



Clanwilliam Institute

Personal, Relationship and Family Consultancy

Biennial Report

2012/ 2013

“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 Institute’s activities.



Chief Executive Summary

Dear Friends and Colleagues,

I am delighted to present the third 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 2012/2013.

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 2012 and 2013.

I would also once again like to thank the management/administration team and all our staff and trainers for their hard work during 2012/2013, 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.

Dr. Aileen Tierney

CEO

December 2013



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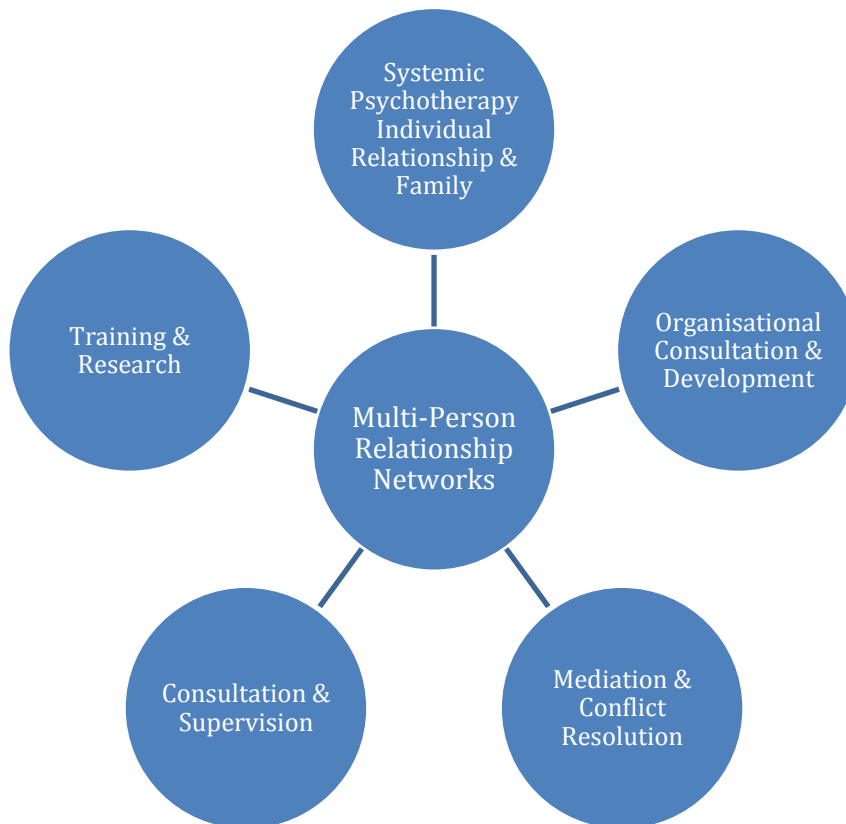


1. INTRODUCTION TO SERVICES

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 Institute 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.

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. Clanwilliam Institute states that the values of excellence, accountability and transparency guided by ethical rigour and best practice inform all of the Institute's activities.

FIG 1 Clanwilliam Institute Services



Academic Accreditation

Clanwilliam Institute is an independent college and third level provider of both higher education and professional training, providing specialist education in systemic psychotherapy (family therapy). Clanwilliam Institute provides a Masters in Systemic Psychotherapy (level 9 Programme NFQ) accredited by Quality Qualifications Ireland (QQI).

Professional Accreditation

Clanwilliam Institute is also subject to professional accreditation and external quality assurance processes. In 2008, the four year 'Training in Family Therapy' course was accredited by Family Therapy Association of Ireland (FTAI).

The principal European psychotherapy professional association, the European Association of Psychotherapy (EAP) has professional registration and programme accreditation responsibilities at a European level. In October 2011 Clanwilliam Institute gained accreditation with EAP as a training institute. In November 2013 Clanwilliam Institute 'Training for Supervisor' programme was professionally accredited by FTAI.

Management Structures

The Board of Management governs Clanwilliam Institute. The board oversees the strategic direction of the organisation, quality assurance and corporate governance functions.

Company Board Membership

The Board comprised 7 members in 2012/13 with three resignations over that period and two new members joining in 2013.

Koos Mandoos
Arlene Healy
Nollaig Byrne
John Finnegan Secretary (non director resigned 2013)
Anne Richardson
John Bainbridge
Colm Murphy (resigned 2014)
Mary Cloonan (joined 2013)
Ann Marie Graham (joined 2013)
Chris O Shea (resigned 2012)

Management Team

The Management team is part-time and comprises The Chief Executive, who oversees the day-to-day running and management of the organisation, The Clinical Manager who manages clinical services, the Head of Training who manages the Training department and the Practice Manager who



manages the practice. Currently, the post of CEO and Head of Training is a jointly held post.

