



ANNUAL REPORT 2013



Áras an Uachtaráin July 2013: Patricia Earley; Ann Boardman; Cecilia Ryan; Patrick Tully; Patrick Guerin; Anthony O'Donohoe and Lou van Laake with President Higgins and his wife Sabina



See Change Green Ribbon Campaign May 2013



EUFAMI/Shine Conference May 2013: Connie Magro, Vice President of EUFAMI and Malta Mental Health Association; Dr Tonio Borg, EU Commissioner for Health and Consumer Affairs; Bert Johnson, EUFAMI President and Claire Keogh, Shine Chairperson



EUFAMI/Shine Conference May 2013: Kevin Jones, EUFAMI; Minister Kathleen Lynch TD and John Saunders, Shine

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Strategic Plan 2012-2014

Mission Statement

"Shine is the national organisation dedicated to upholding the rights and addressing the needs of all those affected by mental ill health, through the promotion and provision of high quality services and working to ensure the continual enhancement of the quality of life of the people it serves."



Organisational ethos

Shine believes that

- People with mental ill health should at all times be accorded equal rights, entitlements and opportunities available to any other member of society, and should be empowered to participate in the life of the community;
- Family members, the majority of whom are the primary providers of mental healthcare in the community should be accorded full recognition and support by the institutions of the State, and be empowered to address their own needs;
- A history of mental ill health should not be a cause for discrimination in any form, nor should it inhibit the individual's right of equal access to training, education and employment opportunities;
- We should foster a partnership approach with all relevant agencies.

Objectives

1. To promote the development of parallel self help groups for people with mental ill health and their family members and carers.
2. To empower people with mental ill health and their family members through support, information and education.
3. To promote the right of all those affected by mental ill health to person centred and appropriate services, which support recovery.
4. To engage in public awareness activities aimed at challenging stigma and discrimination and promoting the rights and needs of all those affected by mental ill health.
5. To influence positive policy changes in the provision of mental healthcare services.

OBJECTIVE 1

To promote the development of parallel self help groups for people with mental ill health and their family members and carers.

Strategies:

- a) Shine will develop Relatives' support groups and Service User support groups in all parts of the country to respond to specific needs of people. Support groups may be developed for parents, siblings, child carers, spouses/partners. In addition, specific interest groups such as mental health and addiction and women's mental health may be developed. Where it is difficult due to demography and geographical barriers to establish support groups, consideration will be given to the establishment and support of local networks. Shine will utilise all social media and networking applications to support groups.
- b) Shine will support the growth and development of the support groups to ensure that they can actively pursue their own local objectives.

OBJECTIVE 2

To empower people with mental ill health and their family members through support, information and education.

Strategies:

Shine will provide specific support services including:

- a) Confidential counselling service.
- b) A national Information Helpline.
- c) The provision of timely and accurate information to meet immediate and long-term needs, using all media.
- d) The provision of high-quality education programmes for people with mental ill health and their family members.
- e) The provision of rehabilitative services for people with mental ill health.

OBJECTIVE 3

To promote the right of all those affected by mental ill health to person centred and appropriate services, which support recovery.

Strategies:

- a) Promote the right to high-quality acute and long-term mental healthcare services.
- b) Promote the right to high-quality appropriate supported accommodation designed to address the individual needs of people.
- c) Promote the right to high-quality appropriate person-centred training, education services and employment services.
- d) Promote the constitutional and human rights of all persons regarding access to and use of mental health services.

OBJECTIVE 4

To engage in public awareness activities aimed at challenging stigma and discrimination and promoting the rights and needs of all those affected by mental ill health.

Strategies:

- a) Produce literature, in paper, electronic or other appropriate formats, aimed at educating the general public about mental ill health.
- b) Develop and/or participate in regional and national stigma reduction programmes and activities.
- c) Promote in all of its activities a positive image of mental ill health and the opportunity for recovery.
- d) Working with national and regional media to portray a positive and accurate image of mental ill health to the general public.

OBJECTIVE 5

To influence positive policy changes in the provision of mental healthcare services.

Strategies:

- a) Influence positive change at Government, Health Service Executive, independent and voluntary organisation level in the provision of appropriate services to promote recovery.
- b) Promote the development of best practice in statutory, independent and voluntary sector services.
- c) Respond to Government policy and service initiatives, which directly or indirectly influence all those affected by mental ill health.

Chairperson's Report



CLAIRE KEOGH,
CHAIRPERSON OF SHINE

2013 was very busy for Shine and very productive for us as an organisation. In January, we launched our Family Friendly Mental Health Services Campaign aimed at improving the experience for family members when interacting with the mental health services.

Later, in May, See Change launched the Green Ribbon campaign, which involved the distribution and wearing of green ribbons to eliminate stigma surrounding mental health. It is hoped to make this an annual event. Many organisations including Irish Rail agreed to distribute the ribbons to their workforce and customers. In all, over 200,000 people were directly involved in the campaign countrywide.

On Friday, 24th May 2013 EUFAMI and Shine co-hosted a major European mental health conference in Dublin. This was one of many events which were held to mark EUFAMI's 20th Anniversary. There were 190 delegates from 21 European countries in attendance and Minister of State Kathleen Lynch officially opened the conference. Dr Tonio Borg, EU Commissioner for Health and Consumer Affairs also addressed the delegates. Entertainment at the conference was supplied by Lou and friends from the Basin Club and Reel Style (an Irish dancing group) who were so good I had to have them for my wedding reception. In August a small number of Basin Club members visited President Michael D. Higgins in Aras an Uachtarain for a summer party in what has become an annual event in recent years, which we hope will continue into the future. Summer 2013 was very good weather wise, which was a very welcome change from recent years.

The Budget for 2014 was brought forward to October 2013, so Shine's annual pre-budget submission to the Government made an earlier than usual call for the protection of mental healthcare services and the allocation of additional resources to fully implement the policy document "A Vision for Change". However, there were still cuts of two thirds of a billion euro to the health budget for 2014, and money allocated to mental health in 2013's budget was not spent on mental health.

The Council of Shine are a group of volunteers who make up the Board of Governors of Shine. A training day on governance issues was organised and delivered to most of the Board in September. I would like to reassure Shine members that Shine staff member's salaries are equivalent to grades in HSE pay scales and there are no extra payments made. The Board of Directors are volunteers and provide their services without remuneration. Any money raised for Shine or granted to Shine goes directly to providing services to the members and engaging directly in the business that we are contracted to provide. Pensions are defined contribution and managed by an external pension fund manager on behalf of Shine. There is no ongoing liability for pensions to retired staff members from the income of Shine. Shine has cooperated fully with all requests for information by State bodies in recent months.

I would like to say that this is my final report as Chairperson, as my three year term has come to an end. I am very happy that I was given this opportunity to serve as Chairperson, and I wish the new incumbent of the job, the best of luck in the future. I wish all of you peace, good health, and long life.



Claire Keogh
Chairperson

Organisational Structure

Shine Staff as of 31 December 2013

Director's Office

John Saunders	Director
Dolores Kavanagh	Administrative Assistant/Marketing Executive, See Change

Finance and Human Resources

Elaine Curtis	Finance and Human Resource Manager
Grace Ying Ma	Accounts Technician

Shine Programmes

Patricia Seager	Programme Manager and Assistant Director
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Day Resource Services

Malachi McCoy	Resource Centre Coordinator; Dublin
Denise O'Reardon	Resource Centre Coordinator; Cork
Alexandra Scheele	Development Worker; Dublin
Goedelle van Laake	Development Worker; Dublin
Rachael Hughes	Development Worker; Dublin
Bruno Nicolai	Development Worker; Cork
Colette O'Connor	Development Worker; Cork

Counselling and Information Services

Claire Hawkes	Counsellor and Information Helpline Co-ordinator; Dublin
Damien Lillis	Counsellor; Cork
Miriam Gray	Advocate, Kilkenny
Arran Kennedy	Assistant Support Co-ordinator for Information Helpline

Development Team

Karen Boylan	Midlands Support and Information Officer; Tullamore
Christina Burke	Western Regional Development Officer; Galway
Ann Marie Flanagan	Midwestern Regional Development Officer; Ennis
Karina Keane	Support Worker; Galway
Martin Matthews	South-Eastern Regional Development Officer; Kilkenny (seconded by the HSE to Shine)
Susan McFeely	Mid Leinster Regional Development Officer; Dublin
Miriam Murphy	Southern Regional Development Officer; Cork
Derek Pepper	North-Eastern Regional Development Officer; Dundalk

Administration Team

Cillian Russell	Manager of Development and Administration
Bernadette Byrne	Administrative Assistant
Rose Noone	Administrative Assistant
Maura Delaney	Cleaner

National Projects Team

Kahlil Thompson-Coyle	National Projects Manager
Sorcha Lowry	Communications and Research Officer; See Change/ Media Project Officer; Headline
Hazel Whelan	Projects Assistant
Ciara Miley	Projects Officer; See Change
Scott Ahearn	Outreach and Partnership Officer; See Change
Jane Arigho	Headline Media Project Coordinator
Aine Travers	Media Assistant, Headline

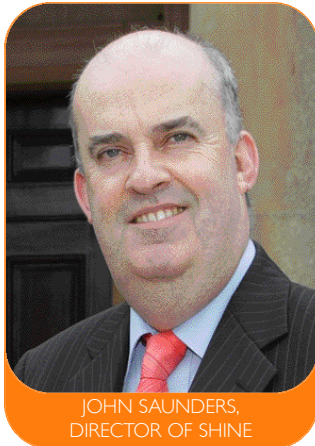
Community Employment Scheme Staff

Donna Rafferty, Mary Hayden, Laura Curley, Lorraine McCormac and Geraldine McCabe.

Voluntary Workers

We thank our volunteers who give a great deal of their time to help support the activities of Shine and whose contribution is invaluable at every level of the organisation.

Director's Letter



JOHN SAUNDERS,
DIRECTOR OF SHINE

During 2013 Shine continued to provide a full range of services to just under 21,000 people. This was achieved despite a reduction of approximately 3% in statutory funding.

Under the direction of our current strategic plan Shine delivered a range of tailor made services to individuals with severe mental illness and their family members. These services

include telephone and e-mail contact, support groups, counselling, one to one meetings, advocacy, small group training and education programmes, individual and family support groups and two resource centres.

Shine now operates 53 support groups in total. These groups are designed specifically for people with mental health problems or family members. The groups provide emotional support and allow for the mutual sharing of concerns. These groups are facilitated by a network of trained and experienced facilitators who continue their invaluable services under the direction of our Regional Development Officers.

Shine continues to deliver a variety of information and training courses which provide support and education. These courses are for individuals and family members.

As usual we provide direct day resource provision through the Basin and Basement resource services in Dublin and Cork respectively. These services operate excellent models of individualised service provision and provide valuable support to people with severe mental health problems.

Developments in 2013

During 2013 Shine worked to publicise its campaign on Family Friendly Mental Healthcare Services. This campaign aims to ensure that the voice of the family member is heard by mental health service providers. During the course of the year we met with a range of professional organisations and mental health care service providers.

Shine, along with other interested partners are members of the **Advancing Recovery in Ireland** project spearheaded by the HSE. These regional projects are designed to bring about changes in service provision and delivery to ensure that they become more recovery orientated.

In collaboration with the HSE Southeast, Shine commenced the development of a new recovery project in 2013. We hope to deliver in 2014, a service of excellence in Waterford City which will become a recovery hub for individuals and their families in the region.

