



Loreto Centre Crumlin Annual Report

*Community Adult Education
&
Counselling Service*

September 2015 - August 2016

Registered Charity: Reg No. 20042011 Chy no. 13464

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HISTORY OF LORETO CENTRE

The Loreto Centre was initially established by the Loreto Sisters in 1998 for the purpose of providing low-cost adult community education and a back-up counselling service to people in the Dublin 12 and surrounding areas. The Trustees of the Loreto Centre are the Provincial Leadership Team of the Loreto Sisters (IBVM), Irish Province. The provision of community education in the Loreto Centre is provided from the perspective of the Loreto educational philosophy.

VISION AND VALUES

Loreto Education communities are animated by the spirit of Mary Ward, foundress of the Institute of the Blessed Virgin Mary (Loreto). They are centred in God, rooted in Christ and based on Gospel values. Our vision is that they will be educational communities where each person has the experience of being valued; where all who participate in the learning process enjoy a liberating education that helps them grow into the fullness of life and empowers them to be men and women of courage who are alive to the needs of humanity and committed to making a difference in our world.

Based on this fundamental belief in the uniqueness of each person, the Loreto Centre has as its main object to inspire and encourage all participants in its programmes to recognise and find their full potential. The aim stems from the conviction that, given the right support, respect and encouragement, individuals are enabled to develop and become empowered so that they feel better about themselves, become more tolerant of others, form better relationships and thereby contribute to the well-being of families, communities and the society in which they live.

MISSION STATEMENT

Our mission is to enable and empower people to develop their own resources for more creative and effective living within the context of their personal lives and within their families and to participate in building a supportive personal and community network.

AIMS AND OBJECTIVES

The main object of the Centre is to advance education through the provision of adult Community education and pastoral care, of both men and women in Dublin 12 and surrounding areas, which in turn will benefit themselves, their families and the community in which they live, in accordance with the educational philosophy of the Loreto Sisters (IBVM), Irish Province.

In furtherance of the aforementioned main objective, the Centre has the following subsidiary / ancillary objectives:

- To provide adults in the community with appropriate education and counselling services;
- To enable and empower men and women to develop their own resources for more creative and effective living and to participate in building a supportive community network;

- To respond to the needs of the local community by providing course opportunities to promote healthy living, healing, growth and development of skills relevant to both personal and community needs;
- To provide an atmosphere of welcome and hospitality, a place where men and women can come to share, listen, or find space for quiet and reflection;
- To establish co-operative links with agencies and networks in both statutory and voluntary sectors at local level.

GOVERNANCE

The Board of Management is governed by its Constitution as amended and approved by the Trustees and Board of Management on the 17th day of September 2012.

Methods used to recruit and appoint new Board Members

The members of the Board are appointed, according to the procedures outlined in Paragraph 6 of the Constitution, as follows:

The Trustees will appoint the members of the Board of Management following appropriate consultation.

The Board of Management shall consist of at least six persons, not fewer than half of whom shall be nominated by the Trustees. The remaining persons shall be nominated by the Board of Management.

The term of office of the current Board of Management, as at the 1st day of February 2015, shall be deemed expired on the 31st January 2018

Thereafter the term of office for a member of the Board of Management shall be for three years but shall extend until the annual meeting subsequent to the lapse of these three years. Any member of the Board may be reappointed for one successive term if the Trustees see fit.

The nomination and appointment of members of an incoming Board shall be made and done at least one month before the date of expiry of the term of office of the then existing Board, and the Board so constituted shall assume office forthwith on that expiry date.

The Trustees shall fill any vacancy which occurs in the Board of Management. A member of the Board of Management appointed to fill a mid-term vacancy shall hold office for the same period as the member replaced.

Board of Management 2014-2015

Mary Upton, Chairperson Anne O' Dwyer, Treasurer Catherine Lynch
 Marie Celine Clegg Suzanne Doyle Jane Bailey Louise Clarke

CHAIRPERSON'S REPORT 2015-2016

The past year has been one of both extraordinary challenges and amazing progress for the Board of Management of the Centre. The discovery of the need for substantial refurbishment of the Centre, caused considerable concern to the Board. It became obvious that what appeared initially as one piece of remedial work rapidly developed into a major building and upgrading programme. The prospective cost as well as the disruption to the work of the Centre caused the Board to consider carefully the future of the Centre. It is with great pleasure that I am able to report the successful upgrading of the Centre as well as the continuing delivery of our many courses that are so important to the local community. The Centre is now a beautiful, warm and modern environment for both the clients who use our services and a place of work for our volunteers.

The work that I have outlined above and that is recorded in detail later in the report is due to the very generous support of the Loreto Sisters who are the Trustees. The Board acknowledges the very supportive role of the Trustees in continuing to provide the many resources that are essential to the smooth running of the Centre.

During the year the Board continued to update and review the policies that ensure the Centre is compliant with all essential Governance requirements. In recent years, good governance has not been the hallmark of some charitable organisations. As a result of a small number of non-compliant, high-profile charitable organisations, the credibility of the charity sector has been damaged and challenged. It is unfortunate that this negativity should be allowed to create an illusion that the charity sector is somehow underperforming and is open to challenge. The Loreto Centre is committed to adhering to all legal and other standards that ensure that our clients and volunteers are protected, that the services and activities of the Centre are open to scrutiny and that the business of the Centre both financial and otherwise, is transparent.

Future planning by the Board continues to be a priority. Governance, funding and succession planning require substantial and detailed consideration. The Centre is a small organisation with limited resources, financially and administratively. The challenge for the Board is to ensure that available resources are used effectively in order to guarantee that the services of the Centre continue to be provided to our clients in a competent and professional manner. This continues to be the case, thanks to the commitment of our funders and volunteers. In particular, the support provided by the Centre Manager, Sr. Brede Quirke, is critical to the delivery of professional and high quality services to all our clients. Sr. Brede continues to be the mainstay of the Centre and is assisted in that work by Sr. Anne O'Dwyer, who provides an essential back-up managerial support to Sr. Brede.

The Board Members continue to ensure, through their diligent attendance and input to Board meetings, that the services provided by the Centre are of the highest standard. I am very grateful to the Board members for this level of commitment and quality.

Finally, the value of the Centre is determined by the satisfaction of the clients. The *raison d'être* of the Centre is to provide a service to those people in the local community who have placed their trust in the Centre. It is our mission and commitment to continue to deliver this level of service for as long as it is valuable to those who express a need for the service.

Mary Upton

ADULT COMMUNITY EDUCATION

Community Education is seen as an empowering process of personal and community transformation, challenge, social change and collective responsiveness. It is community led, reflecting and valuing the lived experiences of individuals and their community. Through its ethos and holistic approach, community education builds the capacity of groups to engage in developing a social teaching and learning process that is creative, participative and needs-based. Community education is grounded in principles of justice, equality and inclusiveness.

