

The Social and Health Education Project

SHEP Annual Report 2012



SHEP
CAPACITY FOR CHANGE

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.



Ann Prendeville, Ber Nolan, Carmel Brosnan, Denise Gregg and Bert Cronin who represented SHEP at the AONTAS Adult Education Star Awards in Dublin on February 20th. SHEP was a shortlisted project in the Munster category.



Dolores McCashin, Albert McCarthy, Anita McNamara, Albie Browne, Brendan O'Brien and Margaret O'Brien (Personal Development Trainers in Limerick 2010/11) at the Presentation of Certificates Ceremony in Limerick in June 2012.

Chairperson's Foreword: *A challenging but successful year.*

The Social and Health Education Project (SHEP) is a unique, community-based, regional, training and development organisation with a 39 year track record in pioneering experiential group work for the promotion of personal and social transformation. 2012 was another very successful, though challenging, year for SHEP with over two thousand persons and a significant number of groups directly involved with the project through training, counselling, advocacy or other supports. The financial support of the HSE is hugely important, but like all community and voluntary groups SHEP has had to manage with more limited financial resources. It is important to note that from January 2012 the funding which used to come to SHEP from the Department of Local Government was channelled through the HSE – this simplified budgeting and reporting for the project. We are very pleased that in early 2012 SHEP became registered with FETAC/QQI as a training provider – and SHEP commenced our first FETAC/QQI accredited course (in Advocacy) in September. This is a very important development which shows the Project's commitment to best practice and quality assurance. Good progress was also made in our discussions with Waterford Institute of Technology (WIT) regarding a recognition of prior learning programme for those SHEP participants interested in the Level 8 award of Higher Diploma (SPHE) which we hope will be available in September 2013. A key development during the year was the retirement in September of Fiona Devlin who worked with SHEP in a number of capacities over many years. Fiona will continue to be involved with the Project. Part of her legacy is a vibrant and innovative volunteer advocacy service – Cork Advocacy Service. Innovations in the advocacy programme during 2012 include the commencement of Level 6 accredited training, training in self-advocacy and the facilitation of advocacy groups. Finally, as Chairperson I wish to extend my thanks to the large body of trainers, tutors, counsellors, and volunteer advocates in SHEP, and our small staff team, for all that they have done in 2012 to provide a very important range of services and supports.

Carmel Brosnan, Chairperson.

Director's Report

In general, SHEP has made very good progress in 2012 with implementing the objectives set out in our work-plan – and continued to work across all of the SHEP's eleven key areas of work. The level of work completed in 2012 was similar to 2011 levels despite reductions in core funding to SHEP. Significant use of SHEP's reserves allowed the project to implement the 2012 programme in full.

The numbers participating in the SHEP's core training were broadly similar to the previous year, despite the downturn in the economy, with 17 courses commencing in September 2012. The training programme in Kerry continued to gain momentum, with four core training courses commencing. The work in Limerick also continued to grow (as part of the collaboration with a number of Limerick-city groups) and in December 2012 the first ever Limerick-city group completed the SHEP Certificate in Facilitation course. 190 participants on the core training programme were supported through the concessionary scheme (compared to 97 in 2012). This scheme was also funded from SHEP's reserve.

The Coiscéim Low-Cost Counselling Programme supported a significantly increased number of clients during 2012 – with 654 clients supported with counselling. The complexity of cases presenting also increased, reflecting the difficult circumstances in which many people find themselves. The service had to close a number of times during the year because of the increased demand for the service. We are really pleased that negotiations were completed with HSE in late 2012 to secure additional, new funding for the service which will greatly help it address this increased demand.

During 2012, SHEP continued to provide support to Sahakarmi Samaj to implement Year Two of their three-year programme (funded Irish Aid and ICCO) which supports vulnerable communities in South West Nepal. This second three year programme will end in late 2013. Other important developments during 2012 were: Liam McCarthy's return to SHEP after a two-and a half year leave of absence; the use of SHEP reserve funding to increase staff hours to support the delivery of the core training programme; and the development of a new SHEP website.

