



The Social and Health Education Project

Annual Report 2016

Chairperson's Foreword

The Social and Health Education Project (SHEP) is a unique, community-based, regional, training and development organisation. We continue to be very proud of what has been achieved over four decades.

2016 was another very busy and 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. We remain significantly under-funded and this is an on-going challenge.

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 2016.

Siobhan O'Connor, Chairperson

Key Developments in 2016

There were a number of important developments during the 2016. Four were particularly important:

Completion of Year 9 of Irish Aid funded Sahakarmi Samaj South West Nepal Community Governance Programme: the third Irish Aid and ICCO supported three-year Sahakarmi Samaj programme ended in November 2016. An independent evaluation of the work during this time was completed and gave strong evidence of the effectiveness and impact of the work. We were all shocked and saddened to learn about Narad Sharma's death. Around this time ICCO explained they would no longer be able to co-fund. At end of the year much work was put into supporting Sahakarmi Samaj to write a new application for the January 2017 Irish Aid call, and to find an alternative match funding.

SHEP Programme in Limerick: After an exploration process which continued for about a year and a half agreement was reached between SHEP and our local partners in Limerick about a new governance approach to the delivery of SHEP training in Limerick. It was agreed that a transition phase would begin, up to Summer 2017, to allow for the setting up of new arrangements in Limerick.



Some of the participants at the June 9th 2016 Presentation of Certs Ceremony /BEL information Session at the Absolute Hotel in Limerick.

Enquiry Process and Strategic Planning: During 2016 we completed an innovative process of organisational enquiry, facilitated by Helen Ruddle. The aim of the process was to create spaces in the Project for people to surface questions of interest. This supported the development later in the year of a set of research questions as well as supported the commencement of a process of developing a new Strategic Plan for 2017- 2020 to be completed in early 2017.

Earth-Awareness Work: During 2016 this volunteer-led 'Caring for the Earth' Initiative, which is a partnership with Mercy Sisters/Pairc a' Tobair, continued to grow and develop. Two of the key questions to emerge in the strategic planning process were how to resource the growing initiative going forward and how best to integrate the initiative into the governance structure of the project.

Innovation & Responsive to Emerging Needs

Evidence that the Project continues to innovate can be seen in the commencement of a new initiatives:

SHEP Leadership in the Community Programme (Level 6): This new SHEP programme was offered for the first time in early 2016 and was very successful. It was financially supported by CESCA.

Reflective Practice: this relatively new programme was also offered in early 2016, with financial support from Bon Secours Health System in Cork, and in collaboration with Cork Volunteer Centre. The intention was to run one course in Cork, but the interest in the programme surpassed expectations. With additional support from Bon Secours three courses were organised and successfully delivered. In October 2016, a collaboration with Kerry ETB commenced whereby SHEP commenced reflective practice programmes with three groups of key staff, including School Principals, Deputy Principals and Centre Managers.

SHEP Cert in Personal Development- Waterford. In May 2016, the first ever Waterford group completed the SHEP Certificate Programme in Personal Development. This course was offered in the South East Region in collaboration with a number of local and regional partners.



Some of the participants of the SHEP Certificate in Personal Development Course just completed in Waterford, with Trainers Beatrice Barry-Murphy and Eliz Langford. The course has been delivered at the Edmund Rice Heritage Centre in Waterford City.

Delivery of Agreed Actions

SHEP made very good progress in 2016 with implementing our 2016 work-plan across all of the SHEP's eleven key areas of work. The granting of some once off funding to SHEP, and the securing of some additional funding from non-HSE sources, allowed the Project to implement most of the 2016 programme and in many cases to exceed our targets. It also allowed for some important innovations and modifications of the work-plan in response to needs presenting to us.

The numbers participating in SHEP's core training programme were similar to the previous year with 11 core training courses commencing in September 2016. The last two years, in particular, have been challenging as the effects of the economic downturn continue to impact of people's ability to participate and greater effort is needed by staff to secure additional grant funding to further subsidise training.

The work in Limerick also continued (as part of the collaboration with a number of Limerick-city groups) including the commencement of the SHEP Certificate in Facilitation.

