



# Shine

SUPPORTING PEOPLE AFFECTED BY MENTAL ILL HEALTH

## ANNUAL REPORT 2015





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# Strategic Plan 2015-2017

## 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 develops 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, women's mental health etc. 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.
- b) Shine utilises social media and networking applications to support groups.
- c) Shine supports 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 and defend the right of all those affected by mental ill health to person centred and appropriate services, which support recovery

Strategies:

- a) Promote and defend the right to high-quality acute and long-term mental healthcare services as espoused in national mental health policy and internationally accepted best practice.
- a) Promote and defend the right to high-quality appropriate supported accommodation designed to address the individual needs of people.
- b) Promote and defend the right to high-quality appropriate person-centred training, education services and employment services based on recovery.
- c) Promote and defend the constitutional and human rights of all persons regarding access 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) Work 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.
- d) Foster a partnership approach with other like-minded organisations.

# Chairperson's Report

In 2015 Shine continued to provide support and information to service users and carers who are dealing with the issues faced by a family when a member is diagnosed with a severe mental health illness. News of a diagnosis can be devastating and difficult to understand. Shine, and other organisations involved in mental health, offer support and advice to people at critical times. Fortunately Shine did not experience any reduction in funding in 2015 and continued to maintain its core essential services. The dedication and flexibility of all staff and volunteers in the discharge of these services is fully recognised.

2015 was another challenging and demanding year for those who sought our assistance and for the members and employees of Shine. We are delighted to say that we rose to the challenge and I am confident that as Ireland continues on the path towards economic and social recovery, albeit slow and sometimes painful and not fully inclusive, the organisation will continue to make its contribution to responding to and promoting the interests of our members.

Shine'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.

In last year's report I referred to the issue of governance and stated that it was high on the agenda of the Council through 2014. The emphasis on governance continued in 2015, with further improvements on governance procedures and the commencement of preliminary work on the development of quality systems.

In 2015, Shine received additional financial resources from the Health Service Executive (South East region) to commence development of new services in our new Discovery building in Waterford. This is a service serving the South East based on a recovery orientated approach to supporting family members and individuals with self-experience. Shine will continue to work in partnership with the HSE and Local Community groups to continue a more comprehensive range of services in 2016.

Also in 2015, the Council worked on the revision of the then current Strategic Plan; this work culminated in the launch of Shine's 2015 - 2017 Strategic Plan.

The Health Service Executive, on behalf of the Department of Health, approved an ongoing investment

in the Green Ribbon Campaign. This continued investment made it possible to proceed with the planned activities related to the Annual Green Ribbon Campaign.

In October Shine held its first national conference in association with the College of

Psychiatrists in Ireland on the important topic of family rights and issues of communication and confidentiality. There was a very impressive turnout of attendees at this conference. It is hoped to continue this collaboration with the College through 2016.

The work of Shine would not be possible without the continued support of its Donors. We are very fortunate to receive support from a wide variety of sources, including statutory bodies, individuals and companies. Throughout 2015 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.

Shine in 2015 worked at streamlining its internal management and staffing structures to provide a more seamless service across Regional Development offices, resource services and Special Projects.

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. 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. Finally, on behalf of the Council I would like to express our sadness at the death of our much loved and respected Pat Seager, who for many years worked as our Assistant Director.



KEVIN JONES  
CHAIRPERSON OF SHINE

A handwritten signature in dark ink, appearing to read 'Kevin Jones'.

Kevin Jones  
Chairperson

# Organisational Structure

Shine Staff as of 31 December 2015

## CEO's Office

John Saunders	CEO
Dolores Kavanagh	Administrative Assistant/See Change Workplace Co-ordinator

## Finance and Human Resources

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

## Shine Programmes

Susan McFeely	Acting Programme Manager
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## Day Resource Services

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

## Counselling and Information Services

Claire Hawkes	Counsellor and Information Helpline Co-ordinator, Dublin
Damien Lillis	Counsellor, Cork
Miriam Gray	Advocate, Kilkenny

## Development Team

Karen Boylan	Midlands Regional Development Officer, Tullamore
Christina Burke	Western Regional Development Officer, Galway
Ann Marie Flanagan	Midwestern Regional Development Officer, Ennis
Karina Keane	Support Worker, Galway
Martin Matthews	South-Eastern Regional Development Officer, Kilkenny & Co-ordinator, Waterford (Shine wishes to acknowledge the secondment of Martin Matthews by the HSE South East region).
Jessica Statham	South-Eastern Support and Information Officer, Waterford.
Susan McFeely	Mid Leinster Regional Development Officer, Dublin
Miriam Murphy	Southern Regional Development Officer, Cork
Derek Pepper	North-Eastern Regional Development Officer, Dundalk
Ronan Lynagh	Facilitation and Training Officer, Dublin

## Administration Team

Cillian Russell	Manager of Development and Administration
Bernadette Byrne	Administrative Assistant
Rose Noone	Administrative Assistant
Maura Delaney	Cleaner
Maria McGoldrick	Peer Support Worker, Bealach Nua
Mary Rose Staunton	Peer Support Worker, Bealach Nua
Joan Higgins	Peer Support Worker, Bealach Nua



#### National Projects Team

Kahlil Thompson-Coyle	National Projects Manager (on secondment to the HSE in 2015)
Hazel Whelan	Acting Campaign Manager, See Change
Jane Arigho	Headline Media Project Coordinator
Daniel Waugh	Media Assistant, Headline
Mary Mc Donnell	News Researcher, Headline
Kate Morgan	Media Assistant, Headline
Kate Russell	News Researcher, Headline
Treasa Hannify	National Please Talk Officer, See Change
Edel Doran	Project Assistant, See Change
Laura Louise Condell	Project Assistant, See Change

#### Community Employment Scheme Staff

Mary Hayden  
Lorraine McCormac  
Elizabeth Scott  
Geraldine McCabe

## *Voluntary Workers & Support Group Facilitators*

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.

# CEO's Letter

During 2015 Shine continued to provide a full range of services to just over 24,000 people. This was achieved with the same statutory funding as in 2014. 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 48 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 2015

During 2015 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.

During 2015 in conjunction with the College of Psychiatrists in Ireland we hosted a one day seminar on important issues related to the family and mental health service delivery. Over 100 family members and medical psychiatrists attended and contributed to discussions on matters such as patient confidentiality and family involvement. We hope to repeat this event in 2016 and beyond.

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

In collaboration with the HSE Southeast, Shine continued the development of a new recovery project based in Waterford. I am glad to report that this service has received additional financial support from the HSE in 2015 and we are now planning and delivering new operations. This service of excellence in Waterford City will become a recovery hub for individuals and their families in the region.

During 2015 we have worked at streamlining our internal management and staffing structures to provide a more seamless service across regional development offices, resource services and special projects. This has involved significant change and flexibility for all staff, facilitators and volunteers.

## 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 2015 See Change launched its third Green Ribbon campaign, during which 500,000 ribbons were distributed. I am pleased to acknowledge that the Department of Health through

the HSE has approved ongoing core funding to support the Green Ribbon Campaign. See Change has also expanded its Mental Health in the Workplace programme and has now engaged with 80 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 ill health and suicide. Headline continues to be a much valued 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. During 2015 Shine launched its revised Strategic plan for 2015 – 2017. 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 Treasurer's 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 2015. Such training will continue in 2016 for new members with refresher training for existing members.

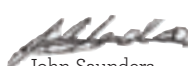
During 2015, Shine continued its work on adhering to a recognised code of practice for good governance of community, voluntary and charitable organisations in Ireland. The Council of Shine has continued the work of a Governance sub group of Council and a Finance sub group. I am very pleased to report 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 had agreed to the adoption of SORP (Statement of Recommended Practice) as the standard treatment of its accounts with effect from January 2015. However, with the coming into force of the new Companies Act 2014 in 2015, Shine has been advised that due to a technical defect in the legislation we are unable to proceed with SORP presentation of the accounts. We hope this matter will be rectified in time for the 2016 audit.

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 its objectives of serving individuals and their family members.



JOHN SAUNDERS,  
CEO OF SHINE

  
John Saunders  
CEO





## *Pat Seager*

### AN APPRECIATION

Pat Seager was Programme Manager and Assistant CEO at Shine since 1998.

During her tenure Pat lead out the development of the regional services and was instrumental in the formation of various programmes of support and training to family members and service users.

Pat always focussed on the delivery of timely and appropriate interventions which sought to support people in their own journey of recovery. She was a leader in person centred planning and always sought to focus on the dignity of the individual.

Pat's light-heartedness and positive attitude in her approach and her authentic and credible personality enhanced the services she was involved in. She was at once a manager, a mediator and a concerned advocate.

Those who worked with her will always cherish her generosity of spirit and her eagerness to listen and provide support and encouragement. She brought out the best qualities in people.

Pat had many interests including reading, gardening, quilt making and the arts.

Pat died on 18th December 2015 after a brief illness.

She is much missed by her colleagues, those who use our services and of course her family and friends.

*'Her descent was like nightfall'*

HOMER - THE ILIAD

# National Development

The National Development Team provides information and support to people with self-experience of mental illness and their families and friends. The Regional Development Officers and Information and Support Officers support and co-ordinate the network of Phrenz and Relatives' support groups nationwide and work to develop new groups. Shine's RDOs organise awareness-raising events, information evenings, presentations, outreach initiatives and deliver training and educational workshops and seminars.

## MIDLANDS REGION

### Phrenz Groups

The Open Windows Group in Tullamore has met regularly during 2015. The group provide both peer and social support. One of the activities the members enjoyed in 2015 was a day trip to Athlone shopping, followed by lunch and stopping off at Lough Boora Parklands and to enjoy the amazing scenery.

During the year, the groups' facilitator resigned to take up a new position. We would like to wish him every success in his new role and thank him for what he brought to the group.

### Relatives' Groups

The Tullamore Relatives' Group continues to meet regularly on a monthly basis. We would like to take this opportunity to thank the facilitator for his dedication and hard work in making this group a success.

During the year this group continued to increase in numbers and provide support to its members. This year, in addition to the regular monthly meetings, through the support of Shine, the group were able to enjoy a social evening and meal, and also attended various workshops such as 'Taking Control' and an 'Introduction to CBT' Workshop.

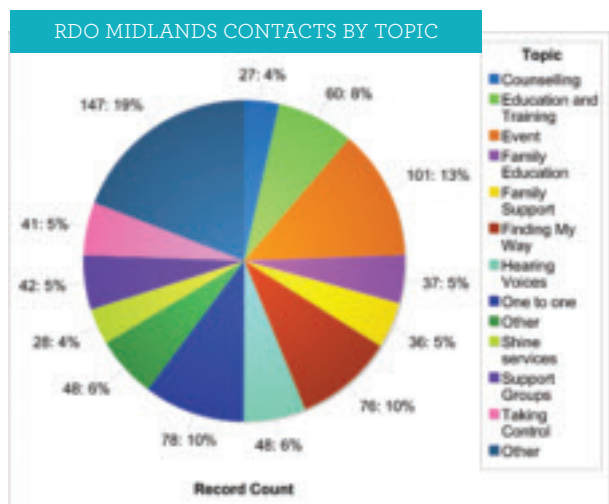
### Hearing Voices Support Group – "Echo"

Following on from the Hearing Voices Workshops delivered in the Midlands in 2014, and in conjunction with the Longford Mental Health services, Shine are pleased to be affiliated with the Echo Hearing Voices Support Group in Longford. In 2015, the group was established in Longford and meets monthly to discuss information, tips and strategies on how to develop a better relationship with their voices. The group is going from strength to strength, with new members attending throughout the year.

### Hearing Voices Workshop

Shine staff encounter people who are impacted 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, to develop peoples' 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.

In 2015, the Midlands region ran a Hearing Voices Workshop in Birr Mental Health Centre. It was attended by people with experience of voice hearing, relatives of people with the experience and professionals who work with them. A special thank you to Birr Mental Health Association who funded the workshop and provided a wonderful lunch for participants on the day.



### Taking Control

In the Midlands there were seven Taking Control Workshops delivered in 2015. The Taking Control Workshop is about practical ways to face life's challenges, maintaining and taking control of your physical and mental wellbeing.

### Finding MY Way

In 2015, Shines' Regional Development Officer (RDO) in the Mid-West, and three people with self-experience, committed to recovery and peer support work, researched and co-produced the eight session programme 'Finding My Way'. The topics covered 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 was rolled out nationally in 2015 with "Train the Trainer" training being provided to potential Peer Trainers/Facilitators. The Midlands RDO attended the

four day training in Portlaoise. The Finding MY Way programme was successfully rolled out in the Midlands in Longford and Athlone by our two regional Finding MY Way facilitators.

