Awareness
Counselling
Education
Information
Listening
Resource Centres
Recovery Focus
Support

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**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

In 2014 Shine continued to provide support and information to service users and carers who are dealing with the issues faced by many families when a member is diagnosed with a severe mental health illness. News of a diagnosis can be devastating and difficult to understand. Shine, like other organisations involved in mental health, offers support and advice to those affected at such critical times. Despite the imposition of an average of 0.6% statutory reduction in funding, Shine has managed to maintain core and essential services. This was only achieved by the dedication and flexibility of staff and volunteers.

The Association’s greatest asset is its members, employees and volunteers, without whom we could not provide our wide range of services. Their commitment, hard work, energy and imagination are what enable us to respond to the growing and complex needs of those who turn to us for assistance.

The issue of governance of voluntary and non-profit organisations was very much to the forefront throughout much of the year. As chairperson of Shine, I am happy to report that the council of Shine has been very proactive in addressing many governance related matters throughout the year. This work by the council has resulted in Shine achieving the distinction of fully complying with the Governance Code for the community, voluntary and charitable sector in Ireland. I would like to acknowledge the successful year for See Change, Ireland’s national mental health stigma reduction programme working to change minds about mental health problems in Ireland. It is heartening to learn that its Ambassador programme once again is reporting an increase; the Ambassador programme is a very good example of how sharing real life stories can help to change people’s attitude and behaviour to mental health problems. Also it should be noted that See Change achieved a number of first’s in 2014 - the first national Time to Talk Day, the first community-led Time to Talk pop-up café and the first dedicated mental health broadcast on national radio with Global Village on Newstalk FM during Green Ribbon month.

The very important work of Headline continued throughout 2014. Headline is Ireland’s national media monitoring programme, working to promote responsible and accurate coverage of mental health and suicide related issues within the Irish media. The winner of the 2014 Headline Award for Student Journalism Related to Mental Health and Suicide was NUIG student David for his radio documentary “From darkness into light”. I would like to congratulate all those journalism students who were shortlisted for this award; it is very reassuring for the future as to how mental health issues and problems will be handled.

Throughout 2014 Shine has continuously delivered its full range of services to individuals and their family members through the national support groups, educational and training programmes, confidential counselling and day resource Services.

The work of the Association would not be possible without the continued support of its Donors. Shine is very fortunate to receive support from a wide variety of sources, including statutory bodies, individuals and companies. Throughout 2014 they continued to support us and this support is greatly appreciated. In particular I would like to acknowledge the continued support of the Health Service Executive.

The year just past was another challenging and demanding year for those who sought our assistance and for the Association’s members and employees. I am delighted to say that we rose to the challenge and am confident that as Ireland begins its recovery, the Association will continue to make its contribution to responding to and promoting the interests of our members. I would like to express my thanks to my fellow council members who gave up much of their spare time to attend council meetings and for their very positive approach at all time. Finally, on behalf of myself and all of the council members, I would like to thank our CEO, John Saunders, and all of the staff for their dedication and loyalty to Shine.

Kevin Jones
Chairperson
# Organisational Structure

Shine Staff as of 31 December 2014

## CEO’s Office
- **CEO**
  - John Saunders

- **Administrative Assistant/See Change Workplace Co-ordinator**
  - Dolores Kavanagh

## Finance and Human Resources
- **Finance and Human Resource Manager**
  - Elaine Curtis

- **Accounts Technician**
  - Grace Ying Ma

## Shine Programmes
- **Programme Manager**
  - Patricia Seager

## Day Resource Services
- **Resource Centre Coordinator, Dublin**
  - Malachi McCoy

- **Resource Centre Coordinator, Cork**
  - Denise O'Rearndon

- **Development Worker, Dublin**
  - Alexandra Scheele

- **Development Worker, Dublin**
  - Goedelle van Laake

- **Development Worker, Dublin**
  - Rachel Hughes

- **Development Worker, Cork**
  - Bruno Nicolai

- **Development Worker, Cork**
  - Colette O'Connor

## Counselling and Information Services
- **Counsellor and Information Helpline Co-ordinator, Dublin**
  - Claire Hawkes

- **Counsellor, Cork**
  - Damien Lillis

- **Advocate, Kilkenny**
  - Miriam Gray

## Development Team
- **Midlands Support and Information Officer, Tullamore**
  - Karen Boylan

- **Western Regional Development Officer, Galway**
  - Christina Burke

- **Midwestern Regional Development Officer, Ennis**
  - Ann Marie Flanagan

- **Support Worker, Galway**
  - Karina Keane

- **South-Eastern Regional Development Officer, Kilkenny**
  - Martin Matthews

- **Mid Leinster Regional Development Officer, Dublin**
  - Susan McFeely

- **Southern Regional Development Officer, Cork**
  - Miriam Murphy

- **North-Eastern Regional Development Officer, Dundalk**
  - Derek Pepper

- **Facilitation and Training Officer, Dublin**
  - Ronan Lynagh

## Administration Team
- **Manager of Development and Administration**
  - Gillian Russell

- **Administrative Assistant**
  - Bernadette Byrne

- **Administrative Assistant**
  - Rose Noone

- **Cleaner**
  - Maura Delaney

## National Projects Team
- **National Projects Manager (on secondment to the HSE in 2014)**
  - Khalil Thompson-Coyle

- **Acting Campaign Manager, See Change**
  - Sorcha Lowry

- **Projects Assistant**
  - Hazel Whelan

- **Projects Officer, See Change**
  - Ciara Miley

- **Outreach and Partnership Officer, See Change**
  - Scott Ahearn

- **Headline Media Project Coordinator**
  - Jane Arigho

- **Media Assistant, Headline**
  - Daniel Waugh

- **News Researcher, Headline**
  - Mary McDonnell

## Community Employment Scheme Staff
- **Mary Hayden, 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.

Shine's Relatives and Phrenz Group Facilitators
We would like to thank our Relatives and Phrenz group facilitators for the extremely valuable work they do in supporting families and individuals.

<table>
<thead>
<tr>
<th>Relatives' Facilitators</th>
<th>Phrenz Facilitators</th>
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<tbody>
<tr>
<td>Clarissa Bardages</td>
<td>- Cahirciveen</td>
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<td>Tracey Boyle</td>
<td>- Cork</td>
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<td>Martin Cahill</td>
<td>- Blackrock</td>
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<td>Patricia Campbell</td>
<td>- Buncrana</td>
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<td>Donie Coleman</td>
<td>- Mayo</td>
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<td>Noelle Dixon</td>
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<td>Elsie Donohoe Curley</td>
<td>- Loughrea</td>
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<td>Margaret Downey</td>
<td>- Clondalkin</td>
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<td>Colette Fahy</td>
<td>- Dublin North Central</td>
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<td>Pauline Gill</td>
<td>- Dundrum</td>
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<td>Paul Guckian</td>
<td>- Ennis</td>
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<td>Angela Hunter</td>
<td>- Cork (until Sept 2014)</td>
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<td>Marie Keating</td>
<td>- Thurles</td>
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<td>Noreen Leahy</td>
<td>- Cork</td>
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<td>Karen Loughrey</td>
<td>- St. Martha's</td>
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<td>Michael McGinn</td>
<td>- Monaghan</td>
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<tr>
<td>Evelyn McHugh</td>
<td>- Galway (until May 2014)</td>
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<td>Sinead McKenna</td>
<td>- St. Martha's</td>
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<td>Gabriel Mahon</td>
<td>- Blackrock</td>
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<td>Thomas Moylan</td>
<td>- Offaly</td>
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<td>Ann Marie Mullery</td>
<td>- Roscommon</td>
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<td>Patricia O'Donnell</td>
<td>- Naas</td>
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<td>Aine O'Reilly</td>
<td>- Ballyfermot</td>
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<td>Pat Reed</td>
<td>- Clonmel</td>
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<td>Laura Thompson</td>
<td>- Nenagh</td>
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<td>Marie Tuohy</td>
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During 2014 Shine continued to provide a full range of services to just over 18,000 people. This was achieved despite a series of reductions in statutory funding over the previous six years.

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 and social 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 2014**

During 2014 Shine continued 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 and we continue to support family members who advocate on this important issue.

Shine, along with other interested parties, 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 continued the development of a new recovery project based in Waterford. I am glad to report that this service has commenced operations in the first half of 2015. This service of excellence in Waterford City will become a recovery hub for individuals and their families in the region.

Shine, in association with EUFAMM (European Federation of Associations of Families of People with Mental Illness) co-ordinated a major European wide survey of family member’s opinions and concerns. The results of the Irish research will be revealed at Shine’s 2015 Annual General Meeting.

**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 2014 See Change launched its second Green Ribbon campaign, during which 350,000 ribbons were distributed. See Change has also expanded its Mental Health in the Workplace programme and has now engaged with 26 companies to bring good mental health policies and practice into the workplace.

Headline, the national media monitoring service also continues to bring about changes in how the media report issues and matters to do with mental illness and suicide. See Change 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 2014. Such training will continue in 2015 for new members with refresher training for existing members.

During 2014 Shine continued its work on adhering 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 subgroup of council and an annual external governance audit.

I am very pleased to report that Shine has now achieved compliance with the Code of Governance for the community voluntary and charitable sector.

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. 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 who support Shine in achieving our objectives of serving individuals and their family members.

Best wishes

John Saunders
CEO
We were saddened to learn in October 2014 of the death of Mairéad O'Sullivan. Mairéad was a council member of Schizophrenia Ireland from 1991-2003. She served as Secretary in 1992 and 1993 and was Chairperson in 1996 and 1997. Mairéad was also the first President of Schizophrenia Ireland from 1998-2003. She was an active member of S.I. for many years and worked to grow and develop the organisation to what it has become today.