The Coiscéim Low-Cost Counselling Programme once again supported a very large number of clients during 2016 with 550 clients supported with counselling. The complexity of cases presenting continues to increase, reflecting the difficult circumstances in which many people find themselves. The service had to close to new entrants a number of times during year in order to cope with the demand.

During 2016, SHEP's advocacy service continued to respond to requests for independent advocacy support including in the area of facilitating independent group-advocacy. This work would not be possible without the involvement and commitment of a team of ten volunteer advocates.

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.

Other Important Developments

Governance Review: We completed a review of governance in SHEP including a review of the Company's Memorandum and Articles. The changes were agreed at the AGM in May 2016 and incorporated into the Project's new Constitution. One of the key changes was that the Company Directors would normally meet separately prior to each Management Committee to attend to financial and compliance issues.

SHEP Research Agenda: Considerable time was devoted in 2016, following the facilitated Enquiry Process into scoping out and then prioritising areas of research interest in SHEP. This work, along with the proposed Research policy, will be finalised in 2017 and will allow the Project to proactively engage with Research Institutions.

Garda Vetting: In line with new regulations regarding Garda Vetting SHEP commenced, in Summer 2016, a process of retrospectively Garda vetting all personnel. This was a significant undertaking involving over 300 personnel.

Department of Social Protection Funding: important work was done with DSP personnel in a number of locations to secure activation funding to provide free places to approximately 30 applicants for the SHEP Certificate in Personal Development.

Policy Development: The Project's Training and Development Advisory Group gave considerable time, at the request of the Management Committee, to the development of a new policy on the maintenance and SHEP Trainer Panels. At the end of 2016, this had been issued to Trainers for their consideration and it is expected to approve this new policy in 2017. We also commenced work on developing a comprehensive policy with regarding to the undertaking of research in SHEP. This will be completed in 2017.

Selection of New Trainers: An important development in 2016 was the commencement of a new Trainer Apprenticeship process for the SHEP Certificate in Social Awareness & Community Empowerment. Three persons were selected and commenced year one of the proposed two-year process in September 2016.

Staff Changes: An important development in 2016 was the creation of a new part-time additional post in the Finance Team to support the additional work which has emerged in recent years. We also recruited a new part-time Training and Development Officer as a result of some changes in staff working arrangements. Owing to new arrangements in Limerick our Outreach Officer finished up in October. Additionally, our (part-time) International Partnership Officer finished up in late 2016 after six years working with SHEP.

Erasmus Plus Programme: In 2016 we completed this two-year EU funded programme to support practitioner training for some SHEP adult education personnel. 11 staff/trainers/tutors participated.

Collaborations

SHEP is fully committed to working collaboratively: indeed we have a long history of collaborating successfully. In 2016 we collaborated with over 40 groups and agencies. Examples included partnering with North East and West Kerry Development to organise a Social Awareness Training in Kerry. Our partnership with local CDPS, FRCs and other community Groups, such as the Lantern Project, remain very important to us and are deeply valued. Our collaborations with Kerry ETB, Cork ETB, CESCA and have all also been very important. Our partnership with UCC to deliver the Diploma in Social and Psychological Health Studies remains very strong and fruitful.

The Coiscéim Programme continued to collaborate with a large number of groups including West Cork Counselling Service (WCCSS); Irish Childhood Bereavement Network (ICBN) which is a national group funded by Tusla to look at bereavement supports for children in Ireland; Shine A Light; and the Traveller Mental Health Group, SVDP, Respond Housing & Focus Ireland.

Of particular note in 2016 was our work with NAS and SAGE and to deliver independent advocacy in another residential setting Cork.

Challenges

Responding to increased need: it is clear that the need for the Project's supports and services are growing. This is particularly evident in our counselling and advocacy work which are constantly under pressure. Our involvement in Limerick over the last number of years has added pressure on the Training side. As a Project we remain under-resourced to meet the needs which are presenting. This causes considerable organisational pressure and stress on staff.

