



Clanwilliam Institute

Personal, Relationship and Family Consultancy

National Annual Report

2010

“Putting People First”

MISSION STATEMENT

Clanwilliam Institute is a registered charity, whose mission is to provide high quality and accessible services to the general public including systemic psychotherapy, professional training programmes, organisational consultancy and research. The values of excellence, accountability and transparency guided by ethical rigour and best practice inform all the Institutes activities.

Chief Executive Summary

Dear Friends and Colleagues,

I am delighted to present the first annual report of the Clanwilliam Institute. Clanwilliam Institute is identified with high quality and accessible professional services. The values of excellence, accountability, transparency and ethical rigor underpin and permeate our service delivery. This report sets out both our achievements and the challenges we faced in 2010.

I would like to take this opportunity to thank the Board of Management of Clanwilliam and all those colleagues and friends who have supported and contributed to the development of services at Clanwilliam Institute during 2010.

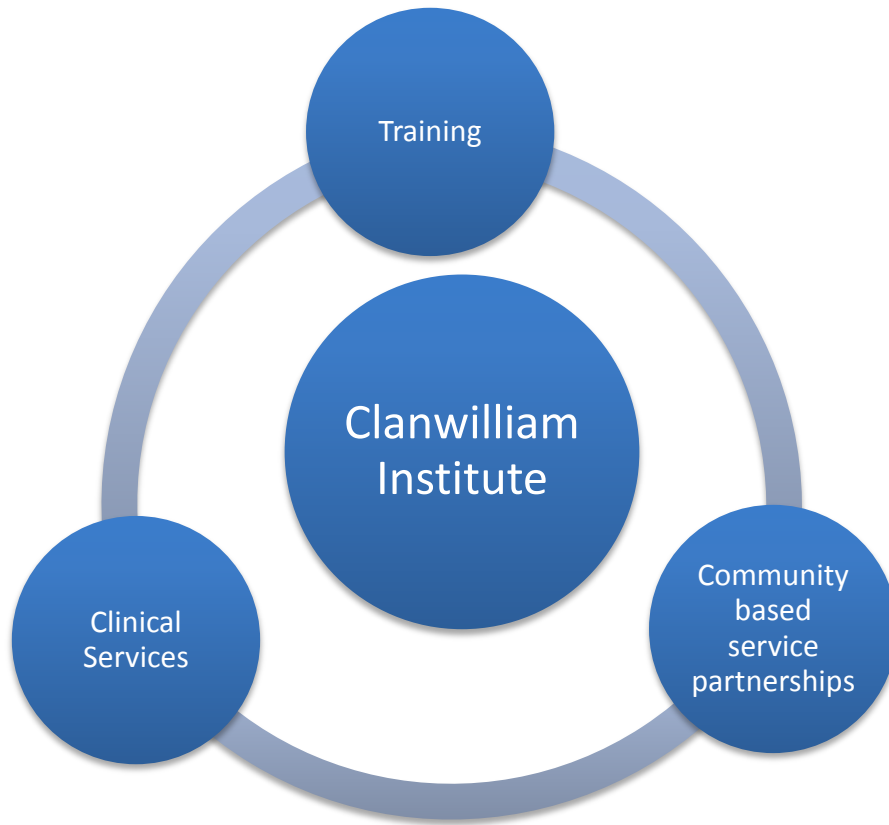
I would also like to thank the management/administration team and all our staff and trainers for their hard work during 2010, to strive to continue to deliver a high quality service for our clients, particularly given the challenging economic environment we currently find ourselves working within.

Clanwilliam Institute continues to be dedicated to ensuring a transparent, accountable and compliant Corporate Governance structure, which provides the basis from which we can deliver quality services consistently and in line with our mission and core values.

