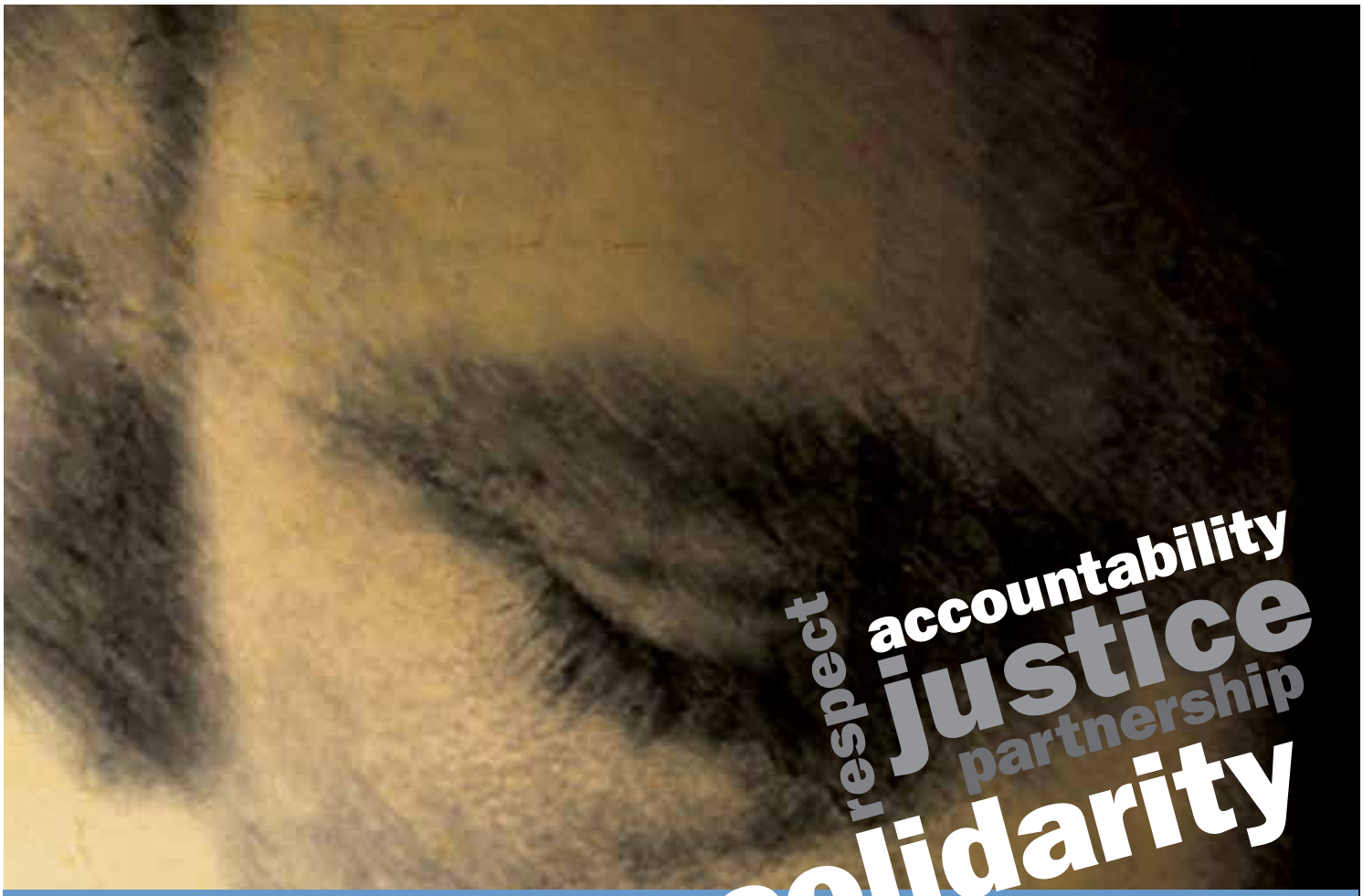
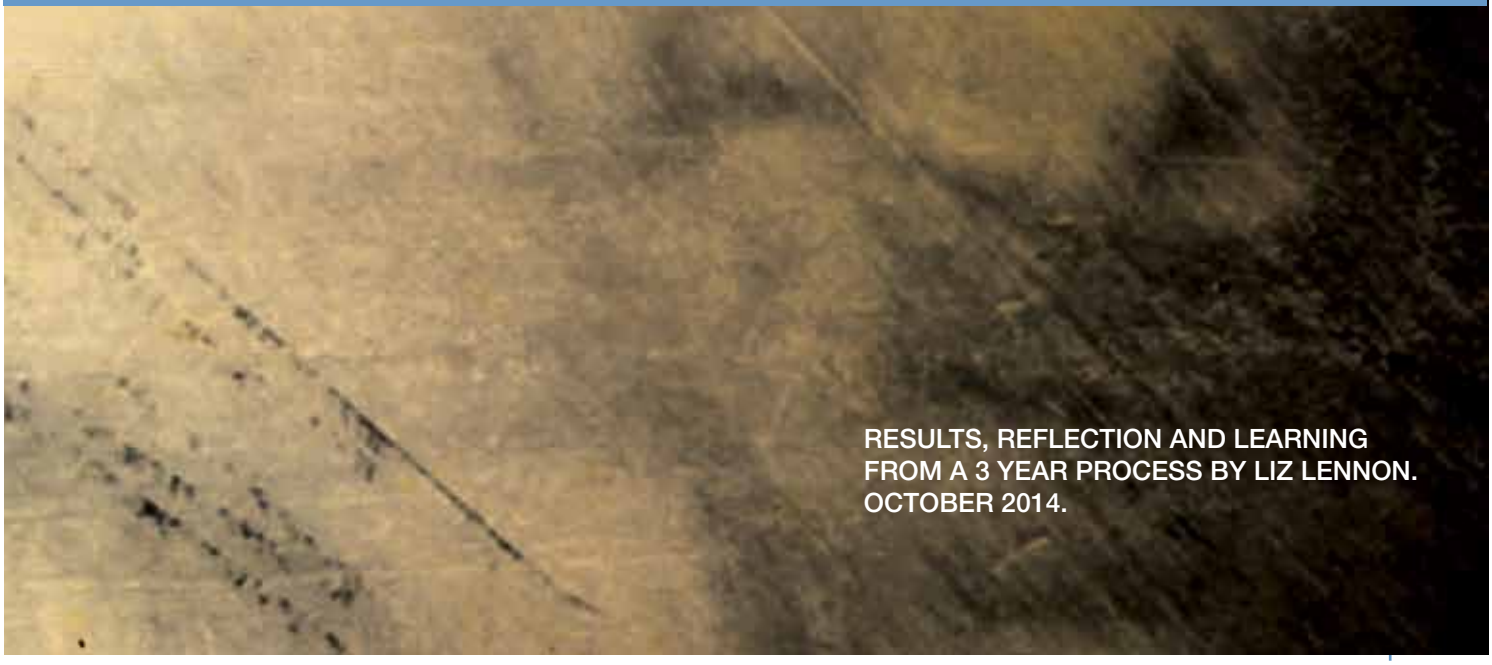


respect accountability justice partnership solidarity integrity

st. stephen's green trust

SURVIVORS

GRANT PROGRAMME 2012- 2014



RESULTS, REFLECTION AND LEARNING
FROM A 3 YEAR PROCESS BY LIZ LENNON.
OCTOBER 2014.

RESULTS
REFLECTION
LEARNING

St Stephen's Green Trust is a charitable foundation which respects human dignity and is committed to identifying and responding to issues of social injustice in Ireland.

The Trust was set up in Ireland in 1992 by Porticus, a Dutch Foundation, which operates worldwide. Since 2003, it has had 3 further sources of funding, all Irish religious orders, which sold property, some of the proceeds being gifted to the Trust to assist it in its mission. They are the Daughters of the Cross of Liege, the Discalced Carmelites and the Oblates of Mary Immaculate. The Trust gives grants to organisations operating on the island of Ireland through small grant schemes and programmes.

st. stephen's green trust

SURVIVORS

GRANT PROGRAMME 2012- 2014

Foreword

I am very pleased to present this final document from the St Stephen's Green Trust (SSGT) Survivors Grant Programme 2012-2014 which reflects on the results and learning from the three year programme. We hope you find the report interesting and useful as it seeks to add to the knowledge of all organisations working with survivors of institutional abuse.

The Trust began its journey of supporting organisations working with survivors in Autumn 2009 when the Board discussed the findings of the Ryan and Murphy Reports. SSGT periodically reviews the unmet needs of people who are most vulnerable and marginalised in Ireland, and we commissioned social researcher, Mary Higgins, to develop a profile of the current circumstances of people who experienced abuse as children in Irish religious-run institutions. The aim was to identify unmet needs and to inform the appropriate allocation of potential funds targeting this group in Ireland and the UK. Although the Trust does not normally fund UK-based organisations, we felt it was important to include this group as 40% of survivors emigrated there. We also knew there were close links between both statutory and voluntary organisations in the UK and Ireland and sharing of learning would take place. This research is available on our website www.ssgt.ie.