The Centre organises and provides course opportunities to build confidence and self-esteem, develop new skills, build up accreditation and to help people become more actively involved in their local community: In reviewing and evaluating the responses from the learners over the past few year we have noticed an increasing demand for classes in psycho-education. Learners have asked for classes in issues that are relevant to their relationships in the home and in the workplace. Issues such as self-esteem, bullying, grief, loss and ability to cope with change are just some of the issues learners want to explore. We are developing short courses to respond to these requests. There is still demand for classes in holistic education. These are particularly valuable to learners who find themselves living alone and somewhat isolated.

What we offer

The Loreto Centre runs a variety of courses each morning between 10am-1pm.

Psycho-education

- ◆ Making Sense Of Life's Changes
- ◆ How Much Are You Worth?

Holistic Education

- ◆ Tai Chi
- ◆ Mindfulness Meditation
- ◆ Flower Arranging
- ◆ Art
- ◆ Yoga
- ◆ Crochet/Crafts

Academic Education

- ◆ UCD Outreach Programme in Women, Gender & Social Justice Studies
(level 7)

COURSES DELIVERED:

From 1st September 2015 to 31st August 2016, 438 people attended classes in the Loreto Centre. The breakdown for each class is as follows:

Class	Autumn 2015	Spring 2016	Summer 2016
Tai Chi	11	10	12
Mindfulness Meditation I	8	15	6
Mindfulness Meditation II	10	12	11
Flower Arranging	13	15	14
Changing Negative Patterns	15	13	N/A
Art	12	15	11
Women, Gender & Social Justice	28	24	24
Yoga I	16	18	15
Yoga II	18	13	15
Crochet	9	6	5
Balancing Body & Mind	20	N/A	N/A
Spirituality in Our Times	9	N/A	N/A
How Much Are You Worth?	N/A	N/A	15
Total	169	141	128
Overall Total	438		

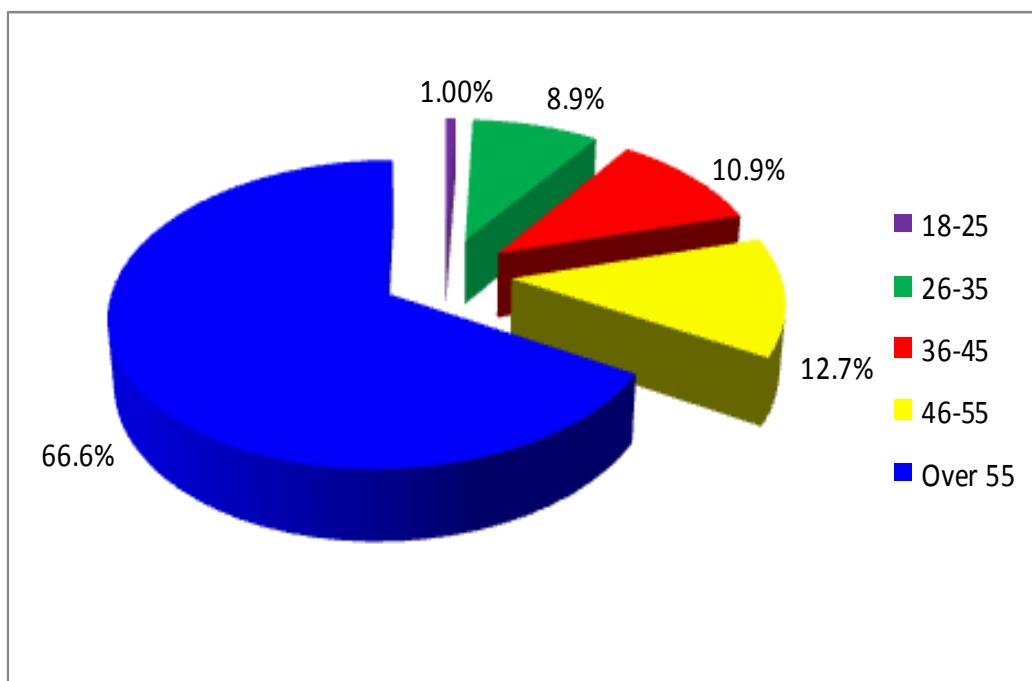
COURSE TERMS:

Courses run from: September - December - 10 weeks
January - April - 8 weeks
May - June - 8 weeks