Mairéad was a vivacious and tireless representative of Schizophrenia Ireland. I had the pleasure of working closely with her and found her at all times to be positive, supportive and reaffirming. She brought joy and humour to the work and always had a word of wisdom.

Mairéad was particularly good at public representation and I have fond memories of her persuasive abilities when something had to be done. Mairéad is survived by her loving sons and daughters and many good friends. We salute her memory and are thankful for the enormous contribution she made to build this organisation. May she rest in peace.
ABOVE: L-R BACK ROW MÁLACHIE, LOUIE, ALEX AND PATRICK
L-R FRONT ROW ROINÍN AND ROINÍN LOWRY, RESOURCE OFFICER, MENTAL HEALTH
PREVENTION AND SUICIDE PREVENTION, HSIE

LEFT: PAINTING BY A RESOURCE CLIENT, PAINTED DURING A WORKSHOP

BELOW: JOHN SAUNDERS, DIRECTOR OF SHINE AND DOLORES KAVANAGH, SHINE RECEIVING A CHEQUE FROM BRIAN MAGUIRE
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 groups are located in Dundalk, Drogheda, Navan, Cavan and Monaghan. These are long standing groups that continue to enjoy strong and dedicated attendances. We are particularly delighted with the progress of our latest group in Drogheda, which attracts members from counties Louth and Meath and is continually attracting new members. A special word of thanks must go to the Soroptimist’s Society of Drogheda for their assistance in establishing the group in Drogheda. It is also important to thank the facilitator of the Dundalk, Drogheda and Navan groups, Mr. Owen McCoy for his outstanding dedication to the groups. A highly experienced and skilled facilitator, Owen has been outstanding for many years in his role as Group Facilitator and we acknowledge how fortunate we are to have such an individual assisting us with the delivery of our services.

Relatives’ Group

After successfully completing the Shine Family Education Course in May 2014, a new Relative’s Group was established in Dundalk. The group meet on the second last Monday of every month, in the Community Offices in Partnership Court.

Taking Control Workshops

In addition to supporting our Phrenz/Relatives groups in the region, Shine has also successfully delivered a number of Taking Control workshops across the North East in 2014. A special word of thanks must go to the Louth Leader Partnership and Breffini Partnership for their assistance in staging the workshops.

Other Initiatives

Shine has also been involved in a number of collaborative initiatives across the region. The Advancing Recovery in Ireland (ARI) project for Cavan/Monaghan has been ongoing for over two years and has proven to be instrumental in engineering positive change within the mental health services in that part of the region. The Dundalk Positive Mental Health Forum has also gone from strength to strength over the past twelve months, with a series of events staged during Mental Health Week in October 2014. Both of these initiatives are examples of the wide range of collaborative work being undertaken by Shine across the North East region. We look forward to continuing our work with the various collaborative groups in the North East region throughout 2015.

National Lottery Funding

Having received National Lottery funding for each county in the North East, this proved to be a particularly busy year for the Phrenz Groups in the region.

The Dundalk group enjoyed a relaxing break in the Port Laoise Heritage Hotel, while the Drogheda Group managed to enjoy 2 weekend breaks, firstly in the Bloomfield House Hotel in Mullingar, which was soon followed by a stay in the Bridge House Hotel in Tullamore.

The Monaghan Group organised a fantastic Christmas party in the Westerna Arms Hotel, while the Cavan Group enjoyed an overnight stay in the Radisson Blu Farnham Estate and Spa.

Finally, the Navan Group organised a very special day trip to Knock Basilica and ended the year by attending a Phil Coulter concert, in the Solstice Theatre in Navan.

Having enjoyed a very busy and fruitful 2014, we are looking forward to an equally successful year ahead.

MIDLANDS REGION

Phrenz Groups

The Tullamore Peer Support Group continues to meet on a monthly basis. The group are known as The Open Windows Peer Support Group. The group provide each other with peer support as well as social support. The members also participate in activities such as mindfulness and are currently
exploring the possibility of participating in Art using Mindfulness Classes. Since Feb 2014 the group has been facilitated by Tom Finnerty. We wish to welcome him and look forward to working with him in the future.

**Relatives’ Groups**

The Tullamore Relatives’ Group continues to meet regularly on a monthly basis. This group is facilitated by Thomas Moylan and Tracey Boyle who do a fantastic job. The members have had a busy year with several new members joining in 2014. The group participated in Shine’s Recovery and the Family Education Course. This education course focuses on the relatives’ journey and also provides the participants with a good understanding that a Shine Relatives’ Group is about their own recovery.

**HearingVoices**

Shine, in collaboration with HearingVoices Ireland (HVI) has developed its first HearingVoices Workshop and the pilot was delivered in the Midlands in 2014. Such was the demand for places that a second HearingVoices Workshop was organised in the Midlands also. There were 16 participants in each workshop. Participants were people with voice hearing experience, relatives and their supporters.

As part of this workshop, participants are provided with the First Edition HearingVoices Resource Manual which was developed to provide support. Shine staff and HearingVoices Ireland (HVI) encounter people who are affected by the experience of hearing voices on a daily basis. The purpose of this workshop and resource manual is to provide a resource to voice hearers and to develop people’s capacity in terms of the support we give to people who hear voices, to expand our knowledge, understanding, skills and practice approaches in that regard.

The research which informs the workshop and manual was collaborative and participatory from the outset, acknowledging the expertise of both the person with lived experience and the professional/academic as co-creators of knowledge. It is therefore grounded in learning from current research and best practice internationally as well as through partnership and consultation with voice hearers, Shine and HVI. This first edition is intended as an introduction to supporting people who hear voices. Following a process of evaluation, it is hoped that further editions will be developed and the HearingVoices Workshop will be rolled out nationally.

**Taking Control**

In the midlands there were 13 Taking Control Workshops delivered in 2014. The Taking Control Workshop is about practical ways to face life’s challenges, maintaining and taking control of your physical and mental wellbeing. 117 people availed of this workshop in the midlands in 2014.

**Other Activities**

In what has been a very productive year, Shine has enjoyed close links with other community organisations, such as, Offaly Traveller Movement, Respond, Offaly County Council, Offaly Local Development Company, local family resource centres and NLIN to name a few.

Shine is also involved with Laois Connects, and Offaly Mental Health Talk Week (OMHTW) Campaigns and during 2014 the OMHTW Launch was used as a platform to launch the National Office for Suicide Prevention’s #littlethings campaign locally.

Promoting Shine services is an important part of our role, so Shine have also continued to link in, and work closely with the local mental health teams, day centres and psychiatric hospitals. One of the outcomes from this interagency work is the establishment of a “Community Based Recovery Action Group” in Mullingar. This involves long stay service users leaving the hospital to participate in different activities within their community such as bowling, cookery classes and hurling which promotes social inclusion and peer support, which in turn promotes recovery.

**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 2014. Relatives enjoyed a day of relaxation techniques, lunch and hand massage in Clara House. People with self-experience participated on a one day workshop in Emo Court and parklands, exploring how art and mindfulness can support our mental health.

We look forward to another productive and successful year in 2015, and thanks to all of those who have supported and participated with us in 2014.

**WESTERN REGION**

There are two phrenz groups in the West in Galway and Castlebar. Both groups had a busy year. Members of the
groups attended a hearing voices workshop in the region and they also successfully made a funding application to the Galway-Vocational Education Committee for a course of cookery lessons on healthy eating. Thanks to the National Lottery funding both groups were able to go on short respite breaks. The Galway group traveled to holiday in Mayo and the Castlebar group traveled to Galway.

There are four relatives groups in the West in Galway, Loughrea, Castlebar and Roscommon. In 2014 the Loughrea relatives held a relaxation day close to Galway City. In addition the group arranged a number of speakers to attend the group throughout the year. 2014 marked the year of the retirement of our valued and cherished facilitator Ms Ann Cleary. Ann gave many years of valuable support to the relatives of Loughrea and surrounding areas. We wish Ann every success in the future. We welcome our new facilitator to the group Ms Elsie Donoghue and wish Elsie every success.

The Galway relatives group meets once a month. This year all members participated in an 8 week mindfulness course funded by the Galway Vocational Education Committee.

In 2014 we marked the retirement of our valued and cherished facilitator Ms Evelyn Mc Hugh. We wish Evelyn every success in the future.

The Mayo group is a very able and active group locally. Some members of the group facilitated a family education course in Mayo. The group is active in the community with the recovery college. They had a number of very informative speakers attend the group throughout the year.

The Roscommon group continues to be a very energetic group in the local community with arranging activities in the community to organizing speakers. The group continues to be a valuable support to relatives in Co Roscommon.

National Lottery funding
In 2014 relatives groups and phrenz groups in Counties Galway, and Mayo received National Lottery funding. With the help of this money the Galway Phrenz Group had an annual holiday in Westport Co Mayo. They enjoyed some respite and relaxation and engaged in some local recreational activities.

The Mayo relatives enjoyed a Christmas Night of rest and relaxation. Some of the Mayo phrenz group travelled to Ennis for a short stay and engaged in some local recreational activities.

Other planned activities include an aromatherapy evening and some educational and training events for relatives and phrenz.

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.

In the Wexford and Carlow area Shine offered a series of mental health discussion groups over a number of months. 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.

The Tipperary relatives group which meets monthly also draws members from Kilkenn. This group is very active and its members participate in numerous mental health initiatives with other community groups and HSE.

There are other relative’s support groups in Kilkenny and Carlow which Shine plays a supportive role with.

In Waterford the RDO has been working on the Shine Discovery project working towards developing a recovery orientated centre of excellence in the southeast.