Following the publication of the report the Trust issued an open call for applications. Trustees had agreed to focus on this area as a strategic grant programme between 2012 and 2014. The Grant Programme documentation gave the background to the initiative and outlined how funded work would be focused on measures which implemented the recommendations in the report. Grants would be in the region of €15,000 to €25,000 annually for three years. An important element of the programme would be twice-yearly Grantee Network meetings and there would be a formative approach to the evaluation. An evaluation framework was developed as soon as the Programme was started with Mary Higgins initially appointed as evaluator. Following Mary's success in being appointed to the position of CEO of Caranua in March 2013, Liz Lennon continued the evaluation. We are very appreciative of the professionalism of both Mary and Liz in carrying out this work and adding value to the Grant Programme.

We supported six organisations over three years on five projects: Depaul Ireland; Irish in Britain; Irish Women Survivors Support Network; London Irish Centre/icap and Right of Place Second Chance. We developed a good relationship with each of these organisations, and we gratefully acknowledge their support and cooperation over the three years. We also worked with a range of other organisations on the Survivor Voice initiative.
The specifics of their activities is detailed elsewhere and you'll read of the benefits of the funded work to survivors of institutional abuse with whom they work and the difference they make in the lives of survivors and others each day. We are confident the learning from their work will benefit other organisations and survivors into the future.

The Grant Programme would not have been possible without the two funders, Porticus and the Daughters of the Cross of Liege who contributed over €300,000 to this programme over the three years. We are grateful to them for supporting the Trust's objective of identifying and responding to issues of social injustice in Ireland, in this and other areas.

We commend the author of the report, Liz Lennon, for her commitment to the evaluation and providing us with a very useful report within limited resources. ***St Stephen's Green Trust Survivors Grant Programme 2012-2014: Results, Reflection and Learning from a 3 Year Process*** will be a very useful document for others. We feel the report demonstrates the value of targeting funding on specific areas and including a Grantee Network to facilitate learning and sharing of good practice. Although the grants were modest, we feel the organisations individually and as a group have contributed enormously to the learning in this area.

We leave this report as a legacy of our solidarity with and focus on survivors of abuse in Irish religious-run institutions, to the individuals, groups and organisations who continue to strive for social justice on the issue. We hope they will be able to use it in the course of their work as they continue to support this most vulnerable group.

Stephen Rourke, Chairman
St Stephen's Green Trust
November 2014

Section 1
Executive Summary

This report presents a summary of the results, reflection and learning from a 3 year grant programme, funded by the St Stephen's Green Trust between 2012 and 2014. Recommendations from an SSGT commissioned short report by Mary Higgins on a socio-economic profile of survivors in abuse in Irish religious-run institutions were the focus of the grant programme. Organisations were invited to make applications for projects which targeted these recommendations, to demonstrate what works and to develop learning in the area. Five projects (with six organisations) were allocated approximately €100,000 per annum for 3 years to work on an individual and collective basis in various areas.

Formative evaluation was key to the supported work of the 5 organisations and an engaged and co-creative approach was employed. The six organisations met twice a year in a Grantee Network to report on progress, reflect on that learning and be supported in developing objectives for the next period. The Trust's evaluation of each project was shared within the group and all had input into each other's work. The Grantee Network also collectively made representations on issues of mutual interest to various bodies.

Grant Programme participants were:

Depaul Ireland, Dublin
Life Skills Group for people in their homeless services.

London Irish Centre/immigrant counselling and psychotherapy
A training and awareness project for frontline staff in mainstream Irish welfare organisations.

Irish in Britain
Support and information project for survivors outside of London and to develop national network of groups.

Irish Women Survivors Support Network, London
Advice and support service for survivors of institutional abuse.

Right of Place Second Chance, Waterford
Advice and support service for survivors of institutional abuse provided throughout Ireland.

In addition to the 5 projects, the Trust also carried out a series of activities designed to support the wider sector of organisations focused on supporting survivors of institutional abuse. This element was termed Survivor Voice.

The report was compiled using the reports and workplans gathered during the three years of evaluation of the grant programme, in addition to interviews with managers from each organisation, the funder and Caranua.

The strong and positive impact of a relatively small amount of money over 3 years has been significant, in part a result of the funding approach taken by SSGT and the survivor focused work of the 5 projects. The funding, evaluation and learning approach developed by SSGT is a model of excellent practice. Some of the elements could be of benefit to other public and private funders, including the learning networking process between projects. This document explores the good practice elements of the SSGT funding process, the macro learning from the work of the 5 projects and the real impact on survivors' lives. Social Policy learning in a changing UK & Irish landscape

Through the evaluation process and the networking discussions between the organisations the following macro issues affecting service delivery and survivors lives were identified:

• Ageing survivor profile -
Survivors are ageing and their housing and support needs will need to have an end of life focus. In the Right of Place Second Chance survivor survey and informal feedback from the UK based Irish Women Survivors Support Network, survivors indicated a real fear of going into nursing homes and hospitals as a result of their abusive experiences as children in religious institutions. This fear coupled with a perceived lack of awareness by State agencies of sensitive practice when working with survivors of institutional abuse is a matter of concern. They will need to be examined by relevant agencies to explore the process, activities, policies and resourcing required.

•Mainstream organisations' lack of awareness -
The lack of awareness of survivor issues by mainstream agencies and their perceived lack of sensitivity when working with survivors, particularly in the UK, was also

Section 1 *continued*

highlighted in the icap/London Irish Centre training programme. The awareness training and sensitive practice ehandbook developed through this grant programme addressed a demand by frontline welfare and other workers for information. There is a need to explore how this [and other] awareness training can be made available to a broader audience in State agencies in the UK and Ireland. This is a focus of the legislation which underpins the work of Caranua and is currently being explored by them in conjunction with some of the SSGT funded organisations and others.

•Decrease in funding and increase in demand for support by survivors -
When the Residential Institutions Statutory Fund (RISF), now Caranua, was formed the Irish government withdrew funding to several UK and Irish survivor support services. In addition, HSE funding to survivor support services was reduced significantly in the last three years. There are now increased demands on the remaining survivor support services in the UK and Ireland in terms of both general enquiries and providing direct support to individuals to complete Caranua application forms for individual funding support. The two survivor support projects in the SSGT Programme reported over 1000 enquiries each regarding Caranua funding in 2014 and each of the two projects helped nearly 500 individuals complete necessary forms. Despite the support Caranua provides to applicants, many survivors still go to a survivor support service because they have a longer relationship of trust and respect. Neither of these services received any additional funding to meet the increased workload.

The relevant State agencies in the UK and Ireland could support survivors better by giving appropriate financial support to those organisations which are demonstrating their impact in supporting survivors.

•Legacy issues around financial support of peer-led survivor organisations -
Funders and support organisations are aware of the complex and somewhat problematic history surrounding funding to peer-led survivor organisations. This issue is not unique to this sector and reflects a need for all charities to resource their fiduciary and governance responsibilities. These are areas which many funders are reluctant to support financially. Anecdotal feedback would also suggest there is an erroneous perception that peer-led survivor organisations will now be sustained through the Caranua fund. However, as previously noted, survivor organisations in this grant programme have not received any funding from this source. Perhaps funders could reflect on the value to survivors of psychosocial supports and advocacy services provided by survivor organisations and evidenced through this grant programme. Historical issues should not preclude funders from engaging with survivor organisations and evidence of need and capacity to deliver services should be used as a basis for funding, with performance indicators used to assess impact and demonstrate accountability.

• Collaborative working among survivor and service organisations is possible-
Previous experience has been poor in relation to collaboration by survivor organisations on a range of questions and issues. While the Survivor Voice element of the Grant Programme which sought to develop a wider network of organisations in this area was not successful, there were significant benefits to the collaboration among organisations within the Grantee Network.

This process modelled an approach that has seen them share information, policies and practice as well as clearly present issues of concern regarding survivors to relevant bodies.

•Detrimental effects of austerity and benefit sanctions on survivors-
The Irish government austerity policies have resulted in significant decreases in financial support to a range of community and non-profit organisations. Right of Place Second Chance (ROPSC) had its funding from the HSE and Dept of Education reduced by 21% over the last 3 years despite a demand for services increasing by 160%. This limits the capacity of ROPSC to provide support, information and very welcome social interaction events

for survivors. There needs to be an increase in resourcing and support to key organisations in the sector that show evidence of clear governance and strategic focus. The UK government policy of benefits sanctions has directly affected survivors' quality of life. In one example, an organisation reported that some survivors are attending counselling sessions hungry because their benefits were cut. In another case a 59 year old survivor with mental health issues and carer of a disabled adult child had her benefits cut when she was unable to attend a job interview.

•Recognise the positive value of psychosocial activities on survivors quality of life-
While the practice of developing peer support groups, life skills programmes and social events for survivors as a 'step down' from long term one-to-one counselling is seen as good practice, no mechanism has been developed to fund this more cost-effective approach.

