

MACRO BUILDING MANAGEMENT LTD



Annual Report 2008

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Chairperson's Address

*"Progress lies not in enhancing what is,
but in advancing toward what will be."*

Khalil Gibran (1883-1895)

On behalf of the Management Committee of Macro Building Management, it gives me great pleasure to welcome you to our Annual General Meeting.

The past year has again been a year of complex ongoing challenges, to which, yet again, the staff and management committee of the Centre have responded with courage, commitment and competence. That this is their customary response to the challenge of delivering an effective service which meets the pressing needs of the Markets Community is no surprise, but neither should it be taken for granted.

The response of the staff and the management committee to the pressures and demands placed on them in the Resource Centre is evidence of their commitment to the Markets Community.

The challenges to improve the quality of leadership, of management and of service will continue to require positive attention. Many more and serious challenges will face the Centre in the coming years. Our recent experience has shown that under the creative and dedicated leadership of our Development Manager, the staff and management committee, working together, have both the will and capacity to meet these challenges. We can and will face the future with confidence.

It has been an honour and privilege to serve you as Chairperson for the past number of years, and I would like to conclude by thanking each and every member of staff and the management committee for their dedicated, co-operative work on behalf of the Resource Centre and our service to the community throughout the past year.

Patrick Delaney
Chairperson

Development Manager's Address

It is my pleasure to be part of this committed organisation working with our dedicated staff and hardworking board and advisors who give their time and professionalism to further the success of the Macro Community Resource Centre.

The role of Macro Building Management is continually being augmented while we adapt to meet the new challenges that arise; there is a strong and welcome need for participation from the community, participation is the key to the success of the Resource Centre for without the community there is no need to be here

The Board of Macro Building Management along with Dublin City Council has worked diligently throughout the year to achieve the very welcome completion of the Boards Management Agreement and the completion of the Legal Agreements for the resident projects of the Resource Centre. The Management Agreement appointed Macro Building Management as the agent for the Resource Centre and the License Agreement constitutes the agreement between the projects and Dublin City Council with respect to their use of the Resource Centre. Both agreements are exceedingly welcome and I wish to especially thank Deirdre Ni Raghallaigh from Dublin City Council for her commitment to the completion of this piece of work.

Our loss of funding from Pobal at the end of 2008 will prove challenging but not insurmountable. It is a challenge that will drive us during these difficult economic times. Employment can no longer be guaranteed but we aim to continue providing services and maintaining our current level of employment to our current staff and to the people of the Markets Community.

In 2008 we sowed the seeds for a Strategic Plan and this will become our target for 2009. We will listen and reflect what we hear as we aim to achieve a clear vision for the future of the Macro Community Resource Centre. As we work together I have no doubt that 2009 will be a progressive year for all.

The corner stone of the Resource Centre is our dedicated staff that is strongly committed to maintaining high standards of service to the projects and the community. I thank them for all their hard work. I would also like to thank Board of Macro Building Management who come rain or shine attend meeting after meeting and are very generous with their time and support for the Centre and for fundraising and community events.

I also acknowledge the numerous other people who support our Resource Centre through their use of our facilities and in particular our resident projects our thanks to them all

As we work together I have no doubt that 2009 will be a year in which we move forward with our aim to serve the people of the Markets Community and continue in the future assured that Macro Building Management can deliver a quality service for all.

Brenda Murphy
Development Manager

VISION STATEMENT

**TO BE THE BEST RESOURCE CENTRE IN THE COUNTRY
TO EMPOWER OUR COMMUNITY
TO PROVIDE SUPPORT SERVICES AND ASSISTANCE WITH NO BARRIERS**



MISSION STATEMENT

MACRO BUILDING MANAGEMENT'S MISSION IS TO WORK WITH COMMUNITY AND VOLUNTARY ORGANISATIONS TO PROVIDE THE COMMUNITY OF THE MARKETS AREA WITH SUSTAINABLE IMPROVEMENTS IN THE QUALITY OF THEIR LIFE THROUGH THE PROVISION OF COMMUNITY SERVICES.