On behalf of the staff of SHEP I'd like to express my appreciation to everyone who has contributed to the work during 2012 and to ask for your continued support during 2013. SHEP is a fantastic organisation doing great work and I am proud to be involved.

Jim Sheehan

SHEP Programme – over 2000 individuals supported in 2012.

SHEP Certificate in Personal Development – 127 people successfully completed this course in 2012. A record number of courses (11) start in September 2012. 31 people participated in SHEP's Certificate in Continuing Personal Development.

Training in Social Awareness & Community Empowerment – 76 people successfully completed the 78 hour course in 2012. Since 2000, 866 participants have completed this course and 54% (466) have progressed to further training with SHEP.

Community Education for Health & Well-being – 786 people successfully completed one of SHEP's short-courses – 67 courses in total were organised.

Low-cost Counselling – 654 people supported by Coiscéim, including 181 men. This is the largest number ever.

Advocacy – 120 people supported by SHEP's Cork Advocacy Service.

Supporting Groups & Organisations – over 20 groups supported during 2012 through training, facilitation or supervision.

Training in Facilitation – 35 people successfully completed this one year part-time course.

SHEP Tutor Training – 46 SHEP Graduates participated in one of three Tutor Training courses.

UCC Diploma – 18 people completed Year One of the Diploma in May 2012.

International Learning Partnership – 122 new community-based groups were established by



Some of the participants on the Social Awareness & Community Empowerment course which took place in Tralee. Over 120 persons attended the Kerry Presentation of Certificates Ceremony in Killarney in June 2012.



Ber Nolan, Lil Ahern and Alice Foley Tague, three of the participants on the SHEP Specialised Tutor Training in Grief, Loss and Change, with Pat McCarthy, Trainer (3rd from left), at the presentation of Certificates Ceremony in Bessboro, Cork, on June 21st.

Personal Development Training

The aim of SHEP's **Personal Development Training** 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 is that of experiential group-work.

During 2012 a total of 353 individuals participated in this training. Ten groups (four in Cork City, one in Fermoy, one in Tralee, one in Killarney and three groups in Limerick, comprising 172 people, including 35 men, successfully completed the SHEP Certificate in Personal Development in May 2012 (they had started in September 2011). It is important to note that the three groups in Limerick were offered as part of a partnership with a number of Limerick-based groups and agencies with an interest in the SHEP training. 127 of these participants achieved a certificate of completion i.e. they attended at least 80% of the course.

In September 2012, eleven groups, comprising 181 people (including 33 men) commenced the SHEP Certificate in Personal Development: five groups in Cork City, one in Skibbereen, one in Tralee, one in Killarney and three groups in Limerick. As in 2011, a very important factor was the availability of a concessionary rate for those participants facing financial difficulty.

Two groups comprising 31 people participated in SHEP's year-long **Continuing Personal Development Training** in 2012. A further 170 people participated in the range of short courses and workshops in the **On-going Development Programme**. This programme offers graduates of core training courses a way of continuing their personal development work and offers Community Tutors avenues to develop their skills. Along with the events organised by SHEP's Association of Friends, these short courses and workshops contribute to the life and maintenance of the broad SHEP community.

Training in Social Awareness & Community Empowerment

SHEP's second Foundation Course is a 78-hour course entitled the SHEP Certificate in **Social Awareness and Community Empowerment**. Its aim is to enhance individual's capacity to participate more fully in the wider community and to promote social justice. Previously, entry to this course was confined to those who had completed the SHEP Certificate in Personal Development, but during 2011 and 2012 the course was opened up to interested applicants with no prior training with SHEP. The course normally runs from September to December and consists of an evening introductory session and five week-end workshops. There can be up to 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.

In 2012, four groups comprising 76 people successfully completed this training (two groups in Cork City, one group in Kerry and one group in Limerick City). Eleven of the participants were men. The majority of participants had completed the SHEP Certificate in Personal Development in May 2012. For seven participants, this was their first experience of training with SHEP. Of those starting the courses 58% received concessions. Since the year 2000, 865 participants have completed this course - 54% of whom (466 individuals) have progressed to at least the next training course option within SHEP (325 have progressed to facilitation skills training and 141 have progressed to continuing personal development training).

