



Clanwilliam Institute

Personal, Relationship and Family Consultancy

Annual Report

2011

“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 second 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 throughout 2011.

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 2011.

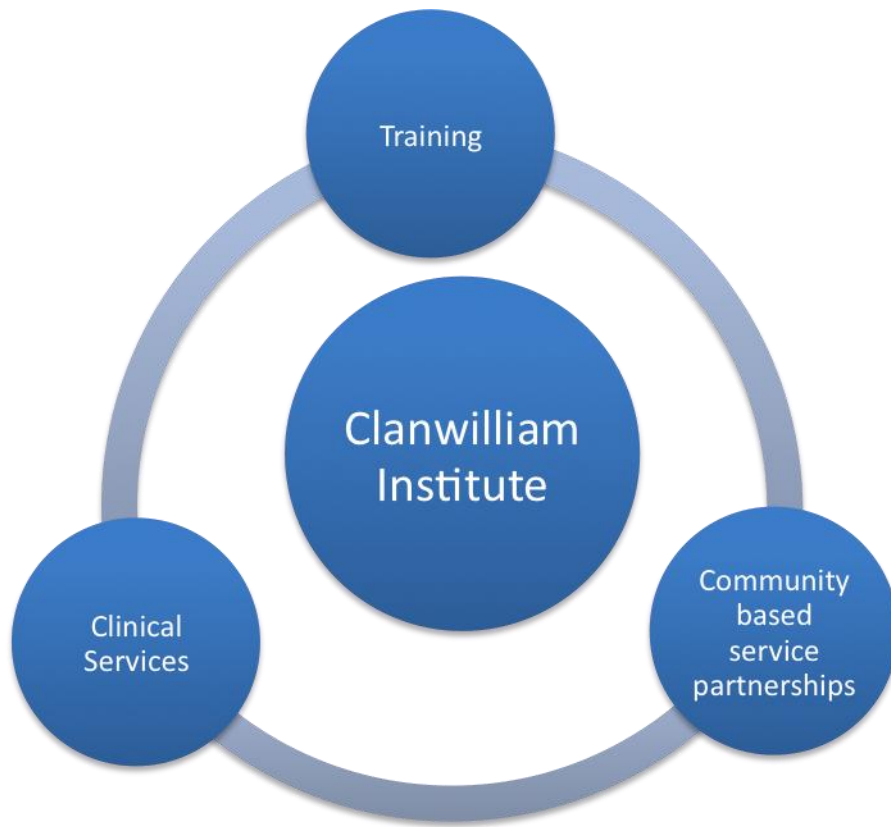
I would also once again like to thank the management/administration team and all our staff and trainers for their hard work during 2011, to strive to continue to deliver a high quality service for our clients, particularly given the challenging economic environment we currently find ourselves working 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 2012



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 and consultative style.

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 individuals, 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, Jigsaw in Galway and 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 professional developments. In 2011 Clanwilliam was awarded the European Association certificate of accreditation for its Msc in Systemic Psychotherapy.

