



Loreto Centre Crumlin Annual Report

*Community Adult Education
&
Counselling Service*

September 2020 - August 2021

Registered Charity: Reg No. 20042011 Chy no. 13464

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CHAIRPERSON'S REPORT 2020-2021

The centre is more than a building – it is in itself a community of nourishment, support, and healing, driven by our vision, mission and aims.

As in the previous 12 months, we, like our clients and the rest of the population, had to endure the ups and downs of dealing with full lockdowns, partial lockdown, restrictions, and all in between. That we not just survived but continued to deliver essential services and supports to those in need at an otherwise highly pressurised time is testament to the dedication and hard work of all those involved – Centre staff, therapists, tutors, volunteers and supports.

To our manager, admin and support team of Anca, Karen, Jean, Margaret, Izabella, John and Stephen, our team of volunteer therapists under the expert tutelage and guidance of Clinical Directors, Jim Murphy and Terry Kelleher, our Tutors, our Trustees, the Loreto Order and to all those involved in the Centre we say *míle buíochas!!*

In the year 2020 - 2021 and despite the impact of the pandemic, we delivered 2293 hours of therapy to over 158 clients. In addition, our tutors have delivered 28 weeks of classes ranging from Tai Chi to Personal Development to 44 learners. These two key examples highlight the reality that the Loreto Centre is not just a building and rooms. It is a living, breathing dynamic support system that is flexible to meet changing needs and demands and delivers a high-quality professional service to the local community.

Over the years the Loreto Centre has grown from humble beginnings to where it stands today. This is due to the commitment and support of the Loreto Order, various state agencies such as Tusla, CDETB Crumlin, DSCP, Daisy Chain, D12 Jobs Initiative in the form of the tuition professionals, Community Employment, TUS and Job Initiative schemes and all the Board of Management Members who have given their time, energy and experience to the successful operation of the Centre.

Members of the Board of Management are on a fixed term appointment and in 2021, we said goodbye to Elaine Dillon and Ann Kenny. It is right and proper that we record our thanks for their commitment to the Board. We also said goodbye to one of the most committed members of the Board - Beatrice Hughes. As a Board member and more recently Chairperson, Beatrice brought a wealth of skill and experience to all of her dealings on behalf of the Centre. It is only fit that we record our special thanks to her for her dedication and professionalism.

Despite the challenges of the pandemic, the current Board met online regularly both in full form and in working groups right throughout the year. We largely completed a strategic plan to cover the next five years and engaged in a comprehensive review of our governance structures. While this may seem to be humdrum work, it is critical to the ongoing success of the Centre and indeed to ensure our funding partners know and are aware that we are fully compliant with all governance provisions.

During the year, the structure and resilience of the Loreto Centre was once again challenged by the impact of the pandemic. Our collective energies and organisational strengths successfully rose to meet those challenges. A huge thank you to all involved in delivering a cohesive response in every aspect of our work and in the delivery of services.

Long may we continue to do so into the future.

Beir bua do deo,

Eugene Banks

Loreto Centre Chairperson

CLINICAL DIRECTORS REPORT 2020-2021

The year September '20 to August '21 was a year like no other to date, a full year in which Covid '19 was the explicit backdrop to every activity and every process undertaken by the Psychotherapy Service at the Loreto Centre. For all of us who are attached to the service whether as clients or therapists, household staff or clinical directors, administrators or manager, it was a time when health and safety dominated the horizon and so together, we discovered that we needed each other if we were to survive let alone thrive as a group so that the service would survive and thrive. The fact it did is a tribute to the commitment of each and every person to our service for which I remain profoundly grateful.

Delivery of the counselling and psychotherapy service was mediated by two periods of "lock down" where contact with our clients was maintained virtually and by telephone where clients gave consent to such contact. A mini survey of clients on the waiting list at one point during these periods indicated clearly that our clients valued our service but most of all they valued face-to-face contact with their therapists and were prepared to wait until such contact was possible again. This validated for us what we already knew intuitively and what we committed to in making face-to-face counselling the core modality of what we do.

The commitment of our counsellors to the service remained constant throughout the year. This commitment was supported by a number of virtual meetings where we could share our individual experiences and support each other. In these ways the isolation which was a feature of this period of time was offset. We are very grateful to our manager Anca for facilitating such meetings both technically through the use of "Teams" and by her on-going communication with each one of us.