CEO / Head of Training: Dr Aileen Tierney, MSoc, BSoc, CQSW, Reg FT Supv, FTAI, ICP & EAP,

Clinical Manager and Human Resources: Raymond O'Sullivan, MA, MSc (London), Reg FT Supv, FTAI, ICP and EAP,

Practice Manager/Finance and MSc Administration :Michelle McCafferty, BA & PQ
CIMA

Service Provision / Therapy 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 Institute 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 Institute 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.

Clanwilliam Institute 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.

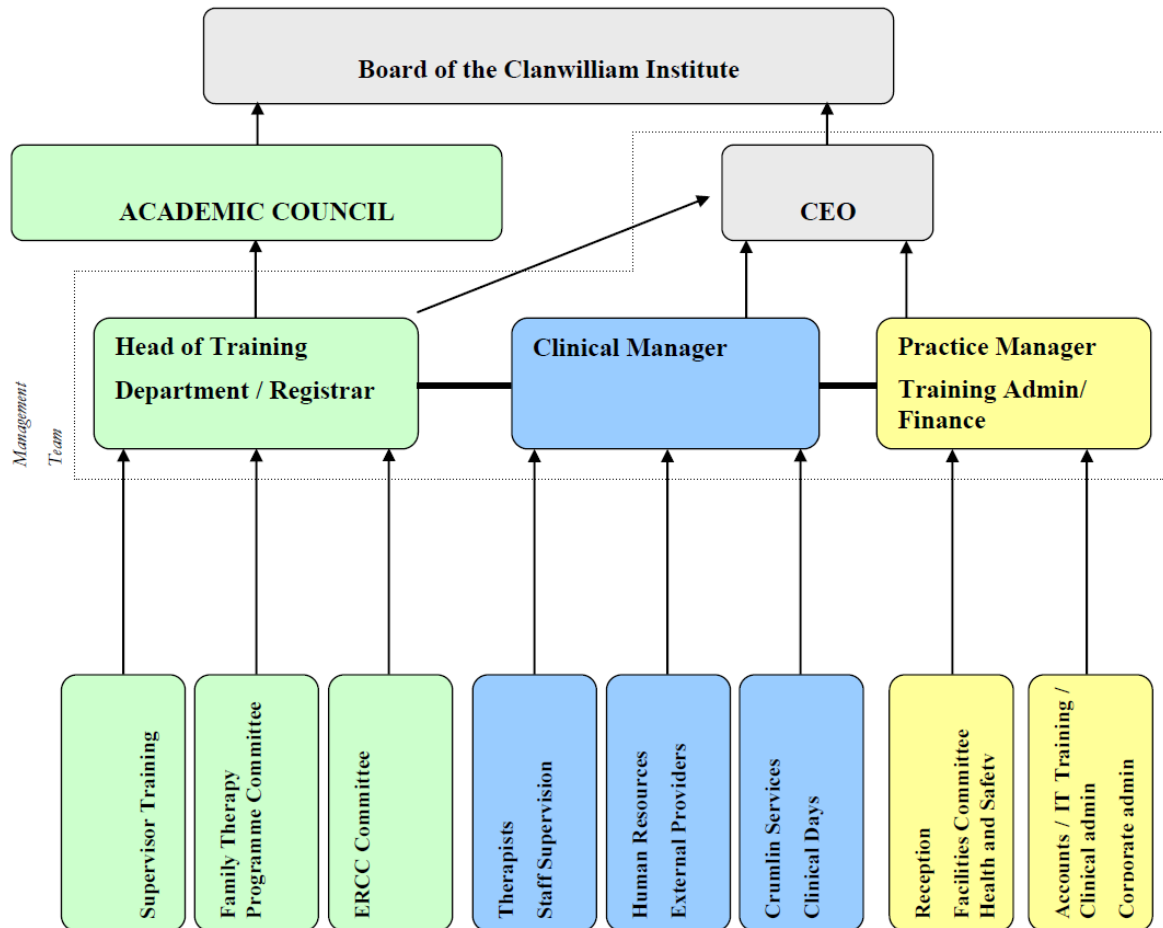
Training Services

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 Institute has ensured quality in the delivery of its MSc training programmes in seeking and receiving external accreditation both professional from Family Therapy Association of Ireland (FTAI), and European Association of Psychotherapy (EAP) and with Quality and Qualification Ireland (QQI) formally Higher Education Training Authority (HETAC) as a level 9 masters and postgraduate programmes. Clanwilliam Institute is the first psychotherapy programme in Ireland to receive European accreditation with EAP.