Shine, in association with EUFAMI (European Federation of Associations of Families of People with Mental Illness) hosted an international congress in Dublin in May 2013 which was attended by family member delegates from most EU countries. The congress closed with the publication of the Dublin Declaration

(available to view on EUFAMI website) which sets out the requirement of mental healthcare service across Europe in respect to families.

National Projects

In this report we also detail the tremendous work being carried out by our two national projects.

See Change, the stigma reduction partnership continues to grow year by year. During 2013 See Change launched its first Green Ribbon campaign. This campaign will be further developed in 2014.

Headline, the national media monitoring service also continues to bring about changes in how the media report issues and matters to do with mental ill health and suicide. Headline continues to be a very useful source of information and support to the media industry and to the wider public.

Governance

Shine is governed by a Council of 8 elected and 3 co-opted volunteers who provide an important governance role to the organisation. As a company limited by guarantee Shine operates under its Memorandum and Articles of Association and according to current company legislation. Shine is currently operating to an agreed strategic plan for the period 2012-2014. The plan sets out clearly the mission and objectives of Shine to which all of our operational activities must conform.

In relation to financial governance, Shine operates a range of internal control mechanisms. These are outlined in the Treasurers Report. Additionally we comply with a range of established national policies as required.

For many years our Council members have engaged in specific governance training and did so again in 2013. Such training will continue in 2014 for new members with refresher training for existing members.

Other good governance mechanisms used by Shine include annualised organisational risk analysis and annual contingency planning. Additionally Shine is presently working on adherence to a recognised code of practice for good governance of community, voluntary and charitable organisations in Ireland. The Council of Shine have also agreed to the establishment of a governance sub group of Council and an annual external governance audit.

In respect of accounting practice, Shine Council has agreed to the adoption of SORP (Statement of Recommended Practice) as the standard treatment of its accounts with effect from January 2015.

Shine could not provide the full range of services that it does without the support of its many volunteers, members, facilitators and staff. A special thanks must go to Council members for all of their time and commitment to the organisation. Shine also acknowledges the valuable support of all of its statutory funders and personal and corporate donors which support Shine in achieving our objectives of serving individuals and their family members.

Best wishes,



John Saunders
Director of Shine

National Development

The National Development team provide information and support to people with self-experience of mental illness and their families and friends. The Regional Development Officers support and coordinate the network of Phrenz and Relatives' Support Groups around the country, and work to develop new groups. Our RDOs organise awareness-raising events, information evenings, presentations, outreach initiatives, and deliver training and educational workshops and seminars.

North Eastern Region

Phrenz Groups

There are five Phrenz groups operating within the North East region. The Navan Phrenz group meets every Thursday morning in the Citizens Information Centre in Navan Town. The Phrenz group in Dundalk continues to meet every Wednesday night in the Louth Leader Offices, Partnership Court, Dundalk. The Drogheda Phrenz Group has continued to grow since its inception in 2012. Meetings are held every Tuesday night in the Drogheda Community Services Centre and new members are always welcome. Special thanks must go to the Soroptimists Society of Drogheda for their assistance in establishing the Drogheda Phrenz group and for continuing to support the group in 2013. Of course, Shine would also like to express our sincere gratitude to the facilitator of the Dundalk, Drogheda and Navan Phrenz Groups for his commitment and dedication to conducting the meetings in a hugely supportive and professional manner.

of great assistance to those attending the centre. A very similar situation exists in Monaghan, with the Phrenz group playing a vital role in supporting the participants who attend the National Learning Network centre in Monaghan Town. These groups enjoy a very strong attendance and have proven to be extremely popular within the centres.

We would also like to thank the Louth Leader Partnership for their amazing support in assisting Shine with the delivery of our educational programmes and workshops in County Louth.

In what has been another extremely busy year, Shine has enjoyed close links with many initiatives, programmes and organisations in the North East region, including the Dundalk Positive Mental Health Forum, Advancing Recovery in Ireland (Cavan/Monaghan), Navan Citizens Information Centre, North Louth Mental Health Partnership, Dundalk Institute of Technology, Dundalk Simon, the Tain Day Hospital in Navan, Ladywell Day Hospital in Dundalk, St. Brigid's Day Services in Ardee, Virginia Branch of the IFA, Navan Farmers Discussion Group, Monaghan Psychiatric Services and Cavan Psychiatric Services, to name but a few. We look forward to an equally productive and successful year in 2014.

Midlands Region

Phrenz Groups

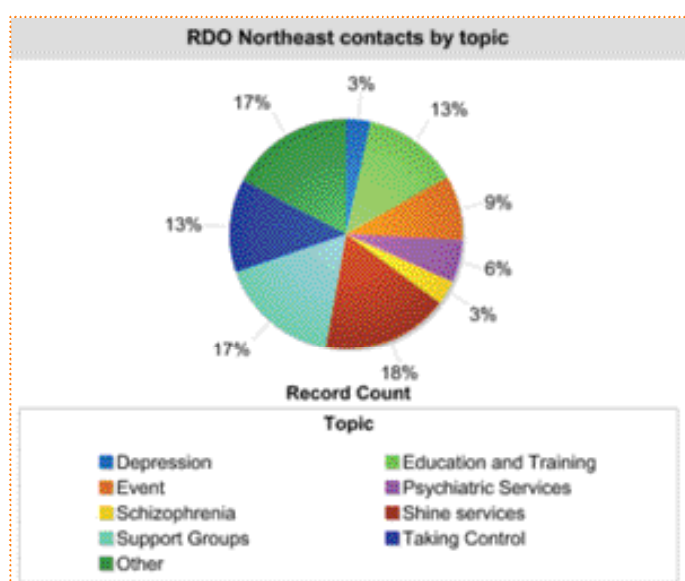
The Tullamore Peer Support group continues to meet on a monthly basis. This group is an amalgamation of the previous Tullamore Phrenz group, Lighthouse group and Open Minds group. The group are providing each other with peer support as well as social support. The members are also participating in activities such as attending the cinema and meeting for lunch. The group plan to work on a plan of activities for the coming months and are enjoying seeing their efforts pay off.

Relatives' Groups

The Tullamore Relatives' group continues to meet regularly on a monthly basis. In 2012, the group participated in a Safe Talk, delivered by a Suicide Prevention Officer. They also invited a pharmacist in to discuss the side effects of medication. In November 2013, the relatives in the midlands region enjoyed a one night respite break in a four star hotel which was funded by National Lottery Funding.

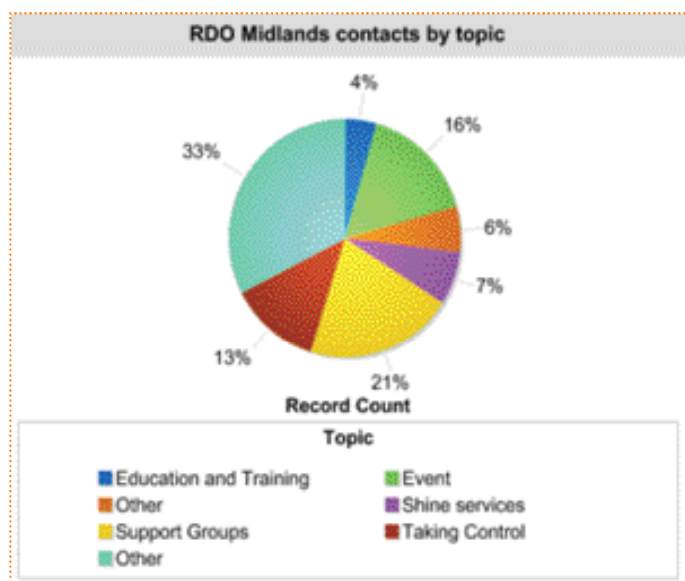
Taking Control

The Midlands Support and Information Officer trained as a Taking Control Trainer in June 2013. Since completion of the



The Cavan Phrenz group continues to meet in the National Learning Network centre in Cavan and this has proven to be

four day Taking Control Training for Trainers, seven workshops were delivered in the Midlands Region (June - December 2013). The Taking Control Workshop is about practical ways to face life's challenges, maintaining and taking control of your physical and mental wellbeing.



Other Activities

In what has been a very productive year, Shine has enjoyed close links with other community organisations, such as, Offaly Traveller Movement, GROW, Offaly Community Forum, Offaly Local Development Company and the local Family Resource Centres, to name a few. Shine are also involved with Laois Connects and Offaly Mental Health Talk Week Campaigns. Promoting Shine services is an important part of our role, so Shine would have also linked in, and worked closely with the local Mental Health Teams, Day Hospitals and Psychiatric Hospital.

National Lottery Funding

Each year, Shine applies to National Lottery for funding to provide services, activities, respite, training and education for our members. Having been successful in receiving funding in each of the counties Laois, Offaly, Westmeath and Longford, different activities have taken place in 2013. In June 2013 - a Wellness Day was organised in Laois which included an afternoon of laughter yoga. The day was enjoyed by 30 people.

Using National Lottery Funding, members who attend day hospitals were able to purchase pots and plants for the amazing work they do on the garden on the grounds.

The Relatives' group also enjoyed an overnight stay in a hotel with an evening meal in November.

These are just some examples of the uses of National Lottery Funding in the Midlands.

We look forward to another productive and successful year in 2014, and thanks to all of those who have supported and participated with us in 2013.

Western Region

Phrenz Groups

The Galway Phrenz group enjoyed 2013 and participated in a number of new initiatives. They organised a dance night in Galway City Rowing Club for people who experience mental ill health, together with Phrenz members from Ennis. Rumour has it the floor was worn to a thread by the end of the night! They also organised a flag day which was a useful platform to promote the benefits of Shine support groups to the general public. The group participated in a Community Garden Project; this was a collaborative project between students from the OT department at NUIG School of Nursing and a number of other voluntary groups. A garden was donated by NUIG for the duration of the project. A very successful 'Taking Control' workshop was delivered in Galway with 12 participants attending. There was very positive feedback from this resilience workshop, which is about practical ways to face life challenges, while maintaining and taking control of your physical and mental wellbeing in times of stress and recession.

Once again the National Lottery very generously granted us funding which allowed both the Galway Phrenz and Castlebar Phrenz groups to go on a well-deserved respite break during the year. Eamon from the Castlebar Phrenz group delivered some sessions on the theme of hope and recovery to a group of relatives in Mayo, which was very well received. Thanks to the commitment of Eamon and Jim, the Shine groups meet weekly and regularly and vary their meetings by inviting guest speakers, promoting the groups in their respective regions and organising social evenings etc.

Relatives' Groups

The western region has four very active Relatives' Groups which meet monthly. The Galway Relatives' Group is facilitated by Evelyn, the Loughrea group is facilitated by Anne, the Castlebar group is facilitated by Marie and the Roscommon group is led by Ann Marie. There has been continuous positive feedback from group members on the benefits gained in sharing their experiences. A very successful and participatory Shine Family Education Course was held in Loughrea in September, while the Galway group with the support of Shine and the HSE Department of Health Promotion organised a very well attended mindfulness course. Members of the Castlebar Relatives' group co-facilitated the Shine Family Education Course for the fourth time, with a waiting list already for the next one. Joan, a very proactive member of the group made a presentation to over 300 people at Dr. Grainne Fadden's masterclass in the GMIT in Castlebar. The theme of her presentation was the importance of inclusion of families in the recovery process. The Roscommon group continues to

be an energetic group by inviting guest speakers throughout the year and organising social evenings. Thank you to all who participated in Shine activities in the west in 2013 and who volunteered so generously with their time and energy.

Southeast Region

Phrenz/Self-experience Support Groups

The Kilkenny and Clonmel self-experience support groups continue to offer a space for people to come and share experiences and to receive and offer support to others with similar experiences.