The peer support groups, life skills programme and social activities established and run by 4 of the 5 projects demonstrate significant psychosocial benefits for survivors. The ROPSC Drop-in Centre for survivors and carers in Waterford established as part of the grant programme resulted in a tripling of enquiries by survivors for information and support. The life skills programme of meaningful and engaging activities run by Depaul Ireland has resulted in significant reported increases in survivor sense of wellbeing and resilience as well as a decrease in drinking and antisocial behaviour. It is vital to note that many survivors involve themselves in broader community connections and use mainstream services. They use survivor-specific social activities and peer support groups as safe spaces to connect with people who understand their experiences. Funding for group and peer led activities and networks needs to be placed into a clearer funding context by state agencies.

This document has a number of sections that provide a macro, meta and micro view of the SSGT funding approach as well as the activities, challenges, adaptive responses and impacts of the 5 funded projects:

Section 3 – St Stephen's Green Trust Funding Process – a model of excellent practice as an evidence and research based process

Section 4 – Making a difference in survivors lives – having a real impact

Section 5 – Macro learning from the process and projects

Section 6 – Snapshot of core actions and key quantitative data for each project

Section 7 – Meta learning within each of the 5 projects – challenges, adaptive responses, impact and the future.

Grantee Network Meeting October 2014

Section 2
Evaluation Approach – reflection, learning & action in partnership

2011	2012	2013	2014
Mary Higgins designs formative evaluation framework **December** – Mary Higgins interviews grantee project coordinators	**February** Network meeting facilitated by Mary Higgins. Jeff Moore from LIC makes a presentation on his research, 'Resilience and Irish Survivors of Institutional Abuse. **October** Evaluation reports from projects **October** Network meeting **October** Mary Higgins evaluator report	**March** Network meeting with updates from each organisation. **April** Mary Higgins evaluation and recommendation report. Mary ceases being evaluator. **June** Liz Lennon appointed evaluator. **July/August** evaluation & grant application form redesigned and sent to projects. **September** 1 day Network meeting in London facilitated by Liz Lennon. **November** Liz Lennon evaluator report & summary of network meeting	**February** short survey sent to projects. **March** 1 day Network meeting in Dublin facilitated by Liz Lennon. Report written. **September** final evaluation form sent to projects. **October** final network meeting in Dublin **November** Liz Lennon evaluator report & summary of network meeting

St Stephen's Green Trust was committed to an independent evaluation of the projects and overall process. Seven days were allocated across each year for the evaluator.

'While the evaluation aimed to measure progress, it was seen more importantly as a way to inform progress and help SSGT and projects reflect on understanding of the projects implementation.'
Mary Higgins. First monitoring report Oct 2012.

The evaluation was both formative and summative and included 2 network meetings of the projects each year as a way to inform reflection, learning and forward planning for projects and SSGT.

Given the resources for the evaluation, in terms of time and money available, the process established has gathered rich information on progress, challenges, learning, results and elements of good practice.

All the funded projects felt that the evaluation process and network meetings helped them deliver their programmes more effectively and increased their confidence, capacity and competence to support their ongoing commitment to the people they serve.

‘There are two kinds of funders. What we call Cash Point funders who just give you the money and wait for a report, and Funder Plus where the funder is committed to working with fundees to learn and progress. St Stephen’s Green Trust is a Funder Plus.’

Quote from one project coordinator

Section 3
St Stephen's Green Trust Funding Process – A model of excellent practice as an evidence & research based process.

St Stephen's Green Trust developed this funding programme from an evidence and researched based foundation. The table below timelines the key reports and research that informed the development of the grant scheme. 5 projects in the UK and Ireland were funded over 3 years and as part of the funding conditions they were required to participate in an evaluation process that included 2 gatherings of the projects for a day each year.

2009	2010	2011	2012	2013	2014
The Report of the Commission to Inquire into Child Abuse. Ryan Report St Stephen's Green Trust SSGT commissions research by Mary Higgins 'Developing a profile of survivors of abuse in Irish religious institutions'	Mary Higgins and SSGT send draft report to a range of people. SSGT convenes a meeting to discuss draft Higgins report and inform the way forward and format of proposed grant programme. SSGT publishes the report by Mary Higgins.	Grant Scheme developed to focus on the needs of the most marginalised survivors of abuse in Irish religious – run institutions. SSGT holds open information meeting for organisations interested in making an application. Funding applications and first funding round for 2012 activities.	Activities and second funding for 2013 activities. 2 project networking events. Formative evaluation process in place.	2013 activities and final round of funding for 2014 activities. Seminar in March 2013 to showcase training of London Irish Centre/icap. 2 project networking events. Formative evaluation process in place.	Final phase of project activities to end of 2014. 2 project networking events. Formative evaluation process in place. Summative document written and launched.

The relatively small amount of funding available for this this programme had a profound impact on the organisations and the people they serve.

As a result of the SSGT approach the funded organisations increased their 4 C's - although their commitment to the people they serve was already very high.

CONFIDENCE + CAPACITY + COMPETENCE + COMMITMENT

St Stephen's Green Trust funding approach raised the bar in a number of ways:

Emphasis on the most marginalised citizens – they choose to focus and fund organisations working with people that are often unseen or deemed 'too hard' to work with or fund.

Research based funding – this fund was developed as a result of research that provided a deeper understanding of survivors lives and needs. Their response to the 2009 Ryan report was swift as they commissioned research in late 2009, published the research in 2010 and initiated the funding programme in 2011.

Solidarity with survivors – throughout the 3 years process SSGT worked to ensure that project activities were continually focused on survivor needs. Every project had a strong commitment to the people they served and this was highlighted by the time they took to consult with survivors at every stage of the programme process.

3 year funding – while projects had to apply for funding each year it was clear the funding was part of a 3 year programme. The annual funding application aimed to help projects reflect, focus and plan the next phase and direction of their programme. Having 3 year funding gave projects the time and space to implement deeper consultative processes, learn from challenges and progress their programmes to a deeper level.

Understanding of developmental process in projects – SSGT has a lot of experience and understanding of the developmental process for programmes it funds. A number of the funded projects initiated new processes and programmes and this start up phase took time, and visible impact at this stage takes time. This was understood and supported by SSGT.

Flexibility and adaptive responses - through ongoing communication, the network meetings and the evaluation process the SSGT was aware of the challenges facing each project throughout the process. They were open to necessary adaptations of project activities and timelines rather than forcing the process to adapt to the usual annual deadline for results. They were very process focused while still maintaining a watch on delivery of objectives.

Commitment to a continuous learning approach – this was a key element of the success of the whole process for SSGT and projects. The evaluation process that included the twice yearly meeting of all projects was a transformative reflection, learning, planning and action space. All projects felt that this learning approach was hugely valuable to them and helped them deliver even better services to survivors. The network meetings also resulted in:

- *Building positive and productive relationships between organisations.*
- *Building trust between projects.*
- *Increased understanding and promotion of each others work.*
- *On the ground information about survivors and their needs that helped inform services.*
- *In 2012 the SSGT helped provide a collective voice for the network as they made a joint representation to the Dept of Education & Skills in the form of a letter and briefing meeting when the legislation for the formation of the Residential Institutions Statutory Fund (RISF) was being drafted.*
- *A briefing document was sent to TDs in the Dáil, and meetings were held with several.*
- *Projects are linking with each other in a range of ways into the future including client referrals; promotion of activities; and information sharing.*

Transparency within the process – project evaluations and evaluation reports were shared with all projects. This document was sent to all projects at draft stage for their feedback.

Accountability for funding – while SSGT had a process based learning approach it also held all its funded projects financially accountable for funds.

Documentation and sharing of learning – SSGT has a commitment to sharing the story of this funding programme so that other organisations can learn from the process. This report will be publicly launched and shared with organisations in Ireland, the UK and internationally on their website and project websites.

Change agents – SSGT is driven to learn on a macro, meta and micro level and within their resource capacity influence and inform policy and practice.

Section 4
Making a difference in survivors lives - having a real impact

The grant aid from St Stephens Green Trust made a real difference in the lives of survivors in a number of ways:

Provision of information by projects gave survivors the opportunity to make informed decisions about their lives and rights to support.

Survivor inclusion in decisions about their future was a key element in the success of each project. Survivors were included in surveys, meetings and feedback sessions that informed the development of key activities and processes in every project.

Increased feelings of well being by survivors were reported by those projects focused on delivery of meaningful activity programmes and peer support groups. One project reported a decrease in alcohol intake, an increase in sense of confidence and resilience to deal with personal difficulties, increased social contact and capacity to work positively with other residents and an overall improved sense of well being as a result of the SSGT funded programme.

Social events run by a number of projects decreased feelings of isolation, built trust, were fun and provided a safe and respectful space for people with similar shared experiences to meet. The psycho social benefits of these activities are often underestimated by funders and policy makers.