Funding: Though we have benefitted from a recent increase in our core (Section 39) grant we remain underfunded, and understaffed. We are very reliant on securing additional once-off HSE grant funding, and the securing of additional funding (which is difficult to source). The last two years have been the most challenging for the Project, financially. Operating costs continue to increase putting further pressure on the Project. We remain committed to not raising fees for training courses because of our desire to keep the training as accessible as possible and because of our belief that if prices increase, numbers participating will drop.

SHEP Fund-raising: owing to financial pressure on the project we commenced a fundraising scheme in 2014 to establish a SHEP Bursary scheme. This has proved to be an invaluable scheme to support the provision of concessions to participants. However, the numbers supporting this scheme continues to be relatively small and is declining. We also committed, in late 2016, to starting a fundraising initiative to raise funds for the work of Sahakarmi Samaj in Nepal.

Maintaining a participatory structure: We remain fully committed to maintaining a participatory structure in the Project. However, this takes considerable time and effort. We continue to have fora. But participation rates in some of these remains low and in some is declining. It was agreed to discontinue Friends of SHEP owing to low turn-out. Instead, it was agreed, as part of the Governance Review, to hold Annual Gathering each year as a formal part of the governance of the Project, including the election of participant/service users to the SHEP Management Committee.

Postponement of Tutor Training: Unusually, and unexpectedly, there were not sufficient applications in early 2016 for our Integrated Specialised Tutor Training Programme. It was agreed to postpone the 15-month course to early 2017.

WIT SHEP Recognition of Prior Learning Programme. Our partnership with WIT to provide a pathway to SHEP graduates to the Higher Diploma in SPHE commence in 2013 and two cohorts completed the specifically designed RPL programme. However, in 2016 WIT discontinued offering the HDip(SPHE), as part of the development of a new Masters Programme in the Facilitation of Health and Well-being. This means that the future of the SHEP RPL programme is now uncertain. Discussions commenced with WIT to maintain the access route, but it will be 2017 before it will be clear if the current pathway can be maintained.

Project Database: The project database, which handles a significant volume of data entries, has become increasingly unreliable. We secured the support of Apple's 'Benevity Scheme' to help us design and develop a new database. Given the complexity of the work, the design phase has taken some months. It is likely to be late 2017 when the new database becomes available.

Personal Development Training

Foundation Course in Personal Development

The **SHEP Certificate in Personal Development** course is a unique training programme that has been refined by the Project over many years. Ten groups, comprising 169 people, 31 of whom were men, participated in the course in 2016. Four of these groups were in Cork City, one in West Cork, one in Tralee, one in Killarney, one in Waterford, 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 cohort, 132 participants received their Certificate of Completion. In September 2016 nine groups began The SHEP Certificate in Personal Development: four groups in Cork, one in Mallow, two groups in Limerick and two groups in Kerry. This gives a total of 116 people including twenty men. The securing of DSP funding to provide a large number of free places and the availability of a large number of concessions were key to the organisation of these courses.

Continuing Personal Development

In Cork, one group of fourteen people completed the SHEP Certificate in Continuing Personal Development. Three of the participants were men. This course continues to be a very popular course, particularly in Cork.

On-going Development Programme

In 2016 a wide range of courses/workshops was offered in Cork in this programme and in total 106 people participated. Some examples of these courses and workshops are: Five Rhythms, Exploring your Creativity, Resolving Conflict, and Rosen Movement. This programme also included the residential Mindfulness Retreat which was held, for the fourth year, on Oileán Chléire /Cape Clear Island in September with 28 people in attendance. A short course on 'Compassionate Presence' took place in Kerry with 13 people participating. Two day-long workshops on 'Creative Approaches in Group-work' & 'Compassionate Presence' were offered in Limerick for graduates of the SHEP Certificate in Facilitation. A total of 13 took part there. These courses offer SHEP graduates a way of continuing their personal development work and also offer SHEP Tutors and others avenues to develop and enhance their skills.