The members of the Carlow support group entitled "Room 4 More" had from the outset set a time limit on the life of the group and when this time limit was reached the group as agreed was dissolved to be set up again when deemed appropriate. Members who still wished to avail of group support attend the Kilkenny Mental Health Discussion group.

The Enniscorthy Java Club is a social group who meet in a local hotel for coffee and a chat in a supportive environment. It aims to meet the needs of people who want to reduce the likelihood of isolation.

Relatives' Group

A new Relatives' group has been set up in Tipperary following a family education course which was delivered in Clonmel at the beginning of the year. There is a Relative's support group in Kilkenny, which is hosted by the Carers Association and is supported by Shine. Also, there are good links between Shine and the Relatives' support group in Carlow. The Regional Development Officer has delivered presentations to both of these groups and makes himself available to receive referrals and offers support to individuals.

Taking Control

Taking Control workshops continued to be delivered throughout the region; in Waterford, Wexford, Carlow and Kilkenny. The Regional Development Officer was also involved in the Training the Trainer course.

Other projects

These include Link Up, which is a collection of voluntary, community and statutory agencies, which are concerned with mental health in the community. As part of this grouping (of which the RDO is the chairperson), a series of events was organised and delivered in the community during World Mental Health Week. The RDO also attended events in other counties.

ARI (Advanced Recovery Ireland) is a project aimed at enhancing and promoting the concept of Mental Health Recovery in Ireland. Shine is a member of the project steering group in the Carlow, Kilkenny and Tipperary areas.

Through Genio Funding, Shine in collaboration with the South Tipperary Rehabilitation Services provided a relatives' self-development course over eight weeks. This course proved to be very successful.

The RDO is also running a number of focus groups in the South Tipperary Community Day Hospital on the expectations of client users of services. This led to the South Tipperary Mental Health Services developing a series of recovery workshops.

The Official Launch of the 2013 Calendar also took place. This was funded by the National Lottery and served as collaboration between Cluain Enterprise Centre, Clonmel and Shine.

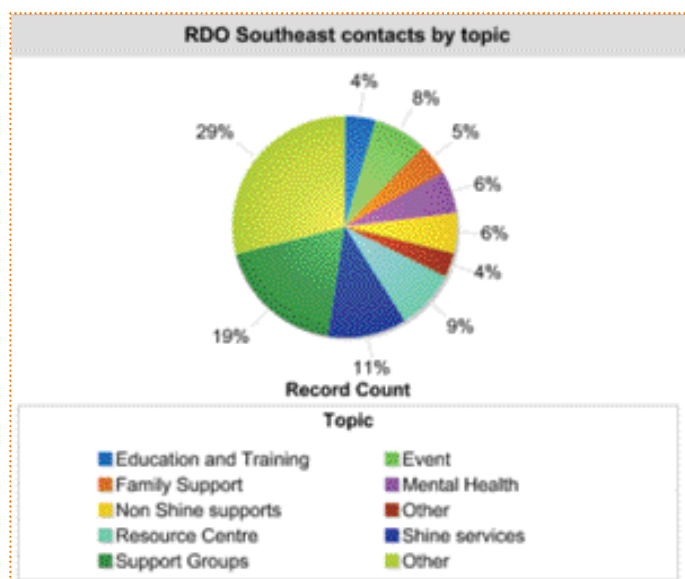
A Mindfulness Day was also provided to a group of people with self-experience, relatives and staff based in the Clonmel area.

The Discovery Building Waterford

The Discovery Building, which is being developed in partnership with the HSE and the local community, is best described as a place which provides many activities including: education, training, information, advocacy, practical support and self-development opportunities, working in a way inclusive of mental health services, families and communities leading to and increasing the range of choices in how needs are being met.

This exciting project is in the development stages and a lot of groundwork has been carried out, such as the identification of premises, meeting various stakeholders and generally developing the concept.

Shine in the southeast is looking forward to a bright and productive 2014. A big thank you to all the supporters, members and volunteers for your much appreciated efforts.



East Wicklow/South Dublin Region

Phrenz Groups

The Cornerstone Phrenz group continues to be a very progressive peer led social/support group. It provides a very informal coffee shop atmosphere, which aims to meet the needs of people with mental ill health, providing both support and the opportunity to meet others with similar experiences.

Relatives' Groups

The East Coast Area has three Relatives' groups: in Milltown, Blackrock and the Central Mental Hospital (C.M.H.) in Dundrum. All groups continue to do well and each has identified their own special interest area based on the specific needs in their local area, which include Housing, Funding, Peer Support and Human Rights. The Central Mental Hospital group continues to go from strength to strength. The members work closely with the management of the C.M.H advocating on behalf of their relatives.

DETECT Consortium

DETECT aims to provide a service for individuals experiencing first episode psychosis and their families living in the Cluain Mhuire, Elm Mount, Newcastle and St. John of God Hospital services areas. DETECT envisages that services for people with psychosis will be delivered at the earliest possible opportunity and will be tailored to suit the individual needs of the person and their family. The Regional Development Officer continues to provide input as a member of the steering committee. The aim of the consortium is to advise and ensure best practice on the day-to-day running of the DETECT service. The Regional Development Officer (RDO) has also been asked to review the online family education course.

Shine's Eastern Regional RDO is also a member of the exciting new Genio funded DETECT Relative Befriending project. The project aims to bring together the distinct expertise and experience of professionals, service users and family members with the view to offering a skill building and supportive intervention based on the principles of motivational interviewing in those families where a service user has been recently diagnosed with a first episode psychosis.

The service will enhance the group based carer education programme. Families who attended the group carer education are to be offered individual skill coaching to build on what they have learned and plan for the future. The volunteer will be linked with volunteer allies for long term befriending and support, and the support will have had experience in their own recovery of their own family member and will be provided with (a) training and (b) professional consultation to help insure the sustainability of the project.

Kildare/West Wicklow and Dublin West Region

Phrenz Groups

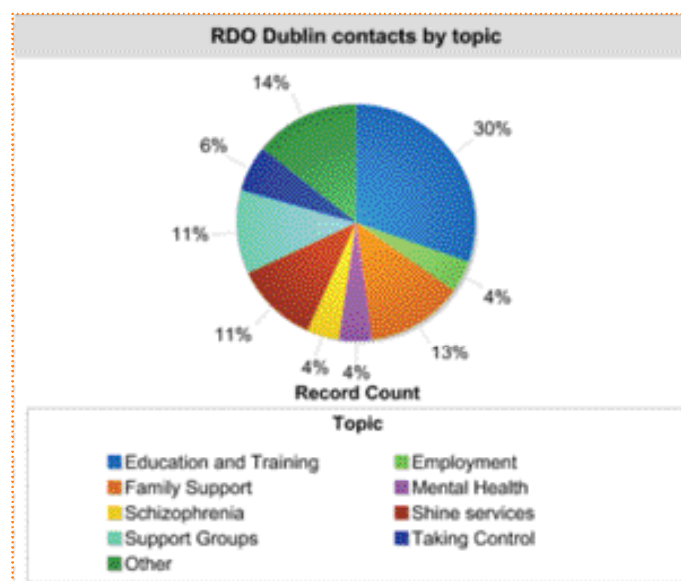
There are three Phrenz groups within the Southwest area: in Ballyfermot, Kildare and Maynooth. All groups continue to do well and have an increase in membership. All groups provide both peer support and an opportunity to meet others in social settings. The Maynooth group has been quite active in becoming involved in a number of service development steering groups. The Kildare group has been involved in the development of a local directory.

Relatives' Groups

The Southwest area has six Relatives' groups, which continue to do well in Kilmainham, Clondalkin, Ballyfermot, Ballyroan, Naas and Celbridge. The groups provide an opportunity for relatives of people with self-experience of mental ill health to both meet and gain support from people with similar experiences. The Ballyfermot group is very politically active and works with local elected representatives to highlight the issues and improve the services within the Dublin West region. Colette from the Ballyfermot Relatives' Group continues to be a member of the Ballyfermot Community Response to Mental Health group.

MOJO

The MOJO programme is now at its recruitment phase. MOJO (men at risk of suicide) project is a Tallaght intra agency response to men affected by the recession. The members of MOJO are Dodder Valley Partnership, Threshold Training, LES, Mates, Shine, Tallaght Mental Health Services, Tallaght Primary Care Services, the Department of Social Protection and Pieta House. MOJO runs a twelve-week programme supporting men within the Tallaght catchment area. Some of the components of the training covered WRAP, Anxiety Management, Team Building, Local Service Information, Financial Advice and Training Opportunities. On



completion of the course some participants have taken part in the Shine Taking Control workshop. MOJO has successfully completed three training courses providing training to over 30 men. Graduates of the MOJO programme have successfully set up a men's shed, which is going from strength to strength. The Regional Development Officer supports this project through providing education and being a member of the advisory committee.

Ballyfermot Community Response to Mental Health

The Forum has its roots in *Vision For Change*, Ireland's national policy on mental health. *Vision for Change* refers to four stakeholders that have a role to play in responding to matters relating to mental health. These are service users, service providers, carers and the community. The purpose of this forum is to promote the role of the community in responding to mental health. In doing this, the input of service users, carers, family members, service providers, interested individuals, community groups and organisations is necessary. The Forum will aim to raise awareness of mental health issues within the community and will encourage community groups, clubs, organisations and individuals to discover and apply the practical role that they have the potential to play in promoting positive mental health. The Regional Development Officer provides educational support and is a member of the steering committee. Shine supported the project both by providing a Taking Control workshop within the Ballyfermot region and training one of the Community Development staff within the region to become a Taking Control Trainer.

St Vincent's Fairview Relatives' Project

Shine, in conjunction with St.Vincent's and DCU have been engaged in evaluating how relatives both experience using

successful and led to a follow up meeting, an information day and a booklet being designed to explain the service. We await the final evaluation in summer 2014.

Midwest Region

Phrenz Groups

There are four active and strong peer support groups in the midwest; Ennis, Kilrush, Limerick and Nenagh. The Kilrush group was delighted when a member received a small grant through Shine's Art project to produce a CD and make 300 copies. All the songs were composed by him about his recovery. The isolation of West Clare solidifies the importance of the group for each other. The groups meet weekly, with Nenagh meeting bi-monthly. The groups work from the principals of recovery and peer support. The facilitators are very committed and work beyond the expectations of their role. We are very grateful for their dedication.

Relatives' Groups

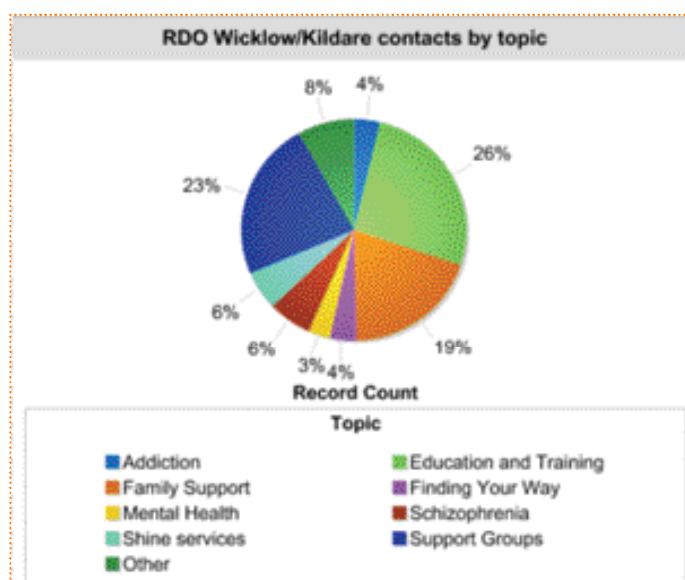
We are very fortunate to have very supportive facilitators in the four groups in the regions; Ennis, Nenagh, Thurles and Limerick. Limerick is a peer group. The others are facilitated by colleagues working in the mental health services who share the vision of Shine. The groups meet monthly and offer support, information and act as a springboard for other wellness, recovery and self-advocacy opportunities. Nenagh Relatives Group received funding from Shine's Art grant to run a series of dance classes which was taught by a member, called Dance Your Cares Away. A large number of people participated and enjoyed it very much.