STATISTICS OF LEARNER POPULATION—438 LEARNERS

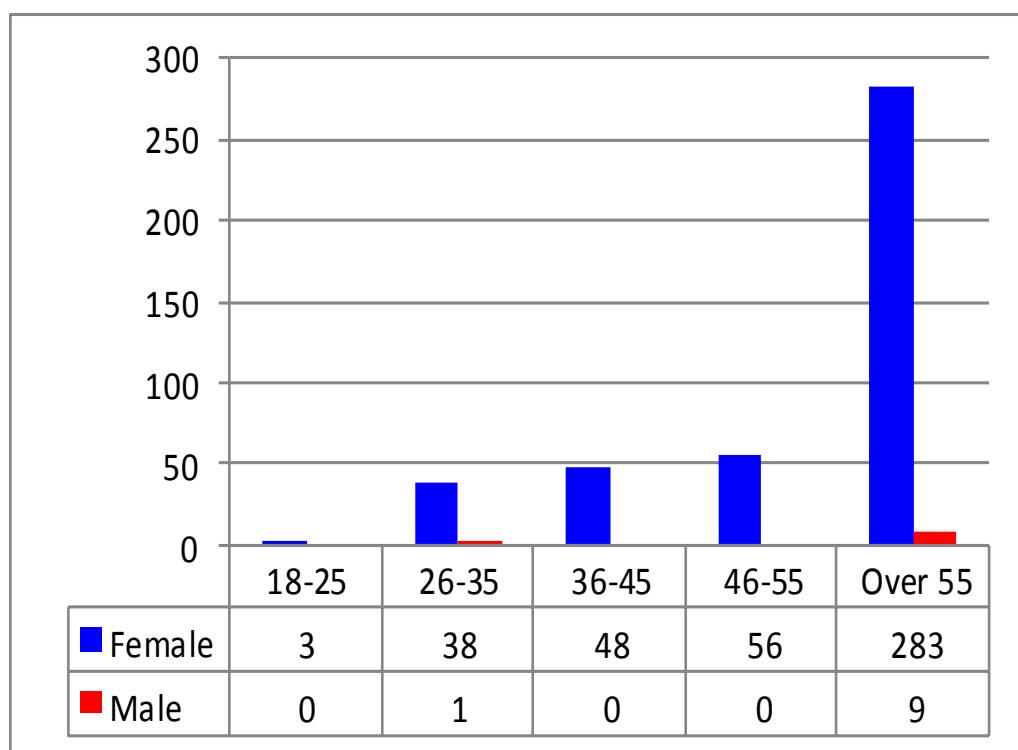
Age Profile of Learners

Table no. 1



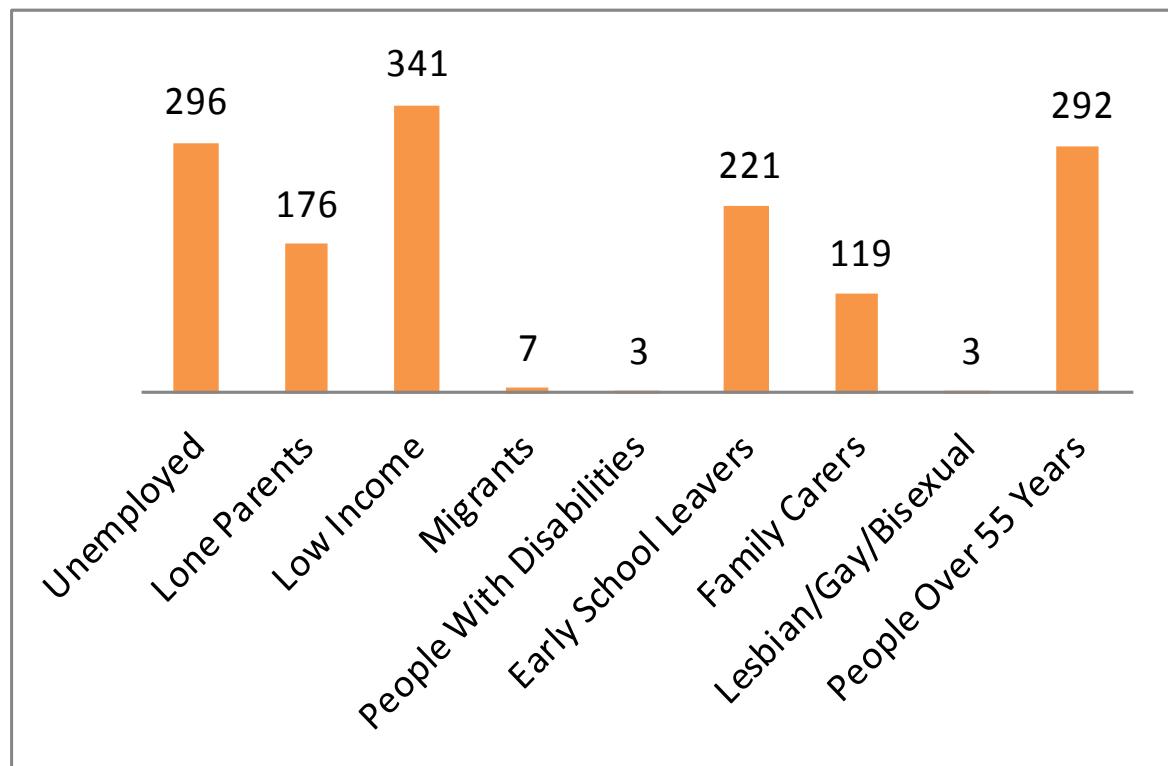
Gender of learners within age profile

Table no. 2



SOCIAL INCLUSION PROFILE - *Learners can belong to more than one category*

Table no. 3



SOCIAL VALUE OF COMMUNITY BASED ADULT EDUCATION

Adult Community Education is not just a means to an economic end, but also has an important social value to the community and the wider society.

For this very reason it is imperative that we strive to meet the ever increasing demands from funders to evidence outcomes. To ensure that this very valuable service continues to survive in the Dublin 12 and surrounding areas, the Loreto Centre uses a measuring instrument designed by the Limerick City Adult Education Service to capture the benefits of adult community-based learning.

This pilot initiative entitled “Capturing the Wider Benefits of Learning” sets out to devise simple tools and methodologies around two elements of non-formal learning:

1. Learning outcomes which learners used to access their skill level ‘before and after participating in uncertified courses.
2. Evidence about the wider benefits of learning, specifically the impact of community education on key areas of peoples’ lives namely:
 - Personal Development
 - Health and Well-being
 - Family and Community
 - Education and Employment

We use this Tool/Methodology:

- To find out what learners want from the course and set learning outcomes.
- To allow learners at the end of the course to reflect on their progress and identify benefits of learning.
- To record vital data about the impact of Community Education courses which will help Loreto Centre Adult Community Education programme with reporting and planning.

COURSE OUTCOMES

In each Annual Report we feature the measured outcomes of a selection of the courses which have been delivered over the past year. Much more detailed reports have been submitted to the respective funders as part of the reporting procedures. In this report we will give a short outline of aspects of the curriculum covered and show the social impact outcomes for the following courses:

- ◆ Flower Arranging
- ◆ Yoga
- ◆ Certificate in Women, Gender and Social Justice Studies

FLOWER ARRANGING *Report written by Maura Gilchrist, tutor.*

If you think Flower Arranging is just sticking a few flowers in a vase, think again! Flower arranging is an art and a very good life skill. You learn how to prepare and condition flowers and foliage while also gaining knowledge of all the different kinds of flowers and foliage. Foliage plays a big part in flower arranging. You will never look at a shrub or tree in the same way again once you start flower arranging. Then there are the different types of oasis to learn about, wires, dishes, containers all known as “mechanics” in the flower arranging world.

In the last year we have made varied arrangements. In January and February when flowers are scarce and expensive, we did leaf manipulation and made twig frames to incorporate into our arrangements. Then Springtime is a joy with all the wonderful spring flowers appearing. We are just waiting for them to pop their heads up. Flowers grown from bulbs need different treatment than root flowers. We were able to create miniatures and landscapes with these beauties, incorporating wool and dishes from Re-Create, the wonderful recycling business in Ballymount which is a treasure trove for flower arrangers. Then Easter leads us into Summer and a whole different array of flowers such as roses, lupins, delphiniums; the list is endless. After Summer break we are into Autumn, with the array of colours and on to Christmas with all its sparkle, wreaths, swags, candle arrangement, Angels and Reindeers.