### Other Activities

Shine has enjoyed close links with other community organisations, such as, Offaly Traveller Movement, Offaly Local Development Company, local Family Resource Centres, the National Learning Network and Health Promotion, to name a few.

Shine is part of the working group for Offaly Mental Health Talk Week (OMHTW) Campaigns and as part of this campaign, Shine and Midlands Family Therapy worked together to develop and deliver a short workshop called “The Potential Listener” – Being Confident in Your Community Work. It provided a reflective space for workers to think about active listening, boundaries, signposting, and informed decision making.

Shine’s Midlands RDO was also invited to present on the topic of Hearing Voices in Athlone during Westmeath Wellness Week, and to present a talk to students in AIT. 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 mental health hospitals. Some of the sessions included presenting to the Mullingar Rehabilitation and Recovery Team induction training, presenting our services and programmes to consultants and their teams and of course, engaging and presenting to people who use those services.

As we look ahead to 2016 it is our hope that we will continue to address the needs of the people we serve.

## EASTERN REGION

### Relatives’ Support Groups

Shine originated from the formation of a Relatives’ Support Group and these groups remain a fundamental element of the organisation. At present, in this region Shine currently has groups in Blackrock, Kilmainham, Whitehall, Ballyfermot and Clondalkin. These groups are run in partnership with the HSE Mental Health Service. The Eastern Region RDO would like to thank all the Relatives Group facilitators for their support and facilitation of the groups.

### Phrenz Support Groups

Phrenz Support Groups are peer support groups, providing an opportunity for individuals with different experiences of mental ill health to discuss their experience, gain information and garner support from other people with a shared experience. The groups are underpinned within Shine Principles of recovery, peer and mutual support, respect and dignity, equality,

personal choice and autonomy. Shine currently has Phrenz groups in Blessington Street, Ballyfermot, Stillorgan, Maynooth and Kildare town. The Eastern Region RDO would like to thank all of the Phrenz Group facilitators for all the support they give to these groups.

### Individual Support Meetings

The Regional Development Officer (RDO) provides individualised information and support services for families and people with self-experience of mental ill health from Dublin, Kildare and Wicklow. Within these meetings, the RDO provides the individual with the opportunity to speak about their experience and provides them with general information on matters pertaining to mental ill health, mental health services, recovery and Shines’ and other agencies’ various support options. Discussions on recovery can include topics such as personal care and well-being, lifestyle, further education, vocational training, employment and independent living.

Although Shine works with individuals and families who have experience of all forms of emotional distress and mental ill health, the organisation continues to specialise in providing support to all those affected by psychosis. The RDO assists individuals and families to understand this particular experience and the importance of availing of support. This aspect of service delivery remains quite particular and unique to Shine.

### PIERS

#### (Partnership, Information, Education, Recovery, Support) Relative’s Project

In 2015 Shine received funding from GENIO to develop a ten month pilot project for relatives of those with self-experience of mental ill health. The primary objective was to provide a co-facilitated, peer support setting for a group of 14 relatives, where they could meet once a month for ten months, to discuss and explore various aspects of their own recovery.

Facilitation was shared between three professionals (one independent contracted facilitator and two Shine RDOs) and two peer facilitators. All facilitators received the appropriate training and support to develop the programme, which was based in the Dublin office. The PIERS project provided an opportunity for relatives to explore the emotional and physical impact that mental ill health has had on their lives, to develop their own wellness tools and explore the notion of their own recovery journey.

The RDO was a co-facilitator on the project for the entire ten months. Having enjoyed enormous success with the PIERS project, Shine is eager to continue running the course across a number of sites in 2016. The RDO would like to thank all the facilitators and participants for their participation and facilitation of PIERS.

### Respite Breaks

Through the Phrenz Support Groups, Shine aims to promote positive wellbeing, recovery, social inclusion and reduction of isolation. One way of achieving these aims is through the provision of respite breaks for group members. These respite breaks provide a group of up to 60 individuals across the region with the opportunity to avail of a holiday, or the participation in day excursions, where their financial status would otherwise make it impossible for them to do so. By participating in these respite breaks, group members have experienced growth and development in many aspects of their lives, such as:

- Increased understanding of recovery
- Self esteem
- Confidence
- Increased social interaction
- Stress reduction
- Improved participation in the community
- Reduction in stigma
- Reduction in relapse

### Education and Training

Being guided by the research of social theory, the Regional Development Officer provides two forms of mental health awareness and stigma reduction training:

#### 1) Information Sessions on the Services Provided by Shine.

These sessions consist of the development officer providing information on all of Shine's services. The sessions are normally conducted with members of the general public, students, staff and service users of statutory and voluntary bodies.

#### 2) Shine Mental Health Awareness Training.

This form of training consists of in-depth presentations, providing information on various aspects of mental ill health such as psychosis, bipolar disorder, depression, recovery and the challenges faced by relatives. All of these presentations focus on challenging the myths and stigma related to mental ill health.

In 2015, Shine's Regional Development Officer delivered 56 presentations to 860 people in the Dublin, Kildare and Wicklow regions.

### Intra Agency Work in 2015

Shine has worked with a large number of statutory and voluntary bodies over the past 12 months. Please see below a sample of some of the agencies the RDO has engaged with for information, training and intra agency collaborative purposes during 2015.

#### D10 Be Well Mental Health Forum:

The D10 Be Well Mental Health Forum is an interagency

response to mental health awareness in the Ballyfermot/Chapelizod region. Several events were run throughout the year, especially during the Green Ribbon campaign, Suicide awareness and Consumer Panel capacity building.

### MOJO Tallaght

In 2011 the MOJO programme was established, managed by the South Dublin County Partnership and funded by the National Office for Suicide Prevention. MOJO consists of a multidisciplinary team that has worked with 136 distressed men in South Dublin over ten 12-week training programmes. The programmes combine a unique mix of mental health, adult guidance, physical fitness and social networking methodologies. Two external evaluations found that 81% of our men report a reduction in depression and anxiety along with significant reductions in isolation, alcohol and drug misuse, self-harm and suicidal ideation. 89% of our men complete the programme, with 70% progressing back to work, volunteering or on to another service.

In 2015, men who had been through the programme established a MOJO Men's Shed. The Shed provides a space for men across South Dublin to connect to each other while engaging in a range of resilience and skills building activities, while having a bit of craic! In conjunction with the Samaritans, we are currently piloting a MOJO Listens Programme; the idea is that men in the Shed are trained and supported to provide a peer listening service to other men. The MOJO programme is seen as a new, inclusive, innovative and inaugural programme which has been identified as a great new solution to a particular social problem by Social Entrepreneurs Ireland. The Director of MOJO was one of the award winners for the Social Entrepreneurs Ireland 2015, as he developed this national cost-effective response to develop men's resilience and well-being, and it's still growing! The support from the programme has been overwhelming here in South Dublin. The Shine Eastern region RDO is a member of the advisory committee.

### MOJO Kildare

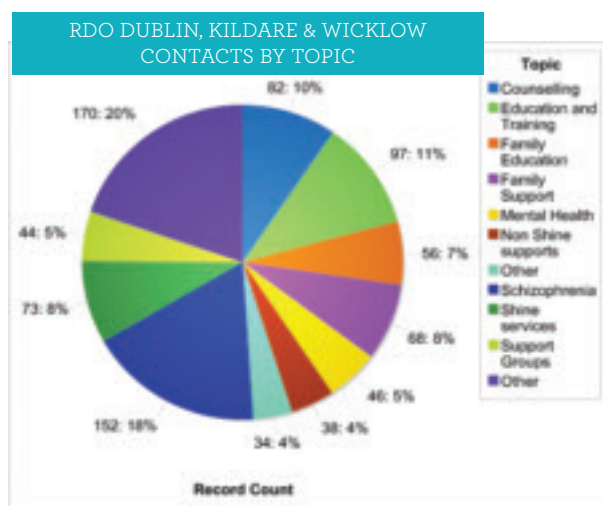
MOJO is an innovative, evidence based response to the high levels of suicide in unemployed men. The response is a training programme for 'at risk' men, which is guided by a multidisciplinary advisory group. MOJO Kildare is an interagency programme (managed in Kildare by Teach Dara, Kildare town), established in late 2014 with funding from the National Office for Suicide Prevention to develop a 15 month pilot programme. Shine is an active member of the MOJO Kildare Advisory committee. In September 2015 we began our first MOJO programme aimed at men living in County Kildare who were unemployed, distressed and motivated for change. Men were referred from a variety of agencies and

organisations or self-referred themselves. The training programme focuses on helping the participants to develop their resilience, build their physical fitness, set goals and follow through on actions. During the programme the participants engage with a wide range of local services including education, employment, health and community so that they can be supported to improve their current circumstances.

The MOJO programme is a twelve week programme, for two days per week and consists of four main elements.

- 1) **Wellbeing and Resilience** - supporting men to gain an understanding of mental health recovery and wellness, in order to build their resilience and respond positively to stress and stressful situations. Participants learn to recognise the signs of stress and distress and, in turn are supported to identify and choose more positive responses.
- 2) **Life Planning** - enabling men to set goals and take action. Men are supported to identify and achieve their own personal goals and to access the supports and services available to them.
- 3) **Physical Fitness** - providing a taster programme of physical activities that can be done as an individual or as part of a group or programme. This recognises the strong correlation between good physical and mental health.
- 4) **A male space** - a male space is created to facilitate men to be “who they are”, explore their own masculinity and encourage networking.

Shine's RDO Eastern region is the chair of the advisory committee.



### Individual Placement Planning

The RDO is currently working on an Inter-agency Genio project supporting individuals with self-experience to return to employment with the support of a job coach and rapid job search in the competitive market. The project

takes place within the Wicklow region supporting Bray, Greystones and Shankill. Currently there are fifteen individuals being supported by an employment specialist to gain employment. Five individuals have already gained full-time employment.

### Detect Family Peer Volunteers

Genio funded, this is a project which trains relatives of people with mental ill health to support other families whose relative is experiencing first episode psychosis. Families were trained in motivational interviewing and subsequently they were paired with other families. Each volunteer met with a family member up to three times for a six month period. The RDO sits on the advisory committee and is actively involved in the training of family volunteers

### Gateway

Gateway is a peer led project where people with lived experience of mental health and recovery can meet, socialise, support one another and co-create opportunities for wellbeing and inclusion in the community. Gateway has worked using the community development principles of empowerment, collective action, participation, social justice, equality and anti-discrimination. Established in 2004, Gateway started as a pilot initiative between the Rathmines Community Partnership (now Rathmines Pembroke Community Partnership) and the HSE Rehabilitation, Training and Guidance Services. In July 2015 due to the closure of Rathmines Community Partnership, Gateway became a Mental Health Association. Gateway is member led and a community resource that seeks to address the personal, social, health, educational and employment needs of people affected by enduring mental ill health. Now over ten years in operation, the project continues to support the integration of members into the social, cultural, educational and working life of their community. The principles of community development underpin all of the actions and work of the project. In particular the project aims to: promote positive mental health and wellbeing and to support people to integrate into the local community and wider society. Gateway addresses the barriers arising from stigma and discrimination associated with mental ill health. The RDO is one of the founding members of Gateway and she continues to be an active member of the advisory committee. Gateway still aims to become an independent company.

### St. Vincent's Mental Health Services, DCU and Shine's Research Findings on: Giving Voice to Family and Friends in Mental Health

This research study is a collaborative partnership between families and friends, and professionals to explore and promote the involvement of family and friends in St. Vincent's Hospital, Fairview (SVHF) and HSE Dublin North City (DNC) mental health services.



The research project began in early 2013 and concluded in late 2014. It involved twenty family and friends, representing twelve families, two mental health teams and a team of researchers from SVHF, HSE DNC, Dublin City University and Shine.

The family and friends who participated had relatives attending either the Marino Tolka Community Mental Health Team (CMHT) or Rehabilitation team in the HSE DNC area, many of whom also were associated with the services of SVHF.

#### Outcomes

- Service users are actively encouraged to identify a family member who they would like to be involved in their treatment, at the outset of their involvement with the team.
- Written information has been gathered and is being provided to families about mental health services, supports and community resources that are available to both carers and their relative with a mental health difficulty.
- Implementation of a formal carer feedback form to facilitate regular involvement and representation of families' views as part of the individual care planning process.
- Designated regular team appointment slots for carers.
- Commitment to arrange regular events with families, service users and the team to facilitate relationship building through more informal interactions and connections.
- Teams have become involved in other projects that require family participation, thus providing more opportunities for increased family involvement.

#### Recommendations

These recommendations are applicable across all community and inpatient mental health services and offer valuable learning in the development of collaborative and forward thinking services in Ireland.