Wellness Breaks, Respite and Personal Development (National Lottery funding)

People with self-experience of mental health issues and caring relatives benefited significantly from a number of activities that supported their wellbeing, increased their self-esteem and reduced social isolation and relapse. The members of the Phrenz groups went to Galway for three nights. Some who did not want to go in a large group, went on weekend breaks in pairs, while others went for day trips and enjoyed a meal. Members also benefited from holistic treatments at Cuinas respite centre in Feakle which included walks and lunch. These are ongoing throughout the year. Many people participated in training which supported their recovery and self-confidence. The feedback from participants is overwhelming in their expression of gratitude and benefits. All this is possible because of National Lottery grants.

Limerick Consumer Panel

The Limerick Consumer Panel meets monthly. The group is made up of people with self-experience, relatives, non-statutory organisations and mental health professionals. Representatives of the group meet with the management on



the St.Vincent's service and how communication could be improved. Shine's RDO and a relative representative joined the advisory committee to support this work. In conjunction with staff from St.Vincent's and DCU series of focus groups were run to hear relative's views. These meetings were very

a quarterly basis to discuss issues arising. An audio book of the information given to patients in 5B Acute Unit was produced by a group member and is funded by the HSE. The Panel will act as a resource to Clare and North Tipperary in 2014 with the introduction of new structures which involves service-users and families.

Midwest ARI

The Shine Midwest RDO is a member of the MWARI Steering group. Shine through the RDO, relatives and people with self-experience bring significant experience, knowledge and solutions to the challenge of culture change within services in the attainment of recovery based services. Shine offers supports to addressing the needs of people with self-experience and relatives. It also has a practise of co-production which is a key approach to ARI.

FRIENDS (Family Recovery Initiatives through Engaging, Networking and Developing Supports) – Genio funded

In response to the identified need of families' inclusion in services, Shine, in partnership with the HSE and Aras Follain Peer Support Centre sought funding to develop supports and strategies. The overall aims include peer support for relatives, wellness breaks to support wellness and to develop a strategy with the mental health services to include families appropriately. The project ends in November 2014.

Southern Region

Phrenz Groups

The Cork Phrenz group meets weekly. The group invited in some guest speakers during the year and this proved to be very interesting. The group also enjoyed some great social events during the year and the annual Christmas party in Scoozis was the highlight of the year.

Bandon Phrenz group is going well, with some new members joining during the year. They particularly like to go on day trips, with a lunch out when the weather is good, and some of the group come to the Basement Resource Centre to take part in events. They also attend the Watergate Day Centre in Bandon and get good support there. The social highlight for the group was the annual Christmas lunch at the Celtic Ross Hotel in Rosscarbery, West Cork.

The Tralee Phrenz group is going well and numbers are increasing. The group like to go for meals and go to the cinema during the year.

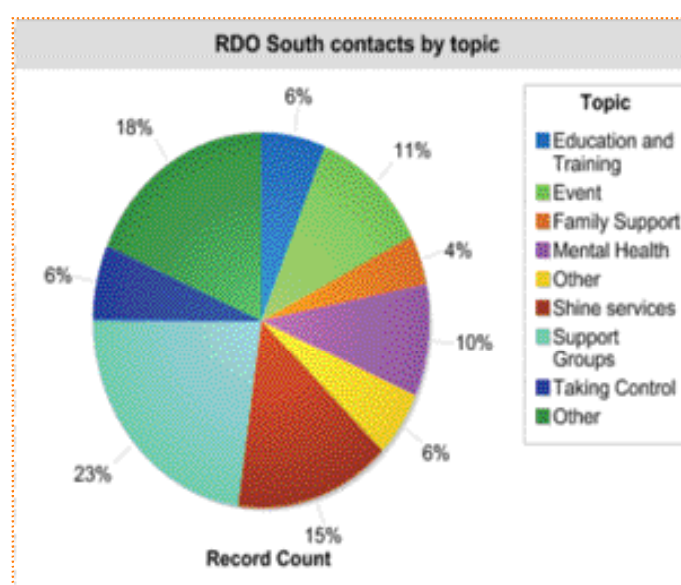
The Killarney Phrenz group is a small group that meets once a month. They have been to some concerts in the INEC, Killarney and out for meals together. The Killarney Phrenz and Relatives' group like to go out for meals together a few times a year also.

Phrenz Event

In June, members from the Phrenz groups attended a "Summer Gathering" in Fitzgerald Park, Cork. It was a great event as it was in the open air, and staff and members of the Basement Resource Centre were in attendance. Tai Chi, 5 Rhythms Dance and a delicious picnic were some of the items on the menu for the day! The sun was shining and everyone was in good form. We are hoping it will be an annual event as there has been such positive feedback about it. As a follow on from this event a series of Tai Chi classes were run in the Cork Shine office, which were very well attended. These classes were funded by National Lottery funding.

Relatives' Groups

The Cork Relatives' group meets once a month. Some of the group are also members of Cork Consumer Panel and are



involved in the Shine Relatives' Rights Campaign. During the year the group asked a member of the Killarney Phrenz group to come and talk about his Recovery. This went very well and the feedback from it was one of hope and positivity. The group also organised a coffee morning in aid of Marymount Hospice. This event was well attended and raised €250 for Marymount Hospice.

The Killarney Relatives' group meets once a month. It's a small group but growing in strength and numbers. The group like to get together with the Killarney Phrenz group for social activities, meals out and walks etc. The group invited a member of the Cork Phrenz group to talk about his recovery. This was very well received and feedback was very positive.

Cork and Kerry Relatives' Self Care Day

This event was held in Macroom, Cork in June. An early lunch at the Castle Hotel was the start to the event. The afternoon workshop was in the Macroom Family Resource Centre, which was kindly given to us free of charge. Iseult Twamley, a Psychologist with West Cork Mental Health Services gave an excellent presentation on her work with

Carers/Relatives in the West Cork region and then the group took part in a relaxation session. The event was a great success and was funded by National Lottery funding.

Being Well

This health promotion course was held in the Cork Shine Office for six weekly sessions in February and March. It was developed to improve people's lifestyle and to encourage them to make small changes regarding diet, exercise and stress management. The RDO and a Basement Resource Centre Development Worker facilitated the course.

Taking Control Workshops and Training

Workshops during the year were run by the RDO with different groupings such as the West Cork Farmers' Group, Green Acres; Bishopstown Cork City Men's Shed; the National Learning Network Trainees Tralee, Co. Kerry; a men's group experiencing isolation in North Kerry and a group of women living in a "Rapid Area" in Cork who have experienced unemployment, isolation and depression.

All the workshops were very well attended and received excellent feedback. Two workshops were also run with a group of Relatives/Carers and a group of people with self-experience of mental ill health in Caherciveen, Co. Kerry. It is hoped that as a result of these workshops that two support groups will start in 2014.

A Taking Control Training for Trainers took place in Limerick. The RDOs from the Southern and Midwest areas facilitated this training.

"Peeling the Label" Play

This was a one-act play devised, scripted and produced by members of the Shine Basement Resource Centre, the Phrenz group and members of the Traveller Visibility Group

(TVG). In addition to the drama piece, a local filmmaker was working on a documentary in which he has recorded the process of the work over twelve weeks. The Shine RDO and the TVG Drugs and Alcohol Worker initially met to discuss mental health issues amongst the Travelling community, and to see if it would be possible to forge closer links between Shine and the TVG and get people talking about mental health. The Play proved to be a great success and there were two performances in the Shine Cork office.

Other Regional Activities in 2013

The RDO is a member of the Cork Consumer Panel and attends regular meetings and events. She is also a member of West Cork Mental Health Forum Family Support Network in Cobh, Cork and the Community Health Centre in Youghal, Cork. She is in regular contact with the Family Resource Centre, Caherciveen, Co. Kerry; Caherina House Day Hospital, Tralee, Co. Kerry and the Family Support and Wellbeing Centre in Bandon. She also liaises with Focus Ireland and Cluaid regarding housing for clients; the Irish Advocacy Network; SHEP (Social Health and Education Project); HSE Community Workers; Console and North and South Lee Mental Health Teams. The RDO also visits the Focus Mental Health programme run by the National Learning Network in Carrigaline and Middleton and has been a guest speaker with Bandon Soroptomists.



Shine Activities

Public Presentations

Public presentations are given throughout Ireland by Shine Regional Development Officers. The aim is to raise awareness about mental health issues and the services that Shine provides. These events allow people to discuss openly the issues that can arise when dealing with mental health problems. In 2013 the Regional Development Officers made 168 presentations to 1,271 people nationwide.

One to One Meetings

Regional Development Officers provide one to one meetings to service users and family members so they can discuss their concerns, needs and the options that are available when dealing with mental ill health. While assessing needs, the Regional Development Officer may decide to refer them on to other health professionals, to Shine support groups or a Shine Counsellor. In 2012 Shine Regional Development Officers held 342 one to one meetings with 469 people nationwide.

Recovery and the Family Education Course

Recovery and the Family education courses support relatives to explore their own issues and insights into mental health recovery. Its design focuses on the families' experiences and recovery needs. It doesn't focus on any specific label or diagnosis. In 2013 Shine delivered 7 Family Education Courses in Clonmel, Loughrea, North Clare, Dublin, Portlaoise, Thurles and Kells where 71 people participated nationwide.

Taking Control Workshops

The Taking Control Workshop is about practical ways to face life challenges, maintaining and taking control of your physical and mental wellbeing.

The aims are to build resilience in the face of life challenges and setbacks; to enhance coping skills, especially pre existing ones and to build and support self esteem and confidence.

After participating, people will be aware of positive factors in their lives; list positive skills and knowledge they bring forward with them; recognise the physical, mental and emotional effect of stressors; have action plans to safeguard against these stressors; be aware of opportunities and avenues open to them; know professional supports available to them, have set goals and have created an action plan around these.

In 2013 Taking Control workshops funded by the National Office for Suicide Prevention were delivered in 12 locations, in Tralee, Ennis, Waterford, Roscrea, Phibsboro in Dublin, Cavan, Galway, Ardee, Rathmines in Dublin, Carhirciveen (2) and Drogheda to 128 people. Taking Control workshops funded by other sources were delivered in Portlaoise (2), Kilkenny, Dundalk (2), Limerick, Navan, Cork, Longford, Offaly, Laois and Ballyfermot in Dublin. A total of 112 people attended these workshops.

Taking Control workshops were also delivered to men's organisations. These were called 'Man Matters' Taking Control workshops. 8 were delivered in Cork, Limerick, Kerry, Navan, Finglas in Dublin, Carlow and Cork (2) to 63 participants. The National Office of Suicide Prevention funded these also. Man Matters Taking Control workshops funded by other sources took place in Dundalk and Offaly. 16 people participated in these workshops.