In this period some of our counsellors have left us to pursue other avenues in their professional careers. Their service to us was second to none and so we miss them, but we wish them well in their professional futures. We are left with a sense of gratitude that they collaborated with us and for the legacy of service and kindness they have left behind. We were joined by new counsellors and again we are blessed in what each one of them has brought and continues to bring to us, they are worthy successors of those who have gone before them.

As Clinical Directors, along with Jim Murphy and in consultation with our manager there were decisions to be made at a number of points during the year around opening the service again after a period of lockdown, about the on-going issues of health and safety, about support for our counsellors, and most of all providing an on-going service to our clients through this unprecedented period. In all of this we were guided by our Board of Management so that neither of us were left alone as a unit or singularly with these "big decisions." For such ongoing unstinting support, we are most grateful.

What have we learned in this time? I can only answer for myself. I learned that with the help and support of every member of the Counselling and Psychotherapy Service we can and will not only survive but thrive and produce a service in which our clients will be facilitated to grow and develop each in their own unique way. I learned to live in the present, to savour what each moment of the day holds, to plan carefully, but most of all to trust that if I work as part of a team then the road will open up before me and I will be given whatever I need to face the professional challenges ahead.

Terry Kelleher

Clinical Co-Director

March 2022

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 2021 shall be deemed expired on the 31st January 2024.

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 1 September 2020 - 31 August 2021

Chairperson: Beatrice Hughes (end of term, January 2021)

Eugene Banks (newly appointed in January 2021)

Treasurer: Tom Scott Emily Banville Barbara Murphy

Ann Kenny Patricia Stevens (appointed in December 2020)

Bronwyn O'Donnell (appointed in March 2021)

Last year, the board was successful in recruiting 2 new members, Patricia Stevens and Bronwyn O'Donnell, and appointed its new chairperson, Eugene Banks, who will guide the committee and the strategic direction of the centre for the next 3 years.

The board attended 7 meetings and 3 meetings for the strategic plan.

The following policies were updated by the board during the past year:

- Loreto Centre Risk Register
- Loreto Centre Governance Compliance Record Form
- Strategic Plan 2020-2024

LORETO CENTRE CRUMLIN BOARD OF MANAGEMENT ATTENDANCE AT MEETINGS

September 2020 — August 2021

BOARD MEMBERS	Sep 20	Nov 20	Dec 20	Jan 21	Mar 21	Apr 21	June 21
Beatrice Hughes	v	v	v	v			
Eugene Banks	v	v	v	v	v	v	v
Emily Banville	v	v	v	v	v	v	v
Barbara Murphy	v	v	v	v	v	v	v
Tom Scott	v	v	v	v	v	v	v
Ann Kenny	v	v	v	v	v	v	v
Patricia Stevens			v	v	v	v	v
Bronwyn O'Donnell					v	v	v

Governance Sub-Committee

In January 2020, the board set-up the Governance Sub-committee to review the Centre's policies and procedures, to make recommendations to the board and to analyse and complete the Governance Compliance Record Form.

The sub-committee members appointed are: Eugene Banks, Emily Banville, newly appointed board member, Patricia Stevens and the Centre manager. The sub-committee had 5 meetings online, completed the Governance Compliance record form and contributed to the drafting of the Centre's operational plan.

Finance Sub-Committee

In April 2020 the board set-up the Finance Sub-Committee to review the finance policies and procedures, to prepare for the audit and to plan the yearly budget. The sub-committee members appointed are: Tom Scott (treasurer), Bronwyn O'Donnell and the Centre manager.

The sub-committee members had 5 meetings, reviewed the accounts, the budget and prepared the budget for the incoming year that was presented at the board in September.

Both committees continued the work throughout 2020 and 2021.

LORETO CENTRE ADMINISTRATION

The academic year 2020-2021 has proved challenging due to the continuation of Covid-19 pandemic which influenced the running of the Centre activities and operations. The Board along with the manager and the clinical directors had to continue to review, plan and evaluate the administration, co-ordination and running of the Centre to ensure the health and safety of their clients, team members and therapists in line with the national guidelines and requirements.

During September 2020 to June 2021 Ireland faced 2 other major lockdowns which meant the Centre services had to be re-reviewed and re-planned to reflect the national guidelines.

While the Centre resumed its counselling service face-to-face on reduced hours and limited number of staff and clients from September to October 2020, the classes were offered online by some tutors.

The Centre operated remotely in November and returned to reduced hours in December. Just before Christmas 2020, Ireland went into its third lockdown, which lasted until the end of June 2021.