Company Details

Contact Information

Name:	MACRO Building Management Ltd
Address:	MACRO Community Resource Centre 1 Green Street Dublin 7
Tel:	01 8737000 / 01 8737009
Fax:	01 8737091
E-mail:	info@macrobuilding.ie
Legal Status:	In November 2001 MACRO Building Management became an incorporated company limited by Guarantee. Company Registration Number 350055
Charitable Status:	In August 2002 the company was granted Charitable Status
	CHY Number 14885
Management Structure:	The Development Manager of MACRO Building Management reports directly to the Board of Management.
Auditors	Howlin O'Rourke & Co Unit 4 The Seapoint Buildings Clontarf Dublin 4

Bankers

Allied Irish Banks
Capel Street
Dublin 1

Section 1

1.1

MACRO BUILDING MANAGEMENT LTD BOARD OF MANAGEMENT

DIRECTORS

Patrick Delaney Elizabeth Kavanagh May Burke Daniel Pender Paul Bedford
Chairperson Secretary Treasurer



ADVISORS

Deirdre Casey Deirdre Ni Raghallaigh Mary McInerney Barry Kennedy
Olwyn Bennett



DEVELOPMENT MANAGER

Brenda Murphy

WORKING GROUPS

Finance

May Burke
Patrick Delaney
Brenda Murphy
Patricia Trumble

Health & Safety

May Burke
Brenda Murphy
Patricia Trumble

Disable Access Review

Barry Kennedy
Brenda Murphy
Paul Bedford
Patricia Trumble

Space Allocations

Public Relations

Patrick Delaney
Daniel Pender
Brenda Murphy

Management/Licence

Agreement

Daniel Pender
May Burke
Brenda Murphy

Human Resources

Patrick Delaney
Deirdre Casey
Brenda Murphy
Patricia Trumble

Web Design

Andrew Madden

Barry Kennedy

Brenda Murphy

Staff



Development Manager
Assistant Manager

Brenda Murphy
Patricia Trumble



Anne Mackey
Mary Hynes
Carol Dodrill



Carol Rollo
Christopher Bardon
Caroline Kenny
Denise Towell
Mary Curran



David Crowley
Jason Kearns
Tony Parsons

1.2

PROJECT PROFILES

The MACRO Community Resource Centre houses 11 community projects serving the needs of the Markets Area of Dublin's North Inner City and 2 commercial ventures providing the following services:

1. Greater Dublin Centre for Independent Living:-support services for people with disabilities

The Centre for Independent Living provides personal assistants or companions to people with disabilities. They work in people's homes and work places. The Centre for Independent Living also conducts disability access audits and provides an information service and an advocacy service. Both male and female assistants are employed, 50% of whom are from the local area. The Centre employs people on a Community Employment programme.

2. Citizens Information Service: wide:-ranging information services

The Citizens Information Service is registered with and supported by Comhairle. It provides free, impartial and confidential integrated information across the full range of state services and entitlements as well as local services and supports. Of all visitors to the CIS, 60% of visitors are local people while 40% work in the area or are passers by. The service reaches a wide range of users from local people to foreign nationals and people in the asylum process. Many of these people are referred by the Refugee Information Service and Money Advice Budgeting Service. Queries come from people who are unemployed enquiring about social welfare, community welfare, pensions, Fás, and disability benefits. People with literacy problems/ language difficulties are aided with form filling.

3. Macro Community Newsletter:-up-to-date news and information

The Macro community newsletter is published on a bi-monthly basis giving information on past and future events in the Centre and in the local community. The newsletter serves to advertise employment opportunities. User groups in the Centre use the newsletter to generate public awareness.

4. Georges Hill Community Employment Project:-providing support staff for community groups in the area.

The Georges Hill Community Employment Project provides employment, under the FAS Community Employment scheme for people on social welfare, disability payment or to lone parents training for a return to the work force. Training ranges from one to three years to encourage people back into the work force. Most of the participants are from the local area and are employed in Childcare / After schools / Administration / Secretarial and the local newsletter office.