The RDO has served as chairperson with Link Up Kilkenny, which is a collection of voluntary, community and statutory agencies, concerned with mental health in the community. As part of this grouping, a series of events was organised and delivered in the community during World Mental Health Week. The RDO is also a member of Link Up Waterford.

A number of Taking Control workshops have been carried out in the south east. Other activities the RDO participated on were:
• ARI (Advanced Recovery Ireland), 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 now being expanded to all of the southeast region.
• Genio: Shine in collaboration with the South Tipperary Rehabilitation Services provided a relatives’ self-development course over eight weeks. The relatives group
produced a booklet detailing the content of this course they also received training in working with groups. This course proved to be very successful.

National Lottery Funding
A number of activities undertaken in the southeast as a result of national lottery funding include introduction to mindfulness, this being a mix of people with self-experience as well as relatives. We also had a group of people with self-experience attending an activity weekend which was deemed a as being very enjoyable. Another group of people entailing a mix of people with self-experience as well as relatives attended as a group an activity which focused on looking after yourself in group situations. Thank you to all those who participated in and supported the work of Shine in the southeast. Shine wishes to acknowledge the secondment of Martin Mathews by the HSE Southeast region.

EAST WICKLOW/SOUTH DUBLIN REGION
Phrenz Groups
The Cornerstone Phrenz group continues to be a very progressive peer led social/support group. It provides an 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 relatives’ groups in 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 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 believes that services for people with psychosis should be delivered at the earliest possible opportunity and 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.

DISC
Shine’s Eastern Regional RDO is also a member of the exciting new Genio funded DETECT Relative Peer Support 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.

Gateway Peer Led Project
In 2007 Rathmines Pembroke partnership, Vergeumont HSE services in collaboration with Shine, Dublin Corporation and DFI established a member led community resource that sought to address personal, social, educational and employment needs of people affected by enduring mental ill health. Now 11 years in operation, Gateway aims:
  • to promote positive mental health and well being
  • support individuals to integrate within local and wider community
  • address the barriers arising from stigma and discrimination that can be associated with mental health
Gateway achieves this by providing a twice weekly drop in facility providing space for social interaction, personal development, creative arts and health promotion facilitated
by project workers who were formally members. The RDO continues to play an active part on the advisory committee which informs the day to day running of Gateway. The Regional Development Officer also delivers Taking Control and awareness programmes within the drop in.

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 increased their 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 four Relatives’ groups, which continue to do well. There are located in Kilmacan, Clondalkin, Ballyfermot and Naas. 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.

D10 Be Well
The Forum has its roots in Vision For Change which 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 raises 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 course within the Ballyfermot region and training one of the community development staff within the region to become a Taking Control Trainer.

MOJO Talbot
Mogo was set up in Talbot to pilot an interagency response to people who are distressed by unemployment. The premise was that forced unemployment increases man’s risk to suicide. It was also understood by the programme developers that agencies, both statutory and non-statutory, working collectively had the potential to provide a more effective response rather than in isolation. MOJO was developed by South Dublin County Partnership and funded by National Office for Suicide Prevention. The training programme combines a unique mix of mental health, adult guidance, physical fitness and social networking methodologies. Shine has been one of the thirteen agencies involved in this project.

MOJO Kildare
As a result of the success of MOJO Talbot, Kildare Partnerships have now begun the process of setting up a MOJO programme. Shine is again part of the advisory committee alongside Chamber of commerce, HSE Kildare West Wicklow, Men’s Groups, Sports Partnership and many others. MOJO Kildare will run its first course autumn 2015.

National Lottery Funding
Respite: An increased understanding of recovery, self esteem, confidence, increased social interaction, stress reduction, improved participation in the community, reducing stigma and reduction in relapse. Shine aims to promote recovery, social inclusion and reduction of isolation. The respite break also provides a group of fifty-eight individuals with the opportunity to have a holiday where their financial status sometimes makes it impossible. The respite breaks also aim to promote positive well-being. National lottery funding provides the resources to make this possible.

Respite breaks in 2014
• People with self-experience - Four three day hotel breaks to Waterford, Sligo, Kilkenny, Wexford.
• Four groups were able to have a Christmas meal out
• Three social evening of cinema and bowling.

Training: Since its foundation, Shine’s ethos of peer support, education and groups have been paramount, along with the value the expert by experience brings to groups and training programmes. Peer support is described as promoting a wellness model that focuses on strength and recovery.
• Ten individuals were able to upskill on facilitation skills
• Ten individuals benefited from a family education course.
• Peer facilitators were supported to attend wellness course.

MIDWEST REGION
Ann Marie Flanagan is the Regional Development Officer (RDO) in the Mid-West region covering Clare, Limerick and North Tipperary The RDO provides Individual Support Meetings, training and education courses, works in
partnership with the HSE and all other relevant agencies to advance recovery for and reduce stigma, isolation and discrimination of people with mental health difficulties and their families. The RDO also supports the Shine’s peer support groups and draws on their experiences to inform the regional work of Shine.

Phrenz Groups
Core principles of the groups within Shine of recovery, peer and mutual support, respect and dignity, equality, personal choice and autonomy are firmly embedded in the Ennis, Limerick, Nenagh and Kilrush groups. Over the year many people attending the groups have reported that their recovery, self-esteem and ability to self-advocate have significantly increased through the support received with the groups. The RDO would like to thank Mary O’Shea especially for her commitment to the groups in Ennis, Nenagh and Limerick, Shine and to recovery more broadly. These groups are recovery in action. Thanks also to the co-facilitators in Kilrush. They ensure there is always a welcome and support for everyone.

Relatives’ Groups
We are again very fortunate to have had supportive facilitators in the four groups in the region: Ennis, Nenagh, Thurles and Limerick. Limerick is a peer group. After fourteen years Noelle Díson has retired from facilitating the Limerick group. Shine is very grateful for all her years of supporting the groups, eleven months of every year in bad weather and when others are on their summer holidays. The RDO in particular would like to acknowledge the professionalism and the listening ear offered to other relatives. Also Noelle’s participation in events within Shine and externally to increase her knowledge and information to bring back to the group has not gone unnoticed. This has all been voluntary. Sincere thanks to Noelle. The Limerick Group also lost a founding group member late this year, Sylvia Brickenden (RIP) will be deeply missed. She was on the Limerick Consumer Panel representing the group, with Noelle. Sylvia also advocated strongly for people in long-term care, insisting their privacy, dignity and rights should be central to the mental health services.

Laura Thompson, PSW, Nenagh Mental Health Services has had to step back from facilitating the Nenagh groups after ten years. Over the years Laura not only facilitated the group every month after hours but also you contributed to Taking Control, Shine’s handbook, organised numerous breaks for families and co-designed the FRIENDS project, which has made significant strides in responding to the needs of families in the region. The RDO would like to take this opportunity to thank her for her considerable support and partnership approach to recovery and looks forward to it continuing albeit in different ways.

Clare and Thurles continue to be facilitated by Paul Guckian PSW, Clare Mental Health Services and Mary Keating, CPN North Mental Health Services. Like the other two groups we are most grateful for their continued support, after hours, each month.

The groups continue to meet monthly offering support, information and act as a springboard for other well-being, recovery and self-advocacy opportunities. To all the families who reach out for support, attend the meetings and support each other we are glad you came. It takes courage to ask for help and the benefits are endless.

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 four Phrenz groups went to Mayo for three nights. While others went for day trips and enjoyed a meal. Both caring relative and people with self-experience benefited from holistic treatments at Cuinas Respite Centre in Feakle which included walks and lunch. These are ongoing throughout the year. As a result of the national lottery funding three people with self-experience with support from the RDO designed and developed a Peer led recovery programme, Finding My Way. This is an eight week self-help course. Many other people participated in training which supported their recovery and self-confidence. Members of the three Relatives Support Groups were able to avail of respite through wellness workshops and social supports. The feedback from participants is overwhelming in their expression of gratitude and benefits. All this is possible with the National Lottery grants.

Limerick Consumer Panel National Conference
The Limerick Consumer Panel (LCP) meets monthly. The group is made up of people with self-experience, relatives, non-statutory organisations including Shine and mental health professionals. There are quarterly meetings with the Mental Health Area Management Team discussing issues of concern to the Consumer Panel. In May of last year the LCP hosted the first national conference on consumer panels. It was financially supported by a National Lottery Grant. Shine has been supporting the LCP since it was inaugurated in 2007.
encouraging a user-led approach while providing financial administration and capacity building support. Assistance in planning and organising of the conference was provided. It was a very successful day with approximately 100 delegates. A report from the day was commissioned.

Advancing Recovery in Ireland
The RDO was a member of the MWARI Steering group (phase 1) which came to an end in July. From September to December the RDO represented families in the National ARI Team. This role was to look at how best to include families of people who use mental health services in the service and work with local ARI groups.

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 secured project funding. 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. We employed a project worker; Aoife Farrell.

Achievements for 2014 include;
• Set up a steering group of Shine, HSE, Aras Follain and family members and a person with self-experience
• Hosted a number of wellness workshops for 60 family members
• Developed a peer training for family peer supporters
• Trained 24 family peer supporters
• Developed a strategy for the inclusion of people with mental health difficulties
• Met with the Senior Operational Manager about sustaining the project

Finding My Way
The RDO and three people with self-experience, committed to recovery and peer support work with a strong working relationship to Shine researched and co-produced the 8 session programme, Finding My Way. The topic covered on the self-help course are; Ownership and Empowerment of My Recovery; Overcoming Self-Stigma; Equality, Rights and Entitlements; Self-Advocacy; Effective Communication; Occupational Development and Career Planning; Building Resilience. It is a peer-led course and will be rolled it out nationally in 2015 with “train the trainer” training being provided to potential peer trainers/facilitators.

