well as the usual 'family focus week' activities such as face painting. We invited a number of agencies to take part and provide resources (including 2 story tellers) and we included the prison chaplaincy in preparing for the event. It was very much enjoyed by the families and particularly by the children, not to mention our childcare staff!

Visitors' Centre staff are currently working with staff and volunteers from Cloverhill Remand Prison, Dublin, preparing for joint events in 2007/08.

### Foreign national inmates

There are over 40 foreign national inmates in Maghaberry equating to around 5% of the prison population at Maghaberry (around 800 men). One of our aims as an organisation is *'to enhance mutual understanding and respect for all cultures'*. We also work from a value base of commitment to equality and we have tried hard to improve our services for foreign national visitors and inmates. New visitors to the prison are given a small booklet packed with useful information regarding the visiting process. To aid our foreign national visitors, we have sourced a number of translations of this publication.

In June 2006, we held a successful *'Promoting Diversity in Prison'* celebration event at Queens University Belfast to thank those who had been involved in providing translations. QUB international students had provided the Chinese translations, the Prison Braille Unit had

provided the information in Braille for the use of blind or visually impaired visitors and the Prison Library had recorded the information onto cassette so that family members who may have reading difficulties, or for whom English is a second language, are able to take the cassette home to listen to. We believe that the event helped encourage prison staff to be more proactive in their consideration of black and ethnic minorities visiting the prison and shortly after the event, prison library staff organised for inmates to provide further audio translations of the information booklet for use at the Centre.

We now have written versions of the booklet in Spanish, Cantonese and Mandarin, with Lithuanian, German, and Polish versions being prepared. Spoken word versions of our information booklet are available in English, Lithuanian and German.

### New volunteer projects

#### (1) *Volunteer visitors*

There are currently a large number of inmates at Maghaberry who receive very few, or no visitors at all on a regular basis. Reasons for this range from the breakdown of family ties when someone goes to prison, or a lack of family ties to begin with (which could be for a multitude of reasons), through to self imposed isolation and mental health issues.

With this in mind and in partnership with the NI Prison Service (NIPS) at Maghaberry Prison and in particular, their *Safer Custody* initiative, we are developing a scheme for visiting isolated prisoners and we have recruited 5 volunteers to pilot the project.

#### (2) *Family support volunteers*

Maghaberry Prison employs three full-time

## KEY STATISTICS FOR 2006/07

- According to statistics published by the Northern Ireland Office, the overall annual average prison population in Northern Ireland increased by 10% from an average of 1,301 in 2005 to an average of 1,433 in 2006. This has been reflected by an increased number of visitors using Quaker Service facilities during the year.
- Purchases of food and refreshments at the tea bar and at the Visitors' Centre totalled 78,815 of which nearly 70% relates to inmates and their families using the tea bar facilities inside the prison.
- There were 15,784 attendances by children to our childcare facilities (both at the Visitors' Centre and at our prison visits playroom) during the period which averages 53 children cared for each day. This is an increase of over 10% on last year's figures.
- 50,388 passengers used our shuttle bus of which over one fifth were children. The bus made an average of 60 return trips on a daily basis.
- Requests for information during the year remained high with most onward referrals being made to the Prison Service's Family Support Officers. Other referrals include Probation Board, Family Links and NIACRO.
- Quaker Service provided a number of volunteers and staff to assist with the NIPS Visitors Survey which was carried out in the Autumn of 2006 across all 3 NI prison establishments. 134 visitors completed the survey at Maghaberry Prison and we look forward to the report to be published in the summer of 2007 along with an action plan to implement improvements for visitors.



family support officers to help facilitate family visits and act as a first point of contact for families in the prison. Their wide and varied remit includes providing family induction programmes, organising child centred visits, ensuring that visits reception area is welcoming, provision of information and advice both written and verbal etc. These officers liaise closely with Quaker Service staff and the introduction of this service by NIPS has been very successful and has contributed greatly towards maintaining family and social ties.

The second new project being developed is for volunteers working alongside the prison's Family Support team inside the prison, to provide help and support to inmates' families when going on a visit and we have recruited a further 5 volunteers to help us develop this project.

Both these new initiatives are being developed in partnership with the Multi-Cultural Resource Centre, the British Red Cross and South Belfast Highway to Health.