During the first term (September—December), the manager supported by the clinical directors and the therapists developed an online platform that facilitated the therapy sessions, planning meetings with the board, the team members and online get together meetings with therapists. All therapists were asked to complete training to support their therapy work provided remotely (online and/or telephone).

Online therapy was offered to all clients and learners and online support was also offered to Loreto Centre therapists who attended quarterly get-together meetings with the manager and the clinical directors.

In the second half of the year, Loreto Centre was classified as an essential service and availed of the vaccinations programme offered by the HSE which contributed to the decision to re-open the centre in April 2021. The Centre opened its doors full time following very strict procedures to ensure the health and safety for all attending (return to work/therapy forms, one way system from entry to exit, extra time between therapy sessions to allow for disinfection and cleaning, PPE equipment, no waiting areas, no drop-ins, appointments only, restricted numbers in the building and each office/room, etc.).

As a result of the evaluation of the Centre activities the previous year, the board had consultations with the clinical directors and the team members to draft the strategic plan for the following 3 years. All this process was facilitated online by Lucy Franks, the consultant who supported the board and the Centre through the previous evaluation, to identify the key aims and objectives for the Centre going forward. Based on the strategic plan and the consultations with the team, Loreto Centre developed an operational plan that will guide the work of the Centre for the next 3 years.

During the year the Loreto team thanked Margaret Burke for her commitment, contribution, care and ongoing support on her retirement after many years in the administration and the reception team. We are very grateful for having her as part of our team for so long and going forward as she has decided to continue as a volunteer.

During the summer the team celebrated Garret's life with his family, one year after his passing. We remembered his jolly character, his wonderful personality, we cited poems, sang his favourite songs and planted a tree in front of the centre in his memory.



Throughout the year, Loreto Centre took part in AONTAS Community Education Network online meetings and had the opportunity to contribute to their national report which was presented to the Minister for Health, Simon Harris.



Although the year has had its challenges, we are grateful and blessed that the centre continued to provide support and a much needed service to the local community since April 2021. Our clients, therapists and tutors have been very kind and supportive throughout this time. Their support and positive feedback helped us going forward with hope and love for what we do.

Future plans

The Centre will be implementing its Strategic Plan for 2021-2024 looking critically at how the service needs to be developed and resourced. It hopes to find new partners who will assist with finances and expertise to ensure the long-term future of the Centre.

In 2020-2021 the Board continued to meet regularly with the manager and the clinical directors to review all policies and procedures in line with the Governance Code compliance for charity organisations.

The board will commit fully to continuously review the Centre's policies and practices ensuring that they are in line with the Governance Code.

The Centre is committed to ensuring that it offers a high quality educational and psychotherapy service to the local community.



Staff Celebration Summer 2021

STRATEGIC PLAN 2020 - 2024

During the first lockdown, the board decided to engage with Lucy Franks, research consultant and coach, in an evaluation process of the centre activities to guide the strategic direction and plan for the next 4 years. The evaluation report was presented at the board meeting in September 2020. This identified the key aims and objectives for the centre going forward. The findings from the evaluation informed the drafting of the strategic plan for the next 4 years for the centre.

For the next strategic period we will focus on 3 goals:

- Accessible, person-centred counselling services responsive to community needs
- Flexible Adult Community Education which stimulates and engages the whole community
- Strengthen the Centre's place in the local community and secure its future

Our approach will be one of incremental and proportionate strategic development – starting with what we already have and building on to that in a planned and measured way. We have to match our services to our resources and capacity. Our preference when introducing something new is to pilot, so that we can gauge effectiveness and impact before further embedding in Centre services.

This plan has been conceived during a period for the Centre which has been anything but 'business as usual' because of the severe public health restrictions in place to control the COVID-19 pandemic. In order to achieve a level of continuity of service, the Centre teams have had to exercise considerable creativity, energy and ingenuity. At the time of writing this plan, it was still unclear when Irish society would fully reopen and when learners and clients alike can return to the presence of their counsellors and tutors at the Centre.

The strategic ambitions set out in this plan will require to be balanced with immediate operational adjustments necessary upon full re-opening. Put simply, the Centre will need time to breathe, pivot and reclaim some of the lost ground of the last 12 months and to stabilise services – including new modalities of delivery - to a satisfactory level before significant further change is attempted. For that reason, attentiveness to the pace of strategic delivery will be key.