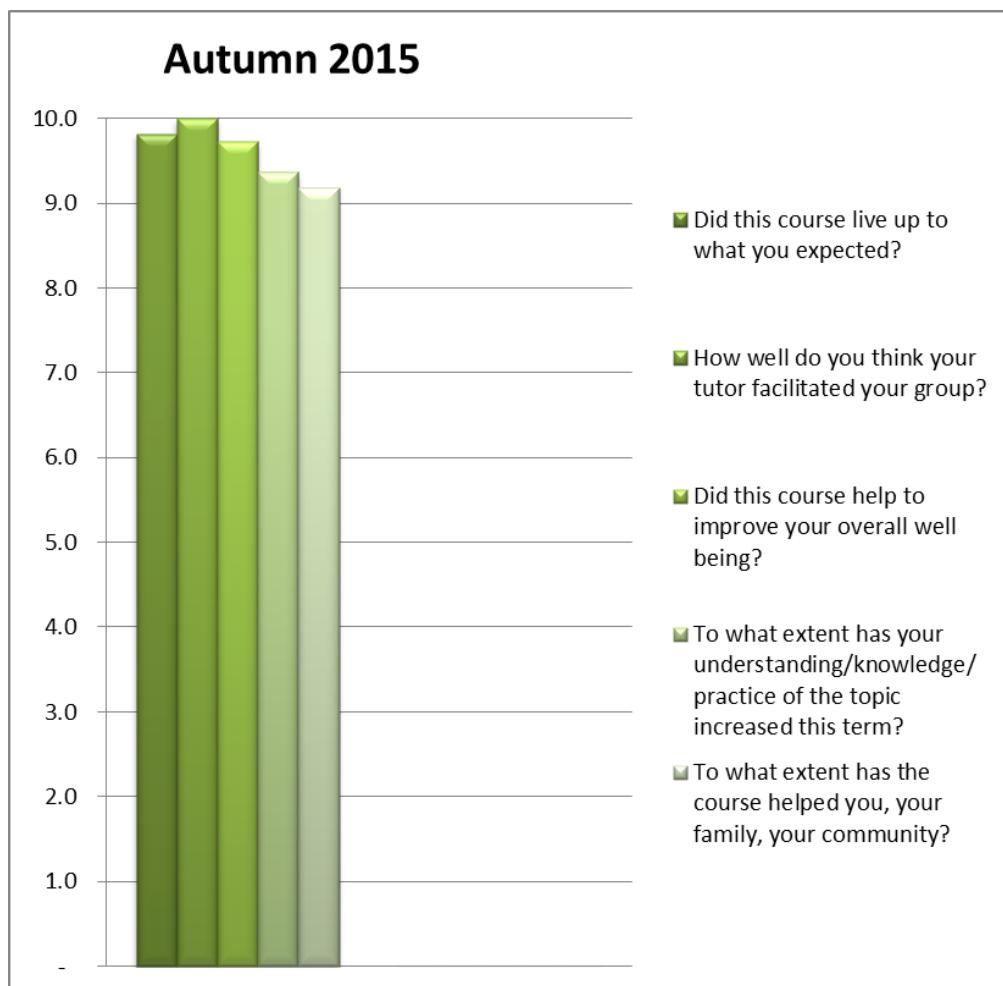
I started to learn flower arranging just so I could do something with flowers from my garden, little did I know where that first class would take me - over thirty years on teaching others this wonderful skill. Flower arranging is much more than a pass time or a hobby. It is a way of meeting people, making new friends, sharing your joys and sorrows and having a chat, while also learning and going home with something you yourself have created. It also helps to build confidence and self esteem. I think flower arranging is a wonderful therapy. You can lose yourself in the world of flowers.

FLOWER ARRANGING

Social Impact Outcomes

Table no. 4

Average Satisfaction Rating measured on a scale of 0–10



YOGA CLASSES RUN BY THE LORETO CENTRE IN CDVEC CAPTAINS ROAD.

Report written by Tara Travers, tutor.

There are two yoga classes of one hour fifteen minutes duration on Tuesday mornings in CDVEC Captains Road. The classes are suitable for all regardless of age or level of ability as the exercises are performed in a gentle non-competitive way making the multitude of benefits of yoga available to everybody. The emphasis is on reinforcing what the participants can do in a positive mindful environment.

The class begins with a centering exercise to help bring the participants into “the moment”. We then move into some gentle Yoga breathing exercises or simple yogic breath awareness. In Yoga the focus on breath awareness is to facilitate the link between our physical and mental selves creating greater self awareness. In yoga the breath is seen as a powerful vitalizing and regenerative force. By regulating the breath we can learn to regulate the flow of energy in the body and focus the mind. The power of the breath is unlimited, giving us vast resources of untapped energy, sharpening the mind and relieving anxieties.

The gentle stretches and movements that we perform during the class bring each joint in the body through its full range of motion and each muscle into its full extension and contraction. All of the exercises are modified to suit the level of ability of each group so that all participants gain mobility, strength and suppleness. What sets yoga apart from other forms of exercise is that even the physical movements are performed mindfully so that the entire practice is a moving meditation.

To complete the Yoga session we allow the body and mind to integrate the effect of the session and experience complete relaxation with mindfulness meditation.

Some of the benefits that participants report after the Yoga class include:

- ◆ Greater feeling of being present "in the moment".
- ◆ Increased levels of energy.
- ◆ Increased feelings of positivity and awareness.
- ◆ Less back and joint pain.
- ◆ Greater ease of movement in their joints and muscles.
- ◆ Increased feelings of well-being.
- ◆ Greater self awareness.
- ◆ Improved posture.

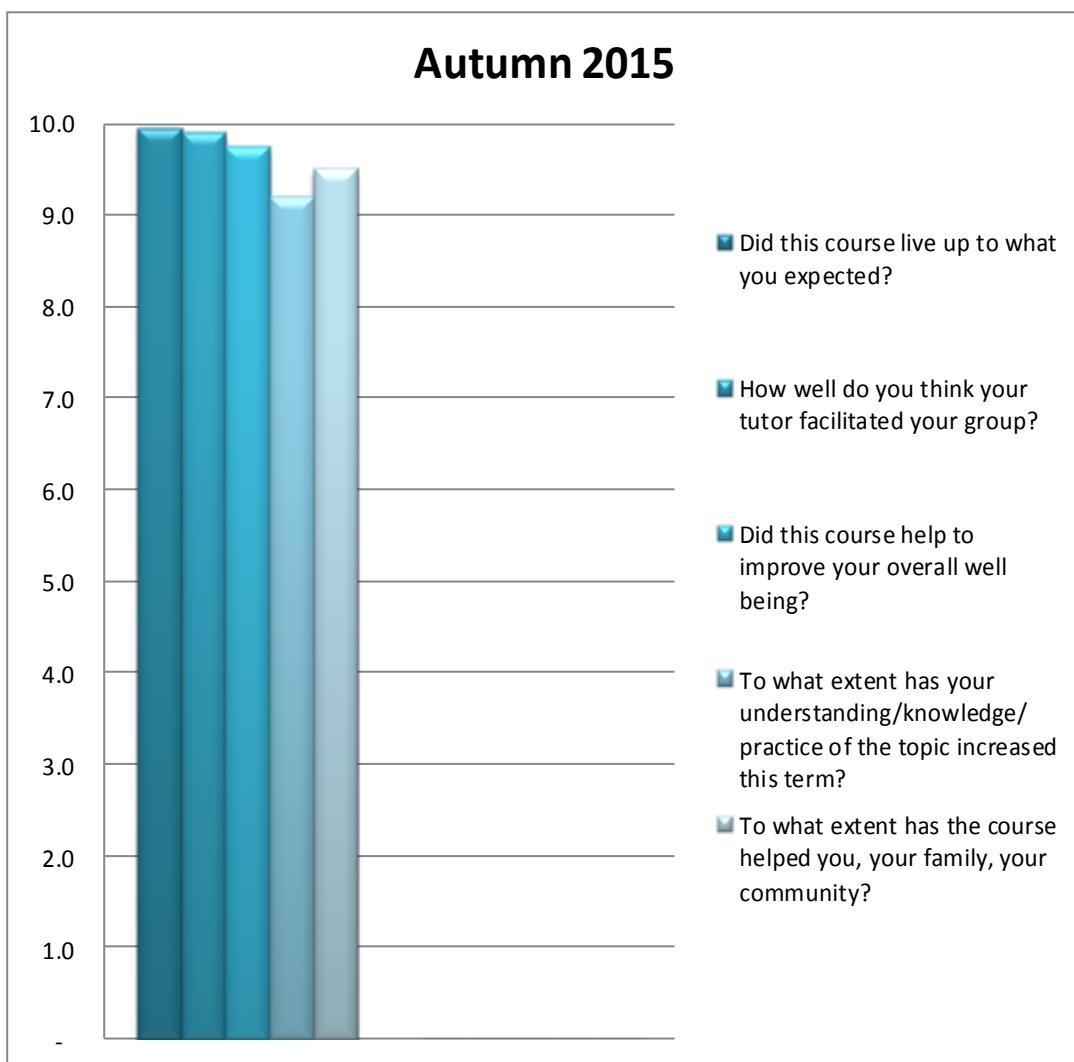
About the Tutor:

