

Annual Report *2014*



The Social and Health Education Project

Mission Statement

SHEP is a values-led organisation that works together with individuals and communities to develop capacities for positive change, to enhance health and well-being and to promote social justice. We do this through a range of integrated personal, community, environmental and international development initiatives.



**ENRICHING LIVES:
PROMOTING HEALTH
AND WELL-BEING**

Chairperson's Foreword

The Social and Health Education Project (SHEP) is a unique, community-based, regional, training and development organisation. During 2014 we were delighted to celebrate our 40th anniversary. We are all very proud of what has been achieved over four decades. I'm delighted that we had the opportunity to mark the anniversary with a number of initiatives including the Memory Mapping Initiative. The publication of 'Stories and Poems of Change' and our formal 40th anniversary event.

2014 was another very busy successful year for SHEP with over two thousand persons and a significant number of groups directly involved with the Project through training, counselling, and advocacy or through other supports. Core funding from the HSE continues to be hugely important and we look forward to continued collaboration with the HSE. Like all community and voluntary groups, there have been significant challenges over the last number of years and we are continuing to do more with less funding.

There were a number of important developments during the year. First of all, we developed a new Strategic Plan to guide our work for the period 2014-2016. Another key development during 2014 was the completion of the evaluation of the SHEP work in Limerick. The evaluation concluded that 'there is very strong agreement that SHEP in Limerick is delivering a training programme that was at once unique and greatly valued' and that 'the SHEP Programme portfolio is achieving real and meaningful change in the lives of many participants'. A third important development was the establishment of the Cork Equitable and Sustainable City Alliance (CESCA) and SHEP's becoming a member.

As SHEP starts into its fifth decade it is clear that the Project continues to grow and adapt, to be responsive to the needs in the community, and to demonstrate that it is contributing significantly to individual and community health and well-being. As Chairperson I wish to extend my thanks to the large body of Trainers, Tutors, Counsellors, and Volunteer Advocates in SHEP, our small staff team, the large number of people who volunteer with us and my colleagues on the SHEP Management Committee for all that they have done during 2014.

Carmel Brosnan, Chairperson



Rebecca Loughry (HSE), Carmel Brosnan (SHEP Chairperson), Canon Donal Linehan, Minister Kathleen Lynch, Pat Healy (HSE), and Jim Sheehan at the SHEP 40th Event which took place on 29th May, 2014 at the Nemo Rangers GAA Club, Blackrock, Cork.

‘It is clear that the SHEP programme portfolio is achieving real and meaningful change in the lives of many of the training participants.’

Exodea Consultants – SHEP Limerick Evaluation (2014)

Director’s Report

SHEP has made very good progress in 2014 with implementing the objectives set out in our new three year strategic plan (2014-2016) across all of the SHEP’s eleven key areas of work. The level of work completed in 2014 was similar to 2013 levels despite some reductions in core funding to SHEP. New funding from the HSE for the Coiscéim Low-cost Counselling Programme, and the granting of some once off funding to SHEP, allowed the Project to implement most of the 2014 programme and in many cases to exceed our targets.

The numbers participating in SHEP’s core training programme were a little lower than the previous year, largely as a result of the downturn in the economy, with 11 core training courses commencing in September 2014. The training programme in Kerry continued to gain momentum, particularly with regard to the take-up short courses in the community, though for the first time in many years only one Personal Development Course commenced in September. The work in Limerick also continued to grow (as part of the collaboration with a number of Limerick-city groups) and an important, independent evaluation of the programme was completed. A key trend in 2014 was the increase in the numbers seeking concessionary rates for training courses – reflecting the large percentage of trainees in the Programme on social welfare or with limited financial means.

The Coiscéim Low-Cost Counselling Programme once again supported a large number of clients during 2014 with over 530 clients supported with counselling. The complexity of cases presenting also continued to increase, reflecting the difficult circumstances in which many people find themselves. It would not have been possible for SHEP to sustain this level of support without the additional, core funding provided by the HSE for the service.

During 2014, SHEP’s work in advocacy continued to develop, particularly in the area of facilitating independent group-advocacy (though our resources remain small and our volunteer panel has declined). Throughout the year we continued to provide customised training, facilitation and technical support to a range of groups and organisations in Cork, Kerry and Limerick though pressures on staff resources meant that less time could be devoted to this than we would have liked. Evidence that the Project continues to innovate can be seen in the commencement of a new Specialised Tutor Training course called ‘New Beginnings: Caring for Our Well-being’. Other important developments during 2014 were: the move to a new office in Killarney; the establishment of a SHEP Bursary scheme to support the provision of concessions to participants; securing a small EU grant (Erasmus Plus Staff Training Abroad) to support continuing practitioner training for some SHEP adult education personnel); the recruitment of part-time Training and Development officer in Limerick; the offering, for the first time, of a SHEP short course in Limerick City as part of the on-going collaboration there; and the commencement of a new ‘Caring for the Earth’ Initiative, in association with Pairc a’ Tobair.

I would like to thank all those who contributed written pieces and poems for the SHEP stories of change book which is an important record of the impact of the SHEP work on the lives of some its participants. Finally, on behalf of the staff of SHEP I’d like to express my appreciation to everyone who has contributed in whatever way to our work during 2014.

Jim Sheehan



Some of the participants at the Memory Mapping Event (2000-2013) which took place on April 12th at the Meditation Centre, Bessboro. (picture - Terry Coleman)

Memory Mapping & the 40th Anniversary – SHEP’s Oral History Project

An important part of the 40th Anniversary celebrations was the SHEP Memory Mapping Project. History is made up of people’s lived experience, and though written documentation from SHEP’s forty years of existence is available, it was felt that an oral history process would be in keeping with SHEP’s person-centred process approach.

After initial advice from Dr. Clíodhna O’Carroll of U.C.C.’s Folklore Department, a group of volunteers came together in the autumn of 2013 and planned a series of memory-gathering events. The founders (Fr. Donal Linehan, Angela McAdoo Frawley and Nuala Rearden) and those involved in the development of the Social and Health Education Programme from 1974 to 1985 – most of them educators - were invited to the first event in November 2013, a celebratory lunch and a recording session where they shared their memories of the early ‘Ógra Chorcaí’ years of SHEP.

Four further recording sessions took place in Spring 2014, two for people involved with SHEP during the remaining decades of SHEP’s life, one for SHEP trainers, and one for the staff-members who had worked with SHEP during many of the forty years i.e. Fiona Devlin, Eileen Lynch, and Frank Dorr.

The process was important - these memory-gathering events became a vehicle for reunions of old friends, and for the shared appreciation of the difference SHEP had made in many people’s lives. SHEP now has a precious archive of recorded material, from people whose voices and experience might otherwise have been lost. A twelve-minute audio slideshow with excerpts of forty voices “Voices From the Heart of SHEP” was created for the major 40th Anniversary Celebration in May 2014, and a c. hour-long CD “Oral Memory Map Highlights 1974 – 2014” was produced and given to those who attended the celebration, and to the people who contributed to the memory-gathering process.

Heartfelt thanks to the volunteers who gave huge energy and time to the project, and who made it all happen.

1 Personal Development Training

The aim of this work is to support individuals to develop capacities for positive change and to enhance health and well-being. **SHEP's Certificate in Personal Development** is a unique programme which has been refined by the project over many years. The course consists of weekly evening or day time sessions of two and a half hours between September and the end of May as well as seven weekend day-long sessions. The principal methodology used is that of experiential group-work.

'This course has opened a new door into the room in the home that is my life. That room is love and beauty. Thank you from the depth of my healing heart.'

Corina Byrnes

'This course completely changed my outlook on life and how I interact with others.'

