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## ***Chairman's Report***

As we can see from this year's report, 2004 has been another year of growth, not just in user numbers but also in the types of service provided. We have seen an increase in broader information and support services. This growth and continued development of outhouse would not have been possible were it not for our dedicated team of staff and volunteers. At the very outset of this report I would like to put on record my sincere thanks to these people for their extraordinary effort over the year.

It is a testament to the needs of an organisation such as ours, and to the efforts of our team here, that we have been able to grow our services at a time when many voluntary organisations are being forced to limit themselves due to a lack of volunteer support.

2004 also saw us complete key building projects with the new roof in place and the library now fully renovated and operational. We look forward to continued development in 2005.

As you will see from the full report, we have continued to increase our partnerships with both governmental and non-governmental organisations in order to bring the most appropriate services to the community, this successful partnership approach continues to develop and improve the services available in outhouse.

Continued innovations such as "fair trade" products in the café, the re-design of the web-site and many other developments are helped by feedback from the user community. We were pleased to continue our community consultation process in 2004 with our public meeting. I am happy to report that it was shown at the meeting that all of the key recommendations made by you as part of the 2003 consultation process were implemented, we will continue this effort in 2005.

2004 also saw an increase in fund raising efforts, with events such as the fashion show in Yello taking place, we now have a standing fund-raising team in place and fund raising work already bringing in successful results.

The work we do in outhouse depends totally on the generosity of others. This generosity is vital to our efforts. In closing this introduction to the 2004 annual report I would like to take this opportunity to thank all of those who have kindly donated their time, resources, money and experience to us over the past year and to encourage you to continue this generosity of time, spirit and resources in the year ahead.

## **Overview of Service Provision**

2004 continued the trend of increased usage of the building. Over 8000 people attended meetings in the building. This represents an increase of 27% on 2003. Full figures are provided in Appendix 1.

There was an increase in focus on the information service that outhouse provides, with a full analysis of calls being made and a substantial piece of research being carried out into the information needs of callers. Figures for this are provided in Appendix 2.

2004 also saw staff engaging with clients with higher support needs. A number of asylum seekers made contact with outhouse and were supported both in accessing the asylum process and in meeting social needs. A trend that has been noted is the use of outhouse by individuals with need for support around mental health and an application was made to the Department of Social and Family Affairs for support with this work in 2005.

Important structural work and the finishing of core rooms was carried out in 2004.

## **Snapshot of the year in outhouse**

The beginning of July saw the Pride Festival with 2 large events occurring in the last week in June, the BelongTo youth group launch and the Irish Queer Archive photography exhibition launch. Outhouse also held an open day at the end of June, with stalls by many user groups. The Pride Breakfast saw 89 people spend their pride morning with us. There was an exhibition by Jonathan Casey and a reading by Kimberly Darke, San Francisco based performance artist.

Outhouse participated in the planning of an awareness raising programme developed by Tallaght Special Community Development project and Tallaght Partnership, with a number of different agencies present.

The Gay Men's Health Project ran its first 2 day course for counsellors on 1 November. As well as space, Outhouse provided administrative support.

Alcoholics Anonymous Round Up weekend November

This consisted of an open meeting on Friday for friends, and family and then workshops for fellowship members on Saturday and Sunday

There was an exhibition by Francis Fay in December

Christmas Day opening, with 5 course meal, for those who wanted to join their 'gay family' for Christmas Day. 28 people attended

Fashion Show fundraiser in Yello on December 15<sup>th</sup>.

Participation in Dublin City council community forum

## **Building Work**

The highlight of 2004 in building works was the replacement of the roof but a number of other significant jobs were carried out. The following is a summary.

The work in the Front meeting room was brought to completion with the sanding and staining of floors

The new kitchenette for staff and user groups was painted and tiled by Oliver. A distinct meeting room and storage room space on 3<sup>rd</sup> floor was created on the 3<sup>rd</sup> floor

Work was done on the restoration and refurbishment of the fireplace in the Library. Work was done to finish the library, including additional shelves and sanding and staining of the floor.

Works commenced in September and were completed in October on replacing the roof. The works were carried out by BP Dwyer registered roofing contractors and supervised by Mr. Kevin Blackwood, Architect.

A plan of work was prepared for 2005. This primarily will involve the refurbishment of the hall and stairs. Grant aid is being sought from Dublin City Council and the Department of the Environment.

## **Organisational Highlights**

Securing of Service Level Agreement with East Coast Area Health Board  
A digital telephone system was installed in May 2004, with resources secured from the Department of Community Rural and Gaeltacht Affairs.  
The outhouse website was redesigned and launched in December 2004 – new features include ability to view room bookings in real time and to book online.  
Merchandise provision in the café was improved and Fair Trade tea, coffee and hot chocolate have been stocked since July 2004  
Outhouse continued to participate in the Network of Gay, Lesbian Bisexual Community Groups  
Updating of information files to comprehensively cover information requests and analysis of calls received was initiated.