5. Bradóg Regional Youth Service:-supporting youth development

The Bradóg Regional Youth Service works with young people organising training, development and educational activities to support their development. The service targets the 12 to 18yrs age group, paying particular attention to those who would be deemed at risk of leaving the education system prematurely, getting involved in anti-social or illegal activities. The youth service provides programmes of an educational or self development nature. It provides staff with the necessary training to help them perform their duties.

6. MACRO Community Development Programme:-promoting community regeneration

Employing people from the local area and targeting the educationally disadvantaged, the MACRO Community Development Programme (CDP) works in close contact with the local community and community projects to promote the regeneration of the area. The programme specifically aims to raise community awareness identifying local needs and responses, assisting in the development of groups and individuals in the surrounding area.

7. North West Inner City Training and Development Project:-providing training and development opportunities for stabilised drug users

The North West Inner City Training and Development Project is designed to provide rehabilitation to stabilised opiate users through training and development. The participants are sourced from the local catchment area and are aged from eighteen upwards. Referrals to the project are made from local clinics projects counsellors individuals families etc. The project works within a network of projects in the community. Several participants have progressed from the project into training further education and employment

8. Pitter Patter Crèche: Community Crèche:-providing affordable child care

The Pitter Patter Community Crèche & Preschool provides quality and affordable childcare services to local people. The target groups are children of low-income parents who are in or are returning to employment, training or education. The catchment area comprises the markets area, from Capel Street to Blackhall and from the City Quays to Constitution Hill. The crèche caters for children in the morning and afternoon. Some children attend full time and some part time. 32 places are available overall.

9. Senior Citizens Service:-provides services and support to the elderly

The Senior Citizens Service provides local senior citizens with a host of activities including bingo, arts and crafts, yoga, salsa dancing and many more. Day trips are organised to take senior citizens on outings.

10. Snug Counselling Service: provides community based counselling services

The Snug Counselling Service provides support for clients family members and the wider community who are affected by addictions including drugs and alcohol

Services include: One to One Counselling, Family Support, Women's Group, Drug Education, Advocacy, Referral to other support Agencies, Group Support and Anger Management Training.

12. The Community ICT Project

The Community ICT Project is an Information & Communication Technology Resource which aims to enhance Community Development Work in the North West Inner City Area working in an innovative and creative way. Whether delivering ICT training or providing an ICT Resource for projects to use in their own way we will focus on groups and individuals with the greatest need and the least access to ICT Skills and Facilities. The Community ICT Project is developing an Outreach Strategy and we aim to provide ICT assistance to groups and organisations in their

own environments. We also provide open access to the IT facilities one day per week for individuals to come and use at their own pace.

Contact: Andrew Madden

In addition, the following business groups are currently resident:

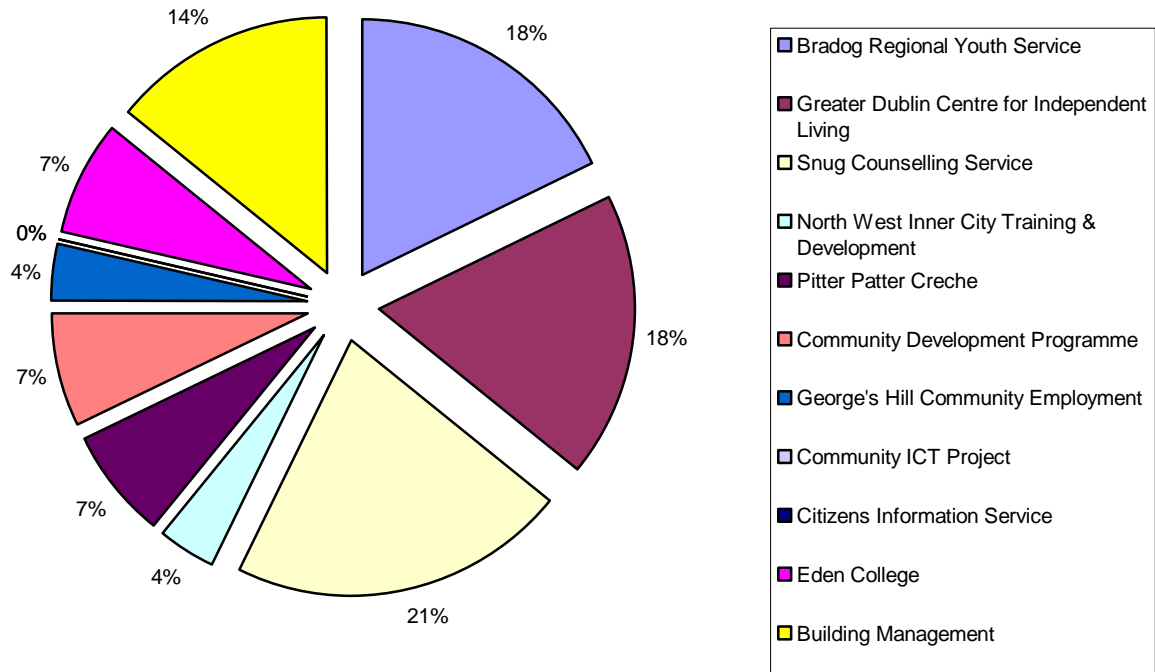
11. Café Bia:

Restaurant facilities are run by a private operator and provide an important space for the social activities of the resident user groups. It is also widely used by their clients and the general public. The cafe provides breakfast and lunch and open from 7.00am to 3.30 pm.

13. Eden Computer Training: providing computer skills to the community through FAS supported training

Eden College offers students from all over the world a dynamic supportive and creative environment in which they are encouraged by committed staff to pursue personal excellence in academic pursuits resulting in enhanced prospects for career development. On offer is Undergraduate and Post Graduate Degree programmes in Business and IT Eden Training has Gold partnership status with ASCCA. Also on offer is General English Language courses for beginners to advanced The Student Care Team along with Lecturers chosen for their teaching excellence are here to assist Eden -Advanced Knowledge -Inspiring Minds and Transforming Lives

MEETING & TRAINING ROOM USAGE



EXTERNAL PROJECTS

Access Ireland	Voluntary Drug treatment Network
Age Action	HARP
Alzheimers Society	Health Services Executive
Anna Liffey Drug Project	Heartbeat
Building Occupiers Group	Irish Council for Civil Liberties
Capel Court Residents	Ice Rink Tickets Distribution
Community Residents	Lisburn Street Breastfeeding Support Group
Corner Ladies Club	Linenhall Residents Group
Co-Op Workers	Markets Area Summer Project
Community Forum	Market Traders
Church Street Residents	National Collective of Community Based
Dublin City Council	Women's Network
Dublin City Child Care	National Travelers Womens Forum
Dublin City Partnership	National Parents Council
Drug Task Group	NWIC Area Network Steering Group
Dublin Cross Culture Club	National Women's Council of Ireland
Labour Party	National Educational Welfare Board
Friendly Call	Outhouse
George's Hill Playgroup	Phibsborough Boxing Club
Green Party	Rapid
Greek Street Residents	Step by Step
Grangegorman Forum	School Cultural Project

- 42,300 people used the Macro Community Resource Centre in 2008
-
- On 655 different occasions the rooms were used by 45 different groups for training courses, advice clinics, meetings, seminars and promotions
-
- A total of 19 local community groups from the Markets Area accessed the Resource Centre
-
- The trend line shows a positive growth of 39% over 6 years

1.4

A YEAR IN PROGRESS

About Macro Community Resource Centre

The Macro Community Resource Centre is a non - profit making facility which provides office accommodation and activity space to community and voluntary organisation which serve the people of the Markets Area of Dublin's North Inner City. The Resource Centre was built in 2001 in Dublin's North Inner City and offers an excellent environment from which a number of service providers in the areas of Youth, Disability, Childcare, Community ICT, Drug Recovery, Education Community Development, Senior Citizens, Community upskilling and information provision work.