Tony Kiely

'I found SHEP exceeded all my expectations and I am so pleased and honoured to have met such real people.'

Richard Ginnifer

Significant progress was made in 2014 in line with the strategic plan. Overall there was a reduction in the number of SHEP Certificate in Personal Development courses run during 2014. In September 2013, ten groups, comprising 163 people, 45 of whom were men, commenced the **SHEP Certificate in Personal Development**. Five of these groups were in Cork City, one in Youghal, one in Tralee, one in Killarney and two in Limerick. As in previous years, the two Limerick groups were offered in association with a consortium of locally-based groups working with disadvantaged communities. Of this group 121 participants received their Certificate of Completion in June 2014. (The Certificate of Completion is awarded on attaining a minimum attendance of 80% on the course.) Seven groups began The SHEP Certificate in Personal Development in September 2014. They comprise four Cork groups, two Limerick groups and one group based in Killarney. This gives a total of 116 people including twenty men.

141 people

received a Certificate of Completion for

SHEP Personal Development

in 2014

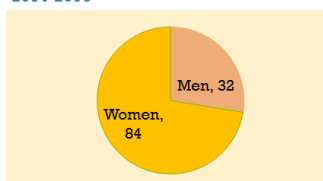
Over 1160 people

have participated in

SHEP Foundation Training

since 2000.

SHEP Certificate in Personal Development
2014-2015



1.2 Continuing Personal Development

‘...the opportunity to explore personal issues in a group was very powerful, challenging but rewarding.’

In the area of **Continuing Personal Development** two Limerick groups (21 participants in all) received their Certificate of Completion in June 2014. Both these groups had begun in Autumn 2013. Since then, a further group in Limerick completed this course which ran from January 2014 to November 2014. All except one of the participants were women. This was a major investment by the funders of these three courses, and a major contribution by the trainers involved, in support of people in Limerick who had completed the SHEP Certificate in Personal Development there, and who had requested an opportunity to continue their growth process through experiential group work.

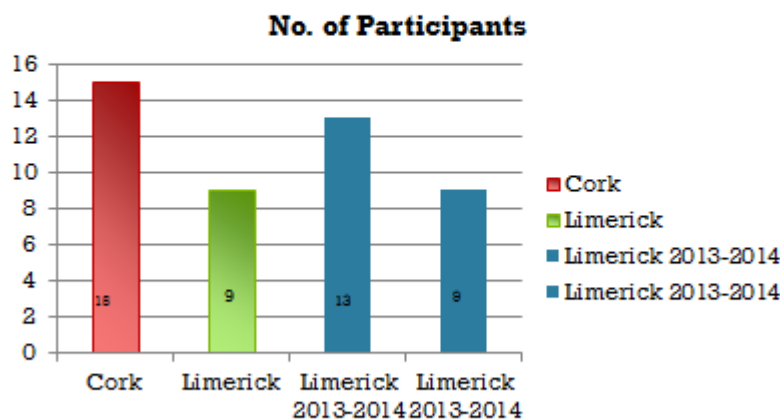
In Cork, one group of fifteen people completed the SHEP Certificate in Continuing Personal Development. Three participants were men i.e. 20%.

‘It was wonderful to feel listened to and never rushed or judged.’

‘My group were wonderful and genuine people, and our facilitators were just amazing, just so special I can’t say enough about them.’

‘Fantastic course, and extremely well-run ... of immense benefit to me personally.’

+ SHEP Cert in Continuing Personal Development 2014



1.3 On-going Development Programme

SHEP's **On-Going Development Programme** offers graduates of core training courses a way of continuing their personal development work and also offers Community Tutors avenues to develop and enhance their skills. These short courses and workshops contribute to the life and maintenance of the broad SHEP community. In 2014 a wide range of courses/workshops was offered in Cork in this programme and in total 187 people participated. Some examples of these courses and workshops are 'Introduction to Mindfulness', 'Personal Leadership', 'Family Systems' and 'Hear the Sound of the Earth Crying'. This programme has also included the residential Mindfulness Retreat which was held on Oileán Chléire /Cape Clear Island in September with 35 people in attendance.

There were also two such workshops in Kerry (37 people took part in these).



Karina and Lisa bring a message from the Second Residential Mindfulness Workshop on Oileán Chléire (Cape Clear) September 19th – 21st 2014.

2 Training in Social Awareness & Community Empowerment

'I have really enjoyed my experience on the SHEP course. I did the personal development back in 2001 and found it life changing. I would highly recommend SHEP for raising awareness and empowering personal, inter-personal and communities.'
Mary O'Gorman

'The course is so well put together and delivered at a very high standard.'
Jill Aherne Mulcahy

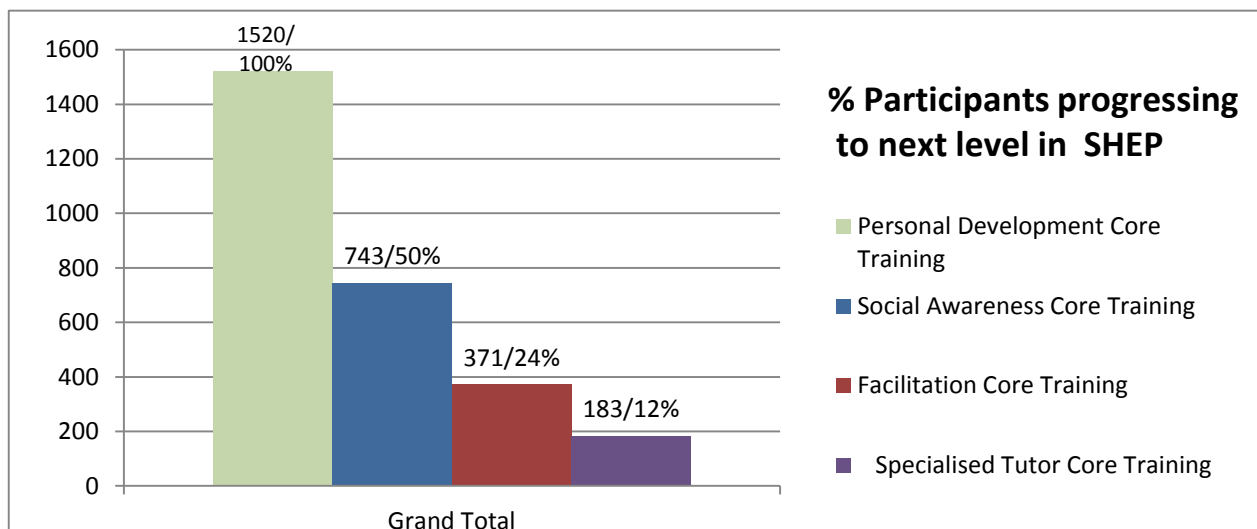
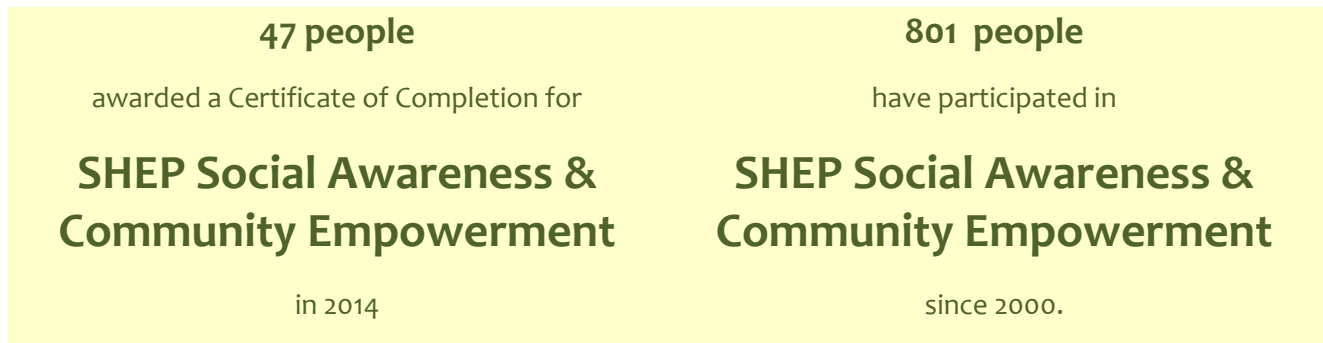
SHEP's second Foundation Course is a 78-hour course entitled the SHEP Certificate in **Community Empowerment and Social Awareness**. Its aim is to enhance individual's capacity to participate more fully in the wider community and to promote social justice. The course normally runs from September to December and consists of an evening introductory session and five week-end workshops. There can be in the region of 25 participants in each group. The principal methodology used is that of experiential group-work. Some