Training and Education organised and facilitated by the Mid-West RDO
• Recovery and the Family course was held in Thurles, Ennis and Kilmalsh. Co-facilitators with the RDO were Maria Keating, Nicola Tassie and Breda Latham. A huge thanks for all their support.
• Taking Control on day course was held in Limerick and Clare.
• Taking Control Training for Trainers four day training to community workers in Athlone with Midlands RDO
• WRAP was held in Limerick and on a one to one basis.

Individual Support Meetings (ISM)
The RDO sees the benefit of working on a one to one basis. Family members have a space to gain support and to work on their own recovery. From this they can maintain positive responses to their relative with mental health difficulties, communicate effectively and maximise the help available. For people with self-experience it is an opportunity to set goals, take charge and build trusting relationships to maximise their recovery.

SOUTHERN REGION
Phrenz Groups
Cork Phrenz group meets weekly. Group is facilitated by two Peer Facilitators and attendance at weekly meeting is twelve to fourteen people. Group had day trips to Youghal and Clonakilty and organised meals out in Cork city.

Bandon Phrenz group is going well, but is a small group of 5 people regularly attending fortnightly meetings. Facilitator is local and very involved in other community activities, so informs the group of what’s going on. Group like to go on day trips to Kenmare, Killarney and Blarney and have lunch out.

Tralee Phrenz group is going well and numbers are increasing. Average attendance is eight people at fortnightly meetings.

Peer facilitator is involved in other local and national mental health organisations and campaigns and informs the group on all. The group made a trip to Cork city to the Basement Centre and the Cork Phrenz facilitators. This was very valuable networking for the facilitators.

Caherciveen Phrenz group is a new group that started in Feb 2014. This group is going well and has five regular attendees on a monthly basis. Group is facilitated by a peer volunteer.

Summer Event
Members of Phrenz groups, Basement Resource Centre and Shine staff attended a Summer Gathering in Ennismore Retreat Centre in Cork city. The day consisted of relaxation and mindfulness, gentle movement and a walk through the amazing grounds of Retreat Centre. A delicious light lunch was provided. Twenty-five people attended. This event was enabled by National Lottery funding.

Facilitators Training
The RDO organised training with Cork and Kerry Phrenz Facilitators in the Cork office. Light lunch was provided and facilitators got an opportunity to meet up and discuss issues arising in their groups.

Relatives Groups
Cork Relatives group meet once a month, and it is going very well. A new facilitator started with the group during the year and is putting an emphasis on self-care with members of the group, which seems to be very well received. Some members of the group participated in the Recovery and the Family course in April. RDO organised for a speaker to come and talk on legal issues arising concerning parents and siblings.
Caherceive Relatives group is a new group that started in Feb 2014. It meets once a month and is facilitated by a Peer Volunteer Facilitator. The group has six regular people attending and they organised a social event during the year that was a great success.

“Being Well”
This Health Promotion course which puts an emphasis on health and wellbeing, was run in Family Health Centre in Youghal, Co Cork in Feb/March over five weeks. RDO completed Tutor Training with Health Promotion Unit in Cork to deliver the course in the community. This course covers modules on Stress, Healthy Eating, Exercise and general Wellbeing. Healthy snacks were provided for all participants, and fresh juices were made by a member of the group who grew the produce! Excellent feedback was received from the participants. All received Health Promotion Certificates on completion of the course.

Taking Control Workshops
Six Taking Control Workshops were delivered in the region in 2014. Participants ranged in age from nineteen to sixty five. Participants included, a group of marginalised and vulnerable women living in a RAPID area, a group of trainees from the National Learning Network, a group of people affected by Mental Ill Health and unemployment, a group of young single Mothers seeking employment, and a self-starter support group. All had experienced stress, unemployment and isolation.

Recovery and the Family
This took place in Shine Cork Office in March/April 2014. The course was funded by National Lottery. This was a very successful course and was co facilitated by RDO and Angela Hunter Cork Relatives Facilitator. Seventeen participants attended.

Dept Occupational Therapy and Post Graduate Psychiatric Nursing Course UCC
RDO gave a presentation to Occupational Therapy Students and Post Graduate Nurses regarding Shine supports and services. A Cork Relative attended both these presentations to give input from a mother’s perspective.

Acute Unit Cork City
RDO attends init every 6/8 weeks to give information on Shine supports and services to patients ready for discharge.

“Vitality Cobh” Event
This event took place in Cobh in June 2014. RDO was on steering committee for the event which involved many months of organising, and was event manager on the day. It was an open air event on the promenade in Cobh with over twenty stalls promoting positive mental health.

World Mental Health Day Event
This took place in Cork Shine premises on Oct 10th. People were invited to attend a talk by Dr Martin Lawlor Consultant Psychiatrist, and then met with staff and members for information on supports services that Shine provides.

National Lottery Funding for Southern Region
A very successful “Recovery and the Family” course ran in the Cork Shine office in Spring 2014. A group of seventeen family members participated in the six week course. A “Summer Gathering” was held in Ennismore Retreat Centre, on outskirts of Cork city in late summer 2014. 25 people participated in a “Relaxation Workshop”, which included mindfulness, gentle movement, and a silent walk through the beautiful gardens of Ennismore. The day was facilitated by staff from SHEP (Social Health and Education Project). A series of cookery classes were run by a member of the Basement Resource Centre, who has great cookery experience and expertise. Members of the Basement Resource Centre took part in the classes. They were held in a city centre Training Kitchen. A final event with 2014 National Lottery funding, was a talk on “Positive Psychology”. It was given by Dr Mark Barry. A craft session was run in the afternoon facilitated by an Art/Craft Teacher from Newbury House, Cork city. Light lunch was provided for all. There were twenty five participants, including members of Cork Relatives and Cork Phrenz Support groups, members of Basement Resource Centre and Shine staff.

We are most grateful for the funding received from National Lottery, as it enables us to run events that otherwise would not be possible.
Shine Activities

Public Presentations
Shine Regional Development Officers deliver public presentations throughout Ireland. The aim is to raise awareness about mental health issues and the services provided by Shine. Events like these enable people to openly discuss the issues that can arise when dealing with mental health problems. In 2014 the Regional Development Officers made 106 presentations to 1,423 people nationwide.

One to One Meetings
One to one meetings are provided to service users and family members by RDO’s so they can discuss their options, concerns and needs surrounding mental ill health. The Regional Development Officer will assess their needs and decide whether they should be referred on to other health professionals, a Shine Counsellor or to Shine support groups.

In 2014 Shine Regional Development Officers held 294 one to one meetings with 386 people nationwide.

Recovery and the Family Education Course
The Recovery and the Family Education Course enables relatives to explore their own issues and insights into mental health recovery. This course focuses on the families’ experiences and recovery needs. It doesn’t focus on any specific label or diagnosis. In 2014 Shine delivered 7 Family Education Courses in Mayo, Kilkenny, Cork, Dundalk, North Tipperary, Ennis and Offaly where 53 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 recognize 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 2014 Taking Control Workshops funded by the National Office for Suicide Prevention were delivered in 43 locations, in Longford (2), Offaly (5), Dundalk, Cavan (2), Cork (4), Limerick, Clare (2), Kerry (2), South Tipperary, Galway (5), Westmeath (2), Mayo, Roscommon (2), Dublin (8), Wicklow (2), Carlow, Waterford and Wexford to 371 people nationwide.

Nine Taking Control Workshops funded by other sources were delivered in 2014 in Dundalk (2), Drogheda (2), Westmeath, Laois (2) and Offaly (2) to 64 people.

Taking Control Workshops were also delivered to men’s organisations. These were called ‘Man Matters’ Taking Control Workshops. Two Man Matters Workshops were delivered in 2014 in Dublin and Louth to 19 participants. These were also funded by the National Office for Suicide Prevention.

Training for Trainers
A four day training for trainers programme was run in Athlone in October 2014. This training was specifically aimed at Community/Voluntary and other NGO’s. The training provided participants with the skills to deliver the Taking Control workshop to their own client groups. A total of 11 people were trained to deliver the Taking Control workshop in 2014. This training was free of charge and funded by the National Office for Suicide Prevention.

Respite Breaks
For sixteen 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 ill health. In 2014, Shine support groups went to Westport, Ennis, Athlone, Sligo, Waterford, Wexford, Kilkenny, Portlaoise, Mullingar and Longford. Groups also enjoyed lunches out, attended classes, training and workshops and enjoyed Christmas meals with the help of National Lottery funding.

Shine’s Online Activities
In 2014, Shine maintained its online presence through our website www.shineonline.ie and our social networking sites. Shine has 2,381 friends on Facebook and 1,213 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.

Recovery
Recovery 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. Recovery provides information about mental ill health and offers a platform to centralise the relaying of information in Ireland.
Projects 2014

In 2014 Shine allocated approximately €5,500 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 2014 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.
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, 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 1400 subscribers. Anyone can sign up to this by emailing info@headline.ie. Headline also engages in discussion via social networking sites, we have 566 friends on Facebook and 1,186 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 and lobbying for change. Headline’s website www.headline.ie provides information and resources for media professionals to assist them in creating responsible and inclusive reporting of suicide and mental health issues. In 2014 www.headline.ie received 8,958 visits with 7,384 unique visitors and 18,709 page views.

Media monitoring
Headline monitors national and regional Irish print and online media for coverage of mental health and suicide using a list of key search terms. 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 1,421 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 through emails and calls but also through our Headline media awards.