Quaker Service is also hoping to introduce the Alternatives to Violence Project (AVP) and we have been in discussion with AVP Ireland who run AVP weekends in a number of Southern Ireland prisons. The workshops begin with building on a participant's self-esteem and affirmation and progresses into communication, community building and conflict resolution. It emphasises the importance of communication in managing conflicts. Though founded by Quakers based on Friends' belief in an inborn power for peace in everyone, it draws its participants and its trainers from diverse backgrounds and beliefs across the world.

### Consultations

This year, we responded to a NIPS consultation on the 'Management of Mothers and Babies in Prison' and a Prisoner Ombudsman consultation on the 'Use of Passive Drug Dogs at Maghaberry'.

Quaker Service continues to strive to provide top quality support and facilities to our ever changing population of visitors. We do our best with the limited resources we have to help as many visitors as we can. Each visitor has a story to tell, and we encourage them to tell us about how they're doing so that we can continue to provide individualised support.

Michael Kelly  
Manager



## Restorative Justice Update

The Restorative Justice Forum met 4 times during the period and adopted a new terms of reference stating as its main aim *'the promotion of restorative justice philosophy and practice'*. The membership of the Forum has developed during the year and now includes representation from Barnardos; Community Safety Branch of PSNI; Extern; Include Youth; Judiciary; Law Society; Magistracy; NIACRO; NI Prison Service; Northern Ireland Alternatives; Prison Fellowship NI; Probation Board NI; Quaker Service; Skills for Justice; and Youth Conference Service NI.

In September, the Forum was sorry to accept Avery Bowser's resignation owing to work commitments. The Forum was most appreciative of Avery's excellent chairmanship over the previous couple of years as well as his loyal membership of the Forum for a number of years. It was decided that the role of chairman should revert back to 'Quakers' and I therefore accepted the position in January 2007.

Members of the Forum met with the newly formed NI Prison Service (NIPS) restorative justice working group in November 2006. The purpose of this group is to develop a comprehensive NIPS restorative practice policy and to facilitate its implementation in all three prison establishments. The group includes representation from various NIPS departments, Victim Support, Probation Board, NIPRVIS and the Restorative Justice Forum. Terms of Reference defining the scope and work of the working group were approved by the NIPS Management Board in January. A stakeholder consultation conference is being organised by the group in September 2007.

Tim Newell, a retired English governor who has extensive experience with restorative justice and who has written the book "Forgiving Justice, A Quaker Vision for Criminal Justice" has agreed to quality assure the work of the NIPS restorative justice working group.

**Janette McKnight**  
Director

## Quaker Care Shops

The Quaker Care shops on the Lisburn Road and Woodstock Road continued to trade well with overall profit remaining similar to the previous year's performance.



We have noticed an increasing use of our shop on the Woodstock Road over the past 18 months by people from Black and Minority Ethnic communities and we are considering ways we could use this outlet to provide additional support services, such as an information point for migrant workers. With the increased footfall, sales at the Woodstock Road shop were significantly higher than last year, although this is somewhat tempered by the fact that the shop requires much maintenance work if we are to continue to trade in this location.

In addition to selling donated goods and a wide variety of new goods including fairly traded produce at the two shops, we support a number of outside agencies. For example, this year, we were able to support the Springwell Men's Shelter on a weekly basis by donating clothes, towels and toiletries. We also continue to support worldwide agencies such as the United Ministries to Uganda with donations of clothes, glasses, knitting needles etc.

We could not continue to run our shops without the hard work and dedication of our team of over 30 volunteers who alongside our staff, serve in both shops, sort and steam clothes and price and display our goods. We thank them for their continued loyalty, and particularly for providing such a warm and welcoming environment for our customers. We are especially grateful to the community service volunteers organised by the NI Probation Service who have not only spent many hours serving in our shops but painted our shops and offices.

**Eileen Armstrong**  
Retail Manager



## Financial Report

The process of becoming a limited company during the year included the legal transfer of assets and liabilities from UQSC to Quaker Service at date of incorporation, 29th March 2007. I am pleased to report that this transfer included fixed assets of £252k plus current assets of £211k, thus starting the new company off on a sound financial footing.

Quaker Care Ltd, our trading company, sustained the previous year's exceptional performance with their end of year profit of £41.4k. This in addition to our successful work during the year towards securing and increasing income for our main services has resulted in a surplus income over expenditure of £50k. This means that we are now in a position to develop our work which includes establishing a new volunteer programme at Maghaberry Prison to provide enhanced services for those in custody and their families and children.