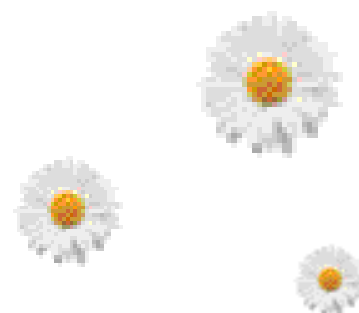
Taking Control Training for Trainers

Shine ran a four-day training for trainers programme in 2013 in Athlone and Dublin. This training is specifically aimed at Community, Voluntary and other NGO organisations. The training provided participants with the skills to deliver the Taking Control workshop to their own client groups. This programme was also run for a men's organisation in Limerick. A total of 33 people were trained to deliver the Taking Control workshop in 2013 and the four-day training was free of charge and funded by the National Office for Suicide Prevention. A training for trainers programme was also delivered in Dundalk to 9 people from various organisations. This was funded through other sources.

Respite Breaks

For fifteen years Shine, with the assistance of National Lottery funding has been supporting a number of respite breaks for people with self-experience of mental distress. Some relatives' support group members have also taken respite breaks. Each group decides which activities they would like to participate in. Many decide to go on weekend breaks, others enjoy weeklong respite breaks, while others prefer day trips.

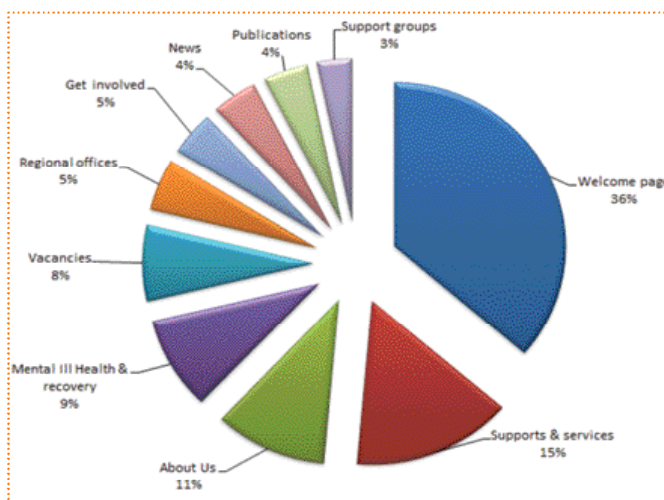
Respite breaks enable people who otherwise may not be able to, to forge friendships and socialise, and to break the isolation associated with mental illness. In 2013 Shine support groups went to Killarney, Wexford, Meath, Mayo and Galway. Groups also attended courses, classes, training and workshops; had lunches out and Christmas meals and went on daytrips, including one trip to the Guinness Storehouse.



Shine's Online Activities

In 2013, Shine maintained its online presence through our website www.shineonline.ie and our social networking sites. Shine has 1,987 friends on Facebook and 974 followers on Twitter. Shine also publishes a monthly newsletter which can be subscribed to from our website. The newsletter is sent by e-mail on a monthly basis and published on our website.

The graph summaries the most visited pages on our website:



Recoverie

Recoverie is also managed by Shine and is Ireland's web based information resource on mental illness for people with self-experience, their caring relatives, the general public and healthcare professionals. Recoverie provides information about mental ill health and offers a platform to centralise the relaying of information in Ireland.

Projects Funded by Shine in 2013

In 2013 Shine allocated nearly €23,000 to fund various projects through our Shine Arts and Alan Reid funds to support people affected by mental ill health.

The Alan Reid Fund

The purpose of the Alan Reid fund is to facilitate a person with a diagnosis of a mental illness to achieve some aim, which may be an educational, leisure or social activity and which may require a small amount of money to help him/her achieve this purpose.

Examples of projects, which might be supported by the fund include:

- part payment or full payment of educational or training course fees
- contribution towards the development of a creative or artistic project
- contribution towards participation in a recreational activity
- contribution towards the purchase of an item which may assist the person in a creative educational or work activity
- contribution to a project which enhances the person's employment, self-esteem or presence in the community.



Over the past couple of years Shine has aimed to support artistic endeavours among members in a number of ways and have in some cases used the Shine Arts brand.

In 2013 we wanted to encourage the Shine Arts concept among members and allocated some funding dedicated to supporting artistic activities.

The aim was to support individual members or groups of members to undertake an artistic activity as part of the ongoing recovery process. The term "arts" includes painting, sculpture, drama, creative writing, music or other forms of creativity.

Projects 2013



Headline was set up in 2006 by the Health Service Executive's National Office for Suicide Prevention as part of Reach Out, the National Strategy for Action on Suicide Prevention. Headline is advised by a Steering Group made up of representatives from Aware, Bodywhys, Grow, The Irish Advocacy Network, Mental Health Ireland, Samaritans, Shine, The National Office for Suicide Prevention and the HSE National Press Office, and is managed by Shine. The work of Headline involves working collaboratively with media professionals and students to develop ways to cover mental health and suicide issues more responsibly and accurately.

Headline also provides a weekly aggregation of the top news coverage of mental health and suicide to a mailing list of over 1,200 subscribers. Anyone can sign up to this by emailing info@headline.ie. Headline also engages in discussion via social networking sites, we have 404 friends on Facebook and 758 followers on Twitter.

Headline provides support and information on our website to people who want to make their own complaints about media coverage. In this way, Headline serves as a vehicle for the public to become involved in monitoring the Irish media on issues relating to mental health and suicide. Headline's website www.headline.ie provides information and resources for responsible and inclusive reporting of suicide and mental health issues and in 2013 received 7,198 visits with 6,011 unique visitors and 14,981 page views.

Headline monitors national and regional Irish print media for coverage of mental health and suicide using a list of key search terms, across approximately 400 publications. Each article is evaluated according to criteria including relevance to the issues concerned, and whether it constitutes positive, negative, or neutral coverage. Headline makes contact with journalists and editors responsible for particularly negative coverage, to draw attention to how the piece in question breaches the media guidelines. Headline alerts members of the public to these breaches through our media alerts. We currently have 1,145 followers. You can sign up for these alerts by emailing info@headline.ie

Conversely, Headline also commends journalists responsible for positive and de-stigmatising work.

In 2013, Headline monitored over 31,500 articles up approximately 30% from 2012. Approximately 1% were positive in quality and 0.5% were negative in quality. 98.5% were neutral - up from 95.87% in 2012. Overall there was a huge increase in quality reporting in Ireland.

Headline gave 24 presentations to approximately 600 students on mental health and suicide issues in the media to journalism and media students in a number of colleges in 2013

Headline partnered with See Change to deliver media training to media professionals. The presentations explained the evidence and rationale for Headline's work and introduced the media guidelines, using examples of coverage from Irish print media.

Headline awarded the **Headline Award for Student Journalism relating to mental health or suicide prevention** to Griffith College student James Keating for his winning submission: What Stigma? This can be viewed on our website. It is a documentary on the stigma of mental health. This was judged by Carl O'Brien, Chief reporter with the Irish Times. Carl O'Brien said *"A well-crafted documentary which examines issues surrounding stigma and mental health, shot in a visually engaging manner. It combines the voices of experts in the field, along with powerful personal testimony. For a traditionally bleak subject matter, there is also an element of fun, with images from a "nuns' day" fundraiser and an event celebrating "mad pride". There is also practice advice for people suffering from mental health problems, as well as contact information for people seeking additional help or support."*



(L-R) MINISTER KATHLEEN LYNCH TD ;
CLAIRE GRADY, EDITOR, IRISH INDEPENDENT



(L-R) JERRY RALEIGH, NOSP; JANE ARIGHO, HEADLINE; JOHN COLLINS, IRISH TIMES & MINISTER KATHLEEN LYNCH TD

Headline named the Clare Champion as the Headline Regional Newspaper of the year 2013, for journalism relating to mental health and suicide prevention. Headline created the award in recognition of the vital role regional newspapers play in promoting positive mental health and stigma reduction in their local communities.

The 2013 Headline Voice Media Award was presented to The Irish Independent to recognise the importance of giving voice to people with self-experience in the media. This was the 2nd year the Irish Independent was selected as the print media winner. The awards were presented by Minister Kathleen Lynch. Claire Grady, Editor of the Irish Independent said *"We are pleased and honoured to receive the Headline Voice Media Award. As a newspaper/media organisation, we owe it to our readers to openly discuss mental health and give a voice to those who may previously have not been heard. We spent a lot of time considering what kind of contribution we could make in our coverage of mental health in Ireland, and how we could use our national reach to develop something practical, effective and, ultimately, positive. We wanted to get people talking about their mental health in the same way that they talk about their physical health."*

We awarded the inaugural 2013 overall award for positive coverage of mental health and suicide to The Irish Times. Headline created the award to recognise the excellent work by media professionals for their outstanding coverage of the difficult issues surrounding mental health and suicide in a sensitive and positive way.

Upon receiving the award Kevin O'Sullivan, Irish Times Editor, said *"The Irish Times is strongly committed to covering mental health issues, including those surrounding suicide, that affect so many strands of Irish society. We attempt to do so with thoroughness, fairness and compassion for those immediately affected by mental health problems. We also seek to encourage meaningful debate on services and outcomes"*



Headline distributed branded promotional tools: cups, notebooks, and memory sticks containing media guidelines and resources to media professionals and journalism students.

Headline investigated new trends emerging in the reporting of youth suicides, particularly those linked to cyber-bullying, through qualitative thematic analysis. We also worked with Dr Ella Arensman from the NRSF on analysis of Irish media coverage of Darren Sutherland's and Gary Speed's deaths.

Headline conducted an internal review and a revision of its strategic plan based on feedback from media professionals. We developed an online survey to generate feedback on the existing Headline services, and to explore possible new directions for our work in 2014 and beyond.

2013 marked the fourth year of Ireland's national stigma-reduction programme, working in partnership with over 90 Irish organisations all sharing a passion to change minds about mental health problems and end stigma.

As agreed with the Department of Health, Shine is the coordinating organisation for the See Change movement and serves as the secretariat for the partnership.



In May 2013, See Change and its partner organisations launched a month long national Green Ribbon campaign to get people talking openly about mental health problems. More than 150,000 green ribbons were distributed free of charge to spark a national conversation about mental health in boardrooms, break-rooms, chat rooms, clubhouses, art venues, college campuses and around kitchen tables throughout Ireland. Our aim is to make the month of May every year synonymous with promoting open conversation of mental health and challenging the stigma of mental health problems. Some of the campaign highlights were:

- Green Ribbon single released in Irish charts
- Broadcasters collaborate on video promo
- Nationwide "Lets Walk & Talk" events
- Party leaders unite to support the campaign
- Box of Frogs national tour
- Story sharing event with Marian Keyes

Stigma reduction activity with the campaign's key target audiences:

YOUNG MALES:

- In partnership with USI, Lyons Tea, See Change and St Patrick's Mental Health Services, thousands of "Chats for Change" tea packs were distributed across college campuses nationwide to spark open conversation of mental health.
- In collaboration with the staff and students of Dublin Business School, See Change developed a Third Level Stigma Reduction programme in 2013.

IRISH WORKPLACES:

- Continued to work with various organisations on the 6-step "See Change in your workplace" programme, guiding employers and employees towards creating open workplace cultures, supporting each other and working to their full potential.
- See Change and the Community Foundation for Ireland co-hosted the **Be the Change Conference** in partnership with AHEAD, Business in the Community Ireland, IBEC, Kanchi, Suicide or Survive and the Equality Authority.

MEDIA AND ONLINE ACTIVITY:

- For World Mental Health Day 2013, the See Change partnership launched a new video tackling those old mental health clichés that are really quite unhelpful when supporting someone who is going through a tough time or encouraging more openness around mental health. The video got a huge response on social media.