In 2014, Headline monitored 33,033 articles. 26% were extremely positive in quality and 28% were extremely negative in quality. 99.47% were neutral - up from 95.87% in 2013. Overall there was a huge increase in quality reporting in Ireland showing the effectiveness of Headlines work; its media training awards and tools.

Media training
Headline gave 24 presentations to approx. 600 third level students on mental health and suicide issues in the media to journalism and media students in the following colleges in 2014: NUI Galway, Dun Laoghaire Further Education Institute, Ballyfermot College of Further Education, Griffith College Cork, Griffith College Dublin, Coláiste Dhuail, Mary Immaculate College Limerick, University of Limerick, Dublin Institute of Technology, DBS, NUI Maynooth, Dublin City University, Rathmines College of Further Education, Independent College Dublin, WIT, and Waterford College of Further Education.

Headline delivered media training to media professionals. The presentations explained the evidence and rationale for Headline’s work and introduced the media guidelines, and other tools available to media professionals using examples of coverage from Irish print and broadcast media.

AWARDS
Overall award
Headline selected the Irish Independent as the winner of its 2014...
overall award for positive media coverage of mental health and suicide.

Headline created the overall 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.

Headline works with journalists and media organisations to ensure that mental health and suicide related issues are responsibly covered in the media. Speaking on the award, Jane Arigho, Media Project Coordinator at Headline said, “The media have a key role to play in how the public think about suicide and mental health problems. The excellent work of the Irish Independent with particular reference to Celine Naughton and Anita Guidera encourages help seeking behaviour and helps to remove the stigma and myths that surround these issues.

Upon receiving the prestigious award, Acting Editor of the Irish Independent Ian Mallon said “The area of mental health and suicide is one of the most difficult subjects in which we as journalists must report on with great responsibility and care. To receive this award from Headline demonstrates that we at the Irish Independent understand the importance and sensitivity of this issue. We will continue to work diligently in our handling of this important subject matter.”

Student media award
NUIG student David Nevin was selected as winner of the 2014 Headline Award for Student Journalism Related to Mental Health and Suicide for his radio documentary “From darkness into light”.

David, a Galway native who is an MA journalism student at NUIG picked up the award for his radio documentary that discusses the issues relating to mental health care in Ireland. Judging the shortlisted entries, Carl O’Brien, Chief Reporter with the Irish Times commented on From darkness into light; “A finely crafted and comprehensive radio documentary which combines personal accounts of mental health with analysis of deficits in the system and how it could be improved. A valuable and moving piece of journalism.”

He further remarked; “The standard overall was of a very high quality, I felt, and would give the mainstream media a run for its money. It’s very encouraging to see the level of “mental health literacy” among students these days, which I think bodes well for the future.”

REGIONAL AWARD
Regional Newspaper of the Year 2014
Headline named the Evening Echo the Regional Newspaper of the Year 2014. The award recognises the vital role regional newspapers play in promoting positive mental health and stigma reduction in their local communities.

Speaking on the award, Jane Arigho of Headline said; “From Headline’s media analysis, the Evening Echo’s coverage was notable for its focus throughout the year on highlighting mental health issues and endeavouring to discuss the important issue of suicide while providing further sources of help and information to readers.”

She continued “In addition, this year the Evening Echo also showed a strong commitment to giving a voice to those with mental health issues by dedicating a strong focus to stories of personal experience. This will no doubt not only contribute to greater public understanding, but also encourage those experiencing difficulties to reach out and seek the help that they need.”

Media analysis conducted by Headline confirmed that a significant number of regional publications show a genuine commitment to responsible coverage of mental health issues. The Liffey Champion was also shortlisted and to be strongly commended for their strong commitment to issues of mental health and suicide.

Voice Media award
Headline selected The Irish Mirror as the winner of the 2014 Headline Voice Media Award for both its excellent quality and
quantity of media coverage given to people with self-experience.

The Headline Voice media award aims to recognise the important role played by media in giving voice to people with experience of mental health problems.

This marks the first time that a tabloid news publication has won a Headline award, marking the continued focus and commitment being given by newspapers like the Mirror to responsible coverage of mental health, suicide and stories of personal experience.

Speaking on the awards, Jane Arigho, Media Project Coordinator at Headline said, “The media have a key role to play in how the public think about suicide and mental health problems. The Irish Mirror’s coverage of personal experience helps to remove the myths and stigma around mental health, playing a fundamental part in raising awareness around suicide and self-harm and destigmatizing mental health problems.”

Speaking on receiving the prestigious award, Editor-in-Chief of the Irish Mirror John Kierans said: “We are delighted to win this award for our coverage of mental health issues. It is important for people to understand that if they are not feeling right or down in the dumps that there is help there for them. If we can play a small role in spreading that awareness that is great.”

Promotional tools
Headline distributed branded promotional tools: cups, travel mugs, notebooks, and USB memory sticks containing media guidelines and multi-media resource tools to media professionals and journalism students to assist them.

Headline worked with Dr Ella Arensman Director of Research with the NRSF on analysis of Irish media coverage of the high profile murder suicide case of Darren Sutherland, the deaths of Gary Speed, Junior Minister Shane McEntee, Erin and Shannon Gallagher: Jonathan O’Driscoll and Shane Skeffington. Some of these findings have been presented at media events.
2014 marked the fifth 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 2014, See Change and its partner organisations rolled out the second annual Green Ribbon campaign to get Ireland talking about mental health. 300,000 green ribbons were distributed nationwide and free of charge in conjunction with 505 grassroots events and initiatives. This social movement to encourage a national conversation about mental health was led by 90 See Change partner organisations, various workplaces and community groups, hundreds of supporters and volunteers and an unprecedented 50 campaign ambassadors with real-life experience of mental health problems ready to share their own stories to help others and end stigma.

1,656,656 conversations started on mental health during Green Ribbon 2014:

- 1,201,783 was the potential reach of national media pieces alone (of a total of 149 media pieces including 75 ambassador stories)
- 116,484 conversations started by volunteers and supporters (who organised 282 community events and initiatives)
- 112,951 Green Ribbon promo materials distributed nationwide
- 103,484 conversations started by See Change partner organisations (who organised 116 Green Ribbon events and initiatives)
- 58,083 online conversations
- 31,380 conversations started in workplaces (where 107 Green Ribbon events and initiatives took place)
- 984 gifted outdoor advertising spots by our distribution partners Irish Rail, Citizens Information as well as Dublin Bus and Frangos Dundrum
- 505 Green Ribbon events and initiatives in May 2014

Green Ribbon Campaign Impact Report

Market research conducted by Millward Brown Lansdowne on the impact of the Green Ribbon campaign in 2014 found that the campaign should be continued with “as it is having the desired effect, especially in relation to people talking about mental health.”

RESEARCH FINDINGS:

- 62% have heard more friends and family talking about mental health – astrong uplift felt since last year (52% in 2013).
- Conversations in work amongst colleagues about mental health are also significantly higher than they were last year with 53% hearing more colleagues talk about mental health compared to 44% in 2013.
- 66% claim that the campaign has encouraged them to start having conversations about mental health with people they know – up from 62% in 2013.
- 7 in 10 now feel more comfortable in having a conversation about mental health. The full report is available on seechange.ie
Stigma reduction activity with the campaign’s key target audiences:

**Young males:**
- See Change began managing the Please Talk programme in August 2014
- NCI hosted the 5th annual Please Talk Forum
- In October, the Please Talk Puppy Rooms campaign staged a very special mental health campus tour designed to give students the opportunity to make the rare time and space for their own mental health.
- 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.

**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 279,000 ‘Ploughing Championships’ attendees that featured straight-talking advice aimed at taking the fear out of talking about mental health and encouraging open discussion.
Irish workplaces:
- See Change 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 delivered 34 See Change in your Workplace training programmes in 2014.
- See Change teamed up with Sigmar Recruitment for the 4th annual Mental Health & Employment Day as part of National Employment Week.

Media and online activity:
- See Change ambassadors contributed to 85 media interviews and opinion pieces.
- The total number of people who have engaged with and shown their support for See Change online was 120,656.
- See Change worked in partnership with the NOSP on the major HSE “Little Things” social marketing campaign launched in October.
- See Change collaborated with Headline, the national media monitoring agency for mental health and suicide to award The Irish Mirror the 2014 Voice Media Award for its excellent quality and quantity of media coverage given to people with self-experience.

Grassroots activity:
- In 2014, See Change completed a highly successful initiative to recruit and train new volunteers and ambassadors.
- See Change successfully piloted a week-long grassroots engagement of a rural community with the road-testing of the Time to Talk pop-up series in Clonmel, County Tipperary.
- See Change once again teamed up with BeLonG To, QLEN, Outhouse and TENI to programme a series of dedicated mental health themed events as part of the Dublin Pride Festival 2014 to get Ireland’s LGBT community talking about mental health.
- See Change was invited to have a presence at the Electric Picnic Festival 2014 to engage its 40,000 attendees on the subject of mental health and stigma as part as part of the festival’s Mindfield area.

Arts activity:
- The First Fortnight Festival returned for the first 2 weeks of 2014 to stage another ground-breaking programme of mental health-themed arts events aimed at sparking conversation and challenging stigma.
Little Things Campaign

2014 saw the launch of the National Office for Suicide Prevention’s ‘Little Things Campaign’. This is an initiative aimed at the entire population to encourage people to think about their own mental health and wellbeing. The campaign focuses on the little things that all of us can do to keep mentally healthy. Little things can make a big difference.

yourmentalhealth.ie is an online resource which allows the user to identify services in their own locality. Shine is an active partner in this national campaign and is very proud to have been instrumental in the development of yourmentalhealth.ie in partnership with other mental health organisations and the National Office for Suicide Prevention.

