

The Guild of the Little Flower

Strategy Plan 2015 – 2020



“Food for Body and Soul”

This Plan has had contributions from Clients, Volunteers and Staff of the Guild enabling the provision of a solid platform for the further development of our services over the next five years.

Draft

The Guild of the Little Flower has been in existence for over a century providing assistance and care to the needy of the Liberties and its surrounds.

Our Guild was named in honour of St Therese of Lisieux, a Carmelite nun who inspired great devotion globally following her death at the age of 24 in 1897. Therese was canonised in 1925 and continues to be the inspiration for our work. She ensures that we are supported by her followers here and abroad through the donations we receive in her name, as she promised; *"I will let fall from Heaven a shower of Roses"*.



In 1912 just a short 15 years after St Therese's death, the Penny Dinners was started in Meath Street by the Parish and the local community in response to great need. Sr. Brigid Phelan, a Presentation Sister, joined the Guild in 1991 and as an ambassador of the Parish, has overseen the Guild's activities and achievements to date.

She is in no small way responsible for keeping the mission of St Therese alive and is greatly cherished by the greater community to whom she has given such dedication and service



In 2014 the Guild undertook to review its operations and reflect on the services it currently provides.

It came to the view that a forward plan for the coming years was both prudent and necessary and to this end it embarked on an exercise to realise this plan.

A programme of communication with all stakeholders including Clients, Staff and Volunteers was undertaken over a period of five months, culminating in the development of a strategy that provided a clear vision and direction for the future work of the Guild..

As part of our research, we linked-in with similar service providers to review best practice models, share experiences and observe expertise.



"Without love, deeds even the most brilliant, counts as nothing"

Values and Behaviours

This document represents the thoughts and words of the Clients, Staff and Volunteers in a way that captures the spirit of what people feel the Little Flower stands for.

RESPECT

Everyone who comes to the Little Flower is treated with respect.

We show this respect in the quality of the service we provide, the high standard of our building and facilities and the warm welcome that is afforded to everyone.

EQUALITY

In the Little Flower we treat all people equally, regardless of their beliefs, race, religion or sexual orientation.

We operate an open door policy therein showing equality in the way we accept all people. We strive to give them the best quality service possible while respecting their confidentiality.

CARE

We in the Little Flower strive to show care and compassion to all people.

We demonstrate this care by taking time to listen, show little acts of kindness and by maintaining an environment that is calm, enjoyable and nurturing.



"A word or a smile is often enough to put fresh life in a despondent soul"

VISION & MISSION

Inspired by the Life and Words of
St. Thérèse of Lisieux
“The Little Flower”

Has

***A VISION; where those in need receive support, service
and a place of welcome***

&

***A MISSION; where the Little Flower serves food to the
body & soul of all who seek it.***



*“Miss no simple opportunity of making some
small sacrifice, here by a smiling look, there by a
kindly word; always doing the smallest right and
doing it all for love”*

High Level Objectives 2015 – 2020

To deliver the goals & objectives of the plan, the Little Flower will concentrate on the following 4 key areas:

1. **People** - the Little Flower will develop the capacity of the Staff and Volunteer group to deliver a high quality relevant service to the community.
2. **Facilities**- the Little Flower will improve the overall facilities bringing them up to the highest possible standards.
3. **Community** - the Little Flower will bring additional value to the local community by making our facilities available to a wide range of groups and their associated activities.
4. **Fundraising** – The Little Flower will maintain its fundraising abilities so as to ensure the future sustainability of its services.



“I know now that true charity consists in bearing all our neighbour’s defects – not being surprised at their weaknesses, but edified at their smallest virtues”

Little Flower 2015 – 2020
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<i>OBJECTIVES</i>	<i>INITIATIVES</i>
1. People – The Little Flower will develop the capacity of the staff and volunteer group to deliver high quality relevant service to the community.	• <i>Assess Training Needs</i>
	• <i>Develop & Implement Training Programmes</i>
	• <i>Foster Regular Communications with all involved</i>
	• <i>Seek and provide feedback from all involved</i>
	• <i>Promote a culture of Continuous Improvement</i>
	• <i>Initiate Policies & Procedures that will serve to give full compliance to the requirements of the Charities Regulatory Authority and meet the standards of full Corporate Codes of Governance.</i>
2. Facilities - The Little Flower will improve the overall facilities bringing them up to the highest possible standard.	• <i>Complete installation of Security Systems</i>
	• <i>Construct New Kitchen including new fit-out</i>
	• <i>Upgrade Roofing Areas to include regulated Access System</i>
	• <i>Upgrade Heating System</i>
	• <i>Upgrade Front of Building including Electric Shutters</i>
	• <i>Restructure Basement to Upgrade Laundry and Dry Stores</i>
	• <i>Paint & Decorate all areas</i>
• <i>Ensure facilities are maintained to meet all Fire, and Health and Safety Standards.</i>	



“Trust and trust alone should lead us to love”

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<p>3. Community – The Little Flower will bring additional value to the local community by making our facilities available to a wide range of groups and their associated activities.</p>	<ul style="list-style-type: none"> • <i>Schools Programme e.g. Transition Year, Pilot Breakfast Club</i> • <i>Cookery/Dressmaking/Craft Classes</i> • <i>Ethnic Community Workshops</i> • <i>Men’s Shed</i> • <i>Young Mothers Club</i> • <i>Ladies Club</i> • <i>Cookery/Dressmaking/Craft Classes</i> • <i>Drama Group</i>
<p>4. Fundraising – The Little Flower will maintain its fundraising abilities so as to ensure the future sustainability of its services.</p>	<ul style="list-style-type: none"> • <i>Develop Website</i> • <i>Broaden Advertisement Sources</i> • <i>Consider Monthly Draw</i> • <i>Merchandise activity i.e. “Little Flower Angels”</i> • <i>Source Lotto Funding</i>



“I understood that every flower is beautiful, that the brilliance of the rose and the whiteness of the lily do not lessen the perfume of the violet or the sweet simplicity of the daisy”

Outcomes

Full implementation of our initiatives will result in the following:

- *Specific Needs met with quality service delivery*
- *Up skilled motivated staff and volunteers united in delivery of best practice service.*
- *Best Practice Training Model for this sector which would highlight needs, improve service and inform social policy.*
- *Quality upgraded fully equipped building to serve all community needs.*
- *Increased profile of role/work of the Little Flower in the greater community.*
- *Sustained income/funding through donations, specific grant aid, that ensures the means for an enhanced service.*
- *Full compliance with all regulatory, governance and safety requirements*



"I will let fall from Heaven.....a Shower of Roses"

Guild of the Little Flower

11 Meath Street, Dublin 8.

Phone: 4536621 • 4546795

e-mail: info@littleflower.ie

Charity Number 6179