The classes are facilitated by Tara Travers. Tara has over twenty years experience teaching yoga and has also trained in Acupuncture and Chinese herbal medicine which has deepened her understanding of the subtle energies in the body. She specializes in working with groups and individuals with specific needs. Tara has a science degree from Trinity College Dublin and a Masters of Applied Christian Spirituality from All Hallows University as well as a Masters in yoga from International Sivananda Yoga Vedanta and a postgraduate Diploma in yoga from Yoga Therapy Ireland. She is a member of the All Ireland Spiritual Guides Association and Yoga Therapy Ireland.

YOGA
Social Impact Outcomes

Table no.5

Average Satisfaction Rating measured on a scale of 0-10



THIRD LEVEL EDUCATION FOR EARLY SCHOOL LEAVERS

Making the Case for outreach provision

The role of community-based adult education is often undervalued and sometimes neglected by Government Departments. It is not just a means to an economic end, but rather a community based adult education service that benefits the learner, their family and the wider society. It has a positive influence on children's education, improving family communication, mental health and changing family dynamics. Community education has also resulted in an increased social awareness of issues in the community and encourages opportunities for cross-community activities.

In Loreto Centre we are passionate about promoting access to higher education by under-represented groups. Our commitment to promoting education for disadvantaged, or socially excluded groups, is based on the benefits that the learners can derive from a third level qualification. These range from the personal through to social and economic.

Loreto Centre has offered Certificates and Diplomas in Women, Gender and Social Justice Studies in conjunction with WERRC (*Women's Education Research and Resource Centre*) Department of Social Studies in UCD for the past fifteen years. Twenty eight local women enrolled for this course which is a 60 week course spread over two years. Learners attend for three hours every Wednesday morning. This group of learners has completed five modules to date and will return in Autumn 2016 to complete the final module.

The first five modules covered the following topics:

- ◆ Women's Studies, Feminism and Social Change
- ◆ Re-discovering Women in Irish History
- ◆ Feminism and Gender theory.
- ◆ Storytelling
- ◆ Art, Activism and Feminism
- ◆ Liberation Psychology will be the final module to be covered



**CERTIFICATE IN WOMEN, GENDER AND
SOCIAL JUSTICE STUDIES**
Level 7 Impact Outcomes

We have invited Dr Aideen Quilty, Programme Director to describe one module of the course studied in the past year.

INTRODUCING FEMINIST AND GENDER THEORY

What we studied in this Module:

This module was delivered at the Loreto Centre Crumlin through their education and learning partnership with UCD as part of a Level 7 Certificate in Women and Gender Studies. The module provided an opportunity for students to engage in an initial exploration of a number of concepts central to feminist theory including gender, power, oppression and identity. We interrogated 2 major ideas. First 'the personal is political' a clarion cry of second wave feminism and women's movement of the 1960s and 70s. Second the idea that bodies matter or, more specifically, that some bodies matter more than others. To think these concepts through we explored a range of social issues such as migration, sexual reproduction and reproductive justice, sexuality and gender politics, white privilege and ethnicity, relative and global poverty. We asked ourselves questions about our prejudices and biases relating to these issues.

Why we studied this Module:

Biases in the form of social prejudices are damaging. They can result in people internalising feelings of inferiority, of feeling 'lesser than'. They can also have material consequences. For example, women paid less than men based on their gender and childbearing potential, or older workers failing to secure employment because they are considered too old to make a 'useful' contribution. Importantly, no one is immune from the power and impact of bias, including the most open minded people. Bias and prejudice can be reinforced within our education worlds, schools, universities and further education centres etc. if they go unchecked. We wanted to try to tackle the biases we all carry in this module delivered as part of the educational partnership between UCD and the Loreto Centre Crumlin. This is certainly challenging work however according to our students participating on the programme it is also really rewarding work.

How we studied this Module:

Each week we came together to think about, discuss, question and reflect on a particular topic relating to social oppression including sexism, ageism, classism, genderism, racism. We based our discussions and conversations on a reading (homework!) we had all read before the class. We deepened our understanding by also reading poetry and short stories and watching short video clips. We constantly learned from each other as we shared our experiences and our questions.

COMMUNITY COUNSELLING AND PSYCHOTHERAPY SERVICE

The Centre offers a low-cost counselling service to adult learners in the Centre, as well as people over 18 years from the local Dublin 12 community and surrounding area. The demand for counselling continues to increase. Many GPs in the local area make weekly referrals.

OUR PHILOSOPHY ON COUNSELLING/PSYCHOTHERAPY

From the beginning our counselling/psychotherapy service was focused on the local community and its needs. Many of the women attending the initial courses, in personal development and community education, began to talk about personal and family problems and crises. We soon realised that many needed supportive and person-centred counselling and psychotherapy.

Once we became aware of this need we set out to provide a professional level of counselling and support for the wide variety of personal problems endemic in our local catchment area. Over the past thirteen years we have liaised with many of the colleges and centres that provide courses for the emerging professional counsellors and psychotherapists in Ireland. As a result we now have a team of thirty nine therapists working with our growing client base and providing a professional standard low-cost service.

Overall, we aim to maintain an atmosphere of community values, team-building and support for the people who need our courses and counselling services. The profile of our clients and their problems within our emerging society validates our policy of low-cost person-centred psychotherapy.

CURRENT TEAM

Our current team of thirty nine therapists consists of a mix of trainee therapists doing their required intern hours on a voluntary basis, a number of fully qualified therapists completing their required accreditation hours, and a core of qualified and accredited psychotherapists. In return for the service these therapists provide to our clients we have a fully supervised and supportive framework in place that provides them with additional professional support, and some of the experience they need to enhance their suitability for a future professional career.

Our volunteer counsellors are all members of the main counselling and therapy accrediting bodies in Ireland, including The Irish Association for Counselling and Psychotherapy (IACP) and the Irish Association for Humanistic & Integrative Psychotherapy (IAHIP). The volunteer counsellors are offered opportunities for continuous professional development either offered on the premises or by other agencies. During this period the Centre management focused directly on training on issues to do with note taking, note keeping and court attendance. Four therapists availed of training in this area. They in turn will advise the rest of the staff and will advise management on any change in policy that may be required.