elements of the course are drawn from the 'Training for Transformation' programme. Participants are not required to undertake any written work and there is no formal assessment or examinations.

'The group dynamics grew dramatically over the weekends and we were left with a very strong connectivity thanks to the facilitators.'

Michelle Darcy

In 2014, two groups comprising 58 people started and 47 successfully completed this training. There was one group in Cork City and one group in Limerick. Eleven of the participants were men (23%). The majority of participants had completed the SHEP Certificate in Personal Development in May 2014. The course in Limerick was run for all participants at a highly subsidised rate. For the Cork course, of those receiving full certificates for the courses, 67% received concessions.



Social Inclusion & Equality Survey (2014) - some key results:

This survey relates to participants in the SHEP foundation courses which started in September 2014. It is insightful and also helpful in terms of demonstrating that SHEP is significantly reaching certain groups:

28% of SHEP F1/F2 Participants are unemployed

38% are in receipt of a social welfare allowance
 39% have a medical card
 18% are parenting alone
 13% have a disability
 One third of participants are in 50-59 age group
 One quarter of participants are under 40.
 38 % have no post leaving certificate qualifications
 28% have a degree and/or higher degree

Evaluation of the SHEP Training Programme in Limerick Collaboration (2010-13)

SHEP, in partnership with a number of local groups, agencies and other stakeholders, has been delivering quite a number of SHEP core training courses in Limerick city over the last three years. An evaluation of this was finalised in 2014. One of the findings is that 'there is very strong agreement that SHEP in Limerick is delivering a training programme which is unique and greatly valued'. The report also says that 'the SHEP Programme portfolio is achieving real and meaningful change in the lives of many participants'. A number of recommendations are emerging including: 'In order for it to evolve a stronger developmental emphasis and a change in structure needs to be engineered'; and 'The appointment of a Project Coordinator.... either on a part-time basis or a contractual basis... is seen to be crucial to the further development of SHEP in Limerick'. The Management Committee is now actively exploring a new model of governance for the work in Limerick which could support the development of what is emerging as a Limerick Social and Health Education Programme.

3 Training facilitators to work in the community

SHEP is committed to enabling people in their own communities, work settings, or elsewhere, to better support reflection, learning and transformation at the personal and community levels. A key aspect of the SHEP model is the systematic training and supervised deployment of community members in response to community needs. The Project offers a range of specialised practitioner training courses to enable people to train as tutors or advocates.

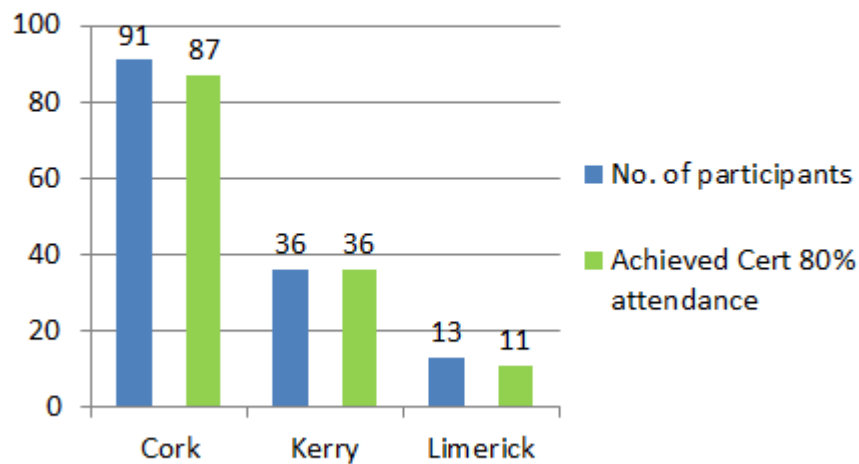
3.1 SHEP Certificate in Facilitation

'The whole course was very beneficial. I loved it all.'

'It has been a fantastic experience with much valuable learning that I will bring forward to all aspects of my life.'

The year-long **SHEP Certificate in Facilitation** is a key, intermediate level course which is offered every year by SHEP, in at least one location. This course ran in both Cork and in Kerry in 2014. Sixteen people, seven of whom were men, completed the course in Cork, and eleven people completed it in Kerry (one male participant; ten female participants).

SHEP Certificate in Facilitation 2010 - 2014



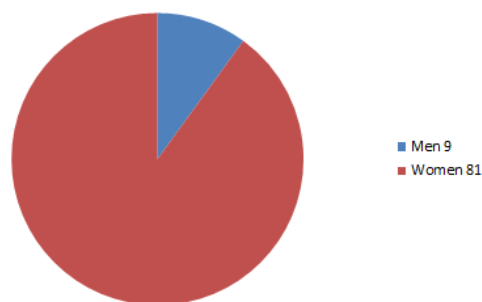
Collaboration with Arbour House

Exploration of the possible delivery of the SHEP Certificate in Facilitation as part of a new degree in addiction studies being developed by Arbour House continued during 2014. This is an interesting possibility which recognises the value of the SHEP approach.

3.2 Specialised Tutor Training

Sixteen people, three of them men, successfully completed the **Integrated Specialised Tutor Training Course** in June 2014 (this 15-month course commenced in early 2013). 90 people have completed Specialised Tutor Training since 2010.

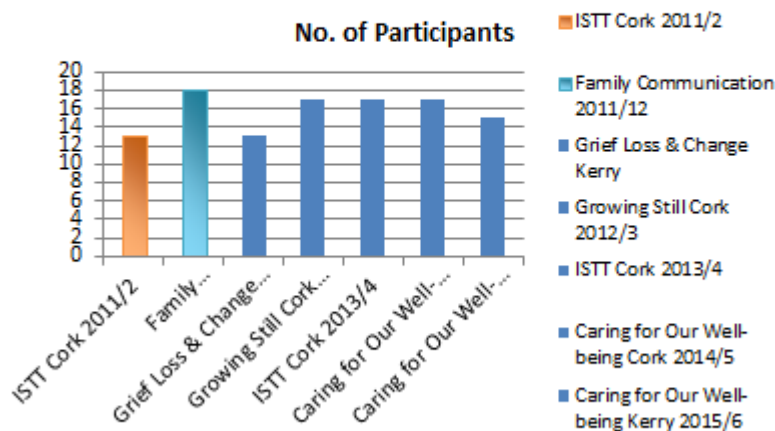
No. Completing Specialised Tutor
Training 2010 - 2015



‘Caring for Our Well-Being’ Tutor Training

In line with the strategic plan, a new Specialised Tutor Training course ‘Caring for Our Well-being’ was offered in 2014. The course development process took a significant length of time, with the experience of two pilot community courses informing the course design, as well as input from an expert by experience. There was a high level of interest in this course and a group of 17 people began in September (the course will continue to May 2015). There is a wide mix of people in the group – experienced tutors, psychotherapists, people who have come directly from the SHEP Certificate in Facilitation, and others who completed facilitation training several years ago. Through the course, important links are being forged, and existing links developed, with the HSE mental health services. Links are also being forged as with well as other groups and agencies involved in supporting mental health and well-being.