Connection with other survivors through support groups and informal activities gave people a chance to not only understand shared experiences but also see different ways that people choose to build their lives. Projects that had support groups commented that many survivors feel that they had moved on and were involved in their own communities but they still enjoyed the chance to meet with other survivors.

Campaigning with and on behalf of survivors has made a real difference in individuals confidence and perception of themselves. The organisations working directly with survivors work from a strong perspective of solidarity with them.

Involvement in mainstream activities and services gave people a sense of self beyond the label of survivor.

Support from keyworkers and support workers provided a space to explore and make decisions about the life a survivor wanted to live. It also gave them the support to build their confidence and resilience to advocate on their own behalf.

Awareness training of professionals working with survivors has real potential to increase professionals confidence and capacity to provide a sensitive service. The project that provided awareness and sensitivity training reported that the majority of participants felt that their knowledge of survivor issues and confidence to relate more sensitively had increased as a result of the training.

Having a safe and welcoming space to meet had a positive impact on survivors. Two of the projects gained new premises during the process and one reported that as a result of their drop in centre requests for information and support by survivors in that area increased by 53%.

Section 5
Macro learning from the process and projects

This macro learning arose from the discussions in the twice yearly network gatherings as well as each projects evaluation reports.

Survivor involvement is a central focus
Every project built in a range of ways to involve survivors in planning, decision making, implementation and evaluation of services. The views of survivors were central to all projects and as a result initial plans were amended to reflect their views. In some projects survivors commented that their levels of trust in the organisation had increased as a result of being consulted and listened to.

Working together creates results
There is clear evidence that the projects have been working together to share information, discuss issues and promote each others' services. This is a very positive impact of the SSGT funding. Working relationships between some projects have deepened. The network meetings created spaces for people to share and reflect on their experiences as well as build trust.

Dialogue works
Over time the creation of communication pathways between key groups has been shown to result in positive and practical change. This was evidenced by projects as they discussed the dialogues they had created with religious institutions; politicians; the media; welfare agencies and other organisations.

Safety is a requirement for successful involvement
Survivors need to feel safe in any service or group they decide to use or join. They want to feel safe to challenge authority and not feel excluded.

Consistency is essential
People involved in the projects need a sense of consistency and this can cover – timing; venue; facilitators; leaders; trainers and support staff.
Nearly all the projects experienced personnel changes and this had different impacts that each organisation managed well.

Experienced people are needed
The quality and competency of the people providing services was key to their success. Where expertise was missing a project would find relevant people to help them. Projects placed a strong emphasis on training, support and supervision of staff and volunteers.

Volunteer Input is critical
All but one of the projects had volunteers supporting their efforts. Some projects have more clearly defined volunteer programmes and policies regarding selection; induction, training and support. The icap sensitive practice handbook was used by a number of projects to increase awareness of survivor issues by volunteers.

Create a process that doesn't look structured
Creating activities and processes that have the appearance of informality is an art and some projects have been fine tuning this aspect of their service delivery to great effect.

Create opportunities to socialise
Social events have been a great success in the projects and always involve survivor input. They can range from large overnight and evening events to smaller scale walks and visits to interesting places. These events create real opportunities for people to break down their sense of isolation; have some fun; and connect with people who have had similar experiences as well as feel a part of the general community.

Information is power
Newsletters; information on websites; and meetings are only a few ways that projects shared information with survivors. Information can help survivors become more aware of their rights and capacity to advocate on their own behalf.

Building organisational capacity creates the foundation
Having a sound organisational foundation is critical to the success of the projects and a number of them have undertaken either significant organisational reviews or project level reviews. As demand for services increased the need for clear organisational structures, policies and procedures are needed. Financial resourcing is an ongoing huge challenge with resources decreasing as demand increases.

Awareness training is a priority
There is strong support from all projects for awareness and sensitive practice training for staff and volunteers who deliver services to survivors.

The following pages provide a snapshot across the years of the key activities and outputs for each of the 5 organisations. There is also a report on the Survivor Voice funding that was part of the funding programme. Section 7 gives a deeper insight into each projects context, challenges, adaptive responses, impact and future.

Section 6 -Snapshot of core actions and key quantitative data for each project 2012 – 2014

The majority of the 5 funded organisations were initiating their projects from scratch and this start up phase always takes longer than expected. There are structures and processes to develop as well as relationship building and trust development. The table below shows the funding provided to each organisation over the 3 years.

ORGANISATION:	PROJECT:	GRANT 2012	GRANT 2013	GRANT 2014	TOTAL
Depaul Ireland	Life Skills Group for people in their homeless services with a view to encouraging them to share their own life experiences. Coordinator and project costs.	€25,000	€25,000	€25,000	€75,000
London Irish Centre	In partnership with Immigrant Counselling and Psychotherapy (icap), a training and awareness project for front line staff in mainstream Irish welfare organisations.	€25,000	€25,000	€25,000	€75,000
Irish in Britain	To develop a network of survivor self-support groups and help individual survivors develop groups in their area.	€20,000	€20,000	€9,600	€49,600
Irish Women Survivors Support Network	Advice and support service for survivors of abuse, mainly in London.	€15,000	€15,000	€15,000	€45,000
Right of Place Second Chance	Core costs for support organisation, newsletters, annual report, and social events.	€15,000	€15,000	€15,000	€45,000
Survivor Voice Project	Support programme for survivor organisations, to strengthen their Voice.	€15,000	€0	€0	€15,000
	TOTAL	**€115,000**	**€100,000**	**€89,600**	**€304,600**
	Funded by Daughters of the Cross	€25,000	€25,000	€25,000	€75,000
	Funded by Porticus	€90,000	€75,000	€64,600	€229,600

Depaul Ireland (Ireland) – Sundial House Dublin Life skills Programme

OBJECTIVES	2012	2013	2014
To provide practical and emotional support for survivors of institutional abuse who are now resident in Depaul Ireland's Sundial House project. Some activities were initially run in Orchid house but were limited due to the fluctuating nature of the resident population and lack of volunteers. The project involved all 30 residents of Sundial including **8 identified survivors.** **2012 data did not provide a breakdown of survivor participation separate from total resident population.** The data provided in 2013 and 2014 shows participation by survivors in activities.	• Employ coordinator • June – survey residents about activities and adapt programme • Recruit, train & support volunteers • Residents and manager monthly meetings – 2 people. **Activities [nb: no breakdown of survivor participation in this year. The figures are for total resident population participation. Even if participation by survivors was at 20 or 30% of total participation this would still mean only 1 to 3 of the total 8 survivors were involved]** • Promote and encourage Sundial residents to participate • Health & well being group – 2 to 5 people • Breakfast Club 3 to 4 days a week – 6 to 15 people • Art Group – 2 to 5 people • Internal activities – 1 to 8 people • Gardening group – 3 to 5 people • Relaxation group – 1 to 3 people • Alcohol awareness course – 2 people • Bereavement work [1 to 1 and group] – 1 to 8 people • Fortnightly outings – 2 to 6 people • Orchid House – daily breakfast club; weekly art sessions; monthly music sessions – 4 survivors. Worked with Orchid House Local Mgment team & Depaul Volunteer Coordinator to build volunteer support.	• January – survey residents about early life experiences. 5 men identified as experiencing institutional abuse before age of 18 and 3 men as potentially having experienced institutional abuse. • Befriending programme - 7 survivors • Life Story & Theatre Workshop pilot programme – 5 survivors **[2 people had never participated in any activities before]** • Holistic Healing programme expanded – 8 survivors participate in at least one activity a week with 4 survivors participating in 2 or more activities. • 4 large group outings **[increase from 2 the previous year]** – 7 survivors • Informal small group outings – 4 survivors • Food & Cooking Support [daily breakfast during the week; weekly baking classes and monthly cooking classes] – Breakfast club - 8 survivors; Baking and cooking classes – 5 survivors • Budget Plans–8 survivors • Alcohol management plans – 8 survivors • Life Skills reporting to team meetings and key workers by co-ordinator – uses Outcomes Star process • Residents meetings – now weekly. 6 survivors participated in 1 or more • Orchid House – activities being run by Orchid Hse management team now	• September – focus group with residents to reflect on the whole programme • Volunteer completed reminiscence therapy training • Holistic Healing Programme – (meditation, chair yoga, woodwork, arts and crafts) 8 survivors • 4 Large group outings – 7 survivors • Small group outings – 4 survivors • In house activities – (engage in BBQ, Garden days, occasional celebrations) 5 survivors • Breakfast club – 8 survivors **[and now all 30 residents are involved in some way.]** • Baking class – 4 survivors • Halloween Bake sale – 4 survivors • Alcohol management plans – 8 survivors • Resident Manager meetings - increased attendance, participation and ownership at these meetings. • Befriending – 4 survivors **[The 3 survivors who no longer engage in that programme are now attending more activities and felt that they no longer required the befriending support. It is still available to them should they wish to re-engage in it.]** • Budget Plans– 8 survivors continue to engage in weekly budget plans • Alcohol management plans – 8 survivors continue to participate and regularly review their alcohol plans.