CASE DURATION

All clients are offered an initial six week contract. The average duration of client attendance is twelve weeks.

COUNSELLING STATISTICS FOR SEPTEMBER 2015 - AUGUST 2016

After cancellations and non-attendance, **3,595** counselling sessions were delivered in the Loreto Centre. **345** clients attended for counselling/psychotherapy sessions between 1st September 2015 and 31st August 2016.

380 appointments were made to see the Director of Counselling. Out of that figure there were 45 cancelations, 42 no shows which brought the number of intakes to 293 new clients.

OUTCOMES

All our work is designed to enable our clients to heal and repair the damage that has become part of their personality as a result of their life experiences to date. We work in conjunction with GPs and other local services to enable people to depend on their own inner resources rather than on prescribed medication. Among the outcomes reported by clients and observed are as follows:

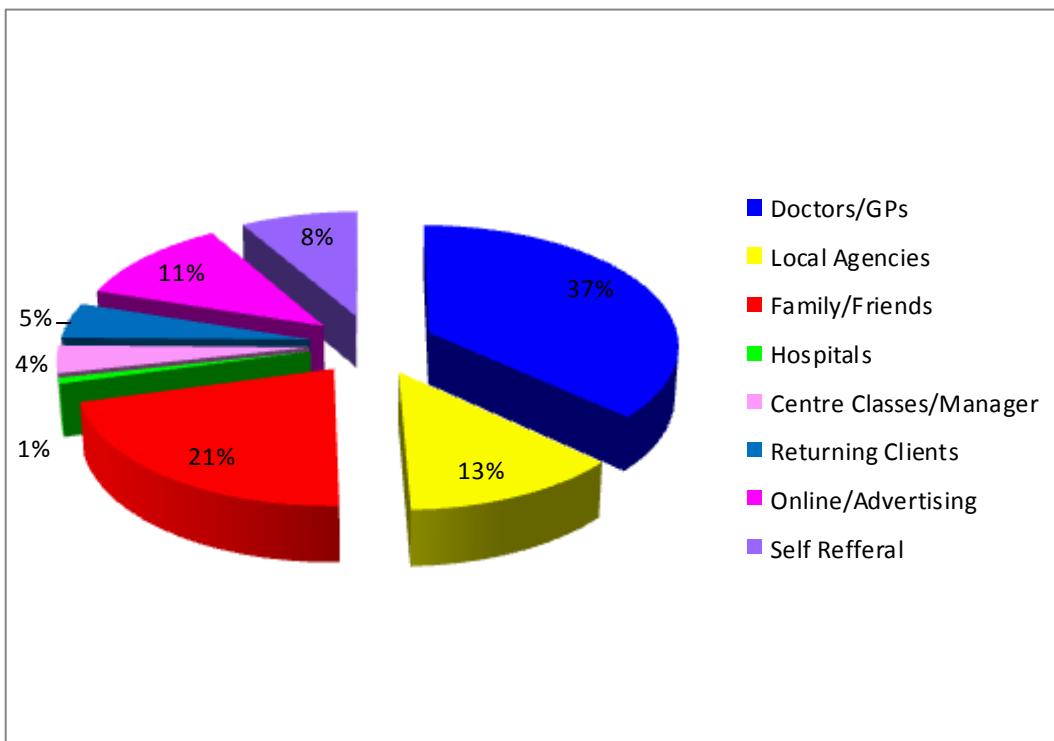
- Improved mental health which leads to freedom from the pain that has become a part of their daily lives.
- Healthier and more rewarding interpersonal interactions.
- Behavioural and cognitive changes which enables them to live richer personal and social lives.
- Greater involvement in new projects and new learning outside the home.
- Increased safety for their children and a healthier domestic environment.
- Healthier life choices.
- Increased positivity and hope for a better future.

The following tables demonstrate the activity around the counselling service:

Referrals to Counselling

September 2015 - August 2016

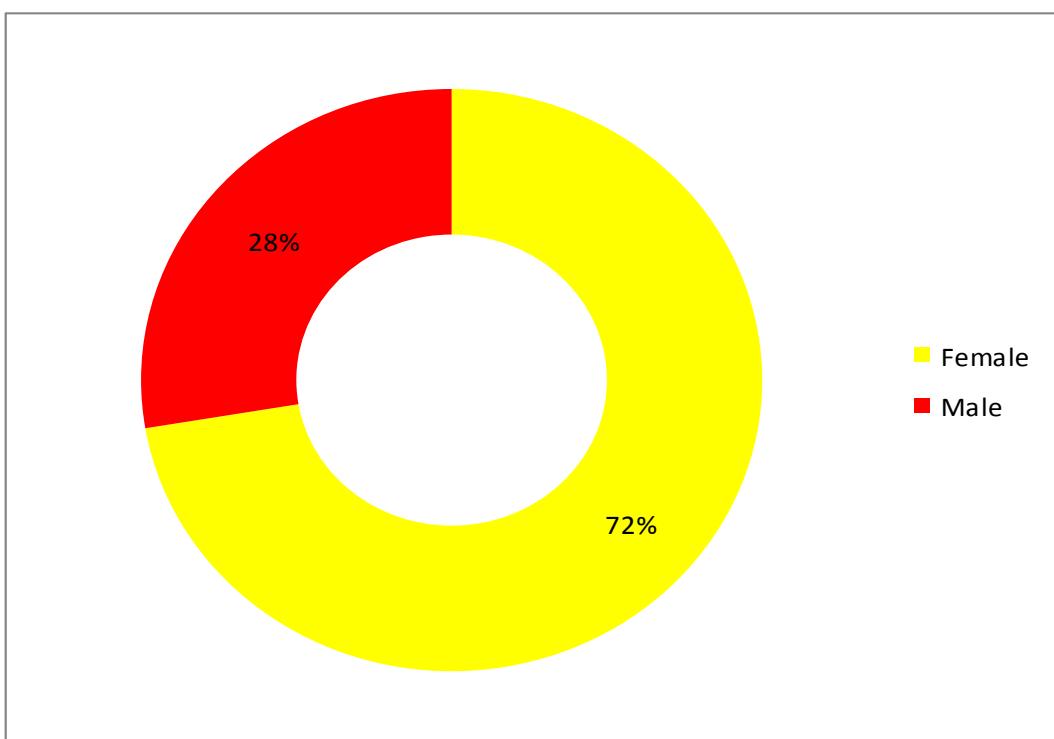
Table no.6



Gender Profile of Clients

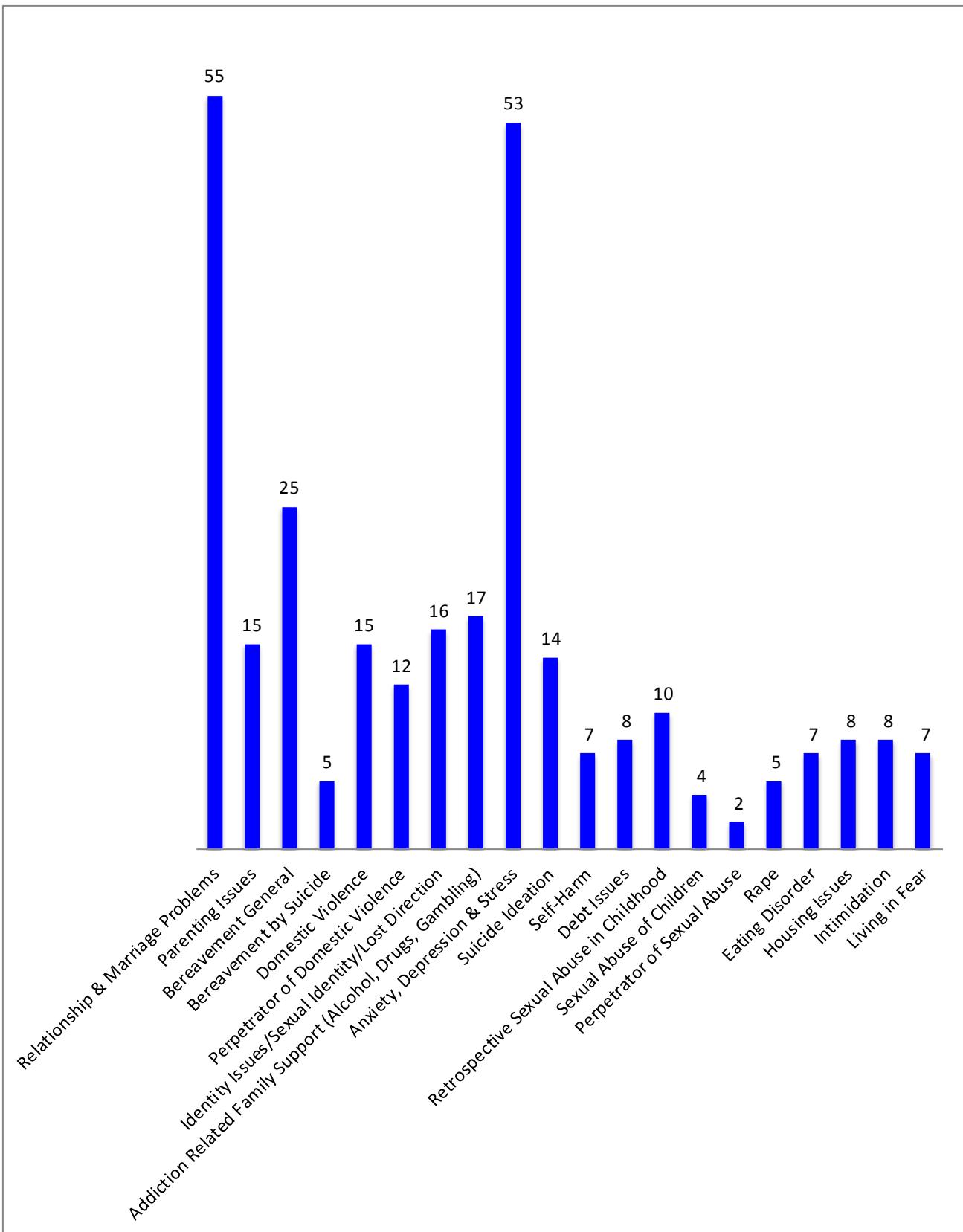
September 2015- 2016

Table no.7



Presenting Problems of Clients 2015- 2016

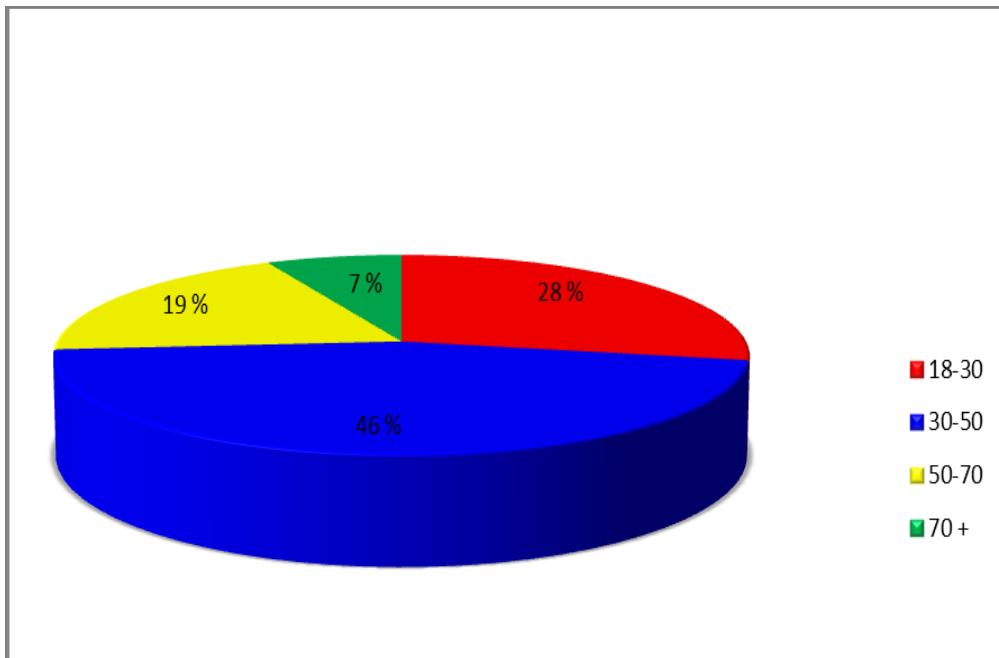
Table no. 8



Age Profile of Counselling Clients

September 2015 - August 2016

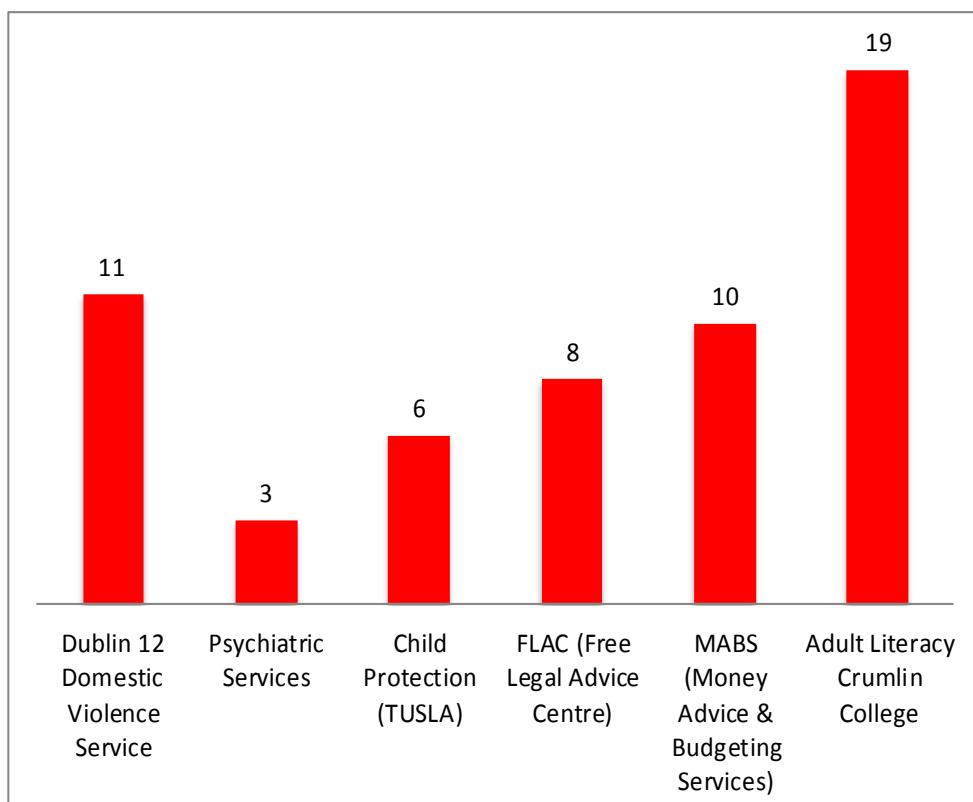
Table no. 9



INTERAGENCY LIAISON WORK

Referrals from the Centre to Local Agencies

Table no.10



UPGRADING AND REFURBISHMENT OF THE CENTRE

On returning to work after the summer holidays August 2015 a collapsed ceiling was discovered in the Manager's office. Considerable secondary damage was also done to the equipment in the room. This was a cause of great concern to the Board of Management and staff. The trustees of the Centre, the Loreto Sisters initiated an engineer's report to evaluate the safety of the entire building. This began immediately and was conducted by John Rooney of Fearnon O'Neill, Rooney, Consulting Engineers. Following the initial engineer's report which failed to find a specific reason for the collapsed ceiling the decision was taken to review all safety aspects of the house.

The Board of Management decided to find a new location for all the classes normally held on first and second floor levels. This was a precautionary safety measure and it also facilitated the ease of access for the engineering team to measure and complete the full survey as necessary. This transfer of classes was facilitated most generously and hastily by the CDETB. Classes were transferred to the ETB premises on Captain's Rd., Crumlin.

The engineer recommended that the counselling / psychotherapy service could continue in Loreto Centre while further detailed surveys on fire safety and building regulations were carried out. Pro Fire and Design Ltd, fire safety engineers, were commissioned to carry out a fire audit, a risk assessment report for fire and a fire safety design strategy. A detailed report and assessment of the building from an engineering and fire-safety point of view was presented to the Board and to the Trustees .

This was a very worrying time for the Trustees, Board, Staff and all service users. All feared for the future of the service. While many options and alternatives were examined the decision was made to upgrade the building to meet the requirements for up-to-date building and fire safety regulations. There was a major recognition on the part of the trustees that the work carried on in the Centre was of unique importance to the local community. Meanwhile, The Board was particularly tuned in to the safety issues at it had been working on revising and developing a Risk Assessment Register and a Health and Safety policy at this time.



The trustees of the Centre considered that the work done in the Centre is of such importance to the Crumlin community that it would be imperative to find the financial means to refurbish the building. After several months planning all aspects of the project the work began in the first week of July. To facilitate the building work over the summer holiday period all the therapy practice was transferred to a school building in the Loreto College courtesy of its Board of Management. During all this time of upheaval all staff and service-users were more than willing to cooperate and enable the changes despite the personal cost to themselves created by the disturbance.

Loreto Hockey Club take a break for refreshments.



The Loreto Hockey club led by Bronnie O' Donnell also came to the rescue as time for reopening was fast approaching and the decoration work was far behind. They dedicated a team of twenty people including three professional painters for an Operation Transformation on Sunday 21st August. Their generous hard work was a delight and a very pleasant surprise for the Board of Management.