Aileen Tierney

CEO

January 2011



Core Services

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8. Summary

1. INTRODUCTION TO SERVICES

Clanwilliam Institute was founded in 1982 with the objective of developing Family Therapy services in Ireland. The goals set by the founders included developing clinical services, training programmes and research activities, which would enhance the common good through making family and systemic psychotherapy and consultation more widely practiced and available. Much of the original vision has been accomplished. The Institute is now recognised as one of the leading centres in the country for the delivery of systemic family therapy clinical services and Professional training for mental health professionals. Clanwilliam continues to build on these original goals and aims through the ongoing expansion and improvement of its clinical services and in the accreditation and ongoing development of its training courses.

1.1 Management Structures

The Board of Management governs Clanwilliam Institute. The Chief Executive oversees the day-to-day running and management of the organisation. The clinical services in Clanwilliam have a designated manager, as does the Training department. Many of the other services such as community based services, mediation, continuous professional development; employee assistance and the individual training programmes are planned and reviewed using both ongoing and ad hoc consultative team approach. The operational approach, in Clanwilliam, is predominantly situated in a relational, dialogical, reflexive and consultative style (what does this mean?).

1.2 Service Provision

Counselling Services

Clanwilliam Institute continues to provide professional therapy services to a very broad and wide ranging client base, both in terms of the nature of presenting difficulties and the socio- economic backgrounds of clients.

Clanwilliam Institute provides counselling services to company employees, the HSE, the Courts, voluntary organisations, the education system and to individual's, couples and families. Clanwilliam also provides some services in partnership with other agencies such as the School Completion Project in Crumlin, Genesis Counselling Service in Corduff and is beginning to create a link with the Traveller Counselling project.

The community-based partnerships are in keeping with the Clanwilliam objective of accessibility, particularly to more marginalised populations.

Due to the strong emphasis on both teaching and learning Clanwilliam Institute remains as a leader in the forefront of developments in the psychotherapy field both locally and in the wider global and European context. As a consequence therapists providing services at Clanwilliam are constantly at the cutting edge of the professional developments.

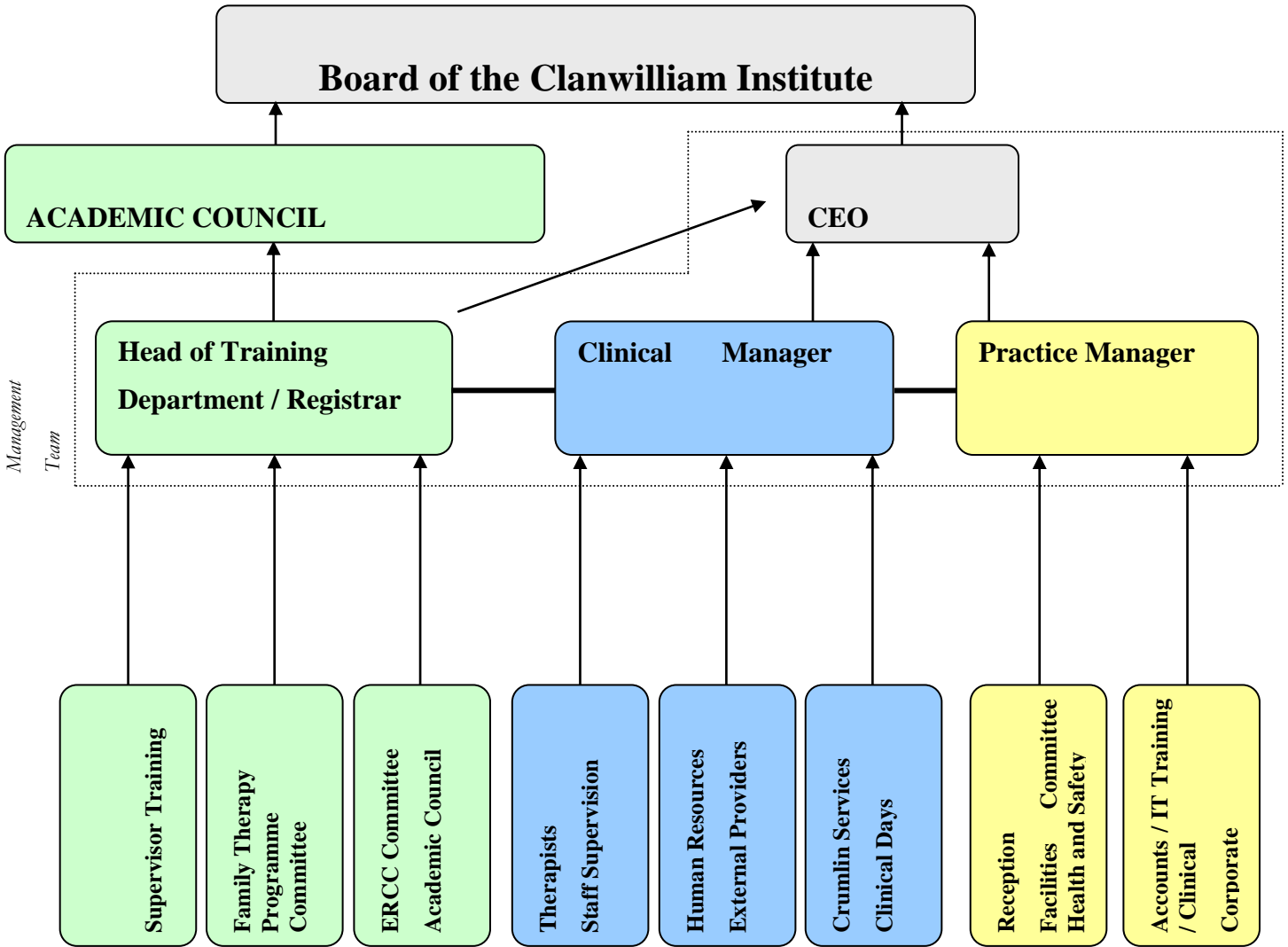
Clanwilliam also places a very strong emphasis on ethics and quality assurance and has instituted many practices and procedures for reviewing and ensuring the delivery of a quality service to all our clients.