- Mental health services make opportunities available for family and friends to meet together for support and information.
- Mental health teams routinely provide family and friends with information about the services available within the mental health services and signpost other services that may be of interest e.g. Shine Relatives' Support Groups.
- Mental health teams provide family and friends with information about local resources, for their relative, such as, adult education, recreational and employment opportunities.
- Mental health services actively encourage service users to include family and friends as collaborators in their care and treatment.
- Mental health teams proactively form collaborative partnerships with family and friends from the onset of their relative's

involvement with the mental health services.

- Mental health services support programmes which enhance collaborative working between family and friends, and professionals, such as Eolas.

## SOUTHERN REGION

### Phrenz Groups

The Cork Phrenz group meets weekly. The group is facilitated by two Peer Facilitators and attendance at weekly meeting is twelve to fourteen people. In 2015 the group had day trips to Blarney, Kinsale, Sli Eile Community Farm in North Cork, and organised meals out in Cork city. They also organised a Film night in the Shine offices.

The Bandon Phrenz group is going well and is a small group of five people regularly attending the fortnightly meetings. The Facilitator is local and very involved in other community activities, so informs the group of what is going on in the area. In 2015 the group went on day trips to Kenmare, Killarney and Blarney and had meals out.

The Tralee Phrenz group is also going well and numbers attending are increasing. The Average attendance is eight people at the fortnightly meetings. The Peer Facilitator is involved in other local and National Mental Health organisations and campaigns, and informs the group on all these activities. The group had day trips and meals out during the year, and the Group Facilitator attended the "Finding My Way" Facilitator Training in Portlaoise, in September.

The Caherciveen Phrenz group is going well and has five regular attendees on a monthly basis. The group is facilitated by a peer volunteer. The group like to go out with the Caherciveen Relatives' group for social activities.



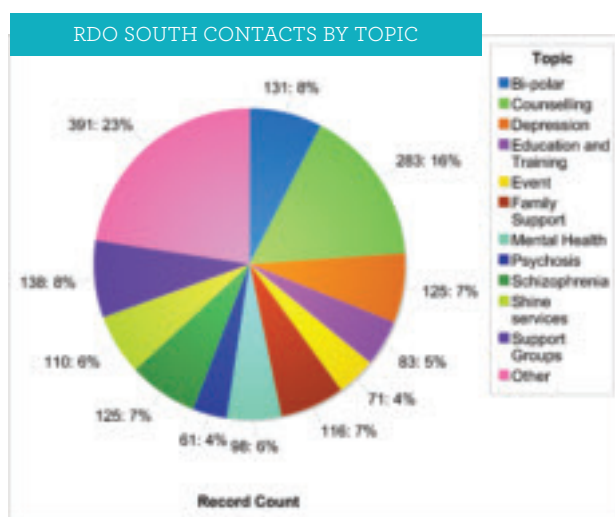
JEREMY IRONS AT AN AWARENESS EVENT IN KERRY

Members of the group were involved in organising and preparing a Memorial Plaque to those who died by Suicide in Southwest Kerry. A very poignant event was held in the Community Garden of “Tech Amergin” in Waterville where the Plaque was erected. Guest of honour was Actor Jeremy Irons. An awareness event was held after the plaque was unveiled and the RDO and members of the Support Groups attended.

### Relatives’ Groups

The Cork Relatives’ group meet once a month, and it is going very well. Many of the group took part in the Family Education course that took place in the Cork Shine office in October and November. The Facilitator puts a great emphasis on self-care for all members of the group.

The Caherciveen Relatives’ group is a new group that started in February 2014. It meets once a month and is facilitated by a Peer Volunteer Facilitator. The group had social outings with the Phrenz group in 2015. Members of the group attended a Family Education Course in April and May 2015.



### Cork DBT Group

The Cork DBT group started in January 2015. A peer facilitator approached Shine asking for an available space to hold weekly meetings. Members of the group have attended a one year DBT course and the support group is a follow on support for anyone who needs it.

### "Being Well"

This health promotion course which puts an emphasis on good mental and physical health was run in the Family Health Centre in Youghal, County Cork in April and May. It ran over five weeks. The RDO completed Tutor Training with the Health Promotion Unit in Cork, and an upskilling course in 2015. The course covers modules on Stress, Healthy Eating, Exercise and general Wellbeing. Healthy snacks were provided for all participants. Fourteen participants took part on the course and there was excellent feedback, with follow on contact regarding

Shine supports. All participants received Health Promotion Certificates on completion of the course and the local Newspaper attended to take a photograph and write an article.

### Taking Control Workshops

Four Taking Control Workshops ran in the Southern region in 2015. Participants ranged in age from eighteen to sixty. Groups included, a group of marginalised women, a group of trainees from the National Learning Network, a group of service users at Rehab Care, and a group of parents associated with the YMCA services.

### Recovery and the Family

There were two Family Education courses run in the Region this year. One in Caherciveen and one in Cork city. Both were well attended, with a total of fourteen people completing the courses. The Cork group invited in a Guest Speaker at one of the sessions. The speaker is a qualified Counsellor and Psychotherapist and had recently completed research into “Relatives’ Mental Health while caring for a loved one with Mental Health difficulties”. This was a very informative talk and very well received.

### Presentations

The RDO attends city centre acute units every six to eight weeks. The presentation informs people with self-experience about Shine supports and services.

Other presentations have been delivered to Post Grad Psychiatric Nurses in UCC, to participants of a Focus Programme at NLN, and all around the region. The RDO was also involved with South East Cork Area Development (SECAD) in attending awareness events and giving talks at their “Towards Occupation” training courses.

The RDO also gave a presentation to forty five volunteers with Cork Samaritans and attended a mental health awareness event in CIT.

The RDO meets regularly with students who are completing research for Diploma and Degree courses in UCC and CIT.

### External Committees, Organisations

The RDO is actively involved with the Cork Consumer Panel; West Cork Mental Health Forum; the HSE Stress Control programme in East Cork; The Family Support Network in Cobh; the “Silver Linings” group in Mitchelstown; the Family Resource Centre in Carrigtwohill; the Family Health Centre in Youghal and the Cork Mental Health Connection sharing event.

### “Vitality Cobh” Event

This event took place in Cobh in September 2015 and the RDO was on the steering committee for the event, which

involved many months of organising. It was an open air event on the Promenade in Cobh, with over twenty stalls promoting positive mental health and Wellbeing. Over 2,000 people attended the event, with very positive feedback on Shine's involvement and many follow ups regarding support and services. The event was sponsored by Cobh Credit Union and County Council and it attracted a lot of media attention locally.

#### Spring Gathering

A "Spring Gathering" was held in Shine in Cork in April. The Guest Speaker Dr Mark Barry spoke about "Positive Psychology" in the morning session, and Damien Lillis, Shine's Counsellor also gave a talk at the event. The afternoon session was a creative arts and crafts session. The event was well attended and the Cork Shine staff and Basement members and Phrenz group all attended.

#### Dr Fergus Heffernan Workshop

The Cork Phrenz Group supported the RDO organise this event in September. Over forty people attended it, including staff and members of the Phrenz and Relatives' support groups from the region. Dr Heffernan's theme was on "Resilience and happiness in tough and challenging Times". Fergus is a Psychologist and Educationalist, and holds an MA in Psychology and a PhD in Neuro Psychology. It was a most interesting workshop with great interaction from the audience and Fergus is a very skilled Facilitator. This event was funded by National Lottery funding.

#### World Mental Health Day Events

The RDO attended an Information and Awareness event in Manor West Shopping Centre in Tralee. The HSE and Community and Voluntary organisations were in attendance to talk with the general Public. In Cork the day was marked by an awareness event at the new Shine Community Garden Project on Kyle Street in the city centre.

#### Mindfulness Workshop Killarney

This took place in Killarney in November. A facilitator from the Social Health and Education Project (SHEP) ran the Workshop. Members of Cork and Kerry Phrenz and Relatives' groups attended the event. National Lottery funded the event.

#### "Finding My Way" Facilitator Training

Four participants from the Cork and Kerry region took part in the training in Portlaoise in September. Two of the participants facilitated a Finding My Way course in Cork in November and three further courses will be run in the region in 2016.

## WESTERN REGION

The past year has been very difficult but rewarding in the Galway office. The office operated with a considerable reduction in staff as the RDO was on maternity leave

from the month of August. This resulted in the office being staffed by the Support Worker solely for two days per week for the remainder of the year. During this period essential services were maintained and all groups in the region were supported as necessary.

Below is a report of activities that took place during the year:-

#### Phrenz Groups

##### Galway Phrenz Group

This is a large energetic peer facilitated group that meets once a week in a HSE facility in Galway city. In 2015, Shine in collaboration with GRETB and the HSE organised an 8-week cookery/healthy eating course. Participants from the Phrenz Group attended and gained valuable tips and culinary skills. The course was funded by GRETB and the premises was made available by the HSE. Group members went on a day trip to Limerick where they visited the model arts theatre, milk market and other interesting parts of Limerick. They went on a day trip to Athlone where they met the cookery class tutor and they all enjoyed a nice meal together. The group held their annual collection in July. "It's great to see people's reactions to mental health have got a lot more positive" - this was the experience of many Phrenz members on collection day. They went on their annual holiday to Ennis in September where they enjoyed some sightseeing in Ennis and the surrounds. Grateful thanks to the National Lottery for the grant received, which made this holiday possible. Also, members attended table quizzes and some theatre productions during the year. In December, they rounded off the year by having their Christmas party which was enjoyed by all.

##### Castlebar Phrenz Group

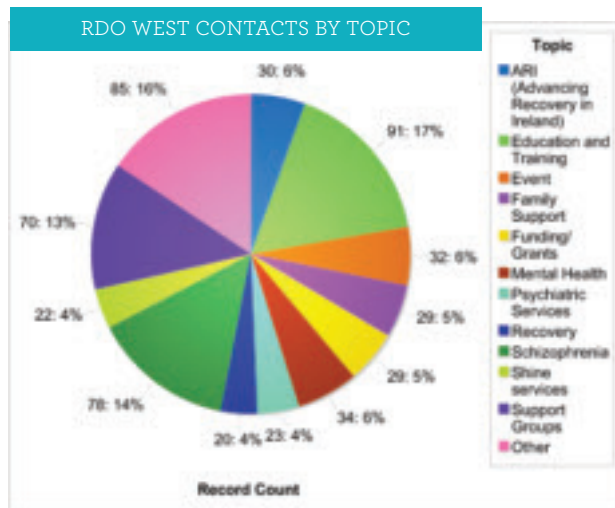
The Castlebar Phrenz group continues to meet once a week with an average of eight members in attendance. This is a cohesive group, which with the support of the Galway office organise various events annually. During this year some members of the group went on a respite break to Limerick for four nights, where they enjoyed day trips locally and social evenings together. This was funded through a National Lottery grant. Every year the group celebrate each member's birthday by having a social evening out at the cinema or going for a nice meal.

##### Hearing Voices Workshop

A very successful hearing voices workshop was delivered in Galway in June. It was a co-presentation between Shine and Hearing Voices Ireland. Seventeen participants attended with a wide mix of relatives, voice-hearers and professionals. Feedback was excellent, with all participants stating they gained a more in-depth understanding of the voice hearing experience.

#### Relatives' Groups

There are four relatives' groups in this region.



### Loughrea Relatives' Group

The Loughrea Group is a large group with thirteen members. During the year they invited a number of speakers in, including a representative from REGARI East Galway and Roscommon Recovery College. By way of group maintenance they and the facilitator incorporate a mindfulness component at each meeting to promote self-care. The group has stabilised following the change of facilitator. Group members have found it a big difference as the previous facilitator was with them for a number of years. The group, with the support of the facilitator and the Shine office incorporate information sharing on various matters, for example:

- Information of new catchment areas in mental health services.
- Contact details of local community mental health teams.
- Information leaflets on Shine.
- Information leaflets on Dates for the Group.
- Information shared on Darkness into Light.
- Information shared Involving Families in Recovery FRIENDS project in May 2015.
- Information shared on the Shine Conference in October 2015.
- Information shared on the REGARI Presentation in Gullanes, in Ballinasloe.
- Information shared about other support groups in the area that might be helpful.

### Galway Relatives' Group

The Galway Relatives' group is at present suspended as the facilitator has resigned. Prior to this the group invited guest speakers, e.g. the Authorised Officer from UHG visited and spoke to the group about admission procedures and the role of the AO. A new peer facilitator has been identified and is now undergoing induction and training. The group will resume again in 2016.

### Roscommon Relatives' Group

The Roscommon Relatives' group meets on the second Monday of the month in the Primary Care Building, Golf

Links Road, Roscommon Town. There is generally a good attendance, but severe weather conditions have affected the numbers travelling. To overcome this, the group had several morning meetings where different speakers attended. During the year the facilitator invited the Irish Advocacy Network to speak on Recovery and this event was well attended. Other speakers invited to the group were: ARI representatives from East Galway and Roscommon REGARI, and also ARI in West Galway, where the focus was on understanding mental health issues. There was also a talk delivered by a CNS on the importance of self-care.