Organisational Structure

Figure 1: Organisational Chart



Academic Council

Professor Alan Carr (Current)
 Dr. Nollaig Byrne (Current)
 Dr. Aileen Tierney (Current)
 Arlene Healey (Current)
 Delma Sweeney (2012)
 Philip Kearney (Current)
 Corry de Jongh (Current)
 Ger Donnelly (2012)
 Aine O Reilly (Current)
 Sheila Wilsdon (2012)



Ethics Research Committee Membership 2012/13

Aine O Reilly

Dr. Bernadette O Sullivan

Deirdre Dooley

Evelyne Gordon (2012)

2. CLINICAL SERVICES REPORT

Clinical Therapy

There are currently 22 therapists working at the Clanwilliam Institute, all of whom are registered with the 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, 17 therapists are available to Clanwilliam Institute to work as off site therapists throughout the country. There are 3 mediators in Clanwilliam Institute and 5 internship.

Employment Assistance programmes

Clanwilliam Institute provides Employee Assistance Program (EAP) services to companies from larger financial institutions to smaller companies and voluntary organisations. In 2012/13, 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 2012 & 2013, Clanwilliam Institute provided services to 12 companies in 2012 and to 15 companies in 2013 in addition to 4 specific focus service agreements. The feedback has been very positive from Companies; with a particular emphasis on the quality and professionalism of the services provided by Clanwilliam Institute and availed of by employees of the companies.

Mediation Services

Mediation referrals have declined significantly in the last number of years. 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 Institute. The mediation services are currently being reviewed by the mediators working at Clanwilliam Institute in order to ensure that the general public and solicitors are aware of this service at Clanwilliam Institute.

In addition to the provision of mediation services for separating couples, mediation is also provided for conflict resolution in a whole variety of settings during 2012/13.

Continuous Professional Development

Clanwilliam Institute requires all therapists to engage in continuous professional development (CPD). In 2012/2013 seminars, presented by eminent researchers in family and systemic psychotherapy, were offered to therapists. These included presentations from Dr. Charlotte Burck in *Academic Writing*, Dr. Arlene Vetere, *Working with couples in Conflict*. Seven members of the teaching team attended the EFTA conference in Istanbul.



International Conference Presentations

A presentation was made to a group of family therapists in Latvia in March 2013 by Dr. Aileen Tierney. Clanwilliam Institute staff made 5 presentations at the EFITA conference in Istanbul in 2013.

Client Figures

Year	2012		2013	
Month	Sessions	Cancellations	Sessions	Cancellations
January	205	55	240	69
February	215	72	324	70
March	239	75	215	71
April	172	50	267	81
May	230	62	258	90
June	196	63	229	71
July	200	87	281	97
August	172	100	227	76
September	195	51	259	101
October	229	81	273	84
November	237	77	269	83
December	168	71	202	66
TOTAL	2458	844	3044	959
Total Bkd	2012	3302	2013	4003

The reasons given by clients for cancellations include:

- ❖ Illness
- ❖ Medical reasons (sick/medical appointment etc.)
- ❖ 'can't make it' due to other arrangements
- ❖ Work related reasons (had to work late/business meeting)
- ❖ Child/family member sick
- ❖ Out of town/travelling.

Clanwilliam Institute /Schools Completion Service Crumlin

Clanwilliam Institute continues to provide a family therapy service to three schools in Crumlin. The SCP Co-ordinator and the Principals of the three schools were very detailed in their appreciation of



the quality of the service provided by our therapists. Currently; Clanwilliam Institute has three therapists working in the schools. From Sept – Dec 2013 there were 65 referrals - 50 sessions, 11 Cancellations and 4 DNA (did not attend).

The table below shows the pattern of engagement in therapy in the schools since 2009.

School Year Ending	06/ 2009	06/ 2010	06/2011	06/2012	06/2013
Referrals:	33	22	28	23	21
Sessions booked:	171	100	114	221	181
Attended:	140	73	87	189	153
Cancellations:	19	25	14	15	27
Did Not Attend:	12	2	13	17	1



3. TRAINING COURSES REPORT

Course Enrolment for 2012/ 2013

TOTAL NUMBER OF STUDENTS: 40

Year 1: 9 Students ; Year 2: 5 students ; Year 3: 12 students ; Year 4: 5 students