## **Staffing**

### **Staff during this period included**

Louise Tierney (Manager)  
Oliver Hegarty (Building)  
Brenda Farrell (Administration)  
Alison Martin (temporary outreach)  
Bernard Cantillon from July to December (Outreach)  
Tiffany Fitzgerald Brosnan joined us again (temporary outreach).  
Edward Parsons (General Services – evening and weekend reception)  
Severin Kennedy (General Services – evening and weekend reception)

Pension plans commenced for staff.

## **Governance**

At the 2004 AGM, David Straker left the Board at the 2004 and Paul Ryan and Monica Hynds joined the Board.  
Ms Annie Dillon was in attendance at Board meetings.

The outgoing Board for 2004 comprised  
Thomas Purcell (Chair)  
Malcolm Hickson  
George Robotham  
Robert Jordan  
Monica Hynds  
Paul Ryan  
Deryck Fay – Company Secretary

The management Committee met on a monthly basis, with members from tenants in the building, user groups, general users and volunteers.

The outgoing management committee at the end of 2004 comprised:

Thomas  
Deryck  
David  
Michael  
Alison  
Conor  
Mark  
Louise

## **Finance**

### **Operational Funding**

The main source of operational funding continues to be the East Coast Area Health Board. Observations in relation to the 2004 accounts include the following;

Grant income, other income, and office space income had improved. The most significant factor in relation to grant income were the capital allocations from the East Coast Area Health Board, the Department of the Environment and Dublin City Council which are the first capital allocations to be received in the history of the building. Donations have fallen and towards the end of 2004 a fundraising group was established.

Coffee bar income has fallen and will be monitored in 2005

Interest payments have fallen.

Administrative costs have fallen even though wages, pension costs, volunteer events, insurance, repairs and maintenance, telephone, printing, postage, and stationary and professional fees have all increased

Telephone, insurance and printing, postage and stationary all increased and will be monitored in 2005

Professional fees include architect's fees, engineers, are high and will remain high until the upgrading the building is finished

### **Grant support**

€5500, was received from the Department of Social and Family Affairs toward the instalment of a PBX telephone system

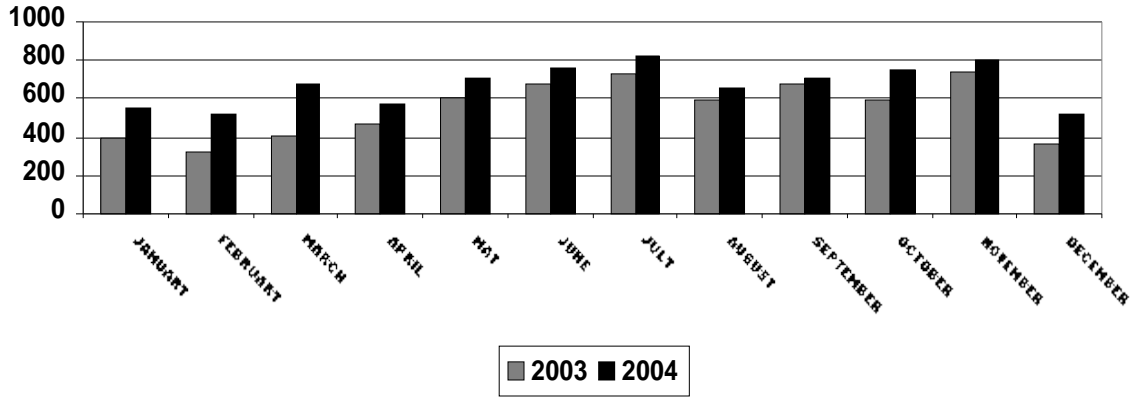
There was end of year capital allocation from the Health Board of €50,000 towards the roof refurbishment.

€25,000 was received from Dublin City Council towards conservation works under their Conservation programme

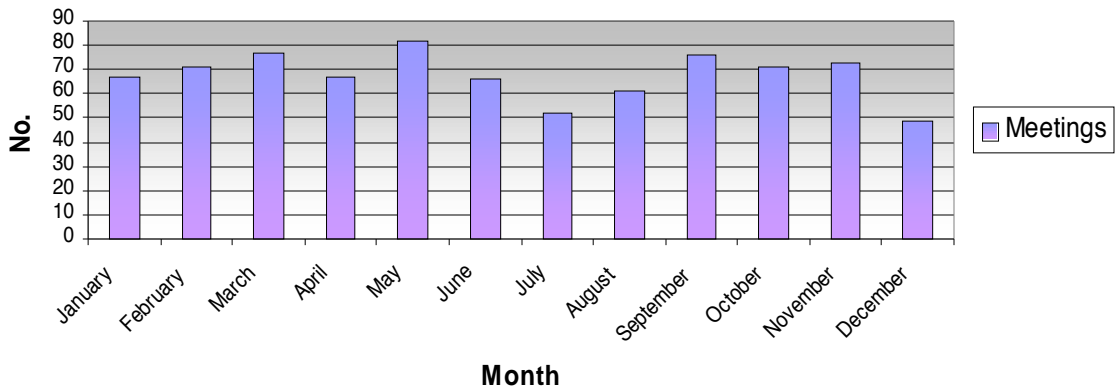
€20,000 was allocated from the Department of the Environment for conservation works.