### Castlebar Relatives' Group

The Castlebar Relatives' group continue to meet once a month in the Mayo mental health offices in Castlebar and is a large vibrant co-facilitated group. Some members of the group who have undergone facilitation training to deliver the Shine Recovery and the Family education course delivered the course to six participants in Castlebar. Feedback from the course was very encouraging, with the majority of participants reporting improved outcomes in their own ability to deal with stressful situations in their lives. Bealach Nua - a new relatives' peer-led service providing emotional support and practical skills was launched in Mayo. This was a collaborative endeavour between Shine and the Mayo mental health services. The group went out for a Christmas meal in December which was funded by a grant from the National Lottery.

## NORTH EASTERN REGION

It proved to be another extremely busy year for Shine in the North East region, with an increasing number of people engaging with our services during the course of 2015.

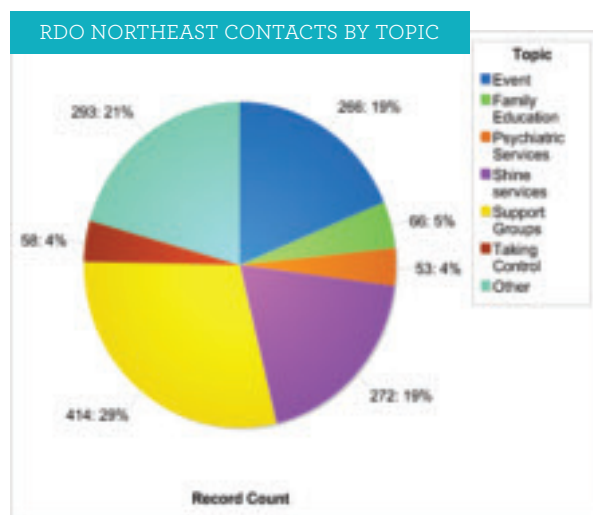
### Phrenz Groups

The Phrenz Groups across the region enjoyed a fantastic year, thanks in no small part, to the funding received from the National Lottery for counties Louth, Meath, Monaghan and Cavan. This enabled the groups to organise a number of respite events, which saw group members enjoy short holiday breaks in Farnham Estate in Cavan, Yeats Country Hotel in Sligo, the Talbot Hotel in Wexford and the Harbour Hotel in Galway. Of course, we can't forget the numerous social nights enjoyed by the groups, with one of the highlights being a trip by the Navan Phrenz to watch Phil Coulter in concert. It's fair to say that a great time was had by all and we would like to thank the HSE and the National Lottery for making all of this possible. We would also like to thank everybody who has contributed to our Phrenz Groups over the course of the year and in particular, to the facilitator, for his dedication to facilitating our Phrenz Groups in Dundalk, Drogheda and Navan.



### Relatives' Groups

We also outlined our commitment to providing peer support to relatives in the region with the establishment of the Dundalk Relatives' Group in March 2015. The group was established following an expression of interest from a number of people who participated in the Shine "Recovery and the Family" education course the previous year. We hope to see this group grow in the coming months and years.



### Shine Education Courses

In recognition of the growing awareness of Shine in the region, we experienced an increase in the demand for our education courses in 2015, with the "Recovery and the Family" course being delivered in both counties Cavan and Monaghan and our Taking Control workshop being delivered to community groups in places such as Monaghan, Kilnalleck in Co. Cavan and Dundalk. In addition to this, we welcomed two new Peer Facilitators to the region, who successfully qualified as "Finding My Way" facilitators.

Having enjoyed huge success with our collaborative ventures in the region over the past number of years, 2015 was no exception, with Shine playing a prominent role in the ARI (Advancing Recovery in Ireland) initiative in Cavan/Monaghan. This initiative has grown over the past three years and has enjoyed great success in ensuring service users and relatives have a greater input into the delivery and future direction of mental health services in the Cavan/Monaghan area. Another notable success was the collaboration with the Dundalk Positive Mental Health Forum, who organised a number of events for Mental Health Week in Dundalk. In what has become an annual programme of events, we successfully staged an art exhibition in Dundalk Institute of Technology, showcasing submissions from artists with self experience of a mental health difficulty. In addition to this, we also held a coffee morning in Riva Restaurant, a fun walk with the Dundalk Binnions and a cookery demonstration in DKIT.

The Forum also worked very closely with Dundalk FC and See Change in promoting the Green Ribbon campaign during the month of May, when green ribbons were distributed to all those attending the Dundalk FC v Bray Wanderers match.

Finally, Shine continued our excellent relationship with Dundalk FM, by producing another series of the mental health discussion programmes "Talking Minds". This is a monthly programme, which provides a platform for organisations delivering mental health support services, to reach out to the local community in Dundalk and raise awareness of the supports available to everybody in the area.

We would like to express our sincere gratitude to all those who accessed our services and who collaborated with us in 2015.

## MID-WEST REGION

Shine provides Individual Support Meetings (ISM), training and education courses, works in partnership with the HSE and all other relevant agencies to advance recovery and reduce stigma, isolation and discrimination experienced by people with mental health difficulties and their families.

### Phrenz Groups

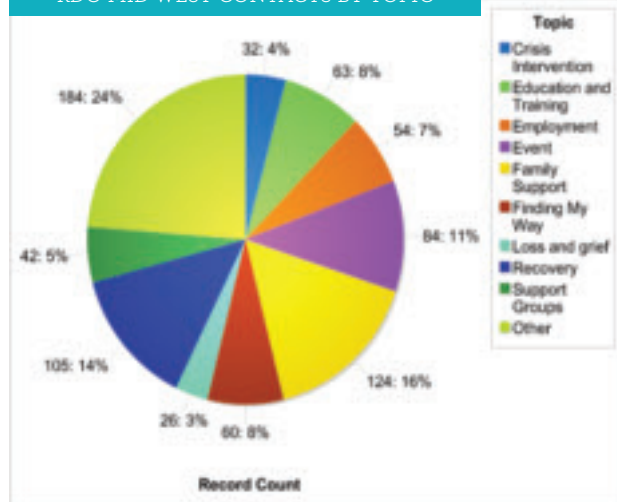
The core principles of the groups within Shine of recovery, peer and mutual support, respect and dignity, equality, personal choice and autonomy are firmly embedded in the Ennis, Limerick, Nenagh and Kilrush groups. There continues to be significant outcomes for people regularly participating in the groups of recovery, self-esteem, self-advocacy, tools for wellness, connectedness and empowerment. The emotional support of knowing there is a group to support individuals through difficult times and celebrate good times is regarded as a key component of all the groups. The groups are independent and go beyond the expectations of Shine in supporting each other. Shine would like to thank the Phrenz group facilitators for their commitment over the year. These groups are recovery in action. They always ensure there is a welcome and support for everyone.

### Relatives' Groups

2015 saw a significant challenge to the groups in the Mid-West. Thurles and Ennis are facilitated by colleagues from the Mental Health Services. For this we are very grateful. Nenagh and Limerick are in a process of change. In 2016 Shine will continue to work with families to respond to their needs. The Limerick Relatives' support group recognised the changing need of families seeking support. This is consistent with Shine nationally and is a testament to the relatives involved in the group for over fifteen years.



#### RDO MID-WEST CONTACTS BY TOPIC



The groups continue to meet monthly, offering support and information, and act as a springboard for other well-being, recovery and self-advocacy opportunities. Shine would like to thank all the facilitators and families who support family recovery in the Mid-West.

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

A large number of people with self-experience of mental health issues and family members benefited from a number of activities that supports their wellbeing, increased their self-esteem and reduced social isolation and relapse. The members of the Phrenz groups went to Kerry for three nights. Others went on day trips and enjoyed a meal out. A valued support in the Mid-West are holistic treatments at Cuinas Respite Centre in Feakle, which included walks and lunch. Many people participated in training, which supports their recovery and well-being. The feedback from everyone is very positive. This is a key, valued resource to both people with self-experience and family members.

#### FRIENDS (Family Recovery Initiatives through Engaging, Networking and Developing Supports) – post Genio funding

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 in 2014. The overall aims included peer support for relatives, wellness breaks to support wellness and to develop a strategy with the mental health services to include families appropriately.

Significant achievements resulting from the work include:

- A sustained steering group of Shine, HSE, Aras Follain and family members.
- Hosted a number of Wellness Workshops for 60 family members.
- Co-produced training for 24 Family Peer Supporters.

- 10 Family Peer Supporters available to provide a service.
- Developed a strategy for the inclusion of people with mental health difficulties.
- Hosted a national conference on family recovery and peer support.
- Currently working with the Mid-West HSE ARI Team to pilot the Family Peer Support Service.
- Secured Dormant account funding, with Shine as the lead to provide continued support, wellness and recovery opportunities for families.

#### 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 eight session programme, 'Finding My Way'. The topics 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 was rolled out nationally in 2015 with a four day "train the trainer/facilitator" training provided to Peer Trainers/Facilitators. The Mid-West RDO and local Peer facilitator co-produced the training for 17 people nationally with 5 from the Mid-West.

There were three courses rolled out in the Mid-West in Limerick and Clare. It will be rolled out in early 2016. The RDO is working with a Social Science Student to carry out an in-depth qualitative evaluation of the programme nationally.

#### Recovery and the Family

In partnership with two HSE staff, three courses have taken place in the Mid-West in Limerick, Lisdoonvarna and Kiltrush. It is recognised that families in distress and need of support benefit from education, information and support. However, it is not the case that the number of families engaging in support represent the level of need. What is obvious is that the close working relationship of HSE staff with Shine yields greater results. This work is ongoing and the need to continually develop ongoing partnerships with mental health teams is vital to increase the number of families in need to engage. Family members report that they are better able to support their relative who uses the service and get support for themselves post course.

#### Individual Support Meetings (ISM)

Shine provides Individual Support Meetings. Family members have a space to gain support and to work on their own recovery. For people with self-experience it is an opportunity to set goals, take charge and build trusting relationships to maximise their recovery.

# Shine Activities

## Public Presentations

Shine Regional Development Officers and Support and Information 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 2015 157 presentations were made to 2,342 people nationwide.

## Individual Support Meetings

Service users and family members receive Individual Support Meetings throughout the year from Regional Development Officers and Information and Support Officers. At these meetings, the concerns, options and needs surrounding mental ill health are discussed. Needs are assessed and decisions are made as to whether referrals onto other health professionals, a Shine Counsellor or a Shine Support Group are required. In 2015 718 Individual Support Meetings were provided to 816 people nationwide

## Recovery and the Family Education Course

The Shine Recovery and the Family Education Course enables family members and friends of those with self-experience of mental ill health to explore their own issues and attitudes to mental health recovery. The course's emphasis is on the families' experiences and recovery needs. It doesn't focus on any specific label or diagnosis. In 2015 Shine delivered nine Family Education Courses in Cavan, Limerick, Monaghan, Kerry, Westmeath, Cork, Clare (2), and Castlebar, where 66 people participated nationwide.

## Taking Control Workshops

The Taking Control Workshop is about practical ways to face life challenges, maintaining and taking control of your physical and mental wellbeing. The aims are to build resilience in the face of life challenges and setbacks, to enhance coping skills especially pre-existing ones and to build and support self-esteem and confidence. After participating, people will be aware of positive factors in their lives; list positive skills and knowledge they bring forward with them; recognise the physical, mental and emotional effect of stressors, have action plans to safeguard against these stressors; be

aware of opportunities and avenues open to them; know professional supports available to them, have set goals and have created an action plan around these.

In 2015 40 Taking Control Workshops funded by the National Office for Suicide Prevention were delivered in six locations, in Dublin (27), Kildare (6), Wicklow (4), Waterford, Cavan and Cork to 396 people. Eighteen Taking Control workshops funded by other sources were delivered in Offaly (4), Longford, Laois, Westmeath, Carlow (2), Cavan (2), Kerry (3), Cork (2), Dublin and Louth to 161 people.

Taking Control Workshops were also delivered to men's organisations. Two Man Matters Taking Control Workshops were delivered to 16 men in the Dublin region in 2015. These were also funded by the National Office for Suicide Prevention.

## Respite Breaks

For seventeen years Shine, with funding from the National Lottery has been supporting people with mental health difficulties and their relatives to avail of respite breaks. Each support group decides the activities they would like to take part in. Some decide to go on weekend respite breaks while others go on 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 2015, Shine support groups went to Sligo, Galway, Cork, Westmeath, Wexford, Dublin and Mayo. Groups also enjoyed day trips, social nights, Christmas parties, personal development courses and workshops with the help of National Lottery funding. In 2015 645 people attended these events.