- See Change's "My ripple" radio awareness campaign was replayed on national and regional radio in spring 2013.

GRASSROOTS ACTIVITY:

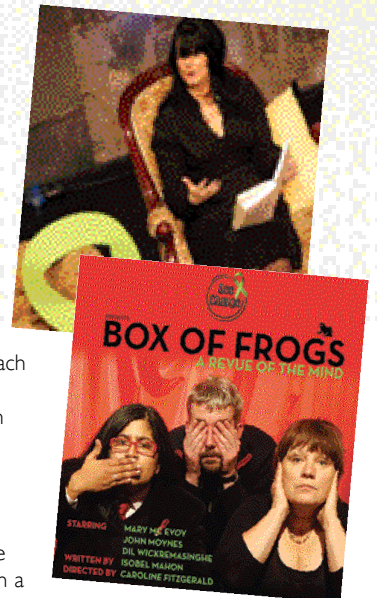
- See Change was invited to have a presence at the Electric Picnic Festival 2013 to engage its 30,000 attendees on the subject of mental health and stigma as part of the Mindfield arena "Mind your Mind" initiative.
- See Change teamed up with BeLonG To, GLEN, Outhouse and TENI to programme a series of mental health themed events as part of the Dublin Pride Festival 2013 to get Ireland's LGBT community talking about mental health.

ARTS ACTIVITY:

- The First Fortnight Festival returned for the first two weeks of 2013 to stage another ground-breaking programme of mental health-themed arts events aimed at sparking conversation and challenging stigma.
- Box of Frogs went on tour in theatres across Ireland during May and June of 2013 starring Mary McEvoy, John Moynes and Dil Wickremasinghe.

FARMERS:

See Change in partnership with the Irish Farmers Association, Macra na Feirme, the Irish Cattle and Sheep Farmers Association, the Irish Creamery Milk Suppliers Association, the Irish Countrywomen's Association and Teagasc distributed thousands of free wallet-sized "Talking Cards" to the 187,000 Ploughing Championships attendees that feature straight-talking advice aimed at taking the fear out of talking about mental health and encouraging open discussion.



Shine Contacts

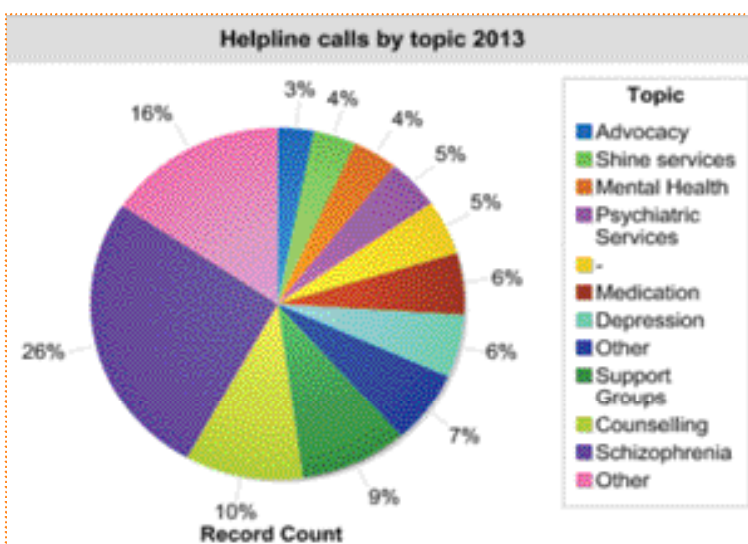
The total number of people who made contact with Shine offices through our information helpline, counselling services, one-to-one meetings and Regional Development Officer presentations was 20,916.

The main reasons for contacting Shine in 2013 were as follows:

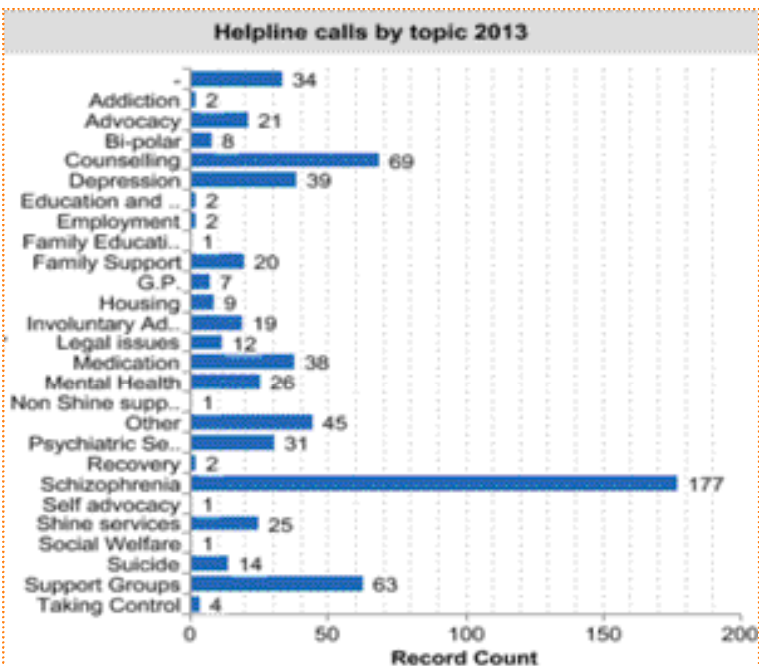


Information Helpline 1890 621 631

Shine's information helpline runs from Monday to Friday between 9am and 4pm. Information and support are provided by trained staff and volunteers. The total number of information helpline calls received by Shine in 2013 was 651.



Topic of Information Helpline calls received in 2013:



Counselling Services

Counselling Services Dublin

A total of 90 clients availed of the Dublin counselling service in 2013, with the total number of sessions amounting to 547, which shows an increase in client numbers from 2012. Over two-thirds of the Dublin clients presented with a diagnosis of psychosis or related mental illness.

Counselling Services Cork

51 people engaged with the Cork counselling service in 2013. 670 sessions were provided throughout the year, which is similar to the previous year in terms of how well the service was utilised. The counselling service continues to work with individuals that experience more serious forms of mental health difficulties. Approximately 80% of service-users had self-experience or a mental health diagnosis and the remainder were family members.

Presenting issues throughout the year included voice hearing, psychosis, suicidal ideation, and more serious forms of depression, while additionally working with individuals who feel isolated or have to struggle with symptoms on a daily basis. The therapeutic work continues to emphasise and explore ways to combat and reduce emotional difficulties that result from challenging diagnoses that require consistent support and much needed space to explore how these experiences are managed and responded to.

E-mail support service:

In 2012, Shine launched our email support service phil@shineonline.ie. This service acknowledges that sometimes it is easier for people to write an email rather than pick up the phone and the following highlights the main reasons people might benefit from using this service:

- Emotional support
- Seeking information and support for a recent diagnosis
- Relapse prevention
- Information and support for families and friends of people with self-experience
- Seeking access to group and individual support.

In 2013 Shine received 183 emails to phil@shineonline.ie

Advocacy in the Southeast Region.

Through Shine, advocacy was available in 2013 throughout Kilkenny and other southeast regions. The aim of advocacy is to offer support and assistance to people on a one to one basis, providing information, listening, negotiation with provision providers, sign posting to appropriate services and service user representation when required. Advocacy covered a wide diversity of topics from housing, social welfare entitlements, talking to service user consultants, employment, complaint procedures and family matters. Advocacy was offered as part of a team approach where Shine currently has a Regional Development Officer and had a counselling service up until November.

In 2013 the Advocate was also involved with a mental health discussion group which ran in the South Tipperary area where a group of service users looked at what they wanted from their health service/day hospital. It was a very successful exercise, with recovery modules running afterward as a result. Mental health week and the mental health service provider group Link-Up were both other initiatives that required time and focus through the year.

The availability of counselling played a big part in the advocacy service as there was a natural pathway at times between both services.

Shine's Realising Family Friendly Mental Health Services Campaign

Shine has been engaged in a campaign called 'Realising Family Friendly Mental Health Services' since early 2013. The campaign was initiated by a group of family members concerned about the attitude and approach of mental health services to the role of family members. The aim of the campaign is to raise awareness of the family's needs and role as a partner in care. We believe that families can and do provide critical support to the recovery process both in times of crisis and wellbeing. We believe that if this support is to be realised, families must be heard and included as partners within the recovery process.

Equally we recognise that relationships both within the family itself and between the families and health professionals can sometimes be complex and difficult, and that the whole family's needs must be considered and supported.

Current practices and attitudes towards the role of families in recovery vary greatly between individual health services and across regions. From the perspective of the family, in some areas examples of good practice can be found, whilst in others, family members feel that they go unheard, are disempowered and excluded.

At a national level we have met Minister Kathleen Lynch; representatives of the Mental Health Commission; the Inspector of Mental Health Services; representatives for the HSE, Mental Health Reform and the College of Psychiatry.

From these discussions the document '*Guidelines for Realising a Family Friendly Mental Health Service*' has been developed. It can be found on www.shineonline.ie and on www.HSElanD.ie the HSE's online resource for Learning and Development.

In the autumn of last year the paper 'Listening to the Needs of Carers of People with Mental Illness' was published. This document was produced by REFOCUS, a working group brought together by the College of Psychiatrists. The recommendations in both these documents are broadly in agreement with each other.

As 2013 closed we began the process of bringing the campaign to local services with the support and input of our members. Our ambition is to engage and discuss the issues addressed in these documents with local mental health services directly, through our support groups and through local initiatives such as consumer panels, with a view to acknowledging good practice and encouraging change in attitude and practice regarding the role of relatives and supporters as partners in care.

As part of this a close working relationship has been developed with the Advancing Recovery in Ireland (ARI) project. ARI is an eighteen-month initiative working with seven Mental Health Services and is inclusive of all three stakeholders. It focuses on change and development of service level structures, systems and practices that can support recovery and outcomes for service users.