# Appendix 1

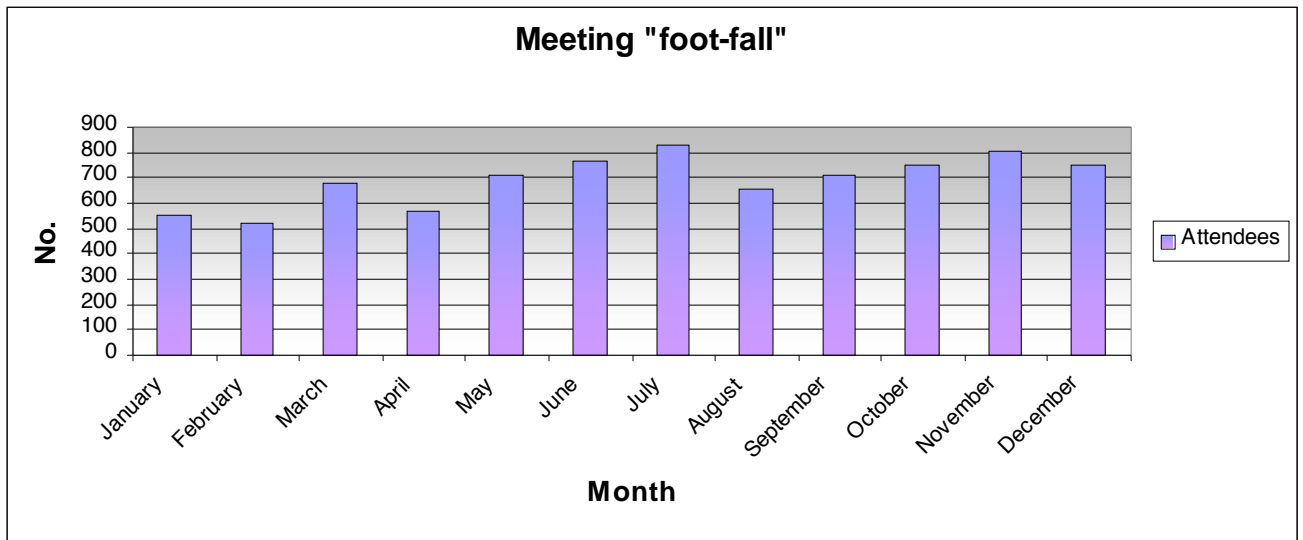
## Outhouse Attendance Figures 2003 & 2004



## Meeting Numbers



## Meeting "foot-fall"



## **Appendix 2**

### **Outhouse use Figures**

#### **Number of meetings**

January	67	
February		71
March		77
April		67
May		82
June		66
July		52
August		61
September		76
October		71
November		73
December		49
<b>Total</b>		<b>812</b>

#### **Meeting Attendees**

January	551
February	519
March	681
April	568
May	710
June	763
July	826
August	653
September	710
October	750
November	804
December	750
<b>Total</b>	<b>8285</b>

## ***Appendix 3***

### **Information Queries**

January	40
February	58
March	37
April	64
May	120
June	91
July	124
August	83
September	87
October	45
November	82
December	23

## ***Appendix 3***

### **Groups meeting in outhouse during 2004**

Gay Men's Health Project ; Summer Living Course, Personal Development Course,  
Personal Development network and Johnny  
Alcoholics Anonymous  
Narcotics Anonymous  
Iris Mental Health group  
Parents Support group  
Icebreakers  
First Out  
Men's Night  
Women's Night  
Women's Space  
Bi- Irish  
Gay International Group  
Gay Unions in Eire  
Parenting Group  
Amnesty Gay Lesbian Bisexual Group  
Greenbow ( Deaf LGBT group)  
Book Club  
Tall Tales Theatre Company  
Independent Theatre Company  
Gay Men's Health Project ; Personal Development Course, Personal Development  
network and Johnny  
Belong To youth Project ; out youth and computer training classes  
Bi- Irish  
Art Class  
Greenbow ( Deaf LGBT group)  
A Lesbian Arts Festival  
Dublin Pride Committee  
Trekkies  
Gay Switchboard Dublin