We welcome this mental health and wellbeing campaign and we are encouraged that the campaign will give a significant lift to the See Change Campaign, which as you will know is directed specifically at changing people’s attitudes and behaviour towards those with mental ill health. We hope that the challenge of tackling prejudice and discrimination will be made that little bit easier, with the presence of an overall mental health and wellbeing campaign.
Shine Contacts

The total number of people who made contact with Shine through our information helpline, counselling services, one-to-one meetings and Regional Development Officers in 2014 was 18,025.

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 2014 was 490.

Counselling Services Dublin
A total of 81 clients availed of the Dublin counselling service in 2014, with the total number of sessions amounting to 605, which shows an increase in client sessions by 10% from 2013. Approximately 60% of the Dublin clients presented with a diagnosis of psychosis or related mental illness.

Counselling in Dublin also contributed to a one-day mental health conference, the third in a bi-annual series, organised jointly by St.Vincent’s Hospital Fairview, SHINE, and Dublin City University, School of Nursing. As with previous conferences the chosen theme was one that is central within mental health and was explored from many diverse angles, inclusive of the perspectives of professionals working in the field, as well as service users and those who are close to and/or offer support to those affected by trauma.

Counselling Services Cork
47 clients availed of 637 counselling sessions in the Cork region for 2014.

The service continues to address the more seriously challenging mental health difficulties that clients experience. Individuals with diagnosis such as schizophrenia, bi-polar and more serious forms of depression engage with the therapeutic work. The service is well utilized and an additional counselling placement provided sessions one day per week in the Cork office. Individual and sometimes couple process work continued through the year where issues such as psychosis, delusional beliefs,
marital difficulties and suicidal ideation as well as educational and support related issues were addressed. Difficulties regarding adjustment to post hospitalisations, recovery, medication concerns were explored and support provided. Additionally the counselling aimed to help manage symptoms in an on-going constructive way. Working alliances were built to help clients make multiple interpretations of presenting difficulties and issues that cause distress.

E-mail support service: phil@shineonline.ie

During 2014 there were 170 emails to the online service provided by Shine.

The range of emails were from individuals seeking support and information pertaining to diagnoses, concerns regarding family members and signposting services that were relevant to the region the individuals were based in. Some of these emails were from distressed individuals that were experiencing symptoms like hearing voices or serious depression. Other areas included education and work placement related inquiries. Some of the inquires involved multiple responses and also for the emails to be referred internally to a member of staff, to access the services in Shne ranging from counselling to group supports available to both service-users and family members.

Diagnoses such as Schizophrenia and Bi-polar were inquired about and information sought in how to respond or seek help in family situations. Workshops, research, and other service information were also part of the information coming through Phil emails.

All individuals that had concerns or worries and experiencing distress were encouraged to link in with Shine staff and to access local services available to them. Phil email supports are checked daily Monday to Friday and involve same day responses where possible from the counselling team in Shine.

Advocacy in the Southeast Region

Through Shine, Advocacy was available in 2014 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.

Positive change: Throughout the year service users were provided with the necessary skills to engage their service provider, GP, welfare officer, Gardaí and work through appeal procedures. Form filling, housing interviews, giving testimony in fit to practice hearings and attending review meeting were just some of the activities service users completed.

Key outcomes: With advocacy assistance appeals for the reinstatement of medical cards and disability card was positive. Work was done with service users in promoting better communication with the Gardaí to reduce anxiety when being a witness in a case. Service users were supported to call their own case meeting in going forward in their recovery. One Intensive long term support case provided an individual with over 142 contacts. Intensive self-advocacy was also provided to four individuals with over 30 contacts each.

35 cases were actively open for 2014 in the Southeast area. 23 new referrals opened in 2014, 26 cases were closed and achieved with no waiting list. Groups were another area where the advocacy service provided information on mental health support and assistance. These included the Clonmel Phrenz Group, the involvement centre in Carlow, Carlow peer support group and two information evenings in the Taghmon Family Resource Centre, Wexford.
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 be sometimes 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.

‘Guidelines for Realising a Family Friendly Mental Health Service’ has been developed as part of this campaign and can be found on www.shineonline.ie and on www.HSElAndi.e the HSE’s online resource for Learning and Development.

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:
Basin Club, Dublin

The Basin Club was a hive of activity throughout 2014. Following an independent evaluation, the year’s plan saw the beginning of the implementation of recovery focused groups.

Members and staff worked together to produce a wide range of courses. 26 certificates were presented for completion of W.R.A.P. and Safe Talk in January.

Other than the usual daily and weekly groups held throughout 2014, additional courses included: Stress Management; Yoga; Health and Nutrition; Taking Control; French and Mindfulness. The annual facilitation-training ensures that Sunday opening continues with three members receiving a new one-year contract with Shine.

Spring brought with it a very full agenda and achievement. Staff and members attended the Open Dialogue Symposium in D.C.U. 18 members travelled to Cork for the launch of the resource centres’ film. A very successful and busy open day saw the Dublin launch of the film with over 90 people attending. Also launched on the day was the joint Creative Writing & Art groups’ booklet ‘Words Weave ... Visual Wonders’. Music was provided by a member’s band ‘Stab the Rasher’.

A group of ten, 9 members and 1 staff enjoyed a trip to The Dáil courtesy of Minister Joe Costello who organised The Basin Club visit. This exciting visit was featured among many other cultural and community outings, for example the trip to Royal Hibernian Academy. Staff and members attended a co-production meeting – in Dr Steevens’ Hospital. This helped in bridging the development of a new co-tutoring project.

In addition to the established community education links, networking brought with it a new and exciting partnership with Crosscare Community College. One of our members paved the way in establishing a French language course which she teaches in the community college. Two other members will follow her footsteps in sharing their skills with future students.

Since its initiation, over 40 members from The Basin Club have attended various courses and classes in the innovative college.

Members and staff gave various presentations in the community on the work of recovery carried out in our resource centre. One member gave an interview to a national newspaper to mark World Mental Health Day which appeared on Saturday 11th October. A table-tennis knockout competition, organized by a member, got the festive season under way! The in-house Christmas party was celebrated one week before our annual Christmas lunch in a Dublin hotel. 30 members had a social outing event following carol singing outside the GPO. 2014 was a busy year filled with ongoing recovery, support and hope!
MEMBERSHIP PROFILE AND OUTCOMES FOR 2014
- 128 members used the resource centre in 2014.
  - 46 (36%) of those attended are women.
  - 82 (64%) of those attended are men.
- 15 to 59 people used the Basin Club per day with an average of 38.
- 9 new members joined the club in 2014
- 43 members availed of the personal planning process with a support worker

How often do you use the Resource Centre?

What are the main reasons you come along here?

Basin Club Outcomes 2014

Within the Basin Club
- Recovery in Resource Centre: 131 attendees. Examples:
  - Taking Control Course
  - Stress Management
  - Health and Nutrition
  - Mindfulness
  - WRAP
  - Yoga
  - Reading Group
- Specific support: 82 members:
  - Various advocacy issues
  - Social Welfare entitlements
  - Housing
  - Family
- Training Opportunities: 67 members. Examples:
  - Facilitation
  - Reception Administration
- Miscellaneous: 51 members
  - Publications & Maintenance

Support in the Community
- Employment opportunities: 22
  - Open Employment
  - CE Scheme
  - Work Experience
  - Job Interview
  - Voluntary Work
  - Social Enterprise
- Supporting 35 Members into the Community. Examples include:
  - Smoking Cessation
  - Budgeting/ MABS
  - Support Groups
- Training: 49
  - Third Level Education
  - Community Courses
  - Vocational; Rehabilitative
- Social & Cultural: 77
  - Attending support groups
  - Holidays
  - Attending events
- Statutory Support: 4
  - State documents, legal
Recovery Milestones 2014

Below are some achievements members had through their involvement in the Basin Club in 2014. As a pilot project, we recorded the outcomes at the end of the day as this gives a picture of what the Basin Club can support their members with. While demonstrating a breadth of goals, achievements, outcomes it is in no way exhaustive and will never be able to record the subtle but yet profound outcomes members give us feedback on - such as increase in confidence, not staying in the flat all day, being able to speak, connecting with others, being able to laugh… and recover!

Support within the Basin club

Recovery related activities (N=131)
- Taking Control Course - 19
- Stress Management - 9
- Health and Nutrition – 30
- Mindfulness – 25
- WRAP – 18
- Yoga – 10
- Reading Group – 20

Life Issues (N=82)
- Advocacy – 8, being a carer - 7
- Accessing Counselling - 5
- Liaison with Mental Health Team - 5
- Housing – 6, Independent Living – 3
- Addiction – 2, Bus Pass issues - 5
- Family (reconnection, access visits)- 15
- Social Welfare Entitlements- 12
- Medical Card/ European Health Card - 5
- Support with Bill/ Accounts - 3
- Support with various Grants - 6

Training Opportunities (N=67):
- Facilitation of Groups - 5
- Facilitation of Meetings - 11
- Taking Minutes of Meetings - 7
- Reception – 11, Administration - 12
- Information Research - 7
- Sunday Facilitation Training - 6
- Technical Support (Email, Phones) - 5
- CV Preparation – 1, Rosetta Stone - 2

Miscellaneous (N: 51)
- In-house Publications - 30
- In-house Maintenance/cleaning – 3
- Ordering of supplies/shopping - 18

Support in the Community

Employment Opportunities (N=22):
- CE Scheme - 1
- Voluntary Work - 3
- Open Employment - 5
- Work Experience - 4
- Job Interview - 2
- On Shine Council - 2
- Social Enterprise - 5

Accessing community supports (N=35)
- Community Support Group (e.g. Aware) - 6
- Community Recovery Course (e.g. Mindfulness) - 8
- Community Integration - 11
- Smoking Cessation – 5
- Budgeting/ MABS - 5