The Macro Community Resource Centre provides the Market's Area in general with an integrated focus for Community Services and facilities. It is the home for a variety of organisations their staff and clients offering a safe, secure and disable friendly environment to meet the needs of the community.

Our year began with

Grants

Harp Community Gain	€5000.00	Plasma	TV/Communication
Equipment			
Harp Community Gain	€5,000.00	Training Programme	
Dublin City Council	€42,605.00	Salaries/Maintenance Grant	
Pobal	€241,165.00	Salaries/Overheads	
Dept Comm. Rural & Gaeltacht Affairs	€7150.00	Up grade of CCTV	
Total grants received		€300,920.00	

Management and License Agreements

On 2008 Macro Building Management and Dublin City Council succeeded in achieving the main aim of 2007 which was to complete the legal agreements of a Management Agreement for the Board of Macro Building Management and a License Agreement for residential projects of the Resource Centre.

The Management Agreements enables the Resource Centre to operate and be maintained in an efficient and satisfactory manor in compliance with state laws and regulations and it provides security of tenure for the people of the Markets Area. The Management Agreement also provides a grant from Dublin City Council to assist in the management of the Centre

The License Agreement between Dublin City Council and the Resident Projects offers consistent terms and conditions for projects use of space

Employment and Training OpportunitiesCommunity Services Programme

The Community Service Programme assists in promoting social inclusive and economic development with our community. At the end of 2008 our funding under the Community Service Programme was reduced by 29%. While this has presented a huge challenge, which was addressed through a formal appeal followed by many meetings with Pobal and the Dept of Community Rural and Gaeltacht Affairs, our loss of funding remains in place. The Community Service Programme will provide €170,000 for 2009 which is a reliable and enduring source of funding.

The Community Services Programme focus on providing employment to people from disadvantaged areas and who are on the live register. 50% of staff employed on the project, are from the Markets Area, and 75% of the total staff under Community Services Programme reside in the Dublin 7 area.

Business Activities Report

Our Business Activity Report completed in 2008 for the Dept of Community Rural and Gaeltacht Affairs identifies the numbers of people benefiting from our services. Over 58% of indicators and targets were met.

TrainingJune Occupational First Aid

Eight people completed and gained their FETAC Certificate in Occupational First Aid qualifying them for 3 years as Occupational First Aiders.

Oct Health and Safety for Managers.

Nine people from local community projects attended a two day course informing them of their role within legislation as well as introducing risk assessment and accident investigation.

Nov Genealogy Course

The genealogy course was an introduction for 11 local people to the concepts and Techniques and ideas to allow people to trace their family tree. The course took people step by step through the

process of Genealogical Research. This training course was part funded by HARP Community Gain with tutors from the Association of Professional Genealogists in Ireland.

Policies

Internet Access Policy

Aim of Policy to prevent the occurrence of inappropriate or unlawful behaviour by users of the ICT Network within the Resource Centre.

The scope of the policy provides guidance and recommendations to projects using the service.

Review of Health & Safety Policy

The aim of the policy is to ensure we comply with the Health and Safety and Welfare at Work Act 2005-2007 and all other relevant legislation to protect the Safety Health and Welfare of our employee's, contractors, members of the public and anybody else who may be affected by our operations.

Review of Financial Policy and Procedures

The aim of the policy review is to ensure good practice in all financial matters. To ensure identifiable and recorded procedures are followed in all transactions and to clearly outline the use of Electronic Banking within the organisation.

Disable Access Audit

In 2007 a disable access audit of the Resource Centre was conducted by Dublin City Council. The audit assessed the current state of accessibility and usability for disable people and highlighted areas of improvement.

To date improvements have been implemented in entrances, stairwells, circulation space, door handles, lifts and accessibility.