Training Services

Clanwilliam Institute provides training to mental health professionals and others through the provision of high quality, accessible post-graduate education. This includes ongoing professional development and training at both diploma and postgraduate degree levels in the area of systemic psychotherapy and in systemic supervision. Clanwilliam has ensured quality in the delivery of its MSc training programmes in seeking and receiving external accreditation from FTAI and HETAC.

1.3 Organisational Structure

Clanwilliam Institute Structure



1.4 Company Board Membership

The Board comprised 5 members in 2010:

Helen Haughton (Retired end of 2010)

Koos Mandoos

Arlene Healy

Nollaig Byrne

John Finnegan Secretary (non director)

Ann Richardson (Joined late 2010)

The Board oversees the strategic direction of the organisation, quality assurance and corporate governance functions. New members are currently being sought for board membership to expand the skills range available to the organisation and to reflect the recommendations for diversity in board membership of charities.

2. CLINICAL SERVICES REPORT

2.1 Employment Assistance programmes

Clanwilliam Institute provides Employee Assistance Program (EAP) services to 14 companies from larger financial institutions to smaller companies and voluntary organisations. In 2010, these services predominantly related to the provision of individual counselling services for corporate employees although other services are on offer through the EAP service. In 2010 we also provided some critical incident responses in one company and facilitation in relation to organisational change. In addition to this we provided work place dialogues and conflict mediation.

2.2 Clinical Therapy

Throughout 2010 Clanwilliam continued to have an active referral base and an ongoing waiting list for services. Of notable change was the increasing number of clients seeking lower fee services.

2.3 Mediation Services

Mediation services declined in 2010. This may have related to a number of factors such as couples seeking alternative mechanisms such as mediation services provided by the State at no cost to the client and to a slight reduction in the numbers of mediators practicing in Clanwilliam.