Specialised Tutor Training courses 2010 - 2015



Tutor Training Apprenticeships

As many opportunities as possible were used to enable people who had completed tutor training to begin facilitating groups in the community. Eleven people (including four Kerry based tutors) completed apprenticeships in 2014.

Continuing Practitioner Development

As a way of supporting good practice and the maintenance of high standards SHEP offers supervision and Continuing Practitioner Development opportunities to all practitioners working through the Project, including Trainers and Community Tutors. A number of CPD opportunities for trainers were offered in 2014. Two well-attended day-long workshops on conflict were run in conjunction with ‘Ag Eisteacht’ in January 2014. Later in the year, a training workshop with Helen Ruddle in the evolving approach to Assertive Communication was offered to Assertive Communication module trainers. (This proved so helpful in providing a clear understanding of the basis for all the personal development work which SHEP does, that it

was decided to offer a day-long workshop with Helen Ruddle for all trainers. This was also very well-received, and because it was over-subscribed, a further day was organised for early 2015.)

‘It is evident that ... the SHEP programme increases participant’s well-being when measured across a range of factors, including: resilience and self-esteem; positive functioning; supportive relationships; and trust and belonging. The sense of well-being is reported to increase over time, and appears to be entirely self-supported.’

Exodea Consultants - SHEP Limerick Evaluation (2014)

Grundtvig Learning Partnership

In 2014 SHEP was successful in securing a small grant from Léargas to be included in the last round of the EU Grundtvig Programme. The project involves organisations from the UK, Turkey, Switzerland, Germany, Belgium and Ireland and runs until Summer 2015. The theme of this Learning Partnership is ‘Empowerment approaches to working with Older People in their care settings’. The programme will facilitate up to 18 people from within SHEP (trainers, tutors, staff, advocates, management committee and participants) to travel on short learning visits to the other partner organisations to learn and share knowledge. During 2014 there were visits by SHEP personnel to Switerland, Turkey, and Germany. From 22nd to 25th October SHEP hosted 18 visitors to Ireland as part of the European Grundtvig Learning Partnership. The Group visited Cobh Community Hospital, Killeagh Monday Club (active retirement group), experienced SHEP’s way of doing group work and participated in two facilitated workshops to further progress the aims of the overall project.



4. Complementary Accredited Training

Whilst most of the training offered by SHEP is non-assessed and non-accredited, a small number of courses are offered by SHEP with external accreditation.



4.1 QQI Level 6 – Introduction to Advocacy

This course is a SHEP delivered course, which is accredited through QQI. The course began in October 2014 and concluded in January 2015. Twenty participants completed this course. The group was mixed with participants working in disability and older people services, housing support, direct provision, services for women experiencing domestic violence, legal backgrounds, people with their own experience of marginalisation and people interested as citizens in advocacy and committed to the principles of rights based practice and social inclusion.

‘Good experience of learning. Kind of gentle and relaxed.’

‘For me it’s hearing what other people experience during the course, how their views have changed.’

‘A lot of assignments for the length of the course.’

‘Same course content over a longer period.’

‘Great insight into advocacy and increase in knowledge and skills.’

4.2 UCC

In 2014, 20 students completed Year One of the UCC Certificate in Social and Psychological Health Studies. 15 of these students commenced Year Two of the Programme (which leads to the Level 7 award of Diploma in Social and Psychological Health Studies. This is the sixth round of this two year programme run in partnership with ACE.

4.3 WIT

For the first time ever, eight SHEP graduates completed the WIT Level 8 Recognition of Prior Learning Programme. A further seven SHEP graduates, who completed the WIT Level 7 Recognition of Prior Learning in May 2014, commenced the Level 8 RPL programme in September. This one year programme leads to the award of Higher Diploma in Social, Personal and Health Education. This is the second cohort to undergo this programme, which was established in 2013 in partnership with WIT.

5. Community Education for Health & Well-being

SHEP's Community Education for Health and Well-being offers a range of short courses in the community. The emphasis is on responding to the needs of individuals and groups, in their own communities, to explore and consider ways of making positive changes and enhancing health and well-being. Courses are typically 20 hours' duration and run over eight or ten weeks. In 2014, 723 people participated in 63 community-based personal development courses/workshops in community centres across Counties Cork and Kerry arranged through SHEP (113 of those were 5th and 6th class primary school pupils participating in five Let's Talk About' workshops related to the transition to secondary school). A further 538 people participated on 41 courses run by SHEP tutors but not organised directly through the Project

In 2014, of the adult community education courses, either initiated by SHEP or where SHEP was requested by a community group to provide and support a tutor, the seven most availed of course topics were:

- Introduction to Personal Development (11)
- Effective Communication for Better Relationships (9)
- Grief, Loss & Change (9)
- Women's Health & Well-being (4)
- Health, Well-being & Empowerment for Older Adults (4)
- Family Communication (2)
- Men's Health & Well-being (2)

The average group size at commencement of courses was 13.5 (courses have a maximum capacity for 16 participants) and at completion 11.5, representing a high rate of course completion at 85%.

The Community Education courses for Health and Well-being are structured to have their own stand-alone contribution and, progression to further SHEP courses is not an expectation of participation. However the Project strategically does aim that the Community Education Programme would foster participant interest in progressing to its own core programme, or, to other options, so as to continue and deepen their personal journey of awareness and growth. Over 15% (Cork area sample only) of participants on SHEP's Certificate in Personal Development in 2014 had undertaken one or more short courses previously, with this being a much more significant access path way for men (30% of men versus 7% of women on the 2014 Certificate in Personal Development had completed a prior short course). These courses were offered during 2014 by a total of 85 registered SHEP tutors.

5.1 Community Education in Kerry

In Kerry in 2014, 124 people started and 116 people finished 10 community-based courses. Of the 116 participants who completed courses 99 were female and 17 were male. Seven of the 10 courses run were funded by Kerry Education and Training Board as part of the Memorandum of Understanding they have with SHEP. An 8 hour course called Effective Communication for Better Relationships was run as a pilot project for 4 students attending the National Learning Network and paid for by their own funds. The Seasons for Growth Living with Grief Loss and Change course in Tralee was funded by a grant from Janssen plus participants contributions. Effective Communication for Better Relationships was offered in Tralee in response to requests from participants who had completed the SHEP Certificate in Personal Development in 2014 for more on Assertive Communication. This was funded by SHEP's own funds with contributions from participants. The courses were offered in conjunction with Family Resource Centres in Castlemaine, Abbydorney, Kenmare and groups e.g. St John of Gods, National Learning Network and Tralee Women's

Network. There was one 'Let's Talk About' workshop facilitated for an after schools group attending Ballyheigue Family Resource Centre.



Participants from 'Managing Stress in our Daily Lives' Kenmare Spring 2014 receive their Certs.

'This partnership is working so well in ensuring that we can deliver quality, tailor-made personal development programmes to the most disadvantaged groups and areas in Kerry.'