## Shine's Online Activities

In 2015, Shine's presence was maintained online through the Shine website: [www.shine.ie](http://www.shine.ie) and Shine's networking sites. Shine had 2,597 followers on Facebook and 1,352 followers on Twitter in 2015. Shine also has a monthly newsletter which can be subscribed to through the Shine website. The newsletter is sent by email every month and published on our website.

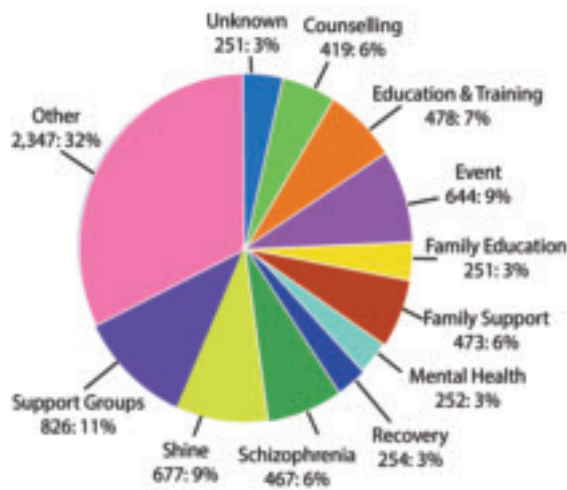


# Shine Contacts

## Contacting Shine

The total number of people who made contact with Shine through our information helpline, our email confidential support service ([phil@shineonline.ie](mailto:phil@shineonline.ie)), counselling services, one-to-one meetings and Regional Development Officers nationwide in 2015 was 24,429.

REASONS FOR CONTACTING SHINE 2015



## [Phil@shineonline.ie](mailto:Phil@shineonline.ie)

The total amount of emails received to our [phil@shineonline](mailto:phil@shineonline.ie) email address in 2015 was 262.

## Counselling Service Dublin

A total of 78 clients availed of the Dublin counselling service in 2015, with the total number of sessions amounting to 413. Approximately 60% of the Dublin clients presented with a diagnosis of psychosis or related mental illness while 40% were family members of those with a mental illness.

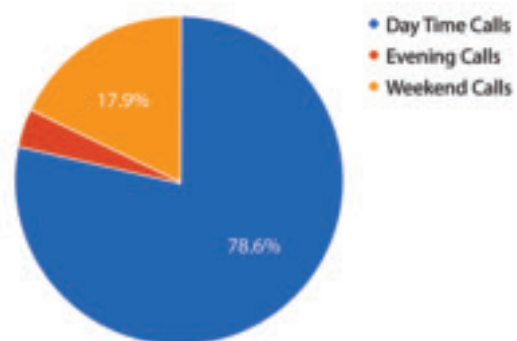
Counselling in Dublin also contributed to a one-day mental health conference, 'The Role of the Family in Promoting Recovery', organised jointly by Shine and the College of Psychiatrists of Ireland (CPsychI). Working with family members is a core part of the counselling service offered by Shine.

There was a joint presentation at 'The Critical Voices' conference on the theme 'Critical Perspectives on and Beyond the Therapy Industry' in University College Cork by counsellors from Dublin and Cork.

## Information Helpline 1890 621 631

Shine's Information Helpline is available from Monday to Friday between 9am and 4pm. Information and support was provided by trained staff. The total number of information helpline calls received by Shine in 2015 was 1,205 daytime calls, 119 evening calls and 122 weekend calls.

HELPLINE CALLS



## Counselling Service Cork

48 clients availed of 544 counselling sessions of the 570 appointments made available in the Cork region for 2015. 35 of these were individuals with self-experience of mental health difficulties and 13 were family members seeking support. 30 were females and 18 were males. The Cork service also provided peer support to a student placement that provided 126 sessions during 2015.

The counselling service continues to be well utilised and engages with individuals that have received diagnoses such as schizophrenia, Bi-polar and individuals that have experienced suicidal ideation and clinical forms of depression.

The level of therapeutic engagement was positive and psycho-educational and solution orientated sessions were provided. Service Users would have had particularly challenging symptoms and everyday challenges with engaging with life events would have been discussed and supported. On-going contingencies such as dealing with medication, hearing voices, isolation, psychosis, stressors and anxiety related experiences would have been engaged with to manage and intervene, while exploring tolerance levels for difficult experiences.

# Projects 2015

In 2015 Shine allocated €12,849 to fund various projects through our Alan Reid and Shine Arts 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.



In 2015 Shine allocated funding dedicated to supporting artistic activities using the Shine Arts brand. The aim is 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 and continues to work under the most recent National Suicide Prevention Strategy *Connecting for Life*. 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 just under 1,400 subscribers. Anyone can sign up to this by emailing [info@headline.ie](mailto:info@headline.ie).



We also engage in discussion on social media sites and have over 1,500 followers on Twitter. Headline provides support and information on our website to empower people who wish to voice their own opinions about

media coverage of mental health and suicide. 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](http://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 2015 [www.headline.ie](http://www.headline.ie) received 9,786 visits with 9,733 unique visitors and 23,564 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.

Conversely, Headline also commends journalists responsible for positive and de-stigmatising work through emails and calls, but also through our Headline media awards. Headline monitored 33,192 articles in 2015 representing an increase of 0.48% on last year's figures of 33,033. 99.29% of all articles from all Irish titles were neutral in quality. 0.40% of articles were positive while 0.31% of articles were deemed negative. Headline detected 133 positive articles in the media representing an increase of 43% compared to 93 positive articles in 2014. Headline detected 103 negative articles in the media representing an increase of 21% compared to 85 negative articles in 2014. This represents an increase in both positive and negative coverage of mental health and suicide since 2014.

The Daily National Broadsheets, Daily National Tabloid and Local and Regional sources produced the most positive coverage and content related to mental health and suicide.

Overall in 2015, there was a huge increase in quality reporting in Ireland showing the effectiveness of Headline's work, its media training awards and tools.

#### Media Training

Headline gave 21 presentations to approximately 500 third level students on mental health and suicide issues in the media to journalism and media students in the following colleges in 2015: Rathmines College, Waterford Institute of Technology, University of Limerick, Mary Immaculate College Limerick, Dublin Institute of Technology, Dun Laoghaire Further Education Institute, Ballyfermot College of Further Education, Griffith College Dublin, Griffith College Cork, Colaiste Dhulaigh College of Further Education, NUI Galway, NUI Maynooth, DCU, Independent College Dublin and Dublin Business School. The presentations introduce the students to the Irish and international media guidelines for reporting on mental health and suicide, showing examples from Irish media coverage. The presentations deliver examples of positive and negative articles and dissect the pieces to highlight how to recognise breaches of the guidelines and what effect they have. Headline explains how to report more responsibly. Headline has also distributed its own multimedia media guidelines contained on a USB stick to students.





WINNER UL STUDENT FIACHRA MCKERMOTT WITH CARL O'BRIEN

### Media Awards

Headline promoted and launched the Student Media Awards online with great support from student media outlets and publications such as the Irish Examiner on social media. Carl O'Brien Chief reporter with The Irish Times chose the winner, UL Student Fiachra McKermott for his radio documentary on suicide in Middleton. Carl O'Brien, Chief Reporter with the Irish Times had the following to say about the documentary:

*"This is a powerful documentary which explores how a single town has been devastated by suicide - and how access to support is offering new hope. By weaving interviews with those bereaved by suicide, counsellors and other sources of support together, it offers an inspiring story of recovery. The reality is not sugar-coated -- the area still has a suicide problem -- but the slow process of work on the ground appears to be bearing fruit, and successful awareness programmes aimed at families and friends appear to offer the glimpse of a new future for the area."*

### Headline National Magazine Award (2014)

Headline launched its first National Magazine Award with Hot Press chosen as its first winner in April 2015. Headline created the award in recognition of the vital role magazines in Ireland play in promoting positive mental health and opening up the issues surrounding suicide.



Media analysis conducted by Headline confirmed that Hot Press had shown a genuine commitment to exceptional coverage of mental health

and suicide related issues and combined it effortlessly with its music and popular cultural remit. Headline's media analysis also highlighted how media coverage of mental health issues varies greatly between magazines. However, only a small portion of magazines actively delivered coverage of mental health issues to their readership.



HEADLINE'S FIRST NATIONAL MAGAZINE AWARD WITH WINNERS HOT PRESS



### Promotional Tools

In 2015, 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.





2015 marked the sixth 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 2015, See Change and its partner organisations rolled out the third annual Green Ribbon campaign to get Ireland talking about mental health. 500,000 green ribbons were distributed nationwide and free of charge in conjunction with hundreds of local and national events. 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 60 campaign ambassadors with real-life experience of mental health problems ready to share their own stories to help others and end stigma.

The green ribbon symbol is a proven powerful awareness raising tool for clubs, schools, workplaces and communities. The ask is simple - wear the Green Ribbon and show your support for ending the silence around mental health problems. Take two and start a conversation with someone about mental health!

#### Key Findings

The Green Ribbon campaign has sparked an increasing number of conversations about mental health and an increasing number of Irish adults feel more comfortable in having a conversation about mental health. The stand-out successes can be seen in the workplace, where conversations about mental health are now as commonplace as conversations with friends or family.

- 75% say they now feel more comfortable in having a conversation about mental health (up from 71% in 2014)
- 66% say the Green Ribbon campaign has encouraged them to start conversations about mental health
- 62% have been hearing conversations about mental health among family and friends since the campaign (same as 2014 and up from 53% in 2013)
- 61% have been hearing mental health conversations in their workplaces since the campaign (up from 53% in 2014 and 44% in 2013)

#### STIGMA REDUCTION ACTIVITY WITH THE CAMPAIGN'S KEY TARGET AUDIENCES:

##### YOUNG PEOPLE:

##### Please Talk Campaign



See Change has been collaborating with the Please Talk campaign since 2010 to engage Ireland's student population on the subject of their own and others' mental health and

began managing the programme in August 2014 as part of our youth strand. Please Talk is supported by the HSE through the National Office for Suicide Prevention.

##### I Talked Campaign:

Six students, each with a personal message to tell about their mental health joined together to realise the first of its kind mental health exhibit that toured college campuses to encourage openness around mental health. More than simply telling Irish students to talk, the Please Talk #ITalked campus tour, for the first time, featured the messages of students who had been through a tough time and realised the power of talking.







This ground-breaking series coincided with the often stressful period of deadlines and exams in April and May 2015 and was hosted in five colleges across Ireland. These were UCD, TCD, DCU, UCC and NUIG.

The Feedback from this campaign has proved popular with students and several colleges have contacted us to get involved in the campaign for 2016.

month, with walks organised in Galway, Kerry, Donegal and

Wicklow. Hundreds of families took the positive step to make time for themselves and mental health in the great outdoors.



### Talking Cards

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 281,000 '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 in your Workplace

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 40 See Change in your Workplace training programmes in 2015.

In April 2015 See Change launched our "See Change in the Workplace Pledge Programme". The aim of the programme is to help facilitate a cultural



### Chats for Change 2015:

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.

### FARMING COMMUNITY:

#### Let's Talk and Walk

See Change teamed up with the Irish Farmers Association, Coillte and Mental Health Ireland to organise the third annual nationwide series of "Let's Talk and Walk" events as part of Green Ribbon



shift in workplaces so that employers and employees feel supported and secure in starting a discussion about how mental health can affect each one of us. It approaches all aspects of working life – recognising that everyone in the organisation has a role to play in challenging stigma. By signing up to the pledge, organisations are showing that they are committed to creating an open culture around mental health for managers and employees.

#### MEDIA AND ONLINE ACTIVITY:

- See Change ambassadors contributed to 92 media interviews and opinion pieces.
- The total number of people who have engaged with and shown their support for See Change online was 125,223.
- See Change again worked in partnership with the NOSP on the major HSE “Little Things” social marketing campaign.
- See Change worked in partnership with Bodywhys and Headline to put the spotlight on Eating Disorders Awareness by focusing on the facts and leaving the myths behind.

#### GRASSROOTS ACTIVITY:

- In 2015, See Change completed a highly successful initiative to recruit and train new volunteers and ambassadors.
- As part of Green Ribbon 2015, See Change was delighted to announce our partnership with the Football Association of Ireland to encourage conversation about mental health among fans, staff, players and coaches. To kick-start the partnership, thousands of green ribbons were distributed at the Ireland v England match by See Change volunteers. A video message by Irish football stars Stephen McPhail, Craig Sexton, Stephanie Roche and Shay Given was played at half-time in the Aviva, aimed at taking the fear out of talking about mental health.