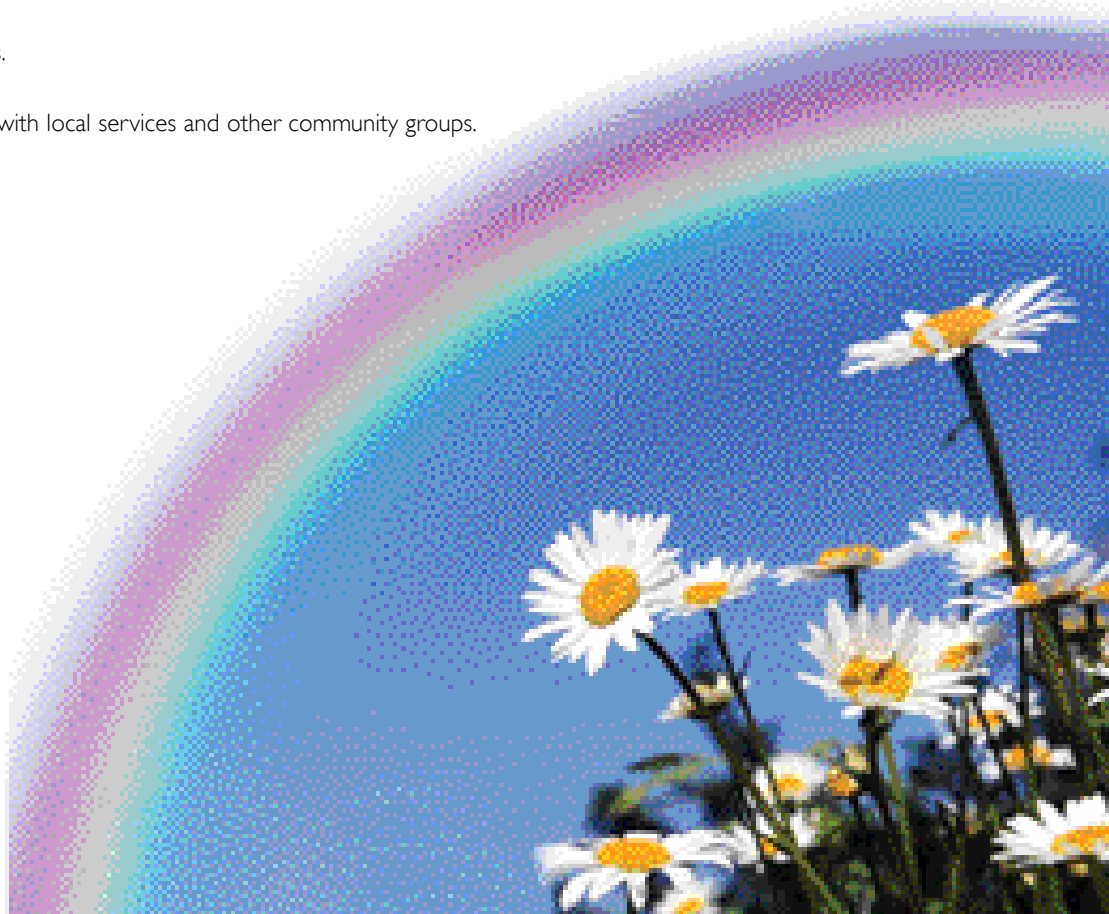
Community Resource Centres

It was a busy and productive year for Shine's two Community Resource Centres: The Basin Club in Dublin and The Basement in Cork. The resource centre model recognises the member as the key stakeholder, and is based on the principles of partnership and cooperation between staff and members. Weekly meetings allow members and staff to review progress, discuss pertinent issues and make decisions regarding the direction and day to day running of the resource centre.

The overall aim of the Shine Community Resource Centres is to support each member to build the insights, understanding and capacity associated with recovery and mental illness. The importance of peer support in reaching this aim is considered to be of paramount importance.

Activities include:

- Drop-in and coffee dock
- Provision of impartial and up to date information on e.g. housing, benefits and other community services.
- Partnership between staff and members in the day to day running of the centre e.g. housekeeping, administration and facilitation of groups.
- Skills development through participation e.g. reception work, administration work, co-facilitation of groups and presentations at conferences.
- Access to resources e.g. computers, email, phone, fax and contact numbers.
- Support accessing employment, training and further education.
- A mentoring programme which provides structures, one to one support, advocacy and referrals and links into other community services and supports.
- Learning and education groups.
- Social groups.
- Networking with local services and other community groups.



Report on The Basin Club Resource Centre

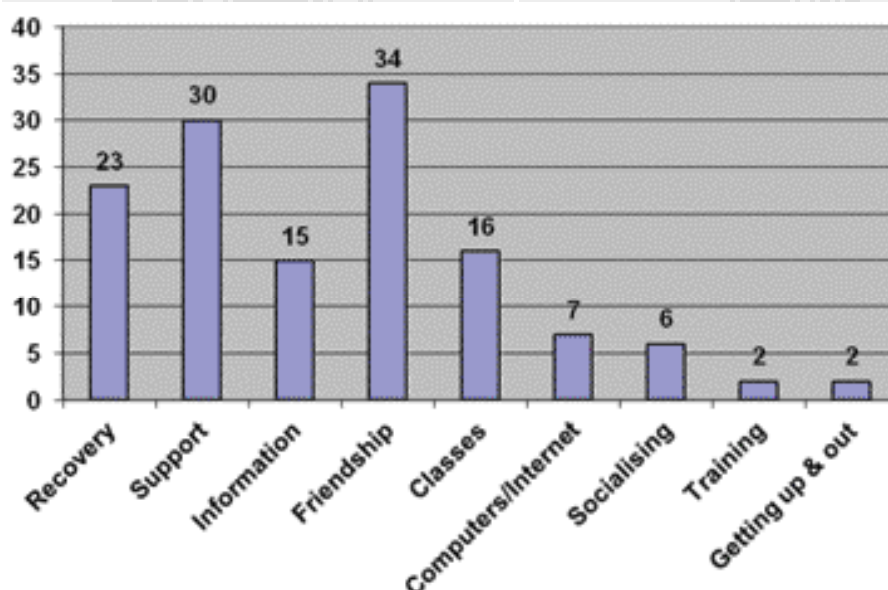


- 126 members used the resource centre in 2013.
 - 44 (35%) of those attended are women.
 - 82 (65%) of those attended are men.
- 17 to 50 people used the Basin Club per day, with an average of 35.
- 35 members were registered with the Rehabilitation Training Guidance Service (RTGS) of the HSE.
- 44 members were exited from the RTGS.
- 94 informal (H.S.E., R.T.G.S.unregistered) members used the Basin Club.
- The Basin Club currently has a waiting list. The waiting list is divided into 2 sections: Group A is comprised of people from our catchment area of North Dublin, which has priority. Group B is from south of the River Liffey and will be attended to when Group A has been offered membership.

The Outcomes on Exit were as follows (n=44):

Community Programme	1
Community Activity	1
Training/FAS	1
Training/Rehabilitative	1
Training/Specialist Vocational	3
Education VEC	4
Education Private	1
Education 3rd Level	1
Voluntary Work	1
Day Activity/Basin Club	12
Day Activity	4
Illness	3
Home Life	7
Drop Out	3
Deceased	1

Reasons people attend the Basin Club Resource Centre:



Report on The Basement Resource Centre



In 2013, the Basement Resource Centre completed its 7th year supporting the people in Cork city and county by working with South Lee, North Lee and Homeless mental health teams in HSE

South. The centre has developed as a community recovery space for people to working on their recovery. We also provide information on Shine and other services every week on are open Friday morning to the public.

The Basement Resource Centre is best described as an empowerment model. It recognises the member as the key stakeholder; and is based on the principles of cooperation, conversation and partnership. To put this principle into practice a weekly meeting is held which is the main discussion and decision-making forum for the centre. It forms the basis of and underpins the centre's ethos of ownership and empowerment. Any member has the right to bring suggestions or issues as to any aspect of the activities, policies or procedures and the running of the centre or request changes to the same. Involvement in the centre is wholly the choice of each member. The day-to-day operations depend on the involvement and input of members with a growing numbers of aspects being peer led. The overall intention of the model is to support each individual member build the insights, understanding and capacity associated with recovery and mental illness. The importance of the peer group in reaching this is considered to be of paramount importance.

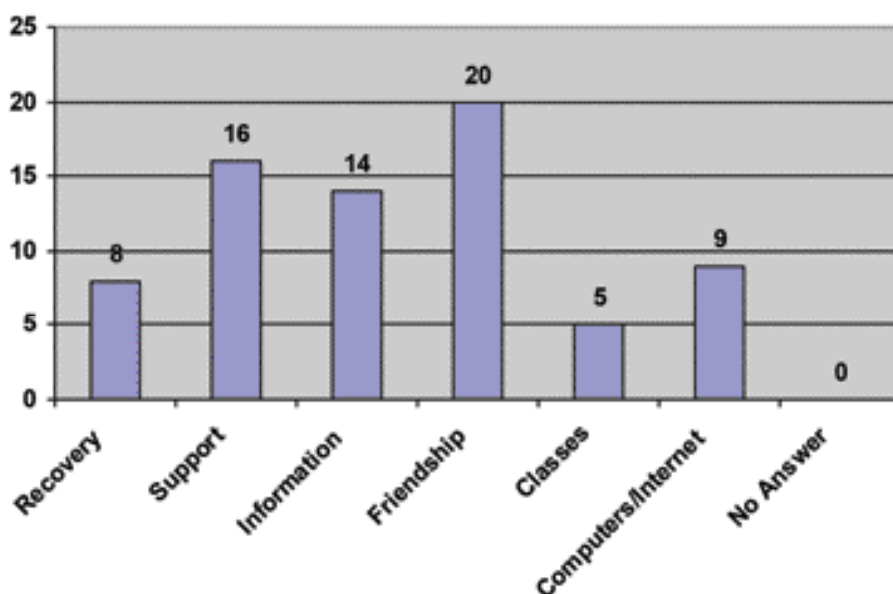
Key activities of the Basement Resource Centre:

- Drop in Monday to Friday with weekend social meet up
- Provision of impartial information and advocacy (e.g. training, employment, housing, rights and entitlements, services and supports)
- Day to day running of the resource centre
- Skills development through participation
- Access to resources (e.g. training and meeting rooms, computers, email and internet)
- Support, both one to one and group
- Learning and education groups resilience workshops, support groups)
- Creative groups, art and crafts
- Social groups
- Networking with the local community services and supports[Housing Clinics]
- Student placements from UCC and CIT.[4 students on placement in 2013]

Membership Profile 2013

- 36 individuals became new members of Basement Resource Centre in 2013.
- 301 are joined the resource centre since we kept statistics in 2007.
- On average 27 individuals per day used the resource centre in 2013.
- A total of 139 Individuals used the Basement Resource Centre in 2013.
- 58 members availed of the mentoring programme
- 380 visitors availed of are open day on Fridays from 9.30-12.30pm over a 12 month period in 2013

Reasons people attend the Basement Resource Centre:





SUMMER GATHERING IN FITZGERALD PARK ON THE 28TH JUNE 2013 WITH STAFF AND MEMBERS FROM SHINE WHERE WE HAD A PICNIC, TAI CHI CLASS AND 5 RHYTHM DANCE WITH MUSIC IN LOVELY SUMMER WEATHER.

Groups in 2013

The following groups were held in 2013 by agreement with members at the weekly members meeting. These were facilitated either by staff, members or outside facilitators.

- Art Group
- Peer support group
- Xmas carol singing group
- One to one computer skill training
- Woman's Being Well group[SHEP]
- Assertive workshops
- Cooking classes
- My Space workshops [Communication skills]
- Tai Chi classes
- Craft workshops
- Walking group
- Drama workshops[TVG]
- Peer support
- Expressive art workshops
- Being Well group
- Gardening workshops
- Social Club meetings
- Resilience workshops



LAUNCH OF THE BASEMENT RESOURCE CENTRE SHINE BOOKLET ON THE 8TH NOVEMBER 2013 'A VARIETY OF INDIVIDUAL EXPERIENCE' LAUNCH BY JERRY BUTTIMER TD WITH THE AOIFE O LEARY AUTHOR AND MEMBER

Notable Events in 2013

- Launch of the Basement Resource Booklet 'A Variety Of Individual Experiences' by member Aoife O Leary launched by Jerry Buttimer TD
- Walk In My Shoes Event, 12th April 2013 to raise fund for youth mental health in partnership with UCC and local schools
- Social Summer outing to Kinsale for members and staff, 18th July 2013
- Drama play with TVG and Shine
- Carol singing with the centre and Ballincollig Choir at Mahon Shopping Centre to raise funds for the Basement Resource Centre Social Fund, 21st December 2013.
- Cork Summer Gathering 26th June 2013 in Fitzgerald Park with all departments in Cork Shine, There was a picnic supported by Penny Dinners, tai chi and 5 Rhythms music dance.
- Hearing Voices coffee morning 2nd July held by the Centre and RDO office
- Filming took place for documentary 'The Leaves of Change' 6th and 7th August 2013, Launch in 2014.