3. TRAINING COURSES REPORTS

Course Enrolment for	2010/2011	2009/2010
TOTAL NUMBER	26	18
Supervisor Training 2010-2012 (TISP)	4	0
Internship 2010-2011	6	2
Year 3 MSc	3	4
Year 2 MSc	6	5
Year 1 MSc	7	7

Graduation 2010: TOTAL NUMBER OF GRADUATES: 11

3.1 Training in Supervision

During 2010 the Family Therapy Association approved a revised Clinical Supervisor Training Programme, with significantly different requirements. In 2010, Clanwilliam Institute created a new Supervisor training programme with regard to these new criteria. This development was undertaken by the Training in Supervision Programme co coordinator. The first new trainees were admitted to the programme in November 2010. This Course will run until spring 2011.

3.2 M.Sc in Systemic Psychotherapy

Intake to this programme was smaller than hoped for in 2010 but given the economic climate and the demands being placed on professionals working in the general area of health provision it is not surprising. Students seeking to be trained in systemic psychotherapy are currently facing enormous obstacles. Public body funding is not available. Funding from private sources such as HSE is to a great extent now becoming less available. Training institutes for the most part need to pass on the full costs of training to the student given the intensive nature of training in systemic psychotherapy which makes it labor intensive and very costly to provide. At the same time training is required to meet with both professional and academic requirements. This postgraduate training is now required to be for 4 years, and to involve substantial time and work as well as financial commitment.

Clanwilliam worked to respond creatively to learners needs by: a) providing training in the evenings and weekends as students were finding it increasingly difficult to get leave from work to attend training programmes and b) considering issues such as RPL to recognise learning already undertaken.

Recognition of prior learning processes

During 2010 Clanwilliam updated its RPL procedures and continues to consider access transfer and progression routes for all students in so far as resources permit. RPL allows the creation of a level playing field where those who have attained knowledge, skills and competence can be recognised for this achievement. They can then access courses where they do not have exactly what is required; and can move between courses as the need arises ; this facilitates learner transfers without the need to repeat learning which has already been attained.

4. COMMUNITY PARTNERSHIPS

4.1 School Completion Services Crumlin

Clanwilliam provides a family therapy service under the auspices of the school completion project and in conjunction with four schools in the crumlin area. In 2010, 27 clients were referred to this service with 135 appointments been offered.

4.2 Genesis Services Corduff, Blanchardstown

In 2010 a partnership for the delivery of team based family therapy service was instituted between the two agencies. Clanwilliam now provides team-based family therapy in conjunction with its training programmes in Genesis twice weekly. Approximately 150 clients are seen per year.

4.3 Traveller Counselling Service

Clanwilliam is interested in supporting the traveller counselling service initially in the provision of family therapy services as required, with a view to considering what further links might exist between the two agencies going forward.

5. ORGANISATIONAL REPORTS

5.1 Information and Communications Technology

In 2010 a number of grants were applied for to both upgrade our website and create a more dynamic interface. Work has commenced on the website developments .We also outsourced data to a remote server as a way of ensuring secure and retrievable

data.

5.2 Training and Development

Staff members undertook a number of training programmes in 2010, both short courses and more lengthy training. One staff member, with a view to reviewing our health and safety policies and procedures, undertook a short course in health and safety. Three staff members, with a view to implementing PQASSO through 2011, undertook a course in the use of PQASSO quality assurance manual for charities. Many clinically based training courses and one-day workshops were undertaken by a large representation of the staff cohort. Clanwilliam also provided a number of training days for its staff with the invitation of external speakers.

5.3 Human Resource Management

An ongoing review of organisational needs in relation to human resources took place in 2010 with the recruitment or restructuring of resources to cover new and developing organisational opportunities or needs.

6. REPORT FROM WORKING GROUPS AND STANDING COMMITTEES

6.1 ERCC – Ethics Research Consultative Committee

In 2010 The ERCC provided feedback to learners on research proposals and some suggestions to the management team in relation to developments in the ethics/research domains.