We believe in the dignity of each person; the potential of individuals and communities to grow and transform; the intelligence, capabilities and creativity of each person; the reality of human struggles and vulnerabilities; the importance of building good relationships and making heart connections; the interdependence of personal well-being and community well-being; and social justice.

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 ten weeks. In 2012, 786 people participated in 59 community-based personal development courses/workshops in community centres across Counties Cork and Kerry arranged through SHEP (313 of those were 5th and 6th class primary school pupils participating in 13 'Let's Talk About' workshops related to the transition to secondary school). A further 109 people participated in 11 SHEP courses that were not arranged through SHEP but facilitated by SHEP Registered Community Tutors. These courses were offered during 2012 by a total of 71 registered SHEP tutors.

In 2012 of the adult community education courses, either initiated by SHEP or where SHEP was request by a community group to provide and support a tutor, the seven most availed of course topics were:

- Family Communication (12)
- Introduction to Personal Development (7)
- Men's Health & Wellbeing (6)
- Managing Stress in Our Daily Lives (4)
- Assertive Communication for Better Relationships (4)
- Grief, Loss & Change (3)
- Women's Health & Wellbeing (2)

These courses represented 82% of those participating on the Community Education Programme for Health & Wellbeing. The average group size at completion of courses was 10.

The average level of activity over the two years 2011/2012 is 70% of the level reported in 2007. While SHEP's Community Education Programme has remained strong during the economic downturn it has nonetheless been significantly impacted on. The reduced financial resources available to community-based groups (to organise capacity building orientated courses for client groups) has resulted in a lower number of courses being offered than in previous years.

Training facilitators to work in the community

SHEP is committed to enabling people in their own local 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. Three groups comprising 44 people - one group in Cork City, one in Killarney and one in Limerick, participated in SHEP's **Certificate in Facilitation** in 2012. 35 of these participants achieved a certificate of completion, having attended at least 80% of the course.

Three Tutor Training Courses were offered in 2012. 46 people participated in Specialised Tutor Training with SHEP during 2012. 13 of these successfully completed SHEP's 18-month **Integrated Specialised Tutor Training** programme in Cork City in June 2012. 15 tutors participated in a **Specialised Tutor Training in Grief Loss and Change** which was offered partially in Cork and partially in Kerry and in October 2012, 18 people began a **Specialised Tutor Training course in Facilitating Well-being and Empowerment in Older Adults - 'Growing Still'**. Many graduates of these specialised tutor training courses have given their time on a voluntary basis in post-training course apprenticeships throughout Cork and Kerry.

SHEP offers supervision and Continuing Practitioner Development opportunities to all practitioners working through the Project, including Trainers and Community Tutors, as a way of supporting good practice and the maintenance of high standards. Among the significant opportunities offered to Community Tutors in 2012 was a 3-day **Introduction to WRAP** – Wellness Recovery Action Planning. 16 tutors participated in this training with 12 completing it.

Complementary Accredited Training



In 2012, 18 students completed the first year of the Level 7 UCC **Diploma in Social and Psychological Health Studies**, with 14 opting to continue into the second year. During 2012, SHEP became registered with FETAC/QQI as a training provider. SHEP's first Level 6 FETAC/QQI-accredited course (**Introduction to Advocacy-Level 6**) commenced in Autumn. Also during 2012 discussions progressed with WIT regarding developing a Level 7 and a Level 8 recognition of prior learning programme for SHEP participants.

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 20 groups/organisations were supported in 2012 with facilitation, supervision and training - including Headway; Heatherside/Heatherhouse; Cobh Community Hospital; Marymount Hospice; Cork/Kerry CPDs; HSE South Lee Child Protection Team; Amulet Arts and Health Project; Elder Helpline in West Limerick; and KES Community Education Personal Development tutors.



Members of the first 'Group Self-Advocacy' Training Course delivered by SHEP in association with Headway. The facilitators were Helen Mackessy and Geraldine O'Connell.



Una Furey, one of the team of volunteer advocates making a presentation to Fiona Devlin at her retirement in September 2012.