Michelle Anne Houlihan, CEF, Kerry Education & Training Board

6 Counselling

Background to 'Coiscéim' Low-cost Counselling Programme

'Coiscéim' is the Irish word for 'step' and for many SHEP's Coiscéim is a first step toward improved mental health and well-being. Established in 2001, the aim of the programme is to provide quality counselling/therapy services to individuals and, to a lesser extent, to couples, families and groups; people who, for a variety of reasons, may not be able to access the services they need in other ways. The intention is that, through counselling, Coiscéim will help clients to be better able to manage their own arising mental health issues and their relationships, thereby enhancing their own quality of life and the quality of life of those with whom the clients are closely connected. From the point of initial contact onwards, a person-centred approach is used by offering people choices with regard to the counselling process e.g. time client is available to attend counselling, location of counselling, an agreed contribution from the client to suit his/her particular financial circumstances. The availability of a limited Coiscéim subsidy fund has been critical in ensuring that people with limited financial means have had access to the supports that they need. The programme has grown significantly in recent years. Referrals are made from a wide range of statutory agencies - mainly G.P.s, HSE social work departments and accident and emergency psychiatric nurses. Many clients referred by these departments often require immediate referral and often to experienced counsellors/therapists.

709 people
received
Counselling Support
in 2014

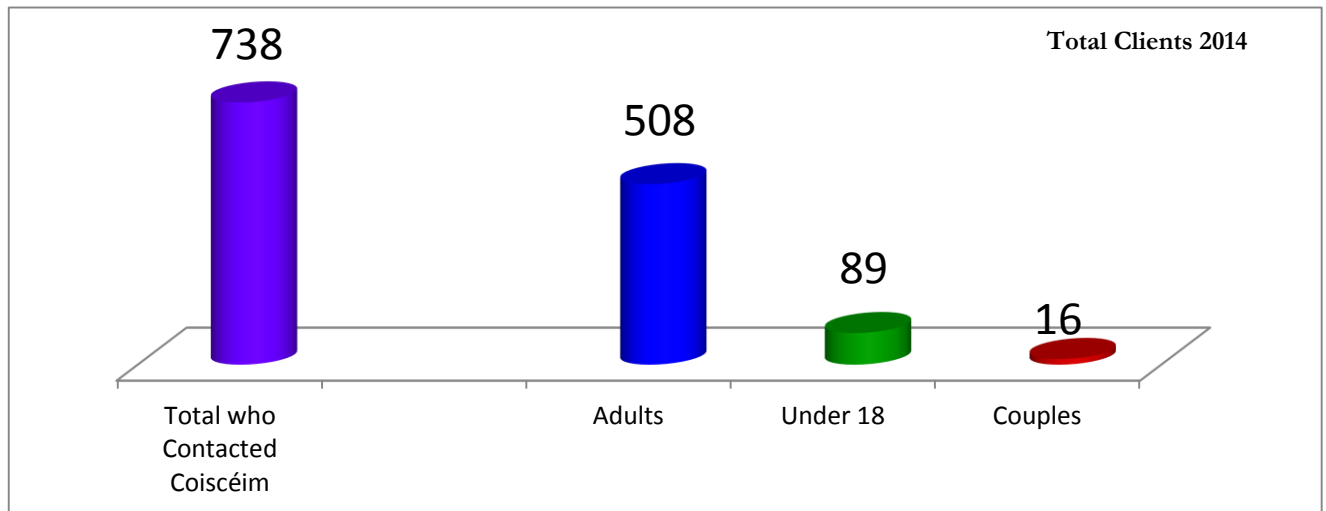
5969
hours' counselling provided by
118 Counsellors
in 2014

The Programme was commenced with funding from Janssen. The HSE has supported the Programme through the Section 39 core funding grant provided to SHEP. This funding has increased steadily over the years as the Low-cost counselling programme increased in scale. In late 2012, the Counselling Programme was included in a new HSE funding initiative to support the provision of counselling services, with an additional annual grant of €90,000 being awarded to SHEP to support the programme, in addition to the funding for the programme provided through the main grant.

The Counselling Programme is part of the overall SHEP Programme. It is overseen by a full-time Project Coordinator. A Referral Officer (working three days per week) is responsible for completing the majority of assessments, and Development Worker (half-time) provides support with client liaison, counsellor liaison, and programme monitoring. The programme is delivered with the involvement of over 140 counsellors/psycho-therapists.

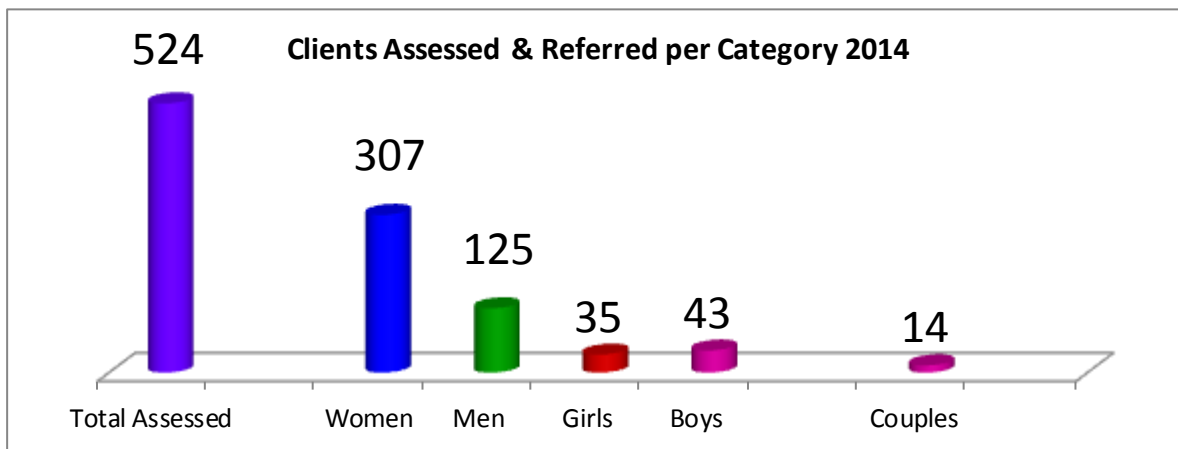
Numbers Contacting the Programme

During 2014, SHEP's Coiscéim Low-Cost Counselling Programme once again supported a very significant number of clients. **738** clients contacted Coiscéim seeking counselling, reflecting the continuing difficult circumstances in which many people find themselves. It is important to note that 22% of the adults contacting the service for support were men (down from 29% in 2013). The number and complexity of cases presenting also continued to increase. 89 of those referred to the programme were children.



Numbers Assessed in 2014

Following this new system, 524 persons were assessed by Coiscéim Low-Cost Counselling Programme during 2014 (compared to 608 persons in 2013). This included 79 children. These assessments were made by the Programme Coordinator and the Referral Officer (who works three days per week). 22% of the adults assessed were men.



Profile of Clients Assessed

People in their 20s represented the single largest group using the service, while 45% of all users are in the 20-39 age bracket. Approximately 44% of clients assessed in 2013 were medical card holders. 42% of users were unemployed with the majority of the remaining clients in part time/minimum wage jobs. The percentage of boys referred varies considerably from year to year, and in 2014 the number of boys exceeded the number of girls assessed.