6.2 Academic Council

The Academic council reviewed a number of policies and procedures in 2010 in relation to course provision and approved drafts for board review.

6.3 Qualities and Evaluation/ Institutional Review

A committee was established to consider organisational review and quality assurance review. Three members of this committee undertook training in PQASSO with a view to implementation in 2011/2012.

6.4 RPL

An RPL committee was established to consider and institute policies and procedures to process applications for retrospective masters awards.

7. STATISTICAL INFORMATION

7.1 Staff Figures

We currently have 22 therapists contracted to provide services situated in our Dublin practice at the Clanwilliam Institute and 20 additional registered accredited therapists, most of whom have trained with the Institute, located around the country and subcontracted to provide services on our behalf. All of our therapists are registered with the Family Therapy Association of Ireland (FTAI). Therapists are also registered with the Irish Council for Psychotherapy (ICP) and in addition to this many are the holders of the European Certificate in Psychotherapy (EAP). Some of our senior therapists are also registered supervisors; this means they provide training and supervision both to individual therapists and to those undergoing training. All our therapists also attend continuous professional development workshops throughout the year and all are bound by the codes of ethics and professional standards of these organisations.

Within the philosophical positioning of Clanwilliam Institute professional ethics are an integral part of professional thinking and practice and a part of personal and professional growth. The Clanwilliam Institute ethos is grounded in ethical principles drawn from professional codes of practice, a duty of care towards all involved – clients, students, colleagues and the public– and a commitment to the development of non-discriminatory practice and service delivery.

This multiple philosophical positioning requires a reflective critical stance towards the activities and practices of the Institute. The CWI Quality Assurance Procedures outlines processes of description, review and consultation in relation to the ongoing development of new and existing services and activities, including training programmes and clinical services.

7.2 Clients

The types of presenting issues and client named challenges in the Clanwilliam Institute are broad ranging from individualized descriptions of addiction depression / anxiety and work stress to more relational and relationship based descriptions such as family and relationship conflict, child and adolescent behavioral issues, bereavement and loss related issues.

	2010	2009
Client numbers	715 clients	783 clients
Appointments available during the year;		
Clanwilliam Institute Dublin	3385	3883
Genesis	192	180
School Completion Project	144	122
EAP Nationwide	128	131
EAP Dublin	429	522

7.3 ANNUAL ACCOUNTS

CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31st DECEMBER 2010

	2010	2009
	€	€
INCOME		
FSA GRANT	139,100	139,100
STUDENT FEES	152,271	110,460
CLINICAL SERVICES	181,054	184,959
CORPORATE SERVICES	156,946	168,221
TOTAL INCOME	629,371	602,740
EXPENDITURE	606,097	611,898
PAY	510,126	507,573
NON-PAY	95,971	104,325
BALANCE YEAR END	22,610	(10,432)

8. Annual Summary

During 2010, we continued to progress the development of quality clinical and training services and to build and develop new partnerships in the community and to make significant progress on the implementation of our strategic plan. During 2010, we provided clinical services to 715 clients and their families.

We continued to focus on some key areas of our strategic plan which included accessibility and quality of service delivery in all areas of the organisation.

Accessibility was considered in 2010, with a view to increasing awareness and increasing accessibility amongst marginalised groups to therapy services in order to broaden more the client base and to include greater multicultural diversity both in the Clanwilliam student population and in its client base. The value of accessibility is an important part of the service. The numbers attending Clanwilliam from marginalised groups in society are not yet fully representative of the general population. Through the provision of community partnerships and support and supervision for family therapists working in these services Clanwilliam has begun to address the issue of accessible services in 2010 to a much greater extent than previously. Clanwilliam has continued to provide a significant and important therapy and training service in a difficult economic context but at a time when services such as ours are required to a much greater extent than previously.

The achievements in relation to financial control and corporate governance in 2010 ensure Clanwilliam continues to offer a viable, essential and high quality service.

Aileen Tierney
CEO