Advocacy

SHEP has been a pioneer in Ireland in providing volunteer-led advocacy supports to vulnerable people and communities. The defining feature of SHEP's model of advocacy work is the provision of independent advocacy through the supervised deployment of volunteer advocates. Key developments in Cork Advocacy Service in 2012 were: the commencement of a new FETAC/QQI-accredited Level 6

Advocacy Course; the first SHEP training in self-advocacy; the commencement of group advocacy facilitation; and a change-over in CAS personnel.

During 2012 four CAS volunteer advocates continued to visit Heather House with two advocates taking turns on a two-weekly basis. The advocates also provide independent facilitation to the Residents' Meeting. Three CAS volunteer advocates continued to visit Cobh Community Hospital on a two weekly basis. CAS was also invited by the Director of Nursing to facilitate self-advocacy meetings that would provide residents with an opportunity to meet without any staff present. Approximately 90 are supported through these two initiatives. In addition, the Advocacy Development Worker responded to requests for one-to-one advocacy support by either providing a service directly or signposting people on to other advocacy service or resources. Twenty nine enquiries were responded to during 2012.

A new development for CAS this year has been the **independent advocacy facilitation** of two groups: A group of people using an Enable Ireland service in Cork were assisted by the National Advocacy Service to apply for funding for a self-advocacy group including the funding of independent facilitation. A CAS advocate who is also a trained facilitator was contracted to support the group. Secondly in St. Raphael's Hospital two CAS advocates who are also trained facilitators provided independent advocacy facilitation to a group of people preparing to leave St. Raphael's Hospital. This work, which began in August 2012 was also funded through the Citizen Information Board and is for a twelve months period.

An exciting development in 2012 was the provision, for the first time by SHEP, of **training in self-advocacy**. A group of ten people who use the services of Headway successfully completed the fifteen-session 'Introduction to Self-Advocacy' course which was facilitated by two advocates/tutors. This initiative was supported by Headway which secured financial support from GENIO.

2012 was a year of transition for CAS, as Fiona Devlin retired as Coordinator in September, having been involved in SHEP's advocacy work for over ten years. Deirdre Lillis, who returned to CAS in early 2012 as Advocacy Development Worker took over the CAS coordination role.

Finally, a very successful conference on Independent Advocacy was organised by SHEP in June with over 60 participants. Following on from this SHEP has been taking the lead in initiating an informal network of those involved in independent advocacy.



*We are committed to working in empowering ways;
promoting inclusiveness and opposing unjust
discrimination; facilitating reflective inclusive spaces;
working in ways which promote the integrity of the natural
environment; and being flexible and responsive to
emerging needs.*

Coiscéim Low-Cost Counselling Programme

Coiscéim is the Irish for 'step' and our *Coiscéim* Low-cost counselling programme is often the first step for people to regaining control over their own lives. The aim of the service is to make appropriate counselling or psychotherapy affordable for those who really need this type of support. During 2012, SHEP successfully managed a significant increase in demand for this service. The increased demand was not surprising given the continuing downturn in the economy and the pressures this has placed on many people. In 2012, counselling was provided through *Coiscéim* to a total of 654 clients, of whom 181 were men. This figure includes 11 couples who were assessed by Coisceim in 2012. During 2012 60 children aged 18 years and under, were assessed (26 boys and 34 girls assessed). All of these child assessments involved providing support to parents in one-to-one adult meetings/ interventions with each child's individual parent(s)/ guardian(s).

Referrals to *Coiscéim* were made from a wide range of health and social care professionals, as well as from community and voluntary organisations, though there were increased referrals from GPs (referrals from GPs being the largest source - 104) and from the Mental Health Services

An important dimension of the *Coiscéim* Low-cost counselling programme is working in partnership with other groups/projects. In 2012, three groups received particular support: Carrigaline Family Support Initiative (30 people referred to counsellors); Shine a Light Suicide Service (17 people referred to counsellors); and St Vincent de Paul (15 people referred to counsellors).