Number of Counselling Hours

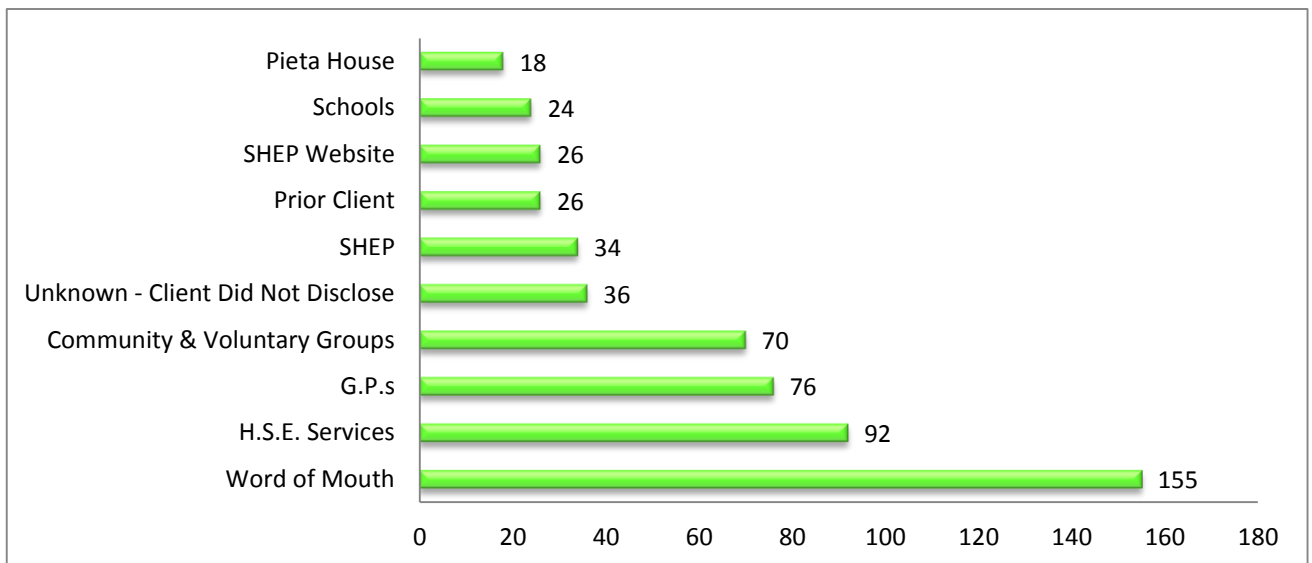
Almost 6000 hours of counselling were provided by Coiscéim in 2014. 58% of these hours were for clients who were referred in 2014 with the average support provided during the year being just over seven hours (clients normally receive 10 hours support, unless further support is needed). However, it is important to note that 42% of the counselling hours provided were for 185 clients who came to the Programme prior to 2014 and who are continuing to receive longer term support.

Subsidisation of Counselling

All of the counselling provided is on a low-cost basis, and all users are asked to contribute according to their means. Two thirds of all clients availing of counselling support from Coiscéim were supported with a subsidy. This subsidy was provided mostly from HSE funding. The minimum HSE subsidy to counsellors was €5. The maximum provided was €20 with €30 for a few clients in exceptional circumstances.

Referrals

The majority of clients self-refer to Coiscéim. Referrals to the service come from a large number of sources and the number of referrals being made is increasing. Referrals from HSE Services and GPs were the largest source after word of mouth and together account for more than one in four referrals.



Whilst the number of referrals from most groups have reduced it is interesting to note that referrals from HSE services have increased.

Counsellor Panel

185 Counsellors, both pre-accredited and accredited, were registered with Coiscéim in 2014.

Coiscéim Collaboration

The Coiscéim Programme continued to collaborate with a large number of groups including West Cork Counselling Service (WCCSS); Irish Childhood Bereavement Network (ICBN); Shine A Light; and the Traveller Mental Health Group. A key development in 2014 was the emergence of a new Community Counselling Network (CCN). SHEP also supported the new Mental Health Connection Sharing Network.

HSE funding Coiscéim

The Section 30 main grant was used to pay for the Programme Coordinator's Salary costs, the salary costs of the part-time development Officer, and all administration costs. The €90,000 grant was used i) to pay the salary costs of the three day per week Referral Officer, ii) to pay for the rent costs for Crosses Green Counselling Centre in the City Centre, and iii) to provide a range of subsidies totalling €45,872, to counsellors to support the provision of low-cost counselling.

'I just want to thank you and the Coiscéim Counselling Programme for the opportunity for (my daughter) to attend the sessions with (the counsellor). It helped her immensely. It made her a much stronger person in her daily life and especially regarding her dad of whom she does not have a great relationship with. I would not be able to afford to send (my daughter) privately, so for this I am eternally grateful.'

7 Advocacy

SHEP's Cork Advocacy Service CAS has continued to develop innovative ways of supporting access to independent advocacy in 2014 whilst maintaining the core advocacy work in residential units for older people already established. Approximately 85 people living in two residential units continue to have access to one-to-one and group advocacy support. One-to-one community advocacy support, provision of information and signposting was provided to 25 individuals who through experiences of ill health, disability or difficulties related to ageing found themselves marginalised and struggling to get their voice heard. The independent advocacy group facilitation initiated in one congregated setting developed into a Service User Forum in 2014 with further funding secured for 2015 from the HSE. Further development of self-advocacy support in a second congregated setting due for closure in 2015 was initiated in 2014. Two courses in advocacy were also provided during 2014: the QQI-accredited (Level 6) Introduction to Advocacy course (with 20 participants) and an 'Introduction to Self- Advocacy' course. The self-advocacy course was delivered to a group of carers in 2014 and was funded through Genio with further developments possible in a number of areas (See below). The work undertaken through CAS would not be possible without the dedicated commitment of a core group of volunteer advocates who continue to offer their time to what can be very difficult and challenging work.

7.1 Volunteer Independent Advocacy Provision for Vulnerable Older People

Heather House (Volunteer Independent Advocacy Provision)

CAS continues to provide access to independent advocacy through the dedicated commitment of the volunteer advocates to all residents at Heather House; a 50 bedded Community Nursing Unit for older adults. Individual and collective advocacy is facilitated with systems for communication with the Director and Assistant Director of Nursing continuing to bring challenges as we learn from each other. Examples of advocacy support include questions about finances, supports such as physiotherapy and speech therapy, access to community activities, issues related to dignity and respect and support when there may be family conflict with regard to individual choice. 2014 saw CAS facing challenges in relation to access to independent advocacy support and these challenges brought opportunities for learning. Awareness raising sessions for residents, family members and staff are now being planned for 2015.

Cobh Community Hospital (Volunteer Independent Advocacy Provision)

Independent volunteer advocates continue to provide regular visits to Cobh Community Hospital, a 38 bedded service for older people, facilitating individual and collective advocacy. Some examples of matters raised included access to finances, access to physiotherapy, access to computers, supporting people through the physical changes to the building and witnessing the positive impact of these changes on residents, responding to expressions of distress in the moment and seeking support from staff. People living in Cobh Community Hospital may have different communication needs and may not necessarily be in a position to verbally instruct an advocate. It appears that regular visits from the independent advocates allow for familiarity and the building up of trusting relationships which enhance opportunities for people to have confidence in the service.

7.2 Independent Advocacy in Residential Settings for People with Disabilities

Self-Advocacy Forum - St. Raphael's Centre (SRC) Youghal

(Contracted Independent Advocacy Provision)

Under the report 'Time to Move on from Congregated Settings – A Strategy for Community Inclusion (June 2011) SRC is identified as an institution that must move towards closure. The work that CAS has been supporting since 2012 was directed at a specific group of people preparing to leave the institution. This work has now developed into providing independent advocacy group facilitation to all who wish to attend regular Forum meetings. This is a totally new experience for people who live in and use the services of SRC. There is much for us all to learn together in finding the balance between empowerment and support and the facilitation skills of the independent advocates are critical to this process. Funding for this work comes directly from SRC and whilst this is far from ideal with regard to independence, it is an opportunity to enhance access to advocacy at a time when resources are limited. A service level agreement has been agreed in order to support the principles and values that CAS works to and which offers clarification on the independent advocacy position.