The refurbishment was carried out in July and August and clients and learners returned to a beautifully refurbished centre in September. We are indebted to the CDETB for their ongoing co-operation in housing Tai Chi and Yoga classes during the coming year.



FUTURE PLANNING

STRATEGIC PLAN 2013-2016

As part of its ongoing work in the centre the Board of Management undertook to develop a three-year Strategic Plan. The strategic planning exercise is important for the Loreto Centre at this time because of the external and internal factors that might challenge the Centre to provide affordable adult education and counselling services to the people in its catchment area.

Having completed the necessary consultations the following priorities were identified :

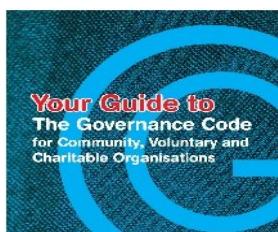
- ◆ Succession planning
- ◆ Funding
- ◆ Services offered
- ◆ Governance
- ◆ Stakeholder support

Our implementation plan has been put in place to address the priorities identified with ongoing evaluation of targets. The need to concentrate on the unexpected challenge of upgrading the building caused the focus of the Board's work to concentrate on the current health and safety issues during the past year.

GOVERNANCE:

Given that good governance means that policies and procedures are in place the Board during the past year has concentrated on making sure that the relevant policies are in place and up to date. So far the Board has reviewed and signed off on the following policies:

Equal Opportunities Policy	Dignity at Work Policy	Data Protection Policy Staff Members
Client Complaint and Grievance Policy	Internal Complaints and Grievance Policy	Child Safeguarding Policy
Counselling Policy and Procedures	Clients Charter	Financial Policy
Student Work Experience Policy	Phone and Mobile Usage Policy	Data Protection Policy Clients and Service Users
Internal Disciplinary Policy	Internet Usage Policy	Disciplinary Policy for Sponsored Workers
Risk Register and Risk Management Policy	Health and Safety Policy	



Good Governance Code

As the Board prepares to sign up to the Governance Code for Community, Voluntary and Charitable Organisation it continues to review and create new policies. It ensures that the organisation is run with responsibility and accountability making it compliant with the requirements of the Charities Act 2009.

FUNDING AND RESOURCE SUPPORTS

The Board wishes to acknowledge the contribution made by staff and volunteers who continue to make this Centre such a vibrant place.

In particular, the Board wishes to acknowledge the role played by the following :

- ◆ The Trustees, who are the Loreto Sisters.
- ◆ The tutoring, counselling, administration, housekeeping staff and volunteers, for their dedication, professional service and expertise in working with the learners and clients.
- ◆ The agencies, FAS, JI, TUS and the CDETB who commit personnel resources to the Centre and who make a significant contribution to the day to day running of the Centre.
- ◆ All funders (listed below), fundraisers and friends of the Centre.

The Board wishes to record appreciation for the professional support received from the other agencies at local and national level who inspire community education and the management of the counselling service in many diverse ways.

Finally the Board acknowledges the trust that learners and clients put in the Centre.

FUNDING OF THE SERVICE

September 2015—August 2016

City of Dublin Education and Training Board



Mary Ward Mission Fund



Loreto Province Fund, Loreto Sisters, Ireland



Dublin South City Partnership



ESB Energy for Generation



TUSLA



Dublin City Council



Loreto Past Pupils



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