Five persons were supported in SHEP's therapy group which provided low-cost and cost-effective therapeutic supports to those for whom group-based support is appropriate. This group continued on a weekly basis with 5 participants throughout 2012 until September when it changed to meeting fortnightly.

Five Grief, Loss and Change Courses were delivered in Cork (three in Cork, one in Mitchelstown and one in Skibbereen) and two in Kerry (Killarney & Tralee) in 2012, with 48 persons involved.

A key development during 2012 was the agreement by the HSE to provide additional core funding to the service (from Autumn 2012) to allow the service to retain a staff complement of two full time equivalents and to provide some funding to provide subsidies to counsellors providing low-cost counselling.

Influencing Policy and Participation

One of SHEP's strategic aims is to contribute to good practice at regional and national levels. SHEP continued to work collaboratively with a wide range of organisations and agencies in 2012. A key collaborative venture during 2012 was our continued coordination of the South West Regional Community Development Training programme, funded by The Wheel, which provided a range of training supports to 12 community development projects. This project concluded in late 2012, after four years of support. We also documented our experience of providing independent volunteer-led advocacy in Heatherside Hospital and publish the case study in 2012.



Rima Tharu, with her mother Nilam Tharu, in Manpur Tapara, Bardya District, Nepal. Nilam is a member of the village group, established with support from Sahakarmi Samaj. Nilam's group has successfully lobbied to get electricity to the village – with many benefits for the village and her family. This example was included as a case study in the Irish Aid Annual Report 2011.



Some of the counsellors at the SHEP Counsellors' Forum in June 2012. SHEP's Coiscéim Low-cost Counselling Programme now has over 140 counsellors involved. The service continues to grow and is supporting over 640 persons per annum.

International Learning Partnership

During 2012, our learning partners in Nepal, Sahakarmi Samaj, continued with their outstanding community development programme. At the end of 2012, 142 new community groups, with 3,468 members, were established in 11 village areas, all of which are committed to change. These communities have benefited from an improved living standard because through their community groups they have organised a number of income generation and livelihood activities. This in turn is effecting the education of their children, family food security and health. Since they are now able to identify and solve community problems, by maximising the use of local resources, the increased living standards is sustainable and will continue into the future. In May 2013 SHEP received confirmation from Irish Aid that they will continue to co-finance Sahakarmi Samaj's work for another three-year period. This means that Sahakarmi Samaj will be able to replicate their programme in other marginalised communities and that SHEP will continue to provide support to them until 2016.

Strengthening SHEP's Organisational Effectiveness

From April 2012, SHEP funded an additional two staff days per week in the personal development area of the core training programme to address work over-load for the existing staff. New trainers were selected for the Continuing Personal Development training, for Facilitation training, for Specialised Tutor Training and for module training in the SHEP Certificate in Personal Development. Significant programmes of in-service training and supervision were conducted for the Project's Trainers, Community Tutors and Coiscéim Counsellors. One new part-time member of staff commenced work in 2012: a new Advocacy Development Worker (HSE-funded). During 2012, considerable energy was put into policy development: several new policies were completed including SHEP's Policy on the Selection of SHEP Trainers.

Priorities for 2013

A number of key priorities for 2013 have been identified, as follows: i) implement Year Three of SHEP's current Strategic Plan; ii) manage an expected down-turn in the take-up of SHEP courses (as a result of the pressure on people financially), iii) continue to work on introducing the SHEP Quality Assurance programme, iii) finalise a new service agreement with the HSE for 2014-16, iv) seek alternative streams of finance in order to diversify programme funding, and v) finalise preparations for marking the 40th anniversary of SHEP in 2014.

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 2012. The support of our main funders - the HSE, Irish Aid, and ICCO - during 2012 are greatly appreciated. Total expenditure by SHEP in 2012 was €1,248,912. Total expenditure of HSE funds in 2012 was €489,728. Support from the Cork City and County VEC, Kerry Education Service, Family Support Agency, FÁS, Citizens Information Board and Janssen Pharmaceutical all played an important role in enabling SHEP to deliver our extensive programme of work for 2012 in support of marginalised people. A copy of our audited annual accounts for 2012 is 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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