Development Work in 2013

- System set up where by the members meetings are chaired by members.
- Review and set up an H&S system where by members can support staff.
- Members work with staff with Admission Work on databases.
- Members attended lifelong learning week in March 2013
- Summer activities set up with staff and members over the summer 2013
- Focus Ireland Housing Clinic once a month in Shine offices.
- Group inductions held over 2013 where by 36 people became members
- Open morning held every Friday to the public 380 attended the open morning for information and chat.
- Voices research and work completed by staff member
- Web text service set up for members for information about the center
- Open Discussion group held once a month for staff and members to discuss and explore recovery.
- Basement Resource Centre booklet printed and launched.
- Motion study held for the HSE.
- Case studies completed for the HSE
- Toy collection held for children's charities in Cork.

Policy

During 2013 Shine was involved with the following organisations:

Mental Health Reform

Shine was actively involved in progressing work of the Mental Health Reform to ensure that mental health and mental health care services became central to the political and public policy agenda in Ireland. Shine is a member of the Board of Mental Health Reform. For further information please visit <http://mentalhealthreform.ie>

Five Nations Alliance

Shine is a member of the Five Nations Alliance of independent charities from the UK and Ireland. These are Shine (Ireland), Mindwise (Northern Ireland), Rethink (England), HAFAL (Wales) and Support in Mind (Scotland). In July 2013, members of this group met in Dublin to provide updates on their various organisations and exchange thoughts and views on mental health.

EUFAMI (European Federation of Associations of Families of People with Mental Illness)

EUFAMI is an EU wide organisation representing the interests of family members. For more information please visit <http://www.eufami.org>. In May 2013 Shine co-hosted a seminar with EUFAMI in Dublin to mark EUFAMI's 20th anniversary.

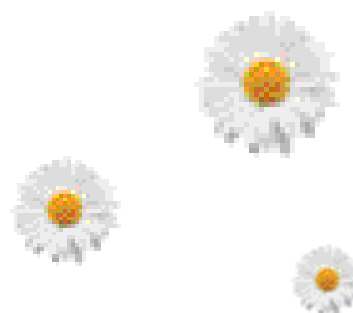
PROTECT Project

This project arose out of the successful funding from The Genio Trust. Staff members of Shine are on the steering group for this project.

PROTECT is a partnership project to ensure that those identified in need of early intervention by DETECT in Wicklow, are enabled to access the services they need. A set of targeted interventions delivered in conjunction with their own community mental health team will help focus on those who have initial difficulties accessing or engaging with services. The skills used in this initiative will be targeted at early intervention in psychosis, but the principles and new way of working will furthermore inform our management of all mental health service users with psychosis and major mental illness.

The following policies are currently implemented by Shine:

- Finance & computer procedures
- Dignity in the workplace policy for management & staff
- Employee handbook
- Recruitment handbook for managers
- Employee performance and development review
- Health and safety
- Complaints procedure
- Volunteer policy
- Policy on suicide
- The Basin Club Model of Practice
- Vulnerable persons policy
- Procurements policy
- Data protection policy
- Serious incident policy



Officers and Professional Advisers

Schizophrenia Association of Ireland
T/A Shine - Supporting People affected by Mental Ill Health

COUNCIL
(at 31 December 2013)

Claire Keogh (Chairperson)
Regina O'Flynn (Vice Chairperson)
Tony Francis (Treasurer)
Kevin Madigan (Secretary)
Catherine Bourke
Bridget Bermingham
Kevin Jones
Mary O'Connell
Gavin O'Sullivan
Karen Cobbe

CHIEF EXECUTIVE

John Saunders

AUDITORS

Deloitte & Touche
Chartered Accountants
Deloitte & Touche House
Earlsfort Terrace
Dublin 2

BANKERS

Bank of Ireland
Lr. Drumcondra Road
Dublin 9

SOLICITORS

Gore & Grimes
Cavendish House
Arran Court
Smithfield
Dublin 7

REGISTERED OFFICE

38 Blessington Street
Dublin 7

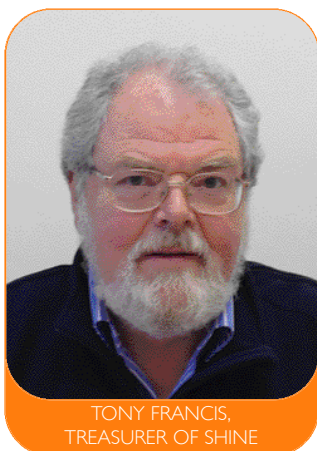
CHARITY TAX REFERENCE NO:

CHY 6380

From January to December 2013 there were seven Council meetings with the following attendance:

- Claire Keogh 6/7
- Regina O'Flynn 5/7
- Tony Francis 5/7
- Kevin Madigan 5/7
- Catherine Bourke 6/6
- Bridget Bermingham 5/6
- Kevin Jones 6/7
- John Kidney 1/3 (resigned from Council May 2013)
- Mary O'Connell 5/7
- Gavin O'Sullivan 7/7
- Karen Cobbe 5/7

A Note from the Treasurer



TONY FRANCIS,
TREASURER OF SHINE

Shine is a Company Limited by Guarantee, not having share capital and has charitable status with the Revenue Commissioners. As a national organisation we take pride in ensuring we have appropriate governance and internal control procedures. We are bound to comply with all of the regulations required of a Limited Company including but not exclusively: the holding of an Annual General Meeting; the production of an annual report and the completion of externally audited annual accounts.

Governance

Shine is governed by a council of eight people elected from our membership at the Annual General Meeting and a further three people can be co-opted by the council. The Memorandum and Article of Association outlines the powers of council.

The role of the council is one of governance which involves the development of strategic policy, oversight of policy implementation and the oversight of financial and fiduciary responsibilities.

I am happy to report that our auditors, Deloitte have audited the 2013 financial statements and have concluded that they give a true and fair view of the state of affairs of the organisation and that the accounts are properly kept.

Internal Control Mechanisms

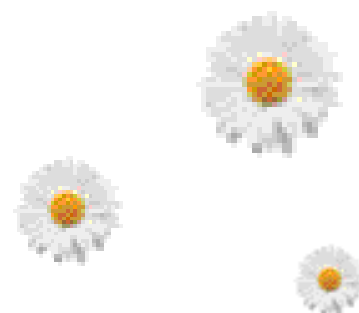
The council of Shine appoints the finance committee. The functions of the sub group are as follows:

- To review on a quarterly basis the operating accounts for Shine to include income and expenditure accounts, provisional balance sheet and cash flow analysis.
- To review and advise on all operating accounts for previous year prior to preparation for external audit.
- To advise the executive management on internal financial control and accounting practice.
- To advise on the prepared external audited accounts prior to submission to the Council for final sign off.
- To advise on the prepared accounts for publication in the Annual report for Shine.
- To provide as requested reports to the Council of Shine.
- To liaise with External Auditors following completion of their annual audit.

The finance committee meets quarterly to consider the prepared accounts for the previous quarter. Additionally in the first quarter of the year the group will consider proposed annual accounts pre external audit and post audit. The finance group will also consider any other matters of financial significance.

Membership of the finance committee includes the Honorary Treasurer; one other council member; the Chairperson of Shine (ex officio) and an external invited member. The finance committee meetings are attended by the Director and Finance Manager of Shine.

Tony Francis
Treasurer of Shine



Shine's Financial Statements

Schizophrenia Association of Ireland
t/a SHINE- supporting people affected by Mental Ill Health

Balance Sheet as at 31 December 2013

	Notes	2013 €	2012 €
TANGIBLE FIXED ASSETS	5	317,559	335,125
CURRENT ASSETS			
Cash at bank and in hand	6	1,135,053	798,448
Debtors	7	136,808	127,468
		1,271,861	925,914
CREDITORS (Amounts falling due within one year)	8	(575,809)	(621,506)
NET CURRENT ASSETS		696,052	304,408
NET ASSETS		1,013,611	639,533
REPRESENTED BY:			
Revenue Reserves	10	1,013,611	639,533

The financial statements were approved by the Council on the 12th April 2014 and signed on its behalf by:

Tony Francis Claire Keogh

Schizophrenia Association of Ireland
t/a SHINE- supporting people affected by Mental Ill Health

Detailed Operating Statements
for the year ended 31 December 2013

	2013 €	2012 €
INCOME		
HSE:		
Northern Area	643,620	722,781
Southern	105,322	102,582
Western	89,882	92,492
Midland	70,503	75,458
South Eastern	90,777	91,313
Mid Western	69,661	75,510
North Eastern	64,244	68,094
North Western	-	8,702
	<hr/>	<hr/>
	1,134,009	1,236,932
Basin Club	268,134	272,288
Genio Funded Project	6,680	193,018
Basement Club- Cork Resource Centre	201,085	201,345
See Change Project Income	251,434	237,280
NOSP - Headline	120,573	150,632
NOSP - One Stop Shop	253	-
Bequests	-	69,214
Grants and co-funding	24,434	16,522
Donations and membership fees	24,598	54,833
NOSP - Taking Control	25,135	33,770
Counselling Fees	14,884	13,010
Interest Received	7,581	6,499

Management Fees	11,000	14,000
Contribution from Schizophrenia Ireland Lucia Foundation Development Co Ltd	254,214	-
Other Incomes	27,863	45,058
	<u>1,237,868</u>	<u>1,307,469</u>
	<u>2,371,877</u>	<u>2,544,401</u>
EXPENDITURE		
Staff Costs	1,514,414	1,678,809
Administration costs	263,002	408,411
Services expenses	156,429	191,561
Rent and Mortgage Interest	58,502 (59,770)	67,584
Professional fees		92,387
Trainee expenses	29,842	26,098
Depreciation	18,720	19,709
Training - staff and volunteers	5,975	11,071
Audit and accountancy	5,381	5,381
Total	<u>1,992,495</u>	<u>2,501,011</u>
NET SURPLUS FOR THE YEAR	<u>379,382</u>	<u>43,390</u>

Notes

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Awareness

Counselling

Education

Information

Listening

Resource Centres

Recovery Focus

Support

Tel: 1890 621 631
www.shineonline.ie



EASTERN REGION

38 Blessington Street, Dublin 7
T: 01 8601620
F: 01 8601602

NORTH EASTERN REGION

507 Donovan House, Adelphi Court,
The Long Walk,
Dundalk, Co. Louth
T: 086 852 54 22

BASIN CLUB

39 Blessington Street
Dublin 7
T: 01 8601610
F: 01 8601548

MIDLAND REGION

111 O'Connor Square, Tullamore,
Co. Offaly
T: 057 9351931
F: 057 9326488

SOUTHERN REGION

14a Washington Street West, Cork
T: 021 4949833
F: 021 4949834

BASEMENT RESOURCE CENTRE

14a Washington Street West, Cork
T: 021 4226064
F: 021 4949834

WESTERN REGION

Unit 31, Terryland House,
Terryland Retail Park,
Headford Rd., Galway
T: 091 576150/1
F: 091 576152

MID-WESTERN REGION

T: 087 7878222

SOUTH EASTERN REGION

The Good Shepherd Centre,
Church Lane, Kilkenny
T: 056 7703652
F: 056 7703627

HEADLINE NATIONAL MEDIA MONITORING PROGRAMME

39 Blessington Street,
Dublin 7
T: 01 860 1549/8
F: 01 860 1602
E: info@headline.ie
W: www.headline.ie

Confidential Information Helpline:

1890 621 631
Monday to Friday 9am to 4pm
Email: phil@shineonline.ie

Website: www.shineonline.ie
Information Resource: www.recover.ie
Email: info@shineonline.ie