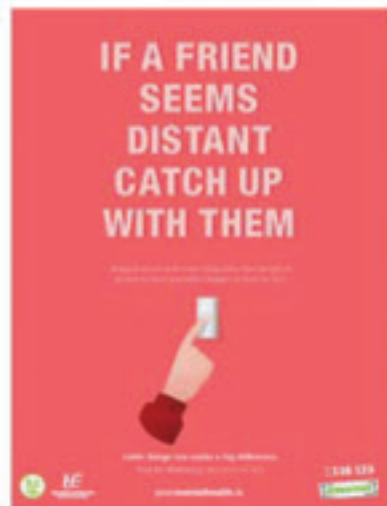
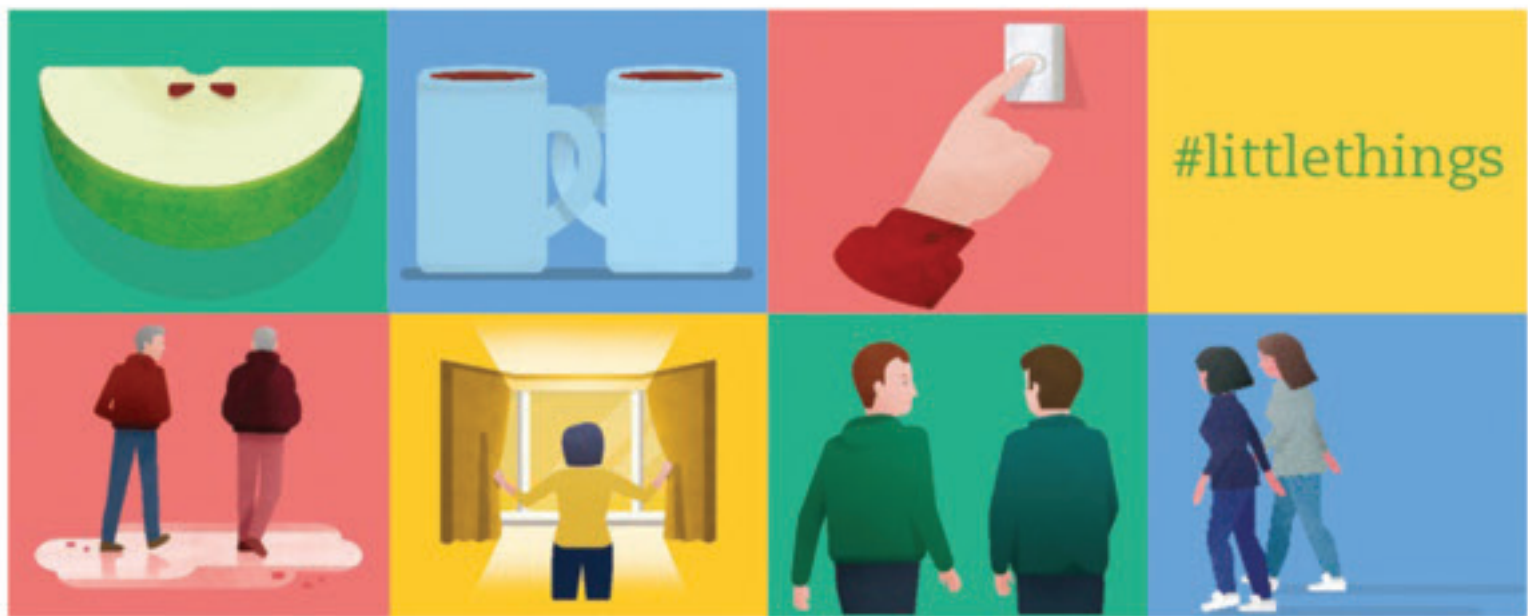


#### ARTS ACTIVITY:

The First Fortnight Festival returned for the first two weeks of 2015 to stage another ground-breaking programme of mental health-themed arts events aimed at sparking conversation and challenging stigma. The critically acclaimed movie Frank was screened nationwide and examined our presumptions and prejudices about mental health issues.







See Change again worked in partnership with the National Office for Suicide Prevention on the major HSE “Little Things” social marketing campaign which was launched in 2014.

Our See Change ambassadors continued to share their personal stories as part of the campaign in 2015.





# Shine's Realising Family Friendly Mental Health Services Campaign

Since 2013, Shine has been involved with the 'Realising Family Friendly Mental Health Services' campaign. This campaign began with a group of family members who were concerned about the approach and attitude of mental health services to the role of family members. The campaign's aim is to raise awareness of families' needs and their role as a partner in care. Shine believes that family members can and do provide critical support to the recovery process, both in times of crisis and in times of wellbeing. In order for this support to be realised, we believe that families must be heard and included as partners within the recovery process.

Shine also recognises that the relationships within the family and between the families and health professionals can sometimes be complex and difficult and that the whole family's needs must be supported and considered.

Existing attitudes and practices towards the role of families in recovery vary greatly between the different health services across regions. In some areas, from the perspective of the family, good practice is evident, whilst in others, families feel they are not listened to, are disempowered and excluded.

On October 2nd 2015 Shine, in partnership with the College of Psychiatrists of Ireland held a joint conference in the Hilton Hotel, Kilmainham, Dublin. Organised as part of the 'Realising Family Friendly Mental Health Services' campaign, it was a great opportunity for families and professionals to sit down together to discuss the issues that arise for families when their relative is unwell and becomes involved with the health services.

Some of the issues raised were:

- that it is vital for services to recognise the resource that the family is.
- that shared understanding reduces trauma for the person with self-experience.
- that mental illness is a family experience as much as an individual one and that there is a need for a structure to support this.



- that the power of the professional needs to be shared.
- that it needs to be recognised that any one discipline will have expertise and limitations.
- that it is important to recognise and value the perspective and contributions of all that are involved and that the concept of 'the family' needs to be expanded and be inclusive of all supporters, and the community.

From the perspective of professionals it was stated that carer involvement is essential for the complete and effective management of individuals with mental illness and the more openness there is, the better, but also, professionals should ask themselves what does the carer need to know?

From the perspective of the family member it was felt that supporting families is essential to achieving positive outcomes and that communication is key. It was also stated that care must be undertaken on an individual case by case basis and that hope must be provided, while being realistic.

The conference was extremely successful and presentations were given by family members and mental health professionals on the day.



## Community Resources - Basin Club



MOSAIC BY MATTHEW TUBRIDY

*Heritage of Hope* was the fitting title of our booklet produced by the Basin Club's art and creative writing groups in 2015. The depiction and sketch illustrated in '*Heritage of Hope*' fuelled the basis of a busy year of partnership upon which members and staff centred on recovery. One hundred and twenty two men and women engaged with the many and varied activities of Shine's Dublin-based resource centre, with daily attendance usually ranging from 30 – 60. A healthy National Lottery grant boosted our social activities with new directions supporting greater participation within the wider community.



LAPTOP COURSE CERTIFICATES - MARTIN QUILTY, HSE; JOSEPH; FERGAL; NOEL; JACQUI TAAFE COURSE INSTRUCTOR; ROSE; CHARLOTTE AND RITA

Following the club's independent evaluation earlier in the year our plan developed to include a mosaic of diverse recovery groups including W.R.A.P.; Taking Control; Health, Fitness and Nutrition; Health Management; Drama; Yoga; Music; Laptop courses; Global Democracy workshops; Daily Exercise walks; Daily Relaxation and Reading groups.

Members continued to broaden skills by working in reception, administration, housekeeping, shopping and taking the lead in facilitating daily meetings. Advanced skills were developed with the experience of chairing the centre's pivotal weekly members' forums. Five members successfully completed the club's training as Sunday Facilitators and embraced the opportunity of gaining experience of work as: key holders, chairing meetings, managing cash floats and supporting fellow members during Sunday opening.



LINDA KEOGH ON RECEPTION

Our own members facilitated Irish, French, German and the weekly sing-a-long group. Also weaved into 2015 was a new group with one of our members facilitating a crocheting skills group. The skills and experience gained by members from teaching in the Basin Club progressed with their co-tutoring in Crosscare's Community College. Certificates were achieved by many members for their participation in courses. Two members of our creative writing group were presented with an award by Dublin City University. With encouragement, over 50% of our members who attended more regularly found new directions and took up places in community adult learning centres.



THE COMMITTED ENTERTAIN AT OUR OPEN DAY  
FERGAL; FERNANDO; JOHN AND NOEL

A monthly *Basin Bulletin* was produced and edited by members who kept everyone informed of new projects and trips. An interesting community project which we engaged in was the *Pride of Place* gardening project with Dublin City Council, local business and residents. Highlighted too was John Murray's RTE radio interview with one of our members on how the club supports him in managing his ongoing mental health recovery. Also promoted was an exhibition of the work of one of our artists in a Dublin library. Recovery was the watchword too, for our open dialogues where we were joined occasionally by Dr Malcolm Garland.

Members and staff also presented the work of the Basin Club to various gatherings including a conference in U.C.C.





WEAVING WONDERS: CATHERINE, RITA, ALEX, ROSE, YVONNE AND RÓISÍN



CROSSCARE COMMUNITY CERTIFICATE CEREMONY - PATRICK; KEN KING (MANAGER) RÓISÍN; MARIEA; ORLA; JIMMY; RORY AND LISA (TEACHER) RECEIVING THEIR CERTIFICATES



DCU AWARDS RACHAEL AND HAZEL

The club's planned social and cultural activities benefitted from a National Lottery grant of €6,000. Members enthusiastically engaged in mapping out more than a dozen events, trips and community visits.

Timely cultural tours brought our explorers to locations of Irish significance:

- Our band of creative writers immersed themselves in the fertile ambience of Dublin's theatres to enjoy Wuthering Heights and Dancing at Lughnasa.
- Viking and Medieval Dublin was presented to our participants as they strolled back to Christchurch's Dublinia.
- An inviting expedition of the early 18th century Wicklow Gaol presented our members with a sedate account and sense of Irish life at that time.
- On another planned outing walkers were guided through Glasnevin Cemetery learning how events and famous names have bequeathed to us a legacy of current celebration.

- Members flowed along The Liffey as a cruise of Dublin Bay sailed our seafarers on a wonderful journey. The two-legged adventure coasted along stopping briefly in Dún Laoghaire before crossing over to Howth for a healthy lunch of fresh catch.
- Music filled the air of the National Concert Hall when Basin Club members took their seats and appreciated a wonderful performance after socialising over an early-bird meal.

The finale of 2015 for the Basin Club's members and staff came as we joyously carolled O'Connell Street from the pillars of the G.P.O.

Throughout the festive season members gave and received support within the resource centre and out in the wider community. 60 Members and staff celebrated Christmas with a hearty meal in a city centre hotel. On Christmas day itself some members of the Basin Club gathered for a planned festal lunch. Conversations of hope weaved through the anticipation of a bright new year ahead.



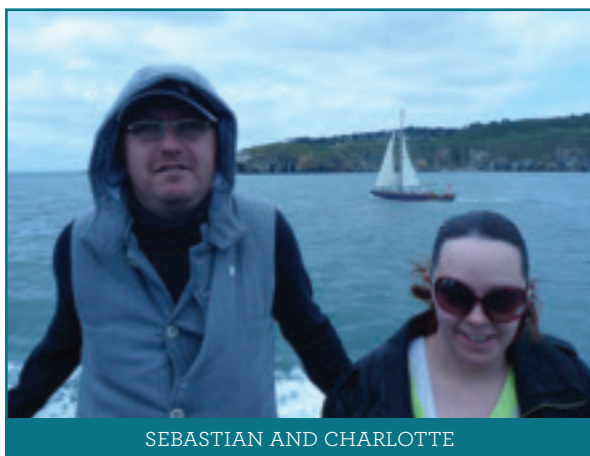
WICKLOW GAOL CULTURAL VISIT



A SCENE FROM DANCING AT LUGHNASA



TOURING GLASNEVIN: CECILIA; ANN; FERGAL; CHARLOTTE AND CAROLINE



SEBASTIAN AND CHARLOTTE



SÉAMUS; PAT; GER; RACHAEL; ANN AND ROBERT



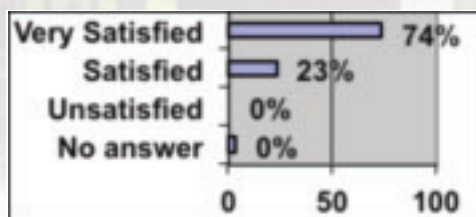
VAL; JOHN; GAVIN; PATRICK  
AND RACHAEL



ANGELÍN; MATTHEW; PAUL; THOMAS; CHARLOTTE;  
ANTHONY AND ELLEN

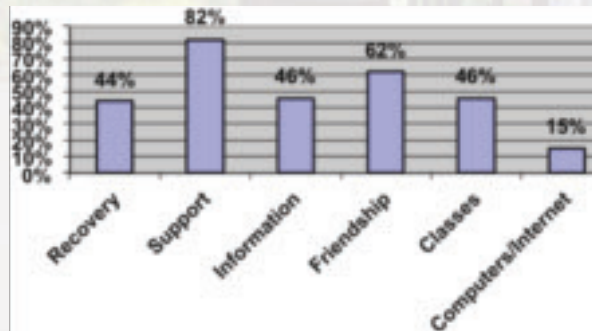
In December, we carried out part one of our annual evaluation, which is a three page anonymous questionnaire. 39 questionnaires were returned. Below are some sample answers.