Web Site Development

By July2008 following many weeks of hard work by the web site working group Macro Building Managements web site was up and running The web page www.macrobuilding.ie informs about the Macro Community Resource Centre, the residential projects, the facilities and the services provided also included are news events and how to contact us

Communications

Broadband was installed and five community projects availed of the shared service providing

- Instant fast access to the internet
- Allowing people to keep in touch by email and messaging
- Surfing the net for a wealth of information and resources
- A reduced cost with a flat monthly price



Training Room Improvements

A new Plasma TV screen was installed to provide greater facilities within the room

- Accessing the internet
- Power Point Presentations
- TV access
- DVD Access

New tables were purchased to allow greater flexibility in the use and layout of the room

Reception Improvements

A new Plasma TV Screen was installed to provide information on events happening, project activities training available. The information is gathered and displayed by the ICT Project. A meeting space is available for informal meetings



1.5

COMMUNITY HIGHLIGHTS

Markets Area Summer Project

110 Children in July attended a 3week programme of sporting and education activities.

Breastfeeding Support Group

Meeting by monthly the breastfeeding support group is run by the Lisburn Street Health Centre community nurses who offer support and guidance to new mothers who are breastfeeding their babies.



2nd Annual Barbecue

Annual barbecue held in Oct on the Terrace Garden provided an opportunity for projects to network and catch

up with each other. Over 60 staff of the Resource Centre attended and an enjoyable lunch was had by all.

Bric a Brac Sale

In April over €770 was raised in our Bric-a-Brac sale. All left over items were given to St Vincent De Paul.

Pre School Christmas Party

In Dec 75 pre-school children attended a Christmas Party with a puppet show present food and Santa. The party was sponsored by George's Hill Playgroup, Bradog Regional Youth Service and Macro Building Management.



The Corner Ladies Club

The Corner Ladies Club continues to meet weekly taking part in a wide range of activities from crafts, sporting activities and social evenings.

Information Stands

Dublin City Childcare

As part as the Social Inclusion week an Information Stand was available in the Resource Centre to provide information on childcare places in the area and training for childcare and Childcare Regulations.

Violence against Women

An information stand was provided by the Snug Counseling Service to inform women of services available to them in the case of domestic violence and abuse. Also supporting this stand was the Equality Authority.

Community ICT Project

Over 100 attended the launch of the Community ICT Project and the publication of their first Annual Report. The Minister for Community Rural and Gaeltacht Affairs Minister Éamon Ó Cuív launched the project.

Section 2



FUTURE DEVELOPMENT

During 2009 the Macro Building Management will continue to

- Provide office accommodation and activity space to community projects serving the people of the Markets Area.
- Provide meeting and training facilities.

- Deliver services to the community and voluntary projects and the local community.
- Maximise utilisation of space
- Manage the Resource centre for and on behalf of the Markets Community of Dublin's North Inner City.
- Continue updating Web Page to develop communication with the wider community
- Expand a Day and Evening Training Programme
- Upgrade Disable Access
- Develop 3 year Strategic Plan including consultation with community projects
- Conduct Research to improve Community Access

Section 3

Macro Building Management Ltd
(A Company limited by guarantee not having a share capital)
Income & Expenditure Account for the Year Ended 31 December 2008

	2008	2007
Income	€	€
Contribution	107,663	103,359
Short term lettings	5,690	13,844
Pobal Wage Grant	205,145	198,358
Pobal Overheads Grant	36,020	35,549
Dept of Comm. Rural & Gaeltacht Affairs	7,150	4,243
DCC Wage Grant	40,424	40,424
DCC Maintenance Grant	2,181	2,844

DCC Community Gain Grant	10,000	10,000
Communication Services	12,788	8,975
Support Services	4,885	3,359
Training Fees	3,134	-
Catering	2,906	3,872
Fundraising	871	799
Waste Labels	1,490	2,124
Light & Heat Contributions	2,091	1,713
Miscellaneous	1,445	480
Deposit Interest Received	4,934	4,846
Department of Social Welfare	278	248