Training in Social Awareness & Community Empowerment

SHEP's second foundation course is a ten day course in Social Awareness and Community Empowerment – based on the Training for Transformation Programme. In 2016, two groups comprising 41 people started and 36 successfully completed this training. There was one group in Cork City and one group in Tralee, which was a collaboration again for the second year with North, East & West Kerry Development Partnership. Seven of the participants were men (16%). The majority of participants (85%) had completed the SHEP Certificate in Personal Development in May 2015. The course in Kerry was highly subsidised through NEWKD and SHEP support. For the Cork course, of those receiving full certificates for the courses, 46% received concessions.

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.

SHEP Certificate in Facilitation

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. In 2016, 18 people participated in the course in Cork (4 of the participants were men).

Specialised Tutor Training

The **Integrated Specialised Tutor Training Course** was scheduled to commence in January 2016. However, there were not enough applicants to proceed (as a minimum of 16 is required in order for the course to break even). The course was deferred to January 2017.

‘Caring for Our Well-Being’ Tutor Training

During 2016 a second cohort (based in Kerry) completed a new Specialised Tutor Training course ‘**Caring for Our Well-being**’. 15 completed the year-long training, including 2 men.

‘Grief, Loss & Change’ Tutor Training

In October 2016, 14 people (3 of whom are men) began the advanced ‘Grief, Loss & Change’ tutor training course in. This course is open to those who have already completed a tutor training course with SHEP. The course will end in April 2017.

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. In all, 21 apprenticeships were undertaken in 2016. Six Kerry-based tutors completed apprenticeships in ‘Caring For Our Well-being’ in 2016.

Reflective Practice

In early 2016 one group was planned to commence but demand was very high. With support from the Bon Secours Health System, SHEP organised three courses. 25 people completed the nine-session (30-hour) training, a 76% completion rate. All of the participants were involved in working in the community as volunteers or paid professionals and there was a wide and rich diversity of practice backgrounds and geographic reach. Two further courses commenced in Autumn 2016 with Kerry ETB, involving 18 participants.

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.

QQI Level 6 – Leadership in the Community

This new course was delivered course for the first time by SHEP, in association with CESCA, which provided funding. 18 people completed the four-month training, including 5 men. Many of the participants had links, as workers or volunteers, with community projects.

QQI Level 6 – Introduction to Advocacy

This course was offered for the third time in Summer 2016 (it is offered every two years) and commenced in October with 20 participants (including 4 men). The course concluded in February 2017 (16 finishing including two men).

UCC Diploma

In 2016, 23 students completed Year One of the UCC Certificate in Social and Psychological Health Studies. 17 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 seventh round of this two year programme run in partnership with ACE.

Community Education for Health & Well-being

SHEP's Community Education for Health and Well-being offers a range of short courses in the community. In 2016, 1396 people participated in 112 community-based personal development courses/workshops in community centres across Counties Cork and Kerry arranged through SHEP. The most availed of course topics were: Introduction to Personal Development; Caring for Our Wellbeing; Effective Communication for Better Relationships ; Grief, Loss & Change, Managing Stress in Our Daily Lives. These courses were offered by a total of 81 registered SHEP tutors. Within the above figure the following breakout details are noteworthy:

Of the above figure, in Kerry in 2016, 169 people started and 158 people finished 16 community-based courses. 7 of the 16 courses run were funded by Kerry Education and Training Board as part of the Memorandum of Understanding they have with SHEP. Of note 4 of the courses were run for service users of St John of Gods Tralee and Killarney and Kerry Parents and Friends.

The Caring for the Earth Initiative through its various 14 organised activities, such as DVD nights, Caring for a Small Blue Planet community course and practitioner training events, reached 304 people. This is a significant reach for a new initiative and entirely voluntary effort.

The new course Caring for Our Wellbeing in 2016 was the second most popular offering, with 15 courses reaching 145 people.

The average completion rate across the whole programme is 92% with male participation rates running at 31%.

Allowing for the additional reach created by the Environmental Awareness programme, for the 2016 programme the number of courses in 2016 was 27% ahead of 2015, and the participants' benefitting from the courses increased by 36% on the 2015 level.