Old year 4: 3 students

Interns on old FTAI programme: 3

Retrospective Masters Students: 4

Training in Supervision: 2

Programme Committees

Training in Supervision Programme

Course Co-ordinator. Dr. Bernadette O Sullivan

Co-facilitator. Dr. Aileen Tierney

PPD Facilitator. Dr. Imelda Mc Carthy

External examiner. Dr Charlotte Burck

M.Sc in Systemic Psychotherapy 4 year Programme

Head of Training Dr. Aileen Tierney

Clinical Supervisors

Year 1 Ruth Eustace

Year 2 Mary Callanan Assistant Clinical Supervisor (Carmel O Hara Supervising Supervisor)

Year 3 Ines Collins (Galway) Corry de Jongh (Dublin)

Year 4 Grania Clarke



PPD Facilitators

PPd Coordinator Liz O Sullivan

Year 1 Maura Leahy

Year 2 Luminita Buzescu

Year 3 Grp 1 Galway Mick Fahy

Year 3 Grp 2 Liz O Sullivan

Year 4 Liz O Sullivan

Practice Placement Supervisor's year 4

Ray O Sullivan : Placement Crumlin School completion Project

Corry De Jongh: Placement Private Practice

Ruth O Donnell: Placement Genesis

Ines Collins: Placement Dundalk Counselling Center

Carmel O Hara: Placement Clanwilliam /private practice

External Examiner: Dr. Charlotte Burck

Course enrolment 2013 /14

Total Student Numbers: 39

Graduates 2013: 27

Year 1 - 6 Students; Year 2 - 8 Students; Year 3 – 5 Students; Year 4 – 10 Students

Clinical Supervisor Year 1: Corry de Jongh (*Clanwilliam Institute*)

PPD: Bernie Congdon

Clinical Supervisors Year 2 Aileen Tierney (*Clanwilliam Institute*) and Mary Callanan (Genesis)

PPD: Carmel O Hara

Clinical Supervisor Year 3 Ines Collins (Genesis)

PPD: Luminita Buzescu



Clinical Supervisors Year 4 Grania Clarke / Ruth Eustace (*Clanwilliam Institute*)

PPD: Liz O Sullivan

Placements/ Clinical Supervisors

- Dundalk Counselling Center – Ines Collins
- Clanwilliam Institute SCP Crumlin- Ray O Sullivan
- Tallaght Family therapy Service – Ines Collins
- Camhs Galway – Carmel O Hara
- CAMHS Cork – Mary Callanan
- Jigsaw Galway – Valerie O Brien

Old Year 4 (18 month programme): 4 students

Clinical Supervisor: Grania Clarke

Placements / Supervisor

- Dundalk Counselling : Ines Collins
- Private Practice : Corry De Jongh
- Clanwilliam Institute Intern : Carmel O Hara
- Hesed House/ Genesis : (Ruth O Donnell and Don Boardman) : Carmel O Hara

Intern's old FTAI programme: 1

Processing application Masters by RPL applications: 2

Clinical Intern: 1

Students doing dissertation only this year: 2

M.Sc in Systemic Psychotherapy intake

Intake to this programme was very good in 2012 with 9 new students but was smaller than hoped for in 2013 with only 6 and is a worrying trend not just for Clanwilliam Institute 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 workloads 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 Institute 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 but will continue to need to do so.

4. COMMUNITY PARTNERSHIPS REPORT

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.

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 client sessions are offered per year.

4.3 Traveller Counselling Service

In 2011 Clanwilliam began to offer a family therapy service for families, couples individuals through the traveller counselling service. This service has continued to grow with between five and seven families seen each year, an average of 2 appointments per week approx 80 sessions per year.

4.4 Jigsaw Galway 2012

In 2012 Clanwilliam began to offer a family therapy service for families, couples individuals through Jigsaw in Galway. This service was well received in the community and received a number of referral during the period of September 2012 to June 2013. Three appointments a week were provided.

5. Accreditation

Academic Accreditation

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Quality Assurance Internal / External Reviews

Quality Assurance Procedures

Clanwilliam Institute streamlined its QA policies and procedures throughout 2012/13 and undertook Training in PQASSO and instituted quality mechanisms in line with this.

Clanwilliam Institute is a registered charity, a not for profit organisation, which is predominantly situated in the community and voluntary sector of Irish society. It is this positioning that both afford opportunities but which also provides unique challenges to the governance and development strategies for this type of organisation. Clanwilliam Institute, as a charity, in the provision of its mental health services (e.g. Jigsaw, Crumlin schools, Traveller counselling and low fee therapy services), a private service (to corporate companies/private clients) and an education provider, is fairly unique in its ability to straddle the diversity of the demands from the Corporate, Health, Education and the Community /Voluntary sectors of society.