Self- Advocacy Group Development. Grove House.

(Contracted Independent Advocacy Provision.)

Grove House is due to close in the next six months under the Time to Move on from Congregated Settings report and HIQA directives. CAS is working with the Director and Assistant Director of this service alongside the National Advocacy Service to offer access to collective advocacy to a group of people with intellectual disabilities. Discussions were initiated in December 2014 and we hope that two independent advocates will be identified in the near future to begin this work. By working in partnership with NAS and under a service agreement with the Director, we hope to support the people who live in Grove House to have a voice in this critical time of transition. We hope that their voices will be heard and they will stay at the centre of the decisions being taken about their lives.

7.3 Day Services for Adults with Disabilities:

Eastgate Self-Advocacy Group (ESAG) Enable Ireland

CAS continued to provide independent advocacy group facilitation to some of the people using this day service up until September of this year. Although some positive work was undertaken and the group members, though small in number, discussed many issues primarily about the service they were receiving, they were not ready to take these matters forward. The Manager of the service offered support to the group, in particular in helping to organise an Advocacy Open Day for all to provide information about advocacy and with invited guests which was a very successful event. It was hoped that this event would encourage wider participation in the group but this did not happen. A decision to bring this work to an end was taken in September. This decision was primarily taken by CAS as it appeared that the environment within which the advocates were trying to work was not conducive to supporting independent advocacy. Some of those who had been part of the group were disappointed. Contact details were left with all members to ensure that they had continued access to CAS. Discussions with the Manager remain open with the hope that CAS might be able to offer the 'Introduction to Self-Advocacy' course to those who attend this service in the future. It was hoped that some organisational development work planned between Eastgate Day Service and SHEP for 2014 would enhance the self – advocacy work and contribute to a shifting culture within the organisation. However this work was not undertaken.

7.4 Non-Accredited SHEP Advocacy Training

‘Introduction to Self- Advocacy’ course 2014

An ‘Introduction to Self-Advocacy’ course was delivered to ten people who came together as carers of adult children experiencing mental distress. This was organised in partnership with Cork Carer Connect which included a member of HSE staff, a service user and a carer who had been successful in receiving funding from Genio to contract CAS to provide the course. The course is delivered in two parts: the first part looks at self-advocacy at an individual level and the second part offers the opportunity to consider coming together as a self-advocacy group and what that may entail. As all the carers were connected through a particular mental health service, they were supported to go back to the service and develop a carer’s group that could provide peer support and advocacy to other carers and also to influence service development locally and through the Mental Health Consumer Panel. Feedback from the course included:

‘(the best thing for me was) the feeling of camaraderie among the group, the very practical tools we were given.’

‘Everyone was able to speak their mind and we were listened to.’

‘It was a well-run course in which we learned and discussed matters of importance to us and got answers.’

7.5 One-to-One advocacy Enquiries

This work is primarily undertaken by the Advocacy Development Worker (ADW). Note: one to one advocacy support and signposting is also provided to individuals as requested and required in the residential settings above. The total number of advocacy enquiries outside of the above advocacy enquiries and continuing advocacy support within services for 2014 was 25 and is broken down into the four categories as follows: The response generally falls into one of four categories;

1. Longer Term Advocacy Support (LTAS) (more than four contacts)
2. Short Term Advocacy Support (STAS) (less than four contacts)
3. Signpost to Advocacy Service (SAS)
4. Signpost to Resource, Support, Information (SRSI)
5. Follow ups with no further response (NFR)

Whilst we continue to offer one to one independent advocacy, there are resource limitations to Cork Advocacy Service alongside national developments in this area. On paper, we have the National Advocacy Service for People with Disabilities, Sage Support and Advocacy Service for Older People and the Irish Advocacy Network working with people using mental health services and Empowering People in Care (EPIC) which does offer advocacy support to adults who have experienced the care system. Citizens Information Services also have an advocacy remit for all citizens and this continues to vary across the country. However, we continue to receive enquiries from people who through difficulties of health, disability or ageing are struggling to get their voice heard and come to CAS for advocacy support. Whilst we encourage people to go directly to the service that is available to them, we are aware that resources within all of these services continue to be limited and people may have difficulty in accessing advocacy through them. Our intention is not to replicate but to identify where there may be an unmet need and if possible provide a service. Our intention is to continue to train volunteer advocates to support this work. However the aim under current financial and other resource restrictions is to focus on facilitating group advocacy and delivering advocacy training.

Advocacy Gathering

The emerging Advocacy Network continues to be supported through CAS and is proving to be a useful means of sharing information and learning about current policy and legislation that impacts on providing independent advocacy.. The 2014 Advocacy gathering was held in July 2014 and was entitled 'Voices of Advocacy and Advocacy Challenges' included presentations and discussions on nursing homes and advocacy, the National Platform of Self Advocates, NASC and immigrant support and advocacy, advance directives and assisted decision making. St Luke's provided a great venue free of charge. The Advocacy Gatherings depend on people volunteering time and energy and couldn't happen without this valuable commitment.



Bernie Jeffery, Mary Carey, Rosarie Coleman and Pat McCarthy at the Memory Mapping Event for SHEP Trainers which took place on April 12th at the Meditation Centre, Bessboro. (picture - Terry Coleman)

8. Supporting Communities, Groups & Organisations

Given SHEP's expertise and experience, the Project is regularly requested to provide facilitation and/or specialist technical support to communities, organisations and groups. Over 10 groups/organisations were supported in 2014 with facilitation, supervision and training – in addition to on-going support to organisations such as Heather house; Cobh Community Hospital; and Marymount Hospice. SHEP responded to a small number of requests for customised training sessions during 2014 including for Headway groups and for Carers' groups. Resourcing and other programme priorities are the primary limitation to this activity.

Cork Equal and Sustainable Communities Alliance (CESCA).

A New Way of Working in Cork!

A number of community and voluntary organisations in Cork, including SHEP, came together in the Summer of 2014, with the support of the HSE Social Inclusion Services Cork, to create a new initiative called the *Cork Equal and Sustainable Communities Alliance* (CESCA). Building on previous successful collaborations, the 14 member organisations with a common goal of social inclusion and social justice will work together to address issues of disadvantage in Cork city. By working together, CESCA will facilitate the effective pooling of resources and expertise and help achieve cost savings by maximising existing resources and addressing gaps in service provision. CESCA has been successful in sourcing initial seed funding from the HSE South. This funding will be used to support a series of small joint projects focussed on integration of services for disadvantaged or vulnerable people and communities in the city and the development of a small community leadership training programme to provide additional support for the sector.

SHEP Caring for the Earth Initiative

(In collaboration with Páirc a' Tobair Earth Community)

An exciting and hopeful new initiative, concerned with caring for the earth, began in SHEP in 2014.

The initiative is timely. SHEP's vision is of "*... a socially just world, where all people live in dignity, where we cherish and celebrate each other and ourselves, and where the integrity of the earth is honoured*". Unfortunately, for the most part our human way of life does not honour the integrity of the earth, but is destroying it. Neither do we have a *socially just world*, and what we are doing to the earth is adding to the injustice - it is especially the poorest and most vulnerable people in the world who suffer most from climate change and pollution, although their countries have contributed least to the problem. *Living in dignity* is already impossible for many and will increasingly be impossible for our own children and grandchildren.

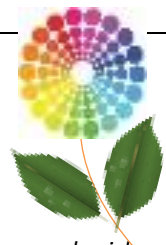
Facing this inconvenient reality is likely to bring up such uncomfortable feelings as loss, grief, fear, guilt, helplessness, hopelessness, anger, etc. So we tend to numb our awareness and our compassion and deny or ignore this enormous "elephant in the room", hoping that "something will turn up" that will allow us to get on with business as usual.