Counselling

550 people
received
Counselling Support
in 2016

4,174
hours' counselling provided by
157 Counsellors
in 2016

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 2016, SHEP's Coiscéim Low-Cost Counselling Programme once again supported a very significant number of clients. A total of 787 people rang the service. It is important to note that 31% of the adults contacting the service for support were men (up from 28% in 2015). The number and complexity of cases presenting also continued to increase. 113 of those referred to the programme were children. 550 persons were assessed by Coiscéim Low-Cost Counselling Programme during 2016 (compared to 593 persons in 2015). This included 89 children. These assessments were made by the Programme Coordinator and the Referral Officer (who works three days per week).

Advocacy

SHEP's Cork Advocacy Service CAS continued to provide a range of advocacy supports in 2016.

One-to-one community advocacy support, provision of information and signposting was provided to 45 individuals who through experiences of ill health, disability or difficulties related to ageing found themselves marginalised and struggling to get their voice heard (8 of these were cases were carried forward from 2015). 30 people were referred to other advocacy services/resources. Three group advocacy initiatives were supported. The QQI-accredited (Level 6) Introduction to Advocacy course commenced (for a second time) in October 2016 (20 participants).

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. The service is proving to be highly responsive and innovative, but continues to be under-resourced.

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 2016 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 2016 including Respond! Resourcing and other programme priorities are the primary limitation to this activity.

International Learning Partnership

2016 is the 9th 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 latter 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.

Strengthening SHEP's Organisational Effectiveness

During 2016 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 2016, considerable energy was put into policy development: several new policies were progressed including an important policy on Maintaining SHEP Trainer Panels.

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. In 2016 a workshop for Stress Management module trainers took place as well as a training workshop with Helen Ruddle for tutors.

Governance

SHEP Company Directors: At the May AGM the Management Committee members elected the following members as Company Directors: Siobhan O'Connor, Una Furey, Angela Murphy, Stephen Griffin, Tom McCarthy, Catherine Richardson and Ann O'Sullivan. Following a governance review which was completed in May it was agreed by the Management Committee that the Company Directors will meet for a short meeting on their own prior to each Management Committee meeting – though the spirit of participatory governance remains a key principle of the Project.

Management Committee Members: We have a large and very active Management Committee with high levels of representation from the various fora in the Project. Congratulations to Siobhan O'Connor who was re-elected as Chairperson, for a two-year term (this is a new development in SHEP). The Trainers' nominees are Kay O'Mahony, Geraldine O'Connell and Brendan O'Brien. The Tutors' nominees are Noreen Leahy, Ber Nolan and Alice Foley Tague. The Counsellors' nominee is Carmel Savage. The Volunteer Advocates' nominees are Una Furey and Angela Murphy. The staff team's nominee is Deirdre Lillis. There are also five co-optees: Sean Long (SHEP), Stephen Griffin (Industry), Tom McCarthy (Accountancy), Catherine Richardson (Social Work), Julie Murphy (CEO of Westgate Foundation) and Ann O'Sullivan (former CEO of Cork City Partnership and former Chairperson of SHEP).

Governance Review: we continued to review our requirements for corporate compliance and agreed that the company Directors would meet separately before most Management Committee meetings. In doing this the Project wishes at the same time to maintaining a highly participatory management style..

New Constitution: a small number of changes were made to the Articles which were subsequently incorporated into a new constitution.

New Audit Sub-Committee: a new audit committee was also established to help with monitoring and oversight of the project's financial affairs.

Priorities for 2017

In addition to delivering all the actions set out in our 2017 work-plan we have identified five key priorities for the coming year as follows:

1. Finalisation of our new Development Plan (2017-2020)
2. Discussion with HSE regarding Section 39 Core funding (2017-2020)
3. Finalisation of discussions regarding the future of the programme in Limerick and the Mid-West Region.
4. Increasing revenue raised through fund-raising/corporate donations, and the
5. Re-development of SHEP's 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 and Irish Aid in particular - are greatly appreciated. Total funding in grants and fees was €1,230,562. Total expenditure by SHEP in 2016 was €1,230,562. Total expenditure of HSE funds in 2016 was €771,855.

Support from the Cork Education and Training Board, Kerry Education and Training Board, The Family Support Agency and The Department of Social Protection all played an important role in enabling SHEP to deliver our extensive programme of work for 2016 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

The Social and Health Education Project,

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