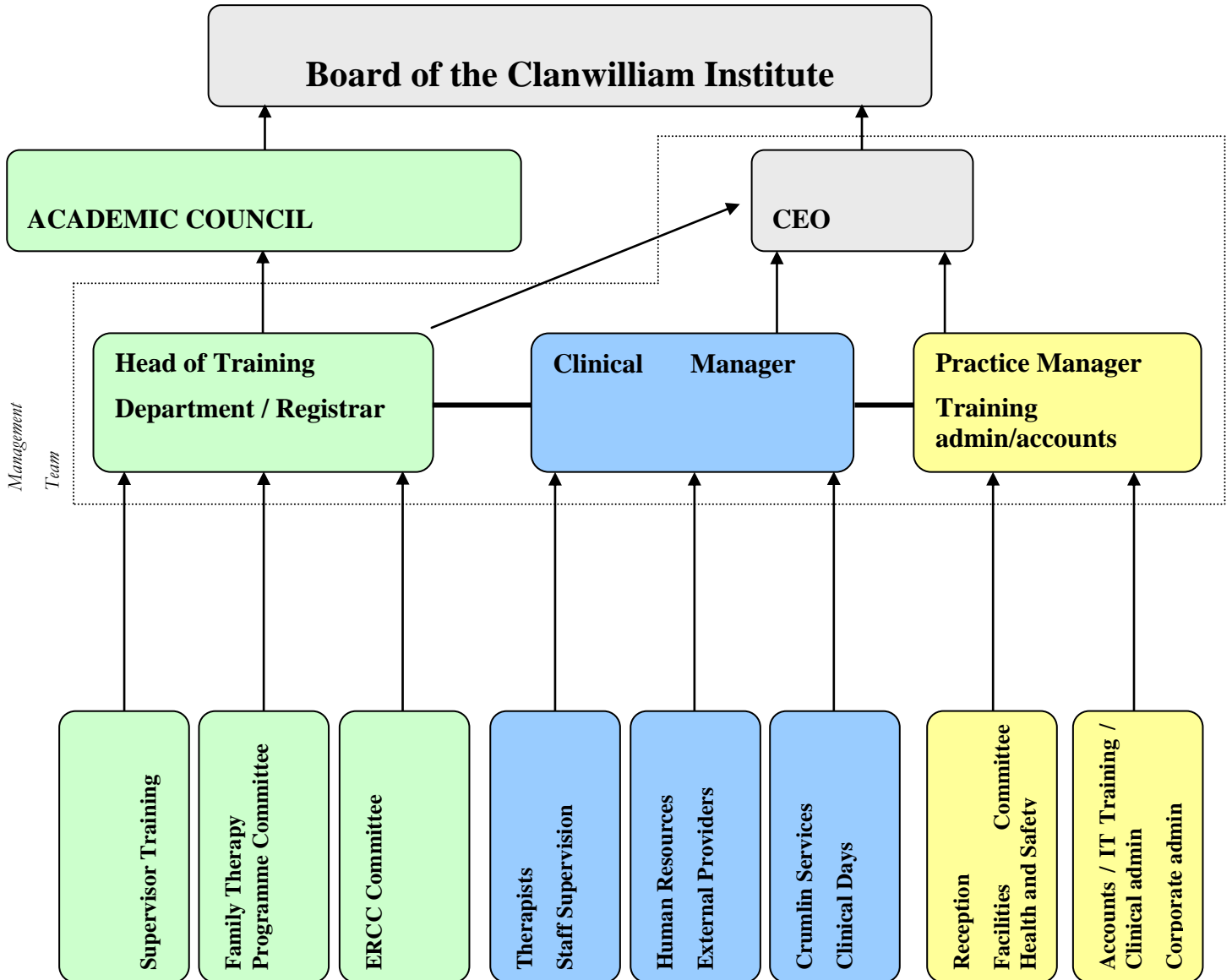
Clanwilliam also places a very strong emphasis on ethics and quality assurance and has instituted many practices and procedures for reviewing and ensuring the delivery of a quality service to all our clients.

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 both professional from FTAI, Family Therapy Association of Ireland , and EAP, European Association of Psychotherapy and with HETAC , Higher Education Training Authority as a level 9 masters and postgraduate programmes. Clanwilliam is the first psychotherapy programme in Ireland to receive European accreditation with EAP.

1.3 Organisational Structure

Clanwilliam Institute Structure



1.3 Organisational Structure

Management

CEO/Head of Training: Dr. Aileen Tierney

Clinical Manager: Ray O Sullivan

Practice Manager: Training Administration/ Accounts Michelle Mc Cafferty

Programme Committee M. Sc Systemic Psychotherapy

Dr. Aileen Tierney

Ines Collins

Corry De Jongh

Dr. Grania Clarke

Ray O Sullivan

Dr. Valerie O Brien

Ruth Eustace

Supervisor in Training Programme

Programme Co-ordinator: Dr. Bernadette O Sullivan

Joint Facilitator: Dr. Aileen Tierney

1.4 Company Board Membership

The Board compromised 7 members in 2011:

Koos Mandos

Arlene Healy

Nollaig Byrne

John Finnegan Secretary (non director)

Ann Richardson

John Bainbridge

Colm Murphy

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.

1.5 Academic Council

Professor Alan Carr
Dr. Nollaig Byrne
Arlene Healey
Delma Sweeney
Philip Kearney
Corry de Jongh
Geraldine Donnelly
Aine O'Reilly
Sheila Wilsdon

1.6 Ethics Research Committee

Aine O Reilly
Dr. Bernadette O Sullivan
Dr. Evelyn Gordon

2. CLINICAL SERVICES

2.1 Clinical Therapy

There are currently 15 therapists working at the Clanwilliam Institute, all of whom are registered with Irish council of psychotherapy and Family therapy association of Ireland and some who have European association of psychotherapy registration in addition to this. Many are senior therapists who have been working with the Institute in excess of 10 years.

In addition to this, 20 therapists are available to CWI to work as External Providers throughout the country. The Clinical Manager met with the external providers on a regional basis during 2011. Protocols in relation to clinical responsibilities and in particular the management of client files were agreed.

615 clients were seen in Clanwilliam during 2011 which shows a reduction of 100 clients from 2010. Overall, 3,051 client sessions were availed of compared to 4,783 client sessions in 2010.