This unique positioning creates its own challenges for the organisation given the number and diversity of external governance agencies with which it must demonstrate compliance. Clanwilliam Institute was aware that its quality approach needed to incorporate appropriate procedures, mechanisms and systems to respond to this rapidly changing external context. During 2012 and 2013 quality assurance procedures policies and review mechanism were instituted throughout the organisation.

Institutional review report

During 2012/13 Clanwilliam Institute underwent Institutional review and received one special commendation and five commendations of note were some of the following areas:

PUBLIC CONFIDENCE

External stakeholders met by the Panel spoke with admiration about Clanwilliam Institute, describing it as a ‘remarkable organisation’ where quality ‘stood out’. It was reported that, despite financial exigencies, the Institute was driven by moral imperatives and was undertaking a consistent volume of work with less funding. All of the external stakeholders whom the Panel met would have no hesitation in employing graduates from Clanwilliam Institute.

CONTRIBUTION TO TEACHING AND LEARNING

The Panel gives special commendation to the ways in which Clanwilliam Institute contributes to and supports the development and integration of both theory and practice in systemic therapy as an academic discipline.

DIVERSITY AND ACCESS



The Panel commends the way in which performance of learners, from the range of entry routes, is evaluated so that learners from diverse backgrounds are able to benefit equally from the programmes of study.

6. ACHIEVEMENTS SUMMARY 2012/13

- Internal Review of QA Policies and procedures
- QQI (Formally HETAC) Institutional review commendations and Special commendation
- EAP Accreditation of Four year Training Course
- International Conference Presentations in Istanbul and Latvia
- Financial Consolidation
- 27 Graduates
- Expansion of EAP Services

7. STATISTICAL INFORMATION

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 Clanwilliam Institute 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.



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.

Gender	2013		2012	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Female	437	62%		
Male	266	38%		
Total	703	100%	582	100%

Session Status	2013		2012	
	Number of Sessions	Percentage of Total Sessions	Number of Sessions	Percentage of Total Sessions
Attended	3156	77%	2460	75%
Cancelled	641	16%	840	25%
Cancelled by Counsellor	91	2%	N/a	0%
Cancelled Late	118	3%	N/a	0%
Did not attend	36	1%	N/a	0%
Total	4082	100%	3300	100%

Employment Status	2013		2012 (6months)	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Not recorded	0	0%	0	0%
Disability	2	0%	3	0%
Employed	451	64%	388	67%
Homeworker	32	5%	35	6%
Part-time Employment	51	7%	37	7%
Retired	22	3%	8	1%
Self Employed	38	5%	15	3%
Student	75	11%	70	12%
Unemployed	32	5%	26	4%
Total	703	100%	582	100%



Presenting Issue	2013	2012
	Number of Occurrences	Number of Occurrences
Not recorded	2	0
Abuse	32	28
Addiction	28	29
Bereavement/Loss	102	126
Child (Parental Separation)	59	75
Financial Difficulties/Employment	92	104
Mood Problems	160	185
Other	195	219
Relationships/Marriage	302	299
Self esteem	17	0
Sexual Issues	19	15
Stress/Anxiety	268	202

Relationship Status	2013		2012 (6months)	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Not recorded	0	0%	0	0%
Civil Partnership	1	0%	0	0%
Cohabiting	34	5%	29	5%
Divorced	22	3%	12	2%
In Relationship	66	10%	76	13%
Married	322	46%	198	34%
Separated	38	5%	47	8%
Single	214	30%	209	36%
Widowed	6	1%	11	2%
Total	703	100%	582	100%



8. FINANCIAL INFORMATION

	2012	2013
FSA GRANT	110,200	95,300
STUDENT FEES	201,431	219,558
CLINICAL SERVICES	262,676	271,365
TOTAL INCOME	574,307	586,223
ADMINISTRATION EXPENSES	(508,350)	(590,344)
PAY	443,657	495,468
NON PAY	64,693	94,876
PROFIT/ LOSS	65,957	(4,121)

Salary scale to Employees:

20K – 30K	4 employees
30K – 40K	4 employees
40K – 50K	1 employee
50K- 60K	1 employee



9. Biennial Summary

The past two years were years of growth, of financial consolidation and of public recognition for Clannwilliam Institute.

Our standard of excellence in the delivery of psychotherapy training was recognised in the award of one special commendation and five commendations at Institutional review with Quality and Qualification Ireland.

A number of our staff made conference Presentations internationally which were very well received.

Our client base continues to grow and the dedication and high standards of service delivery continue to bring feedback from our stakeholders about the values of our services.

We look forward to continuing to make an ongoing contribution to mental health field in the forthcoming years.

Dr. Aileen Tierney

CEO