icap & London Irish Centre (UK) – Awareness training and handbook

OBJECTIVES	2012	2013	2014
To Improve the capacity of front line services to understand and address the needs of survivors through awareness training and creating a handbook.	• 4 focus groups in London and north England consulting with survivors to inform training and handbook content • 4 meetings with mainstream providers • 5 planning meetings between icap and LIC • Coordinator attended 2 day training course delivered by Survivors UK – helped to inform planning of training • Promoting the training sessions • 1 day training done twice in each area – London & Manchester • Preparation of draft Handbook of Sensitive Practice	• March 19 – Irish consultation/feedback on training content – Dublin. 39 people. • March 20 – 1 day seminar with religious orders – 14 people. • June - first 2 day workshop run. London. 18 people. • November – 2 day training with 12 people. London. • Consult with 22 survivors and 4 professionals on the content of the handbook.	• July 7/8– 2 day training. Dublin. 18 people • October 7/8 – 2 day training. Birmingham. 14 people • E handbook available on icap site and Irish in Britain site • Distribution and promotion of e handbook • Independent evaluation of whole programme in progress late 2014

Irish Women Survivors Support Network IWSSN (UK) – information and support

OBJECTIVES	2012	2013	2014
To provide advice, support and information to survivors of Irish institutional care and their families. The advice is intended to enable and empower survivors to move on with their lives.	• Home or office visits – 212 survivors in London, South west, South east and part of Midlands • Four 3 hour survivor meetings to hear views and inform people about key issues e.g. RISF. Total – 80 people • Worked with Irish Welfare Centre on two 1-day consultations with survivors re: RISF • Input into McAleese Inquiry into Magdalene Laundries and met with religious orders to discuss way forward	• Advice, information & support – worked with 62 Magdalene women. 1 to 1 work with 63 survivors **[43 women and 20 men]** on a medium to long term basis • 3 general meetings of survivors – total 50 women • Christmas day event and annual Brighton outing – 200 people • Build Organisation Capacity – reviewed organisation objectives as well as governance and structure. Registered as a non profit company; reviewed internal controls and processes; recruited new trustees; received €250,000 from the Irish Dept of Justice & Equality for premises and staffing.	• Advice, information & support – worked with 76 Magdalene women on their applications. Worked with nearly 500 survivors over 3 years providing advice and support • IWSSN supported 550 survivors living in the UK to access redress they were entitled to from Caranua • Build Organisational Capacity – sought and found new premises now called 'Whispering Hope'. Now have 4 full time staff • Extended connections with a wide range of Irish welfare agencies in the UK.

Irish in Britain (UK) – Survivors Project

OBJECTIVES	2012	2013	2014
• Create a network of survivor self support groups – Leeds, Liverpool and Leicester • Form a network of survivor groups • Create a website that will inform survivors and survivor groups	• Survivor self support groups – worked with Irish organisations in 3 areas **[Leeds, Liverpool and Leicester]** to begin development process. • National network - Formed national network and facilitated regular meetings • Planning, promotion and support for 2 national meetings – supported London Irish Centre open day **[100 people]** and organised national meeting and social event in Birmingham • Website - Consultation with survivors and national network on website content and structure. Website designed & launched. 445 individual visits **[50% new and 50% returning visitors]** with 87% in England. • Promotion – 500 posters and 2000 wallet cards with info on survivor services and group contacts.	• Survivor self support groups – Leicester group 1 year old and has a max of 15 participants. Other groups didn't form didn't form – main reason being that the project could not identify a core group of survivors to work with. • National network – one face to face meeting and a range of tele-conferences and emails to enable organising of meetings with RISF now Caranua in London, Birmingham and Manchester • Website – 1661 unique visits. Stay in Touch function had 130+ people asking for information. E-newsletter sent to all 130. • Promotional activities ongoing via Irish survivor contacts and Irish in Britain's own networks and outlets.	• Survivor self support groups – Leicester group continues and success-fully applies for Lottery funding for activities and facilitation support. • National network – a number of the organ-isations had funding curtailed when Caranua began so the network diminished. Still have informal connections and some partnerships. • Website – Stay in Touch function has 55 new contacts. The total of Stay in Touch individual contacts totalled 210 over 2013/14 of which 17 were specialist workers or other contacts. • 2000+ unique visitors in last year with a total of 4,165 unique users since the site was launched. E-newsletter sent to Stay in Touch contacts. The dedicated website is also now linked to the front page of the Irish in Britain site. Promotion continues: – • poster contact information revised; new posters printed and distributed. • Information provided to Irish in Britain's membership e.g. via quarterly Advice and Support Workers Forum; national meetings; and newsletters; and presentation by Caranua at AGM.

Right of Place Second Chance (Ireland) - organisation review and plan, drop in centre and social activities

OBJECTIVES	2012	2013	2014
To promote knowledge sharing. To promote needs of survivors.To integrate survivors through social events. In 2013 an additional objective was created – To conduct an organisational review and develop a strategic plan	• Knowledge sharing – 4 newsletters to survivors as well as mainstream organisations in Ireland • Needs of survivors - Prepared and launched first annual report in March • Social events - A number of social events for survivors and their families – musical social night **[160+ people]**; annual mass social **[150 people]**; healing service [55 people]; exhibition of 45 survivors arts and poetry **[100 people]**; meet Pres. Higgins **[50 survivors and supporters]**	• Knowledge sharing – 3 newsletters to survivors as well as mainstream organisations in Ireland - 1300 survivors sent 3 copies and 200 sent to contacts in Irish agencies • Social events – 2 overnight events and 2 day events – total 64 people; weekly art class – 15 people; woodwork class – 20 people • Organisational review – tender and select consultants [Quality Matters]. Conduct range of surveys and inter-views. Health Check report written. Oct 30 and Nov 8 – staff work with con-sultants on elements of Health Check document to roadmap processes and procedures. Staff also trained in survivor survey process. • Establish Waterford Drop in Centre for Survivors – sought and rented premises.	• Knowledge sharing – 2 newsletters sent to 1300 survivors sent 3 copies and 200 sent to contacts in Irish agencies • Needs of survivors – up to October 2014, 970 survivors called and asked about Caranua process and how to make applications. 396 were given direct support in making the application (parts 1 & 2) • Social events – 6 day events run – 72 people in total. Jewellery making class – 10 individuals a week. • Organisational Review & strategic plan – a survivor survey with 106 survivors was conducted to inform the strategic plan. Both the survey and strategic plan will be launched Nov/Dec 2014. Staff continued working on developing internal handbooks, policies and procedures. Quality Matters conducted a series of developmental meetings with staff and the Board.

Survivor Voice Funding

SSGT received a development grant from Porticus to provide targeted small-scale support to some organisations which hadn't received funding under the main grant programme. The intention was to focus on peer-led survivor organisations. There was also a hope that bringing groups together to discuss issues of mutual interest would benefit cohesion within the sector.

Some organisations which had made applications to the Trust but were not successful were contacted to explain they could be supported in particular areas of development. Only one organisation took up the offer. They had a particular interest in providing housing for survivors. The Trust contracted Simon Brookes, a housing consultant (now Head of Policy with Clúid Housing Association) to provide some support to this group. He met with them and provided some guidance but this did not develop any further.

The Trust also undertook to cover the costs of an initial 'network' meeting of peer-led survivor groups, which was led by Right of Place Second Chance. Despite initial interest in such a move, it was not successful. However, some organisations continue to work on a bilateral basis, some of which is documented in this report.

As part of this Survivor Voice work, the Trust mapped contact and other information of peer-led, voluntary and statutory organisations providing survivor-specific services. A trawl of all websites, reports and documents of the 'sector' pulled together names and addresses of all referenced organisations. The purpose was to ensure the SSGT Grant Programme work and participants had full access to knowledge of who was operating in the sector and to allow relationships to develop. This initiative was only partially successful as several organisations did not respond to requests for information on their governance and/or support they give to survivors. Some individuals replied and said their group was no longer in existence. As State and voluntary organisations develop and contract in their supports to survivors, it is difficult to provide a definitive list of services available for survivors at any one point in time.

In March 2013 the Trust invited London Irish Centre / icap to showcase their training with frontline workers in Dublin - Sensitive Practice when working with Survivors of Institutional Abuse. The interest in this seminar was greater than originally envisaged, particularly among counselling organisations and individuals and religious congregations. As the first seminar was oversubscribed, an extra day was organised. Thirty seven people participated in the first seminar and fifteen people attended the second seminar. There was an open invitation to sign up for the seminars and the Trust made a particular effort to invite survivor organisations to attend.

Where people signed up to attend, the Trust explained the objective of the seminar - not to provide training, but to provide information on what training was taking place in the UK with frontline workers. Some survivors who attended the first seminar were dissatisfied with the approach and several voiced some opposition to both the nature of the seminar and to particular individuals at the start of the meeting.

Feedback from the two days was mostly positive, although there was a mix of opinions on various aspects.