Throughout 2011, Clanwilliam continued to have an active referral base but of note was the increasing number of clients seeking lower fee services and the reductions in private referrals.

2.2 Employment Assistance programmes

Clanwilliam Institute provides Employee Assistance Program (EAP) services to companies from larger financial institutions to smaller companies and voluntary organisations. In 2011, 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 2011, CWI provided services to 11 corporate bodies, a reduction of 2 from 2010. This reduction in some cases related to a discontinuation of Employee assistance services or a more competitive package being offered by others in the market place. Annual reviews are held between CWI and the Companies it provides services for. The feedback has been very positive in 2011; with a particular emphasis on the quality and professionalism of the services provided by Clanwilliam and availed of by employees of the companies.

2.3 Mediation Services

Mediation referrals have declined significantly in the last number of years however figures show a slight improvement in 2010. The general decline may have related to a number of factors such as couples seeking alternative mechanisms for resolution of their difficulties such as mediation services provided by the State at no cost to the client or the increasing number of couples living separately under the same roof due to the financial hardship associated with separation. It may also relate to a slight reduction in the numbers of mediators practicing in Clanwilliam.

The mediation services are currently being promoted by the mediators working at CWI in order to ensure the general public and lawyers are aware of this service at CWI.

In addition to the provision of mediation services for separating couples, mediation is also provided for conflict resolution in a whole variety of settings. In 2011, the CWI Mediation Services was availed of successfully by a school Board of Management referral and one corporate client. The overall sales figures for mediation reflect an increase of 28% from 2010.

Continuous Professional Development

CWI requires all therapists to engage in continuous professional development (CPD). In 2011 seminars, presented by eminent researchers in Family and Systemic Psychotherapy, were offered to therapists. These included presentations that were organised by Heased House Seminar Series (by CWI - Dr. Sheila McNamee and by the Family therapy Association of Ireland (FTAI) - Dr. Karl Tomm, and FTAI – Systemic Café. During 2011, one member of staff was awarded a doctorate, one member successfully completed supervisor Training and one commenced a doctorate programme.

3. TRAINING COURSES REPORTS

Course Enrolment for	2010/2011	2011/2012
TOTAL NUMBER	26	33
Supervisor Training 2010-2012 (TISP)	4	5
Internship	6	4
Year 4 FTAI	0	3
Year 3 MSc	3	5
Year 2 MSc	6	12
Year 1 MSc	7	4

Graduation 2011: TOTAL NUMBER OF GRADUATES: 8

Masters in Systemic Psychotherapy: **3** Post graduate Diploma: **5**

3.1 Training in Supervision 2010-2012

During 2011 the training in Supervision course continued to run for the group who entered the program in autumn 2010 and for one person who re entered the program in 2011 to complete. It is anticipated that some of the participants will complete the course by June 2012 and others in September 2012 due to completing practice hours.

3.2 M.Sc in Systemic Psychotherapy

Intake to this programme was smaller than hoped for in 2011 and is a worrying trend not just for Clanwilliam but also for Family therapy training in general. Given the demands being placed on many professionals currently working in the general area of health provision such as the lack of time off to study, the heavy workload when colleagues are not replaced and the lack of finance available for training it is a difficult climate for learners to embark on training courses. 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 labour 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 has 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 c) by providing locally based clinical Training sites such as Galway. A new Site was added this year for Clinical Training in Jigsaw in Galway and this development was supported by the local area Mental Health manager who saw the need for professionals to be trained locally and for greater provision of Family therapy services in the region. This was a very welcome Initiative and has provided local professionals with the opportunity to train as family therapists when they might otherwise not have been able to due to the travel commitments involved.

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. During 2011 all trainers were provided with training as RPL assessors. In 2011, the existence of robust RPL procedures in Clanwilliam allowed for and has facilitated a group of learners who have considerable professional/clinical experience to enter the M.sc in Psychotherapy course at year 2. During 2011 a number of applications were also received through the RPL process from learners who had completed the course at Clanwilliam when it was an unaccredited course. Some of these learners are seeking both equivalencies with the unaccredited programme and current learning outcomes and /or exemptions to aspects of the course based on subsequent learning completed in the past few years. This is with a view to allow for entry and registration at Year 3 Masters level.

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. This service continued to be provided to between 6 to 9 clients per week during the academic year. In addition to this a six week parenting programme was run by the Family therapy supervisor of this project for a small number of families who were experiencing significant behavioural difficulties with their children . The parenting group was very well attended and all of the families reported back how supportive and informative they have experienced it to be. The school completion project has experienced some financial cutbacks to its overall services and while Clanwilliam provides this service at no cost a fee for supervision for therapists has been payable. We are currently jointly exploring new funding initiatives to ensure the continuity of this service on the basis of covering all its costs.