#### HOW SATISFIED ARE YOU WITH THE BASIN CLUB IN GENERAL?



*"I think staff are great at encouraging us. Their support comes across like they actually enjoy what they do."*

#### WHAT ARE THE MAIN REASONS YOU COME ALONG TO THE BASIN CLUB?



*"The diversity of people and activities is what stimulates me and motivates me. The Basin Club is dynamic and constantly changing to adapt to the needs of the community of people."*

*"Excellent resource centre...I would be lost without it."*

*"Given the number of people who use the facilities on a daily basis everything is remarkably well maintained and organised. This is due to good staff/member cooperation."*



# The Basement Resource Centre

The Basement Resource Centre is a community in the South area. We have achieved in 2015 a community person centred approach to recovery by being a Drop in Community Centre, breaking new ground through our garden in Kyle Street and working a model with members that has moved with the times and with the Mental Health Recovery movement in Ireland. Evaluation reports and a Focus Group facilitated by an outside

facilitator provided a voice to members in 2015. The centre became an important part of the community area in the west side of Cork city, where we set up a community garden in a historical part of the city in Kyle Street and became part of a diverse community, working in partnership with organisations such as the Volunteer Centre, the Community Education Network and many more.



We continued working in partnership with local mental health teams, providing a community model along with the local medical teams that provide a supportive and inclusive approach to a person's recovery, whereby they become involved and gain information on their own mental health.

The centre works with South Lee, North Lee and Homeless mental health teams. The Centre has developed as a Community Recovery Space for people to work on their recovery. We also provide information on Shine and other services every week and are open on Friday Morning to the public, relatives, professionals and people interested in becoming a member.

The overall intention of the Basement Resource Centre is to support each individual member build the insights, understanding and capacity associated with recovery and mental illness. In 2015 we saw the importance of a community that is constantly involving and growing, and where peer support is considered to be of paramount importance.

## Our Values We Worked to and Recognised in 2015:

- Individuals and communities have the potential to change and improve their own lives.
- Members are entitled to live as healthy a life as possible, free from prejudice, discrimination, isolation and distress.
- Members are of equal importance but have different needs, and resources should be allocated accordingly.

## Key activities of the Basement Resource Centre:

- Drop in Monday to Friday for members.
- Open on Friday mornings which provides access to the public.
- Provision of impartial information and advocacy (e.g. training, employment, housing, rights and entitlements, services and supports).
- Day to day running of the resource centre by both members and staff.
- Skills development through participation (administration upskilling, co-Facilitation).
- Access to resources (e.g. training and meeting rooms, computers, email and internet).
- One to one support (mentoring and groups).
- Learning and education groups.
- Creative groups, art and crafts.
- Social groups, social events.
- Networking with the local community services and supports.
- Student placements from CIT and UCC (2 students on placement in 2015).

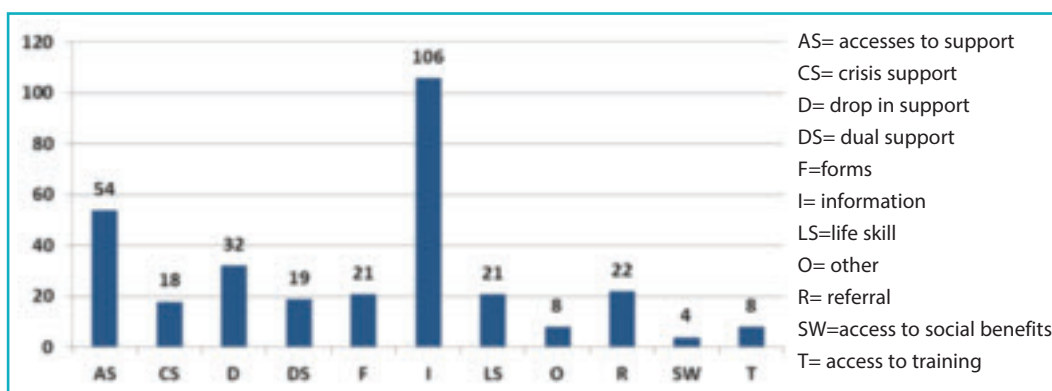


## MEMBERSHIP PROFILE IN 2015

- 26 individuals became new members of the Basement Resource Centre in 2015.
- 376 have joined the Resource Centre since we kept statistics in 2007.
- On average 27 individuals per day used the Resource Centre in 2015.
- A total of 159 Individuals used the Basement Resource Centre in 2015.
- 48 members availed of the Mentoring programme.
- 161 visitors availed of the open mornings on Fridays from 9.30 to 12.30pm, over a nine-month period in 2015.
- 5122 people attended the centre in 2015.
- 9 information web texts were sent monthly (108 information items about the Basement Resource Centre, Shine and community information were shared to members in 2015).
- 42 members attended 29 hours of community education learning, with 6 groups held.
- 18 participants took part in the green garden project with onsite hours 136.

## Outcome Log Graph

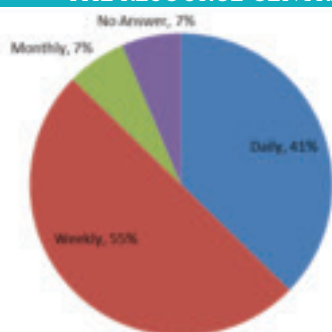
[12 weeks October to December 2015] shows the support the Basement Resource Centre Shine staff offered to members and non-members over a 12 week period and the services outcome was for members and non-members.



## Statistics from the Outcome Log

- Total people who linked in over 12 weeks = 318 (male = 198, female = 120).
- Some of the main supports required were for Shine services, Housing, Mental Health, Learning /Training/Education.
- Catchment area where people came from.
- North Lee = 147, South Lee = 111, Homeless area = 13, other areas in Cork = 30 and Outside Cork = 17.

## HOW OFTEN DO YOU USE THE RESOURCE CENTRE?

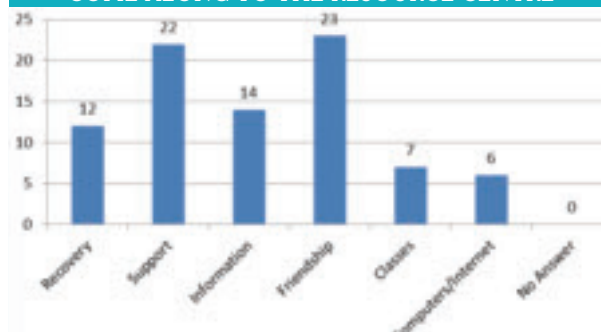


*"I find the social aspects of the Basement very beneficial"*

*"Without the Basement I'm isolated"*

*"Without the Basement I'd be sitting at home going crazy"*

## WHAT ARE THE MAIN REASONS YOU COME ALONG TO THE RESOURCE CENTRE



*"Good support from staff and members creating a friendly environment"*

*"The support and friendship here is really good"*

*"Support, Information and friendship"*

*"I wouldn't be here now only for Shine"*

# Review of the Services in 2015

## Shine Green Ribbon Garden Project

The garden is a multifaceted development project led by the Shine Basement Resource Centre, produced by the Centre and participants from other services in the community, e.g. North Lee Day Centre and Rehab Care.

Supported in 2015 by Cork City Council, HSE South development department and many other organisations and businesses in Cork City, the garden hosted a variety of events in 2015 for occasions such as World Mental Health Day and joined up with the Cork Quarter Block festival.

In 2015, the garden achieved the message of stigma reduction with our partners in the See Change Green Ribbon campaign 'One conversation at a time'.

The garden has provided an opportunity for creative engagement, experimental learning and community integration.

## Community Education Network

In 2015 the Basement Resource Centre took part in the City Community Education Forum. Funding was provided to access hours through the Cork Education Training Board and Cork City Partnership. Learning groups were run by the Centre whereby members had the opportunity to learn new skills and move on to courses in their community.

In 2015 the Basement Resource Centre developed strong links with other organisations in the network by taking part in developing a working paper titled 'Inspiration in Education'. It was launched by TD Sean Sherlock, Minister of State for Development and Trade Promotion. According to Aontas, the National Learning Organisation, participation in Community Education supports people towards many different outcomes at a personal, family and community level.



STAFF AND MEMBERS IN THE GREEN RIBBON GARDEN PROJECT KYLE STREET, CORK CITY

## Art Network (Mayfield Arts Centre)

In 2015 the Basement Resource Centre forged links with Mayfield Arts Centre, based in Newbury Community Centre in the Northside of the city. Funding from Mayfield Arts was provided for seven members who learned the skill of Printing in Art. An exhibition of their work was held showcasing the creative flare that we have in the centre, which provided an opportunity of learning a new skill.



MEMBERS SUSAN ALLEN AND ELAINE CURTIS AT THEIR PRINTING EXHIBITION IN MAYFIELD'S ART CENTRE, NEWBURY HOUSE, MAYFIELD, CORK

### Projects/Groups that finished and Challenges of Community Learning

Community practices state that the concept of learning in a community environment is to be open to new ideas. The empowerment that a person learns from non-successful outcomes and closure of groups is the resilience we have and can all learn from the concept of new learning.

- Active citizenship. In 2015 we endeavored to support members in community issues at local level such as the upcoming budget, the appointment of the new Lord Mayor etc. A group was formed and communication was made with local representatives so members' voices could be heard on issues that affect them on a daily basis. The group closed after a few meetings due to lack of interest.
- Focus Ireland's Housing Clinic closed in December 2015 due to staffing levels at Focus Ireland in Cork and the demands on them due to the housing crisis in Cork. The clinic gave the opportunity for Shine members to avail of housing information and accesses to support once a month.

### Groups in 2015

These groups were held in 2015 by agreement with members at the weekly members meeting. They were facilitated either by members, staff or outside facilitators.

- Art Group
- Positive Lifestyle Workshop
- One to One Computer Skills Training
- Women's Being Well group
- Assertive Workshops
- Stress Management
- Craft Workshops
- Walking/Social Group
- Peer Support
- Expressive Art Workshops
- Being Well group
- Setting up Gardening Workshops
- Printing Classes
- Garden Committee Meetings
- Taking Control Workshops
- Wrap Group
- Cooking Classes
- Administration Training and Members' Work Experience
- Setting up of a Women's Group; Learning, Fun and Creativity
- Games Afternoon
- Crochet and Knitting Group
- Singing Group
- Creative Writing group

### Notable Events in 2015

- Launch of 7 members' printing work funded by and held in Mayfield Art Centre, Newbury House on the 15th June. Attended by members, their families and friends.
- 'Walk in My Shoes' Event, 12th April 2015 to raise funds for Youth Mental Health, in partnership with UCC and local schools
- A Spring Gathering held on 20th March was attended by the Basement Resource Centre and other Cork Shine departments. We had a Talk on positive psychology and a group's art work in the afternoon.
- An Easter Meal was attended by staff and members on the 2nd April 2015.
- There were five Taster Talks held in 2015 (on Sleep, Fire Safety and a talk on Medication from a local Pharmacist).
- In Summer 2015 a Walking/Social group attended a number of musical events held in Fitzgerald Park, Cork.
- The Basement Resource Centre held an event on World Mental Health day on the 9th October 2015 in the Green Ribbon Garden Project in Kyle Street in Cork City. Also there was a local group called

Somerisesomefall who launched their CD to raise funds for Shine. On the day everyone raised awareness of 'Dignity in Mental Health' and fun was had by all.

- Staff and members of the Centre attended a Family Festival in Kyle Street as part of the green garden committee on the 22nd August 2015.
- A talk was given on community recovery on the 22nd September 2015 to OT students in UCC by staff and relatives.
- The Christmas party was held in the Centre on the 23rd December and the Christmas meal was held in Clancy's on the 9th December.

#### Summary of the Basement Resource Centre in 2015

Recovery demands that a person has choices. The key to any person's recovery depends on choices that cater for the individual's journey on the road in living with a mental health illness. In the Basement Resource Centre, Shine in 2015, we created a community that kept to our values and faced new ideas and challenges [Green Ribbon Garden] and the challenges of housing issues in Cork in 2015 [closure of the Focus Ireland Housing Clinic].

In order for the members within the Basement Resource Centre, Shine to begin to effect change, both staff and members came together in a community space working together in partnership.