"A marketing exercise to sell another course we don't need or want. Who benefits? Certainly not the survivor. Cottage industry. A multitude of industrial professionals leach off the suffering of survivors."

"Interesting, and although the timetable was squeezed, there was a high level of contribution."

"Level of anger and resentment in the room difficult to deal with."

"The training is very much needed. The ability to ensure a greater understanding by frontline workers into the effects / history etc. of survivors."

"This seminar was facilitated very sensitively, inclusively and professional. It was an example of sensitive practice in action, and also of sensitive, inclusive process."

As the final contribution to the Survivor Voice project, it was agreed to draw together the learning from the three year programme into a final document which would be shared with all those interested in the area.

Section 7
Meta learning within each of the 5 projects – challenges, adaptive responses, impact and the future

7.1 Depaul Ireland – Sundial House. Dublin Life skills project

www.depaulireland.org/

Coordinator – 2012 to early 2014 – Lee Casey
Coordinator – May 2014+ - Katja Debeniak
Manager Sundial House – Dee Higgins

Objectives of Project

The aims of the project were:

- to provide emotional support to survivors and the general service user population;
- to provide social and peer support to survivor and the general service user population;
- to promote practical and living skills among survivors and the general service user population;
- to support residents and staff with advocacy and support planning.
- The project in context of the overall organisation it lives in.

Depaul Ireland was established in 2002 with a mission to offer homeless and disadvantaged people the opportunity to fulfil their potential and make positive and informed choices about their future. They provide 15 specialised services between Dublin, Belfast, Dungannon and Derry.

The project was initially focused in Sundial House and Orchid House. While some activities still run in Orchid House, the main focus of the programme has been on the 30 fulltime residents of Sundial and the core of 16 volunteers including student placements and internships. Sundial House is a specialised long term accommodation service for 30 vulnerable men, women and couples who have entrenched alcohol use issues, and a history of extended periods of rough sleeping and long-term homelessness. It is a low threshold /harm reduction service.

The Life skills project supports both the survivor group, and the resident population as a whole, through a range of holistic interventions, provided by a team of volunteers and student placements.

The Life skills Programme began its first year of operation in May 2012 and SSGT funding will cease in May 2015.

Challenges and adaptive responses

There were a range of challenges as the project was developed:

Residents motivation – in 2012 residents had low motivation and interest in participating in in-house activities or leaving the house. Participation in activities was quite low [6 to 20% of the 30 residents]. Staff and volunteers kept residents informed and continued to run the activities consistently.
Through 2013 and 2014 participation and engagement in activities has been as high as 100%. A lot of work was done with volunteers and staff to make activities look informal, deliver at optimal times for residents and deliver consistently even though there was a lot of behind the scenes planning and structure.

Building a volunteer team to deliver the programme - getting a team of consistent and committed volunteers to staff the programme took time. From 2012 onwards there was a concerted effort to target placement of volunteers, provide formal inductions and shadowing as well as handovers, training and supervision. There is now a solid, committed, confident and competent volunteer team in place to run the Sundial life skills programme. It has the lowest volunteer dropout rate across all projects in Depaul.

Role of coordinator – initially the life skills coordinator did frontline organising and delivery to the group. The dual role caused role confusion with staff and residents. The coordinator also had less time to support and mentor the volunteer team. The coordinators role was changed to engage and support the volunteer team so they could interact with residents on the life skills programme.
The coordinator also acted as liaison with the Sundial staff team, the Depaul Volunteer Coordinator and external agencies.

Understanding and maintaining an awareness of survivor needs and ensuring staff awareness of those needs – it was important to understand survivor needs within the general resident population without identifying who residents were. This was done through discussion between the coordinator and key workers. The icap/ LIS handbook was given to key workers and there were discussions between the coordinator and keyworkers regarding the impact of institutional abuse on survivors. Volunteers received any support they needed to meet survivor needs without separating them [survivors] from the general resident population. Information from specialist groups was promoted in house through posters and leaflets and staff were told of referral options to specialist survivor led organisations.

Impact of the project

In September 2014 participants in the Life skills programme were asked for their feedback. When asked the following questions, these were their responses:

How would you feel if the activities stopped?

'I'd crack up'

'I'd feel bad … cos you don't have a lot to look forward to.'

'It would be mundane in here, with no activities every day would be the same.'

'I'd be devastated – I mean that!'

When did you start enjoying the breakfast club? And what makes you get out of bed to attend?

'I'm in it from the start; I don't want to let people down cos I help out. I love learning and getting new recipes.'

'I'm up at 6 every morning and I look forward to meeting staff and volunteers and having someone to talk to, it's very enjoyable.'

'I have the craic. It's interesting to meet people from different countries like the EVS volunteers.'

Impacts on individual residents

Decrease in alcohol usage and isolation when involved in activities – alcohol usage by residents when involved in activities has reduced and in many cases was zero. The activities have provided positive experiences and options for residents including the 8 survivors.

Increased capacity for residents to work harmoniously together – this has been very evident in the breakfast, baking and cooking sessions. The residents in the baking class have positively challenged the volunteer to give them harder recipes.

Greater awareness of health related issues – the food and cooking classes as well as the holistic health activities have increased residents knowledge and skills in terms of physical and emotional health.

Residents feel safer and healthier – residents of the programme are involved in a range of informal and formal opportunities to give feedback on the programme as well as their perceptions of improvements in their own lives.

Observed increase in levels of confidence, positive engagement with staff, volunteers and other residents, increased resilience and positive outlook when faced with personal difficulties – the life skills programme has impacted very positively on survivors and general residents lives as evidenced by their own feedback, observation and the Outcomes Star method used in Depaul.

Befriending activities have increased a client centred approach – with the development of the core volunteer team the residents have been able to access more 1 to 1 contact and external outings that meets their specific and individual needs.

Impacts on Sundial House as a community

A calmer and respectful atmosphere – the coordinator and manager reported that Sundial house felt calmer and there were fewer incidents between residents.They attributed this directly to the life skills programme.

Better relationships with staff and volunteers – residents have become more involved in resident meetings, surveys and 1 to 1 activities and this has resulted in more respect and trust.

Life skills coordinator connection with Sundial Management team and keyworkers – the coordinator has been the communication link between the project and other key work teams in Sundial.

Impacts on Depaul Ireland

Interest from other services in the Life skills programme – there is interest from other services within Depaul Ireland in the elements of good practice and resourcing needed to run an effective programme.

Potential resourcing for a case study – Depaul is exploring the development of a case study of the programme that can be shared within the organisation as well as with external community organisations in Ireland and internationally.

Comments on SSGT funding process

'SSGT fully supported the project throughout the 3 years of the grant. Bi annual forums were established for shared learning and good practice. There was regular contact from the coordinator, and plenty of notice was given for submitting reports or planning meetings. Feedback was provided on the strengths and weaknesses of the project, and this helped to provide focus for the incoming grant year. Training was also provided on working with survivors. In my opinion, there was an excellent level of interaction and accountability with SSGT.'
Sundial manager

The future

This post will be considered for extension if an alternative funding stream can be sought. The Sundial managers will request a meeting with Caranua to explore if there are any options available regarding future funding for the survivor group and the broader Life Skills programme.
The manager and Life skills coordinator are interested in exploring how a broader programme could be offered and sustained throughout Depaul Ireland as well as the development of an end of life care programme for Sundial residents. A case study will be developed that can be shared within Depaul as well as with external agencies and community organisations.

7.2 The London Irish Centre [LIC] and Immigrant Counselling and Psychotherapy [icap]

icap - www.icap.org.uk/
LIC - www.londonirishcentre.org/

Coordinators:
London Irish Centre – Jeff Moore [2012], Jenny Dunne [2013 – Aug 2014]

icap – Christine Thornton [2012 – early 2014], Geraldine Ryan and Catherine Hennessy.
Trainers: Mary Hughes and Jeff Moore.

Objectives of Project

The aim of the project was to improve the sensitivity and appropriateness with which disclosures of abuse by survivors of Institutional abuse were received by professionals such as care workers, advice workers, social workers, housing and health workers. Awareness training and a handbook on sensitive practice would be developed.

The project in context of the overall organisation it lives in. The London Irish Centre [LIC] and Immigrant Counselling and Psychotherapy [icap] worked in partnerships to develop and deliver the training in the UK and Ireland and the e handbook.

The LIC is the largest organisation for Irish people outside of Ireland. Its services include in-house and outreach advice on housing, benefits and debt, advice and information for survivors of abuse, volunteer programme, day service for older people, drug and alcohol support services, educational activities and cultural events.
icap has been funded by the Irish government for many years to provide psychotherapy and counselling to survivors of Irish institutional abuse.

Challenges and adaptive responses

Consultation and development of training - More time was needed to consult with survivors to inform the awareness training and the handbook. Time was also needed to set up the promotion and running of the training. As a result, the partnership reworked timing of workshops and development of the handbook. They also linked in with a range of networks to promote the training.

Changes to the service landscape in the UK due to funding changes and cuts – icap advertised the training to a wider cohort of potential attendees and used contacts within the SSGT network to promote participation.