Total Income	449,085	435,037
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Less: Expenditure	449,085	435,037
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	2008	2007
Expenses	€	€
Wages & Salaries	264,057	256,086
Er PRSI Contributions	27,489	26,595
Staff Training	8,878	2,913
Service & Maintenance	42,808	38,969
Insurance	2,476	3,263
Light & Heat	39,475	38,864
Janitorial	2,552	2,996
Office Expenses	9,085	7,717
Marketing	2,850	7,552
Telephone & Fax	15,791	13,020
Distribution to Projects	900	3,031
Communication Restructuring	12,435	13,508
Catering	4,515	5,251
Waste Management	2,086	3,305
Security	7,151	-
Research Planning & Evaluation	4,544	2,753
Audit	2,673	2,662
Bank Charges	504	481
Bad Debts	-	3,119
Sundry Expenses	-	107
Depreciation on Fixtures, Fittings & Equipment	2,189	1,747
Transfer to General Reserve	(3,373)	1,098
	449,085	435,037

Macro Building Management Ltd
(A Company limited by guarantee not having a share capital)

Balance Sheet
as at 31st December 2008

	2008	2007
Notes	€	€
Fixed assets		

Tangible assets	5	2,070	4,259
Current assets			
Debtors	6	7,338	15,625
Cash at bank and in hand		257,536	198,141
		<u>264,874</u>	<u>213,766</u>
Creditors: amounts falling due within one year	7	(69,966)	(17,674)
		<u></u>	<u></u>
Net current assets		194,908	196,092
		<u></u>	<u></u>
Total assets less current liabilities		196,978	200,351
Net assets		196,978	200,351
		<u></u>	<u></u>
Reserves			
Other Reserves	8	196,978	200,351
		<u></u>	<u></u>
General Reserve		196,978	200,351
		<u><u></u></u>	<u><u></u></u>

Acknowledgements

This year in the past Macro Building Management wishes to acknowledge the support given by many agencies projects and individuals.

Our gratitude is expressed to

DEPT OF COMMUNITY RURAL AND GAELTEACHT AFFAIRS for part funding the staff of the Resource Centre under the Community Services Programme administered by POBAL.

DUBLIN CITY COUNCIL Advisors Deirdre Ni Raghallaigh, Mary McInerney and the Development Department for part funding for staff and providing support and maintenance service to the Resource Centre.

THE WHEEL for Information and up-dates on policy development, funding events, training, networking and research.

ADVISORS TO THE BOARD

Deirdre Casey	City North West Citizens Information Service
Barry Kennedy	Marketing
Owlyn Bennett	Barrister

The focused ethos of Macro Building Management is the inclusion of the community of the Markets Area in their availing of the services provided in the resource centre. In this regard we acknowledge the time and energy given by projects through their staff and voluntary Management Boards. Projects commitment to the service for the community is vital and for this we acknowledge their commitment.

Projects

GEORGE'S HILL COMMUNITY EMPLOYMENT PROJECT
CITIZEN'S INFORMATION SERVICE
MARKETS AREA SENIOR CITIZENS SERVICE
NWIC TRAINING & DEVELOPMENT PROJECT
PITTER PATTEN CRECHE
SNUG COUNSELLING SERVICE
MACRO CDP
MACRO COMMUNITY NEWSLETTER
EDEN COMPUTER TRAINING
BRADOG REGIONAL YOUTH SERVICE
DUBLIN 7 CENTRE FOR INDEPENDENT LIVING
COMMUNITY ICT PROJECT

The Board of Managements greatest resource is the dedication commitment and professionalism of our staff. We wish to personally thank all our staff for their continued dedication in delivering the services required in the day to day management of the resource centre.
Building Management staff

Brenda Murphy	Development Manager`	Patricia Trumble	Assistant Manager
Mary Hynes	Anne Mackey	Denise Towell	Graham Mackey
Mary Curran	David Crowley	Jason Kearns	Christopher Bardon
Carol Dodrill	Carol Rollo	Caroline Kenny	Tony Parsons