CHRISTMAS IN THE BASEMENT RESOURCE CENTRE 2015, A BOX OF NEW TOYS THAT THE MEMBERS COLLECTED FOR THE CHILDREN IN EDEL HOUSE HOSTEL AT CHRISTMAS TIME

We increased the involvement of members in the planning and development of new ideas e.g. Green Garden Project Committee, setting up a women's group facilitated by staff and a member. Administration/Information work is carried out by members on a weekly basis. The Mentoring programme offered drop-in support and Advocacy that members can choose who they work with on their Recovery Plan. Members engaged in peer support on a daily basis whereby contact was available daily through groups, chat and sharing experiences.

#### 2015 Quotes in Reports from Members of the Basement Resource Centre

Members' quote from 2015 Centre Evaluation report:

*"Confidence, speech, friendship and help with letters.  
I have something in common with people and I can talk freely"*

Members' quote from the Green Garden Project report:

*"Meeting new people and to get involved in the community"*

Quote from the focus group report 2015:

*"They saw the centre as a place whereby the individual's story was not judged"*



# Discovery Resource Centre, Waterford

During 2015, the Southeast Shine Regional Office moved to the Shine Discovery Building in Waterford. Our activities in the Southeast from January were supporting Shine groups throughout the region in Carlow, Kilkenny, Wexford and Tipperary. The work in Waterford at this stage involved the commissioning of the Shine Discovery building in the first half of 2015.

## SOUTHEAST REGION

### Phrenz/Self-experience Support Groups

The Kilkenny, Carlow and Clonmel support groups for people with self-experience of mental ill health continue to offer a space for people to come and share experiences and to receive and offer support to others with similar experiences. Support from Jessica Statham the Support and Information Officer can also be obtained if needed.

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

There are other relatives' 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 stood down 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 in 2015 where a number of Taking Control workshops were carried out in the southeast.

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, which is now being expanded to all of the southeast region.

Shine would like to thank the National Lottery in the southeast for its generous support in providing funding

for the support groups for people with self-experience of mental ill health and their relatives throughout the southeast. Many new experiences were discovered by all those who took part in social occasions, which had elements of mindfulness, artistic discovery and other group activities.

The move to Waterford in June was a landmark in the history of Shine in the southeast region and a daunting experience as all change is, "at last change is coming", to "this is bigger than I thought" and then to, "I can see myself in the future" and finally "this can work and be good", (see *The Process of Change in the Taking Control workbook*).

One of the first activities to occur in Shine Discovery was the welcome of Jessica Statham to the Shine Discovery team. Jessica has taken up the role as Support and Information Officer and replaced Miriam Gray who left the post in 2015.

Below are graphics which illustrate activities undertaken in the Shine Discovery Building from July to December 2015. As you can gather 2015 has been a very eventful year.

Welcome to Shine Discovery!



The new office for Shine in the southeast is situated in the very heart of Waterford city, opposite the Clock Tower a landmark on the quays.

Shine services provided in the southeast continue as previously, that is support groups, workshops, individual meetings, special projects, information and support.

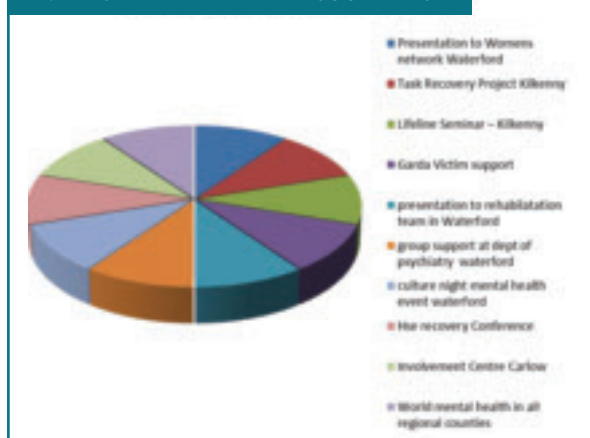




What has changed is that the Shine office based within the Shine Discovery Building in Waterford provides the organisation with a larger space to work in. This larger space will enable Shine to develop a recovery hub; a centre of excellence, the purpose of which is to provide time and space for each individual to build on their strengths and develop the understanding and skills they need to navigate life issues.

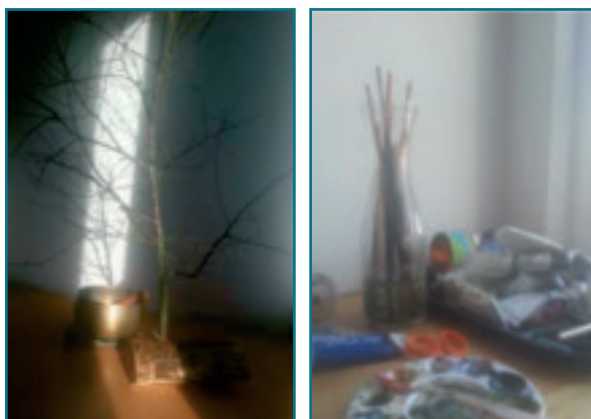
Within that Shine recognises the importance and benefit of the shared experiences and learning within peer groups and between the different stakeholder groups. That said, Shine Discovery will work collaboratively with the community, voluntary, the Health Service Executive and other statutory organisations in a collaborative way with the aim of providing a recovery orientated service to people with self experience of a mental health difficulty.

EVENTS ATTENDED IN THE SOUTH EAST



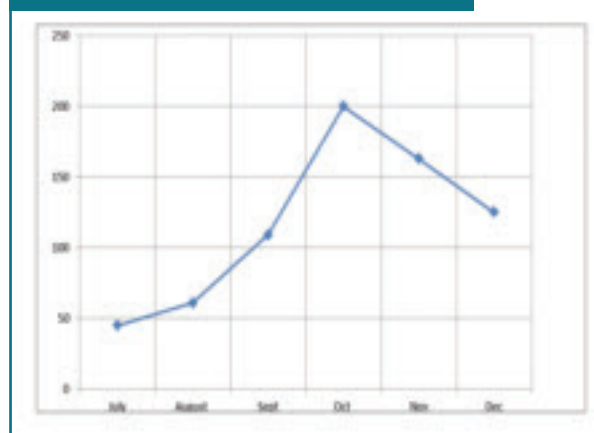
### Naturalistic

The group activities in the Shine Discovery building are naturalistic, in that what emerges is encouraged without undue influence as to the outcome, leading to a sense of self, empowerment and control by the attendees. A meditation group is held every Friday in the Shine Discovery Building.



As you can see from the chart below people who attended the multitude of Shine Discovery activities and collaborations in the months from July to December 2015 have exceeded 700 people, which goes some way to achieving the aim of Shine Discovery as a Community Recovery Hub.

VISITORS TO THE SHINE BUILDING



Not only are the Shine Discovery team working in the Shine Discovery Building in Waterford, but we are also as usual, fully fulfilling our commitment to offering high levels of support to the other counties in the region too.

### My Personal Discovery Map

The Personal Discovery Map is devised in order to promote discussion on topics and issues, which are encountered every day. Attendees will be encouraged to use techniques such as reflective thinking, exploration, weighing up evidence, coming to a conclusion and finally naming what has been discovered.

This is a highly interactive piece of work, which has a need to be done in tandem with Shine Discovery staff.

This element of the work has received positive reviews from attendees who have engaged with this strand of Shine's Discovery work.

# Policy Promotion

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During 2015 Shine was involved with the following organisations:

## Mental Health Reform

Shine was actively involved in progressing the work of 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.

For more information please visit <http://www.eufami.org>

# Officers and Professional Advisers

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

## COUNCIL

(at 31 December 2015)

Kevin Jones (Chairperson)  
Catherine Bourke (Treasurer)  
Tony Francis  
Karen Cobbe (Secretary)  
Patrick Guerin  
Shirley Healy  
Regina O'Flynn  
Brendan Cooney

## 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 2015 there were seven Council meetings with the following attendance:

Kevin Jones	7/7
Karen Cobbe	4/7
Tony Francis	4/7
Catherine Bourke	7/7
Regina O'Flynn	7/7
Patrick Guerin	3/7
Shirley Healy	1/3
Brendan Cooney	3/3
Sean O'Donoghue	2/2
Bridget Birmingham	3/5
Mary O'Connell	0/2
Tom Houlihan	2/4

# 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 2015 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 2015 Shine undertook preparatory work in anticipation of adopting the Statement of Recommended Accounting Practice (SORP) for the presentation of the 2015 accounts. Unfortunately due to technical issues with the 2014 Companies Legislation we have been advised that we should not proceed with the SORP presentation. We are hopeful we can complete this process for the 2016 audited 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 the 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 Council for the 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.



CATHERINE BOURKE  
TREASURER

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 CEO and Finance Manager of Shine.

A handwritten signature in dark ink that reads "Catherine Bourke". The signature is written in a cursive style.

Catherine Bourke  
Treasurer

# Shine's Financial Statements

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

### BALANCE SHEET AS AT 31 DECEMBER 2015

	Notes	2015 €	2014 €
<b>Tangible Fixed Assets</b>	7	684,809	705,142
<b>Current Assets</b>			
Cash at bank and in hand	8	1,286,288	1,271,092
Debtors	9	58,557	66,201
		1,344,845	1,337,293
<b>Creditors</b> Amounts falling due within one year	10	(462,262)	(485,351)
<b>Net current assets</b>		882,583	851,942
<b>NET ASSETS</b>		1,567,392	1,557,084
<b>Represented by:</b>			
Revenue reserves	11	1,567,392	1,557,084

The financial statements were approved and authorised for issue by the Board of Directors on 19<sup>th</sup> March 2016 and signed on its behalf by:

**KEVIN JONES**  
Director

**CATHERINE BOURKE**  
Director



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

**DETAILED OPERATING STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2015**

	2015 €	2014 €
<b>INCOME:</b>		
HSE:		
- Northern Area	640,183	628,372
- Southern	304,566	304,228
- Western	89,533	89,078
- Midland	71,156	71,582
- South Eastern	76,641	79,465
- Mid Western	70,392	73,958
- North Eastern	73,225	73,744
- North Dublin Resource Centre	280,348	277,033
	<b>1,606,044</b>	<b>1,597,460</b>
Genio funding project	60,471	67,881
See Change project	187,018	256,367
NOSP - Headline	149,296	133,244
NOSP - One Stop Shop	-	27,044
NOSP - Taking Control	48,492	57,998
NOSP - Seconded staff	72,018	73,637
NOSP - Please Talk	51,128	25,742
NOSP – Workplace Training	35,239	-
ESB Electric Aid	-	5,009
Bequests	2,000	10,000
Grants and co-funding	24,434	24,435
Donations and membership fees	34,590	33,670
Alan Reid Funding	3,322	-
Interest received	9,995	417
Management fees	-	16,910
Contribution from The Schizophrenia Ireland Lucia Foundation		
Development Company Limited	3,925	461,239
Other incomes	11,533	10,535
	<b>693,461</b>	<b>1,204,128</b>
	<b>2,299,505</b>	<b>2,801,588</b>
<b>EXPENDITURE</b>		
Staff costs	1,529,762	1,513,114
Direct Provision of Self Help Groups	129,364	130,805
Specific Information Training and Education	86,585	78,504
General Awareness Raising	268,334	249,998
Governance – Non day to day activities	53,229	58,270
Support Costs	221,923	227,424
<b>TOTAL</b>	<b>2,289,197</b>	<b>2,258,115</b>
<b>NET SURPLUS FOR THE FINANCIAL YEAR</b>	<b>10,308</b>	<b>543,473</b>

# Governance & Operations

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## Governance Code

During 2015 the council and management worked to ensure that Shine fully complied with the Governance Code for the community, voluntary and charitable sector in Ireland.

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
- Policy on Garda vetting
- 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
- Apportionment policy



## 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

# Notes

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# Notes

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Lined area for taking notes, consisting of multiple horizontal blue lines.

## Notes



**Awareness**

**Counselling**

**Education**

**Information**

**Listening**

**Resource Centres**

**Recovery Focus**

**Support**

**Tel: 1890 621 631**

**[www.shine.ie](http://www.shine.ie)**



#### EASTERN REGION

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

#### NORTH EASTERN REGION

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 9351931  
F: 057 9326488

#### SOUTHERN REGION

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

#### BASEMENT RESOURCE CENTRE

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

#### WESTERN REGION

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

#### MID-WESTERN REGION.

T: 087 7878222

#### SOUTH EASTERN REGION

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](mailto:info@headline.ie)  
W: [www.headline.ie](http://www.headline.ie)

Website: [www.shine.ie](http://www.shine.ie)  
Email: [info@shineonline.ie](mailto:info@shineonline.ie)  
Confidential Information Helpline:  
1890 621 631  
Monday to Friday 9am to 4pm  
Email: [phil@shineonline.ie](mailto:phil@shineonline.ie)