Personnel changes in both organisations – key staff changes in both organisations slowed some of the process. LIS was the initial lead partner in the project and in 2013 icap became the lead partner. The retention of the same training team of 2 people [one trainer had been a lead coordinator for LIS in 2012] throughout the project has assisted with consistency and development of the training programme.

Dublin training needed refinement – after the first training feedback in Dublin changes were made to the training to reflect the higher understanding by participants about institutional abuse.

E-handbook took longer to develop than planned – it was decided to include a lengthy consultation process in year 2 with survivors and partners in order to ensure that the handbook was as relevant and practical as possible.

Impact of the project

Feedback from participants – 2014 training:

"The course was incredibly helpful. Most of all it has helped me be mindful of my interactions, actions and reactions when working with survivors".

"All of it was relevant. I will be keeping it in mind when working with survivors as well as my peers…this info will be useful in other areas of social work".

Training – high levels of reported satisfaction with the training. In training evaluations the majority of participants said they felt more confident in their ability to respond to disclosures of abuse. The latest training evaluations showed a significant positive shift in participants awareness of Institutional Childhood Abuse [ICA], needs and resources of survivors of ICA and self care. Nearly all participants across the training felt that their knowledge of ICA had increased.

Fundamentals of sensitive practice have been developed - prior to this work there was a dearth of research and consultation on sensitive practice when working with survivors of ICA.

E-handbook *Handbook of Sensitive Practice* – is now available and being used and promoted. For example, the Depaul Ireland Sundial life skills programme funded by SSGT has given copies of the handbook to all keyworkers and volunteers. The handbook is also on the Irish in Britain site.

Interest from other key UK organisations in the training – the Social Care Workforce Research Unit is interested in having icap run a 1 day session utilising ICA awareness components of the training. icap and the UK College of Social Work are in talks for a roundtable event to share good practice ideas.

Comments on SSGT funding process:

' We have been pleased to be part of the learning network which accompanied the funding given to us by SSGT. This has enabled us to better understand the challenges faced by "on the ground" practitioners and has contributed to our thinking about next steps'.
icap Director. Oct 2014 evaluation

The future

icap will be continuing the work which the funding resourced. icap has close to two decades of experience in providing counselling and therapy for survivors of ICA. They also have experience of providing clinical supervision to frontline staff at other agencies working with survivors.

The development of the training programme has enabled them to distil their learning and to share their expertise with a range of partners in Ireland and the UK. icap plan to use this experience in a variety of ways.

- In discussions with Caranua to explore ways in which the training could be developed and amalgamated with other training programmes to provide a menu of training options of staff working with survivors in Ireland.

- Recent events in the UK (e.g. Saville inquiry) have shone a light on institutional abuse in the UK. icap are in early discussions with the UK College of Social Work for a roundtable event which will draw together lessons learned from experiences in working with survivors of ICA in the UK and Ireland.

- icap aims to share their learning with other practitioners in the fields of counselling and psychotherapy. To this end, they aim to publish papers in academic and peer-reviewed journals. A recent example, is a paper published in the British Journal of Psychotherapy. A further paper and book chapter are in preparation at the time of writing.

7.3 Irish in Britain – Irish Survivors in Britain project

Irish Survivors in Britain site - www.irishsurvivorsinbritain.org/
Irish in Britain - www.irishinbritain.org/

Coordinator: Helen White

Objectives of Project

2012 - The original aims of the project were to:

Bring together survivor groups in the UK to form a network focused upon supporting and assisting survivors to move forward, to understand changes affecting them such as the formation of RISF now Caranua; to create an alliance of survivor support groups in the UK and consult collectively.

Support individual survivors who are isolated in areas across Britain to set up local self-support groups to provide a 'culturally sensitive' setting in which they can share their experiences of the past and the present and some of their fears as they become older and have to deal with a new set of issues.

2013 - The essence of the project remained but the emphasis shifted slightly in 2013 based upon the pilot year. The second year of the project focused on:

Informing - via the website and promotion

Connecting – via the national network and ICT based opportunities

Supporting – 3 new groups and remote survivors

2014 - The project objectives focused on:

Informing – via the website and promotion

Supporting – the Leicester group and remote survivors

Connecting – more informal communication within the group liaison and help with promotion of activities. SSGT reduced 2014 funding to reflect the refocusing of the project objectives and reduction in project activity.

The project in context of the overall organisation it lives in

Irish in Britain is the only national, umbrella organisation in Britain. There are over 100 member organisations, all run by and for the Irish community. As well as the membership network function, other key functions include technical organisational support to members, research on changing needs, representing issues of the Irish in Britain to both the Irish and UK governments and raising awareness of relevant issues within the Irish community, and relating this to the UK context.

The Irish Survivors in Britain project funded a part time worker and a range of activities.

Challenges and adaptive responses

Development of survivor support groups in 2 locations didn't happen – the coordinator identified that there were

a number of elements that needed to be present in order for a successful support group to develop – a support worker from a local organisation; a facilitator/catalyst [in this case Irish Survivors in Britain coordinator]; a group of survivors; and a suitable venue. In Liverpool and Leeds these elements were weaker in comparison to Leicester. In particular, it was very difficult to find and engage with survivors in both areas despite knowing that historically and statistically there were survivors living in both places. The project was unable to identify individuals to bring together as a nucleus to help to form a group.

Development of site took longer than expected and became more ambitious – it was decided to consult with organisations or groups and over 29 individuals were interviewed about the site structure and content and while this took time it also meant that the site was more relevant.

Relevancy of online information not supported by all organisations – Internet based information is seen by some people as not being relevant to survivors and yet there is a growing interest among more isolated individuals. The project continued to promote the site and invite contributions from survivor groups and individuals as a valid complementary form of communication.

Steering group participation became more informal – this was partly due to funding being withdrawn from survivor support organisations by the Irish government in 2013. The group was very active in the first year when there was a clear focus on developing the site, organising visits by Caranua and support groups but participation waned when that work was complete. Individuals stayed in less formal contact, but relationships which had been established early led to partnership work later which was especially fruitful in Leicester.

Impact of the project

"I am relying on your organisation to keep me informed as no one else is"
Quote from site user

Leicester support group is still running and received funding – this group has continued to meet and in late 2014 they successfully applied for National Lottery funding for activities and facilitation support.

The website has been an important information and contact point – the site has attracted many visitors as well as enquiries to Irish in Britain. Its 'Stay in Touch' feature has connected directly with over 200 people. It has provided information on a range of other organisations, services, survivor groups and websites, and has sign-posted individuals to appropriate support. Irish in Britain has now placed links to the Irish survivors in Britain site from the front page of its own website

The formation of the national network happened but was not sustained - the network helped form a range of relationships as well as helping to inform the development of the project in year one. It improved relationships between organisations and enabled meetings with Caranua in London, Birmingham and Manchester. The network no longer meets formally but there are informal connections that do occur as a result of the relationships built up in year one of the project. In particular, the ongoing sustainability of the support group has happened as a result of the initial network.

Comments on SSGT funding process

'SSGT is refreshing in its approach to funding in that its sees the relevance of focusing upon particular programmes and facilitating a network of funded projects. The grant has helped us to provide an additional dimension in the support for Irish survivors which was not previously available. SSGT were exemplary in their support and developmental process.The programme has been continually monitored and evaluated for its benefit to survivors giving organisations a chance to consider what has worked and what hasn't. It has allowed us to make changes to the application to reflect the learning from the challenges we faced.'

Project Coordinator Oct 2014 evaluation

The future

Support for Leicester Survivors Group will be continued during 2015. Irish in Britain intends to maintain the dedicated website www.irishsurvivorsinbritain.org for the foreseeable future and the organisation has committed resources to keeping it updated. Information about the site and links to it are now also available on the home page of the Irish in Britain site.

7.4 Irish Women Survivor Support Network [IWSSN] – Irish survivors advice and support project

Coordinators - Phyllis Morgan and Sally Mulready

Objectives of Project

To provide advice, support and information to survivors of Irish institutional care run by religious institutions.

The project in context of the overall organisation it lives in

The Irish Survivors Advice and Support Service is a project run by the Irish Women Survivors Support Network [IWSSN].

The IWSSN provide regular information and support meetings for their members, commission research, monitor Irish government legislation and lobby the UK and Irish government on behalf of survivors.

The advice and support service would be provided by a peer survivor. Until the SSGT funding the service had been supplied by volunteers.

Challenges and adaptive responses

Being a small organisation that has been run by volunteers until the SSGT funding – the organisation did not have administration and IT support so their capacity was limited to one paid worker and a few volunteers.

Expanded demand from Magdalene Laundry women – the worker not only worked with their existing survivor group but also took on the task of representing and supporting 70+ Magdalene Laundry women. It was a time intensive process and was eventually resourced and the organisation now has 4 paid workers and a new premises.