Training (N=49):
- Community Course (e.g. Computers) - 37
- Vocational Training - 5
- Specialist Vocational Training - 3
- Rehabilitative Training - 1
- Third Level Education – 2
- eLearning - 1

Social, Cultural & Personal (N=75)
- Physical Health/ Sports - 8
- Community Exhibition/ Publication - 4
- Community Conference/ Talk/ Visit – 6
- Visit to Local TD - 3
- Visit to Houses of Oireachtas - 7
- Day Trip/ Social Event - 8
- Holiday (overnight stay) - 15
- International Travel - 2
- Signing up with the Library - 1
- Home Improvement - 4
- Fundraising - 17

Statutory Support (N=4):
- State Documents (Passport etc) – 1
- Garda/ and Legal Support - 3

BASIN CLUB SUMMER TRIP TO GLENDALOUGH
Damien Lindsay; David Byrne; Joseph Dunne; Cecilia Ryan; Jimmy Bracken; Patricia Phelan; Séamus McLoughlin; Martin O’Rourke; Angelin Fanning; Patrick Guerin; Róisín Fanning; Thomas Taylor; Rita O’Riordan; Caroline Allen; Patrick Tully; Alex Scheele; Rose Noonan; Charlotte Kehoe; Fergal FitzGerald; Anthony Duffy; Claire Keogh; Lou Van Laake; Brendan McElligott; Ann Boardman; June Clonan.
The Basement Resource Centre is a community in HSE South area. We have over the years provide a community person centred approach to Recovery by being an open community. Discovering new ground in recovery and changing the working model in the centre when required this has happened in partnership with staff and members.

We as a centre have moved with the times with mental health recovery movement in Ireland. Are yearly evaluation report provides a voice to members through the results of a questionnaire given to members in November/December 2014, the Chart in the report shows the support give to members through the mentoring programme and friendship are the two main key reasons why members call into the centre. The centre has become an important part of the community area in the west side of Cork city where we have become part of a diverse community working in partnership with organisation such as Focus Ireland, SHEP [Social Health Education Project], the Traveller Visibility Group in Cork, The Latter Community and many more.

Working in partnership with local mental health teams providing a community model along with the medical model that provides a supportive and inclusive approach to a person’s Recovery whereby they become the expert on their own mental health in recovery and choose their own path.

The centre works with South Lee, North Lee and homeless mental health teams in Cork. 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 day on Friday mornings to the public, relatives, and professionals in the community and people interested in becoming a member.

The Basement Resource Centre still hold the founding beliefs and principles in a changing:
- That recovery is life-long and is gained from learning from and building on experiences and that recovery is a uniquely personal process that can not be prescribed by services but that services must engage with in a way that is conducive to and supportive of recovery.
- That this requires services to acknowledge the process of recovery, to be responsive and flexible and to have a longevity that allows the development of a culture of support and hope to span a lifetime if necessary.
- That service users must be given a leading voice in the development and running of services used by them, both as a right and because they are best placed to identify their own needs and find their own solutions.

The Basement Resource Centre is best described as an empowerment model. It recognizes the member as the key stakeholder, and is based on the principles of cooperation, conversation, partnership and empowerment. Any member can bring suggestions or issues to any aspect of the activities, policies or procedures and the running of the Centre through a members Forum. 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.
- Provision of impartial information and advocacy (e.g. training, employment, housing, rights and entitlements, services and supports)
- Day to day running of the resource center by both members and staff.
- Skills development through participation (administration upskilling, facilitation skills).
- Access to resources (e.g. training and meeting rooms, computers, email and internet)
- Support, both one to one and groups
- Learning and education groups
- Creative groups.
- Social group and events.
- Networking with the local community services and supports e.g. housing clinics, mental health teams, VEC.
- Student Placements from UCC and CIT. [3 students on placement in 2014].

 MEMBERSHIP PROFILE
- 22 individuals became new members of Basement Resource Centre in 2014.
- 318 joined the resource centre since we kept statistics in 2007.
- On average 25 individuals per day used the Resource Centre in 2014.
- A total of 145 Individuals used the Basement Resource Centre in 2014.
- 64 members availed of the mentoring programme
- 412 visitors availed of our open day on Fridays from 9.30-12.30pm in 2014.
Focus Ireland
Basement Outreach Report 2014

Focus Ireland held an Outreach Clinic in the Basement Resource Centre on the first Wednesday of every month a service set up between staff in the Centre and Focus Ireland as the centre saw a need in a persons recovery to have good and safe housing with support. A staff member from Focus Ireland’s Advice and Advocacy service met with members, to provide advice and support on housing and related issues. Often, Basement members and relatives queries demanded follow-up work, and Focus Ireland staff made phone calls, sent letters and emails, and arranged follow-up appointments at the Focus Ireland office on South Mall to facilitate this.

<table>
<thead>
<tr>
<th>STATISTICS 2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendees, Basement Outreach 2014</td>
<td>20</td>
</tr>
<tr>
<td>• Attendees re: Homeless Support</td>
<td>4</td>
</tr>
<tr>
<td>• Attendees re: Prevention</td>
<td>16</td>
</tr>
<tr>
<td>Number of times Basement customers presented to Focus Ireland re: follow-up</td>
<td>76</td>
</tr>
<tr>
<td>Phone calls made by Focus Ireland on behalf of Basement customers</td>
<td>119</td>
</tr>
<tr>
<td>• Phone calls re: Homeless Support</td>
<td>28</td>
</tr>
<tr>
<td>• Phone calls re: Prevention</td>
<td>91</td>
</tr>
<tr>
<td>Letters/Emails sent by Focus Ireland on behalf of Basement customers</td>
<td>12</td>
</tr>
</tbody>
</table>

Housing Issues
Here is a list of housing and related issues presented by Basement customers at the Focus Ireland Outreach clinic:
• Assistance with Housing Applications
• Support in searching for private rented accommodation
• Advice on the rent allowance system/ referrals to Community Welfare Officers (CWO)
• Social welfare queries
• Referrals for voluntary housing
• Support in sourcing RAS properties
• Advice re: tenancy rights and the Residential Tenancies Act 2004
• Advocacy for repairs/ maintenance to be carried out

Both Basement Resource Centre and Focus Ireland have had a very positive year in sourcing long term accommodation for some members of the Basement Service and providing good information and Advocacy in a person’s housing rights.

In Summary...

Groups in 2014
These groups where held in 2013 by agreement with members at the weekly members meeting. These groups were facilitated either by staff, members or outside facilitators:
• Art group
• Peer support group
• One to one computer skill training
• Communication Group Group[SHEP]
• Effective relationship[SHEP]
• My Space workshops[Communication skills]
• Craft workshops
• Walking group
• Peer support
• Expressive art workshops
• Being well group
• Gardening workshops
• Social club meetings
• Resilience groups
• Wrap group
• Resilience workshop
• Introduction to personal development[SHEP]
• Pins&Kneedes group
• Zumba
• Gardening group
• Introduction to stress management
• Cinema evenings
• Gentle movement classes
Notable Events in 2014

Launch of the Basement Resource DVD ‘A Leaves of Change’ in the Vision Centre in Cork City launched by Mary MacEvoy in April.

Social events throughout the year to Blarney, Fota, Youghal for members in 2014.

Summer Gathering for staff, members and other Shine groups in Ennis.

Centre raised funds for the Basement Resource Centre outside area to be upgraded all work completed by members and staff.

Coffee morning held in Gaeil Taca with traditional music for the center in February 2014.

Cobh Community Festival in July where by staff and members held an art exhibition, Showing of the DVD ‘The Leaves of Change’ and ran an information stand on Shine services in Cork.

Staff where invited by CIT Social Studies department to guest lecture on the community model that we use in the Basement Resource Centre Shine.

Three members held art exhibitions in Cork with support from the Basement Resource Centre in 2014.

The Basement Resource Centre took part in Tesco Community Fund in 2014.

The Basement took part in Shine Cork World Mental Health Day ‘Shine Cork How We see Mental Health on the 10th October’ 2014 A talk was given by Dr Martin Lawler and we provided tasters on the range of Shine supports.

The centers Xmas party held in December Great night had by all.

Development Work in 2014

• Centre yellow pages internal website set up for members to access information added to the computers by a member and staff.

• The center joined Cork City Education Form so the center can access VEC hours to run groups in the center for members.

• Cinema Evening for members.

• 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.

• Member’s learning administration skills with staff on data bases, upskilling members.

• Members attended lifelong learning week in March 2014.

• A rosters of social activities set up with staff and members over the year 2014

• Focus Ireland housing clinic once a month in Basement Resource Centre.

• Weekend social gathering in May supported by staff and members.

• The center linked into a number of new groups in the community, gardening, swim and gym group, men and women’s groups.

• Open discussion group held once a month for staff and members to discuss and explore recovery and life issues.

• Toy collection held for Vincent De Paul in Cork.

• New recovery workshop held by staff called Resilience.

• Focus groups held throughout the year on mental health and local issues.

• Guest speakers once a month at members meeting.

• Building and fundraising of an upgraded garden /outside area in Cork Shine.

What are the main reasons you come along here?

Some comments...