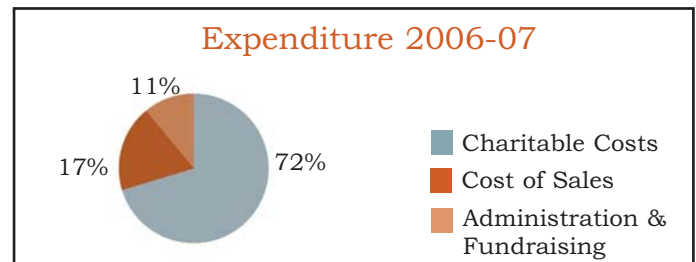
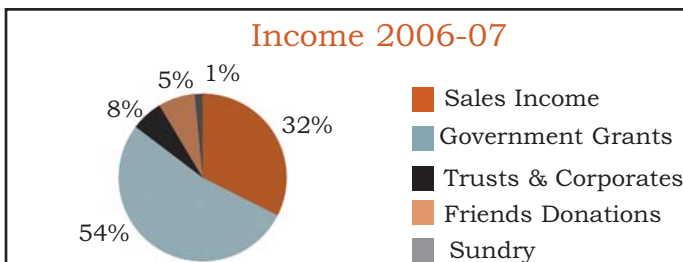
The management board of Quaker Service will implement a new reserves policy in

2007 to enable the charity to continue to meet the needs of its beneficiaries by:-

- (1) securing and sustaining the charity's viability and future;
- (2) reassuring our beneficiaries, members, funders and the general public that Quaker Service intends to use all the money coming into its care for the general purposes of the charity as set out in the memorandum and articles of association; and
- (3) developing services as evidenced by need.

The level of unrestricted reserves currently held equates to 3 months cash expenditure in hand plus designated funds totalling almost £70k to develop services during 2007 and to provide for vehicle renewal and planned building maintenance works.

A brief summary of income sources and analysis of expenditure for the year 2006/07 is set out below. (Please note, this includes sales and cost of sales of Quaker Care Ltd):



We are grateful for the ongoing financial support of many people and organisations without whom we would be unable to continue providing the high quality services which we have been known to deliver in the past. It is our mission to provide services to support vulnerable and undervalued individuals, families and children and we trust that with your ongoing support, we will be able to continue doing that for many years to come.

David Bass  
Treasurer

## Trading Profit and Loss Account for year ended 31st March 2007

	Income £	Expenditure £	2007 £	2006 £
<b>General Income</b>				
Donations	51,359		51,359	44,101
Quaker Care Deed of Covenant	41,414		41,414	42,137
Bank Interest	4,448		4,448	2,538
Fundraising Events	-	-	-	80
	<u>97,221</u>	<u>-</u>	<u>97,221</u>	<u>88,696</u>
<b>Project Finance</b>				
The Monica Barritt Centre	219,180	219,364	(184)	(2,446)
The Tea Bar Maghaberry Prison	92,004	85,972	6,032	10,893
Quaker Cottage	148,556	173,030	(24,474)	(65,598)
The Teenage Project	40,385	42,937	(2,552)	2,043
Restorative Justice	2,582	-	2,582	(570)
Administration, Fundraising, Management & Public Relations	45,173	73,592	(28,419)	(18,780)
	<u>547,880</u>	<u>(594,895)</u>	<u>(47,015)</u>	<u>(74,458)</u>
	<u>645,101</u>	<u>(594,895)</u>	<u>50,206</u>	<u>14,238</u>
<b>Excess Income / (Expenditure)</b>				
Amounts Transferred to Reserves				
Amounts Transferred to Unrestricted Reserves			15,176	13,030
Amounts Transferred to Designated Funds			35,000	-
Amounts Transferred to Restricted Reserves			30	1,208
			<u>50,206</u>	<u>14,238</u>

## Quaker Service Structure

### Management Board

David Bass  
Roy Blair  
Ken Brown  
Kate Campbell  
Elizabeth Dickson  
Stan Houston  
Nicholas Lane  
Elizabeth McElnea  
Margaret McIlvenny  
Rachel Neill  
Pleasaunce Perry  
Myra Skipper

Treasurer  
Chairman  
(resigned September 2006)

### Management team

Eileen Armstrong  
Michael Kelly  
Grant McCullough  
Janette McKnight

Retail Manager  
Manager, Visitors' Centre  
Manager, Quaker Cottage  
Director



*Quaker Service Management Board*

### Finance & Administration team

Margaret Hastings  
June Jess

Administration and Human Resources Officer  
Finance Officer

### Registered Office

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**Promoting a society where individuals and families can reach their potential**