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. This service continued into 2011 with a further team providing a family therapy service. There are now two family therapy teams based in Genesis one evening each week

4.3 Traveller Counselling Service

In 2011 Clanwilliam began to offer a Family therapy service for Families, couples individuals through the traveller counselling service.

Total Referrals received	Number of clients/families seen	Total Session numbers	Families	Individuals
8	5	18	4	1
Cancellations 3				

It is hoped that this service will continue to develop throughout 2011 with other Therapists beginning to become involved. At present it is offered through one therapist as a way of building links with the traveller counselling service and to become more familiar with the particular cultural issues relating to this.

5. ORGANISATIONAL REPORTS

5.1 Information and Communications Technology

In 2011 the Clanwilliam website was updated and modernised by a volunteer and will be ready early in 2012 to launch. The institute server was updated from a Mac server to a HP ML1100 G6 Server along with additional hard drives. We also entered into contract with an online system backup provider, Datahaven. All our information is been backed up remotely off site.

5.2 Health and Safety

During 2011, one member of Clanwilliam Institute undertook training in health and safety. A number of new procedures have been adopted subsequent to recommendations such as regular fire drills and a log of all those present in the building in addition to new fire safety measures.

5.3 Human Resource Management

An ongoing review of organisational requirements in relation to human resources took place in 2011 with the restructuring of resources to cover current organisational needs. The resultant effect was that some employed posts in the clinical department changed to become part time contractual / sessional posts which reflected better the organisational needs at this time. One new mediator was also appointed during 2011. No staff members left the Institute in 2011 however two clinical therapists and one mediator took leave for personal reasons.

During 2011, two new Clinical supervisors and two new personal professional development facilitators joined the MSc programme committee and a number of new teachers joined the teaching team.

6. REPORT FROM WORKING GROUPS AND STANDING COMMITTEES

6.1 ERCC – Ethics Research Consultative Committee

In 2011 The ERC restructured to become the ethics committee and provided ethical approval 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 2011. A subcommittee of the Academic Council and was also actively involved in overseeing the programmatic review process for HETAC accreditation. This committee reviewed documents 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. During 2011 3 staff members attended training in PQASSO a quality assurance review system that has been widely used in the UK in the Charities sector .This Institutional review committee considered the QA review requirements of CWI and developed a system which expanded the PQASSO to include some quality areas relating to training. A full review of Quality procedures is under away and will be completed in 2012 which will include an updated revised quality assurance manual.

7. STATISTICAL INFORMATION

7.1 Staff Figures

We currently have 15 Clinical 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.

Staff Figures

	CLINICAL/ THERAPISTS	TRAINING CLINICAL SUPERVISORS	PPD FACILITATORS	ADMIN STAFF	OTHER POSTS
2010	17	4	3	3	4 - CEO - CLINICAL MANAGER - TRAINING PROGRAMMES ADVISOR - TISP COORDINATOR
2011	15	5	5	3	4 AS ABOVE

7.2 Clients

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

	2010	2011
Client numbers	715	615
Appointments available during the year;		
Clanwilliam Institute Dublin	3385	2831
Genesis	192	192
School Completion Project	144	87
EAP Nationwide	300	41
EAP Dublin	762	668

7.3 ANNUAL ACCOUNTS

CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31st DECEMBER 2011

	2010	2011
	€	€
INCOME		
FSA GRANT	139,100	125,200
STUDENT FEES	152,271	182,301
CLINICAL SERVICES	181,054	175,256
CORPORATE SERVICES	156,946	100,124
TOTAL INCOME	629,371	582,881
EXPENDITURE	606,097	599,461
PAY	510,126	496,100
NON-PAY	95,971	103,361
BALANCE YEAR END	22,610	(16,580)

8. Annual Summary

2011 was a challenging year as CWI continued to operate within a financially challenging economic climate, one in which many essential services in the health sector are experiencing significant cutbacks and budgetary restrictions. These very real challenges within the HSE and in the business sector meant that some revenue sources were reduced to CWI. This also includes a cut across the board to all agencies of the Family support agency grant of 13% for 2012. This has necessitated some restructuring within the organisation in order to ensure continuity of services and maintain financial viability.

However, despite the ongoing financial challenges CWI faced in 2011 it had many successes. EAPTI accreditation of its MSC in systemic psychotherapy was achieved the first Psychotherapy course in Ireland to achieve recognition of this kind. A new clinical site for CWI training was developed in Galway, a partnership with the traveller counselling services was initiated and a very successful and positively received Conference was organised with guest Professor Sheila Mc Namee. There were also 10 graduates from the training programmes and CWI continued to delivery both high quality Training and clinical services.

Aileen Tierney
CEO