Dealing with enquiries about Caranua and helping people complete application forms – the organisation has had many requests for support to complete forms to Caranua and the new worker will be able to assist with this process. IWSSN supported 550 survivors living in the UK to access redress they were entitled to through Caranua. The application process time through Caranua took time and was frustrating for many survivors.

Impact of the project

Funding of €250,000 from Irish government.

Establishing the Whispering Hope Centre – an advice and support service for survivors with four staff and a budget that includes the support from SSGT. The funding enabled recruitment of more staff that could help with outreach/case work so that more survivors could be reached. It was very positive and comforting for survivors to know that there is a place for them to come to that respects their privacy, understand their needs, provides them with support and gives them dignity.

Settlement of Magdalene Laundry women claims – this was unexpected work and took a lot of time but the results have been very positive.

Reviewing and building organisational capacity - by reviewing governance, policies, structures and staffing. The organisation is now a non profit company.

Connecting and informing major Irish welfare agencies - about the needs of survivors has increased awareness and understanding.

Social events - are very popular as many survivors live on their own and these events connect people as well as add to their emotional health.

Comments on SSGT funding process

'We are very positive about the role of SSGT over the last three years. They have given us time, advice and space to develop. They have been very flexible and Orla especially has understood the demanding nature of our work which in year one of the SSGT grant the work was almost all voluntary. The Trust has also given us confidence to report the difficulties that we've had in terms of managing the considerable administrative work involved in case work. This has necessitated a constant review of our priorities to ensure we address the needs of survivors first.'

The future

The organisation will continue to work with survivors of institutional abuse and with new staffing and a premises they are able to reach more people. They continue to build their organisational capacity and network with key agencies in the UK and Ireland.

7.5 Right of Place Second Chance - ROPSC

www.rightofplace.com/
Coordinator: Michéal Walsh

Objectives of Project

- Increase information provision amongst the survivor population
- To support the advancement of service provision in one of the regional offices - Waterford
- Create a platform to end social isolation for some of the most marginalised survivors
- Create a world class organisation, with up to date and relevant procedures and protocols
- To critically and externally evaluate the value of services
- To review the types and relevance of service provision over the next 5 years.

The project in context of the overall organisation it lives in

Right of Place Second Chance provides a range of services to survivors in Ireland. They have 3 regional offices [Waterford/Eastern region; Limerick/ Midwestern Galway/Western region] supported by a head office in Cork [supporting Cork and Kerry] where they operate 10 transitional apartments for survivors. Outreach workers find permanent homes for survivors.

Challenges and adaptive responses

Managing demand for the social events – funds were limited to run these events and demand was high. A list was kept to ensure people were able to attend at least one event.

Encouraging survivors to complete the survey – the survey was not initially planned but it became an integral part of the review and strategic planning process so the time frame was extended for completion. Over 100 survivors were surveyed and the results have directly informed the strategic plan due to be launched in December 2014.

Completing the organisational review and strategic plan – including the views of a range of stakeholders took much longer than expected and the plan and survivor survey will be launched November/December 2014.

Dealing with enquiries about Caranua and helping people complete application – 970 survivors enquired about the Caranua application process. 696 were given direct support in making their application.

Financial resourcing versus demand for services - Since the initial SSGT funding in 2012, grants from the HSE and Dept of Education & Skills decreased sharply despite an exponential increase in demand for ROPSC services by survivors. There was a 21% decrease in funding from the State between 2011 and 2014. The Department of Education & Skills funding ceased completely in 2014. The decrease in funding coincided with a significant increase in survivor contacts between 2011 and Oct 2014 – nearly 160% increase. This is stretching the capacity of the organisation to provide services to meet survivor needs.

2011 - €204,257 (HSE & Department of Education)
2012 - €183,854 (HSE & Department of Education) - 10% decrease
2013 - €178,696 (HSE & Department of Education) - 3% decrease
2014 - €160,206 (HSE. Funding ceased from Department of Education) - 10% decrease
Funding decrease of 21% between 2011 and 2014

Number of Contacts (Nearest 100):

2010 - 2,300	
2011 - 3,600	Increase of 56%
2012 - 5,400	Increase of 50%
2013 - 6,400	Increase of 18%
2014 – 6000 to Oct	Increase of 12% if trend continues.

Overall increase of 160% between 2010 and 2014.

Impact of the project

'I love coming into Right of Place offices as often as I can.

I am always treated with respect and feel I can sit down with people I know and who know me. I actually feel worth something. I feel happy to tell people who I am and what I am part of. I no longer ever need to feel ashamed'
(Survivor)

Opening of the Waterford Drop in Centre – this has had a strong and positive impact on survivors and nearly tripled the number of enquiries from survivors and supporters in the area. It provides space for training and social sessions to be run and is a safe and supportive place for survivors.

The Survivor Survey – a survey of over 100 survivors was conducted by Quality Matters [also the external consultants for the organisational review and strategic plan]. This survey provides some of the first qualitative and quantitative information on survivor needs regarding services. The survey results will be launched by ROPSC in December 2014 and will be available on their website. A few key responses from the survey report included:

- Participants were asked to identify whether they felt most comfortable participating in services and groups with either survivors or the general public. As illustrated in the graph below, 41% of respondents said they would only feel comfortable going to services and groups for survivors (n=43). 31% of participants indicated they would feel more comfortable in a service or group setting if there were survivors only participating (n=33). Together this results in the vast majority 71% of respondents feeling most comfortable with survivor specific services (n= 76).

- To explore how well other service providers respond to the needs and experiences of survivors, participants were asked to rate a list of services. More than half of participants agreed that housing services (59%, n=62), and HSE health services (52%, n=55) were both very poor at understanding the needs of survivors. Overall, six of ten services were rated poorly.

- The majority of participants responded that ROPSC was a very valuable organisation (70%, n=74), with 85% stating that it was valuable or really valuable to them (n= 90). Both survivors and family members were consistent in their response.

- Approx. 94% of respondents stated that ROPSC demonstrated excellent friendliness towards survivors.

- 92% of respondents agreed that ROPSC demonstrated excellent to good empathy and understanding towards the experience of survivors and institutional abuse.

- 92% of respondents stated that ROPSC staff were easy to contact.

- 88% of respondents agreed that ROPSC were either really good or good in terms of their abilities to get things done.

- 87% of respondents stated that ROPSC staff were excellent in relation to the sense of trustworthiness and honesty in relation to survivors.

- 85% of respondents stated that ROPSC was excellent at following through on action

Organisational review – Quality Matters conducted an organisational review that resulted in a Health check report. The report has guided a range of capacity building actions by staff and board including development of key policies and processes.

Strategic Plan – the plan will inform and guide the direction of service delivery as well as advocacy for the organisation into the coming years.

Quarterly newsletters – they have kept survivors and over 200 agencies informed of developments in the sector. ROPSC staff reported an increase in knowledge by survivors who receive the newsletter.

Social events – these events are extremely popular and help reduce social isolation.

Comments on SSGT funding process

'SSGT have done a tremendous job at "buying" into the sector. It has not just provided funding, but provided a forum that has longer lasting effects for the whole area of Survivor supports'

The ability to meet, share best practice and work with other groups who have been funded through the scheme worked well.

SSGT have shown themselves to respect the difficulties that exist within the area of Survivor Support Services and to try and address this offering not just monetary value, but a commitment over the three years to improving the sector more generally."

Oct 2014 ROPSC evaluation report

The future

At this juncture, Right of Place Second Chance intends to continue to carry on the work the SSGT grant started.

'Unfortunately, the sector has even less opportunity for funding than any other as it is a sector that is as of yet unmapped, not understood and already underfunded. We intend to launch our strategic plan and target philanthropic and other potential funding streams to help us achieve our Strategic Plan.'

Quote from October 2014 ROPSC evaluation

Appendices
Useful Websites

St Stephen's Green Trust - www.ssgt.ie

Depaul Ireland - www.depaulireland.org

Immigrant Counselling and Psychotherapy – www.icap.org.uk

London Irish Centre – www.londonirishcentre.org

Irish in Britain –www.irishinbritain.org

Irish Survivors in Britain - www.irishsurvivorsinbritain.org

Irish Survivors Support and Advice Network - www.irishsurvivorsuk.org.uk

Right of Place Second Chance – www.rightofplace.com

Liz Lennon – Evaluator - www.lizlennon.com

Useful Reports

The Report of the Commission to Inquire into Child Abuse. 2009. Ryan Report - www.childabusecommission.ie

Higgins, Mary (2010), **Developing a profile of survivors of abuse in Irish religious institutions**. St Stephen's Green Trust. www.ssgt.ie

Harvey, Brian (2014), **Review of grant making by the St Stephen's Green Trust**. St Stephen's Green Trust. www.ssgt.ie

Moore, Jeff, Thornton, Christine, Hughes, Mary & Waters, Eugene (2014) **OPEN HEARTS & OPEN MINDS - A toolkit of sensitive practice for professionals working with survivors of institutional childhood abuse**. Immigrant Counselling & Psychotherapy and London Irish Centre. www.icap.org.uk

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