“A good place to meet other members”

“All of the above”

“As I am an individual with a mental problem the support is wonderful”

“Find it very good and nice to meet people”

“Great to help in any plan, problem, support”

“Great to know people, people to talk to and get along with”

“I come here for friendship and computer/internet”

“I feel happy coming here”

“I find the Basement Centres essential for recovering from mental illness”

“I find these very helpful”

“If you need someone to talk to you can ask a member of staff”

“Recovery”

“rec covered, support, friendship”

“Since I joined the Basement I’ve made loads of friends and found out lots about my talents”

“Support”

“The Basement is ideal in helping a person with recovery - very supportive and friendly”

“There is not enough funding”
ABOVE: LAUNCH OF THE BASEMENT RESOURCE CENTRE SHINE DVD 'THE LEAVES OF CHANGE' ON THE 18TH APRIL IN THE VISION CENTRE IN CORK CITY BY MARY MAC (ENACTRESS AND AUTHOR) WITH THE PRODUCTION TEAM, STAFF AND MEMBER.

RIGHT: STAFF AND MEMBERS OF BASEMENT RESOURCE CENTRE WITH DR MARTIN LAVINER WHO GAVE A TALK ON WORLD MENTAL HEALTH DAY IN CORK SHINE EVENT SHINE CORK HOW WE SEE MENTAL HEALTH.

BELOW: STAFF MEMBERS AND ROLE THE DOG ENJOYING A SUMMER OUTING TO POTTS GARDENS AND WILDLIFE PARK ON THE 17TH JULY 2014.
Dur

During 2014 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. For further information please visit http://mentalhealthreform.ie

EUFAMI (European Federation of Associations of Families of People with Mental Illness)
EUFAMI is an EU wide organisation representing the interests of family members. During 2014 Shine participated in the European survey of carers needs. The results of the Irish survey will be released in 2015. For more information please visit http://www.eufami.org.
Governance & Operations

Governance Code
During 2014 the council and management worked to ensure that Shine fully completed the Governance Code for the community, voluntary and charitable sector in Ireland and we are now fully compliant with this. As part of this process we undertook to have an external governance review completed.
The following are the five principles of good governance:

1. Leading our organisation
2. Exercising control over our organisation
3. Being transparent and accountable
4. Working effectively
5. Behaving with integrity

The following operational 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
• Risk assessment policy
Officers and Professional Advisers

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

COUNCIL
(at 31 December 2014)
Kevin Jones (Chairperson)
Tony Francis (Treasurer)
Karen Cobbe (Secretary)
Regina Spillane
Catherine Bourke
Bridget Bermingham
Mary O’Connell
Tom Houlihan
Patrick Guerin

CHIEF EXECUTIVE OFFICER
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 2014 there were seven Council meetings with the following attendance:

- Kevin Jones 6/7
- Tony Francis 6/7
- Karen Cobbe 6/7
- Regina Spillane 6/7
- Catherine Bourke 5/6 (co-optee)
- Bridget Bermingham 6/6 (co-optee)
- Mary O’Connell 4/7
- Tom Houlihan 2/3 (co-opted July 2014)
- Patrick Guerin 3/4 (elected May 2014)
A Note from the Treasurer

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 2014 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.

I am happy to report that during 2014 Shine undertook and completed compliance with the Governance Code for the community, voluntary and charitable sector in Ireland. This process included a review of financial governance. Also during 2014 preparatory work was undertaken in anticipation of adopting the Statement of Recommended Accounting Practice (SORP) for the presentation of 2015 accounts.

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 2014**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Notes</td>
<td>€</td>
</tr>
<tr>
<td><strong>TANGIBLE FIXED ASSETS</strong></td>
<td>5</td>
<td>705,142</td>
</tr>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>6</td>
<td>1,271,092</td>
</tr>
<tr>
<td>Debtors</td>
<td>7</td>
<td>66,201</td>
</tr>
<tr>
<td><strong>CREDITORS (Amounts falling due within one year)</strong></td>
<td>6</td>
<td>(485,351)</td>
</tr>
<tr>
<td><strong>NET CURRENT ASSETS</strong></td>
<td></td>
<td>851,942</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td>1,557,084</td>
</tr>
<tr>
<td><strong>REPRESENTED BY:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue reserves</td>
<td>9</td>
<td>1,557,084</td>
</tr>
</tbody>
</table>

The financial statements were approved by the Council on 14 March 2015 and signed on its behalf by:

Kevin Jones  
Director

Tony Francis  
Director
SCHIZOPHRENIA ASSOCIATION OF IRELAND
T/A SHINE-SUPPORTING PEOPLE AFFECTED BY MENTAL ILL HEALTH

DETAILED OPERATING STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2014

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
</tr>
<tr>
<td><strong>INCOME:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Northern Area</td>
<td>628,372</td>
<td>643,620</td>
</tr>
<tr>
<td>- Southern</td>
<td>103,144</td>
<td>105,322</td>
</tr>
<tr>
<td>- Western</td>
<td>89,078</td>
<td>89,882</td>
</tr>
<tr>
<td>- Midland</td>
<td>71,582</td>
<td>70,503</td>
</tr>
<tr>
<td>- South Eastern</td>
<td>79,465</td>
<td>90,777</td>
</tr>
<tr>
<td>- Mid Western</td>
<td>73,958</td>
<td>69,661</td>
</tr>
<tr>
<td>- North Eastern</td>
<td>73,744</td>
<td>64,244</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,119,343</td>
<td>1,134,009</td>
</tr>
</tbody>
</table>

| Basin Club  | 277,033 | 268,134 |
| Genio funding project | 67,881 | 6,680 |
| Basement club – Cork Resource Centre | 201,084 | 201,085 |
| See Change project income | 256,367 | 251,434 |
| NOSP - Headline | 133,244 | 120,573 |
| NOSP - One Stop Shop | 27,044 | 253 |
| NOSP - Taking Control | 57,998 | 25,135 |
| NOSP - Seconded staff | 73,637 | - |
| NOSP - Please Talk | 25,742 | - |
| ESB Electric Aid | 5,009 | - |
| Bequests | 10,000 | - |
| Grants and co-funding | 24,435 | 24,434 |
| Donations and membership fees | 33,670 | 24,598 |
| Counselling fees | - | 14,884 |
| Interest received | 417 | 7,581 |
| Management fees | 16,910 | 11,000 |
| Contribution from The Schizophrenia Ireland Lucia Foundation Development Company Limited | 461,239 | 254,214 |
| Other incomes | 10,535 | 27,863 |
| **Total** | 1,682,245 | 1,237,868 |

| EXPENDITURE |       |       |
| Staff costs | 1,556,173 | 1,514,414 |
| Administration costs | 393,658 | 265,654 |
| Services expenses | 177,959 | 159,081 |
| Rent and mortgage interest | 55,502 | 58,502 |
| Professional fees | 6,408 | (59,770) |
| Trainee expenses | 33,453 | 29,842 |
| Depreciation | 25,230 | 18,720 |
| Training - staff and volunteers | 4,474 | 5,975 |
| Audit and accountancy | 5,258 | 5,381 |
| **Total** | 2,258,115 | 1,997,799 |

| NET SURPLUS FOR THE YEAR |       |       |
|                         | 543,473 | 374,078 |
The Governance Code: Principles of Good Governance

We, The Council Members of Shine commit to:

Principle 1. Leading our organisation. We do this by:

1.1 Agreeing our vision, purpose and values and making sure that they remain relevant;
1.2 Developing, resourcing, monitoring and evaluating a plan to make sure that our organisation achieves its stated purpose.
1.3 Managing, supporting and holding to account staff, volunteers and all who act on behalf of the organisation.

Principle 2. Exercising control over our organisation. We do this by:

2.1 Identifying and complying with all relevant legal and regulatory requirements;
2.2 Making sure that there are appropriate internal financial and management controls;
2.3 Identifying major risks for our organisation and deciding ways of managing the risks.

Principle 3. Being transparent and accountable. We do this by:

3.1 Identifying those who have a legitimate interest in the work of our organisation (stakeholders) and making sure that there is regular and effective communication with them about our organisation;
3.2 Responding to stakeholders’ questions or views about the work of our organisation and how we run it;
3.3 Encouraging and enabling the engagement of those who benefit from our organisation in the planning and decision-making of the organisation.

Principle 4. Working effectively. We do this by:

4.1 Making sure that our governing body, individual board members, committees, staff and volunteers understand their role, legal duties, and delegated responsibility for decision-making;
4.2 Making sure that as a board we exercise our collective responsibility through board meetings that are efficient and effective;
4.3 Making sure that there is suitable board recruitment, development and retirement processes in place.

Principle 5. Behaving with integrity. We do this by:

5.1 Being honest, fair and independent;
5.2 Understanding, declaring and managing conflicts of interest and conflicts of loyalties;
5.3 Protecting and promoting our organisation’s reputation.

We confirm that our organisation is committed to the standards outlined in these principles. We commit to reviewing our organisational practice against the recommended actions for each principle every year.

Kevin Jones  
Chairperson of Board

Karen Cobbe  
Secretary of the Board
ABOVE PAINTING BY A RESOURCE CLIENT PAINTED DURING A WORKSHOP

RIGHT A-LOO OWEN, CHARLE and MARTIN QUITE COORDINATOR OF THE REHABILITATION AND TRAINING GUIDANCE SERVICES PHL AT THE PRESENTATION OF CERTIFICATES TO THOSE WHO COMPLETED WRAP.
Notes
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
11 O’Connor Square, Tullamore, Co. Offaly
T: 057 935 9331
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 5761501
F: 091 576152

MID-WESTERN REGION
Unit 31, Terryland House, Terryland Retail Park, Headford Rd., Galway
T: 091 5761501
F: 091 576152

MID-WESTERN REGION
Unit 31, Terryland House, Terryland Retail Park, Headford Rd., Galway
T: 091 5761501
F: 091 576152

SOUTH EASTERN REGION
1 Barronstrand Street, The Quays
Co. Waterford
T: 086 8525562

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.recoverie.ie
Email: info@shineonline.ie