Many individuals and groups are already working to respond to this crisis, but SHEP could have a special contribution to make, because it has experience and skills in helping people to face unwelcome and inconvenient truths and to acknowledge and deal constructively with difficult feelings. It also has experience in supporting people in finding sources of hope and energy for creative change.

The *SHEP Caring for the Earth Initiative* will seek to find creative ways of focusing some of SHEP's accumulated experience on this vital issue, both within the SHEP community and beyond it, and to do this in a way that will inspire hope rather than hopelessness. It will start small, but with hopes of growing. Some steps are being planned, some are already underway.

One step will be a series of films, talks, and discussions that can encourage people to think and talk about the issues. At a deeper level of engagement, some day-long workshops on earth issues have already been held in SHEP in collaboration with Páirc a' Tobair Earth Community, and one earth group is meeting monthly in Cork, while another is ready to get off the ground in Kerry. It is hoped that more such workshops can happen, and more on-going groups can emerge.

If this is to happen, there will be need for facilitators and trainers who have made some progress in understanding what is happening and in accepting and dealing constructively with the feelings that that brings up. So, some planning is underway to develop a *peer-led training in facilitating earth groups* (for experienced SHEP Tutors and Trainers, or for others with equivalent experience). Eventually, there could be a core of SHEP practitioners who would be willing and competent to run sessions and groups inside and outside SHEP on a voluntary basis



9 International Learning Partnership

2014 is the 7th year of operation of the South-Western Nepal Community Governance Programme, which is funded by Irish Aid and ICCO Cooperation. November 31st 2014 marked the end of the first year of phase III of the project. For the previous six years the programme had been operating in three districts in South-West Nepal, Bardiya, Banke and Kohalpur. This year saw the start of operations in two additional districts, Kailali and Jajarkot. The later is located in the foothills of the Himalaya which is a much more remote area and as such poses additional challenges. During the year, the Sahakarmi Samaj team spent time conducting research and surveys to decide which marginalized villages to work with, following on with village selection and the facilitation of the setting up of community groups. At the year-end, 74 community groups have been set up in Kailali and 49 in Jajarkot.

In November 2014 Sahakarmi Samaj organized a national workshop for Nepali NGOs. The workshop was entitled, 'Empowerment-Focused Development Workshop: In search of theory of Practice' and it provided a forum for the NGOs to come together and discuss best practice in the field. It was attended by 59 delegates from approximately 20 organisations and it culminated in the NGOs deciding to form a network going forward in 2015. A SHEP monitoring trip was arranged to coincide with the workshop and therefore our International Partnership Project Officer (IPPO) was able to attend the workshop. In addition, our IPPO held various discussions with Sahakarmi Samaj management and conducted visits to the field to see progress in the villages. 7 colleagues from SHEP also participated in the trip in order to see first-hand the good work of Sahakarmi. By all accounts, they had an extremely interesting and rewarding trip.

A monitoring visit took place in November 2014, during which our International Partnership Officer attended a national workshop organized by Sahakarmi. The idea of this workshop originated from previous external evaluations. During the trip, further discussions were held on external evaluation results and after the submission of 2014 reports, an action plan will be drawn up to address recommendations going forward. During the monitoring trip, various discussions were held with Sahakarmi management to start the process of preparing a strategy post 2016. It is envisaged that this will be regularly addressed during the next two years.

International Partnership Learning Exchange Visit



Mary Mangan, Ber Nolan, Deirdre O'Sullivan, Eithne Sparling and Nuala McDonnell in Masuliy, one of the villages supported by Sahakarmi Samaj, with Vikash Group, who have prepared breakfast for the visitors

A very successful learning exchange visit took place in November 2014. Seven SHEP personnel (each contributing their own costs) participated in the visit, which was SHEP's second such visit, to our Partner Sahakarmi Samaj.. One member of the SHEP group that went out to see Sahakarmi Samaj's work in November 2014 observed:

'In this village, as in all the villages we visited, I was struck by the quality of the relationship between SS (Sahakarmi Samaj) staff and the community members. There was great warmth and openness evident.....The chairperson of the village group talked of the benefits of SS involvement in their village. They would never have gathered together before to discuss their concerns; the group (facilitated by Sahakarmi) has helped them to get to know each other and has helped to break down barriers between them, as well as helping them address practical issues'.

A second member of the SHEP group, wrote the following about a Sahakarmi Samaj facilitator she met:

'Gyanu had been walking through the mountains since 7am i.e. from Shalma - the area where she works as a facilitator.I could sense her passion as she spoke, with such gentle confidence, about her journey in life and experience of facilitating three communities each separated by a two hour walk. She seemed to have a great understanding of group process; plus the knowledge, attitude and skills to create opportunities for the cross fertilisation of ideas and maximising potential. Although she missed her brother and parents in the lowlands she seems dedicated to helping those in her adopted highland district, assert the needs they articulate – mainly basic physical infrastructural services. While being aware of certain equality/social issues she explained 'they (the community members) are not ready to talk about them yet'. However, SS do when the opportunity presents itself, try to create awareness on, for example, human trafficking.'

Development Education

Some final pieces of development education continued in 2014 under a grant received from Irish Aid. This included supporting over 50 participants to experience development education through DE being included as a day-long workshop in the SHEP Social Awareness and Community Empowerment Courses held in both Cork and Limerick.

10 Strengthening SHEP's Organisational Effectiveness

During 2014 the Project continued to support improved organisational effectiveness. We completed a review of our work and developed a new three year strategic plan. We continued our work to develop quality assurance processes. Significant programmes of in-service training and supervision were conducted for the Project's Trainers, Community Tutors and Coiscéim Counsellors. During 2014, considerable energy was put into policy development: several new policies were completed (including the important policy on Assigning Training Groups to SHEP Trainers) and the Project's Child Protection Policy was completely revised. A full review of the Project's governance policies and procedures was undertaken using The Wheel's Code of Governance and a set of actions identified for implementation in late 2014 and early 2015. A great deal of time was devoted to following up on the recommendations of the External Evaluation of the SHEP Training Programme in Limerick. A significant amount of staff time and resources was allocated during 2015 to supporting the SHEP Limerick Steering Committee to work through new governance options, particularly a model of governance based on the Carver Model.

Priorities for 2015

In addition to the large number of actions set out in 'Year Two' actions from our Strategic Plan we have identified five key priorities for the coming year as follows:

1. Negotiating with HSE regarding a new Service Agreement and increased core funding for 2015-18
2. Increasing revenue raised through fund-raising/corporate donations.
3. Following through on the evaluation findings and recommendations from the Evaluation of the work in Limerick.
4. Improving Governance Procedures in SHEP.
5. Continuing to work on Quality Assurance to maintain our QQI registration.

Appreciation of Support

The Management Committee and staff of The Social and Health Education Project would like to sincerely thank everyone who supported our work in 2014. The support of our main funders - the HSE, Irish Aid, and ICCO – are greatly appreciated. Total funding in grants and fees was €1,178,739. Total expenditure by SHEP in 2014 was €1,180,512. Total expenditure of HSE funds in 2014 was €705,364. Support from the Cork Education and Training Board, Kerry Education and Training Board, The Family Support Agency, The Department of Social Protection, Citizens Information Board and Janssen Pharmaceutical all played an important role in enabling SHEP to deliver our extensive programme of work for 2014 in support of a wide range of people from a wide range of backgrounds. Copies of our most recent audited annual accounts are available on our website www.socialandhealth.com. Thank you for your interest and support.

SHEP - promoting health and well-being since 1974

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