The Centre Manager, Board and Trustees of the Loreto Centre are accountable for delivery of this strategic plan. Each objective is supported in its execution by an operational plan. The operational plan will facilitate annual reporting. It is a living document, and following review, may be revised accordingly. The plan's implementation will be monitored by the Board annually, and a mid-point review of the Strategy will take place in 2022.

ONGOING SUPPORT

The Centre is very grateful to the Loreto Sisters who give considerable support in the form of providing a building and finances for the service as well as providing a manager to work in the Centre and for their support with the administration of the Centre.

The counselling service is supervised by Jim Murphy and Terry Kelleher, clinical directors, who volunteer their time and energy for many years. Their contribution and commitment to the Centre is paramount and very much valued and appreciated.

The board would like to acknowledge the financial and staffing contribution made by other agencies such as CDETb Crumlin, Department of Social Protection through schemes such as JI, CE and TUS, Dublin South City Partnership, TUSLA, Dublin City Council and SOLAS & CDETb Crumlin for MAEDF 2020.

Their support has been instrumental in keeping the Centre running, especially in the past year that has brought unprecedented times and challenges for all of us.

ADULT COMMUNITY EDUCATION

The Loreto 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 years 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 a demand for classes in holistic education. These are particularly valuable to learners who find themselves living alone and somewhat isolated.

What we offer

In the past year, there were no classes organised in the Centre due to national restrictions imposed by the Covid-19 pandemic.

Some classes were delivered online as follows:

Psycho-education

- ◆ Enneagram and Personal Development (Online)
- ◆ Meaning and Personal Development (Online)

Holistic Education

- ◆ Tai Chi /Meditation (Online)
- ◆ Horticulture (Online)

Academic Education

An Introduction to Women, Gender & Social Justice course was due to start on the 22nd April 2020, but due to Covid 19 level 5 restrictions this course had to be temporarily postponed to a later date when these restrictions would be lifted.



COURSES DELIVERED

From 1st September 2020 to 31st August 2021, 44 people attended online classes in the Loreto Centre.

The breakdown for each class is as follows:

COURSE TERMS:

Class	Autumn 2020	Spring 2021	Summer 2022
Tai Chi	6	7	5
Horticulture	6	N/A	N/A
Art	4	N/A	N/A
Enneagram and Personal Development	N/A	N/A	7
Meaning and Personal Development	N/A	8	N/A
Total	16	15	13
Overall Total	44		

September - December - 10 weeks

January - March - 10 weeks

May - June - 8 weeks

FEEDBACK FROM THE LEARNERS

In December 2020, the centre got funding through SOLAS Mitigating Against Educational Disadvantage Fund administered by CDETB Crumlin to purchase 10 laptops to facilitate classes online with our learners during lockdowns.

The Personal Development class started in January and finished in June 2021. Each learner received a laptop and training on how to use the laptop in order to join the online classes. The feedback and the attendance were excellent. Here is the feedback from the learners:

“Your course was amazing as this was my first online course. So enlightening during Covid. It gave me focus each Tuesday. Good for mental health. Emails from each week encouraged me to read before class. As you know I need structure. The struggle ... Thank you.”

“I would like to take this opportunity to thank you and the Loreto Centre for the wonderful opportunity to avail of the self-development classes. In these times we are in these classes have been so beneficial and helpful in giving me something to look forward to and to focus on.”

“This was an excellent course. It was based on the work of Viktor Frankl – Meaning and Personal Development. It was delivered by Terry Kelleher who is so knowledgeable and is such a great communicator. The story was based on his experiences as a prisoner in the Nazi concentration camps.

At the start of the course I wondered what the connection was between this and our own lives. When we progressed more into the story it became a lot clearer, it was about survival in difficult times. This course happened at the right time, as it was all about coping with our mental health, and the choices we make in our lives. If we have hope in our lives we can face the difficult decisions that we may have to make. Living in this present lockdown situation, I find that we are relying on hope and survival all the more. It was great meeting up every week and gave me something to look forward to. I would also like to thank Anca and the CDETB for providing us with the laptops so that we could do this course remotely. Community education is so important to people so that they can feel included and everyone who wants to should be able to avail of that opportunity. “

“The tutor delivers a wonderful, interesting, and informative class and these classes have meant so much to me to have them in my week. To be honest I don't know what I would have done if I hadn't these classes to look forward to during the lockdown period. They have helped me get through it and it has meant so much to me to stay connected with like-minded people.”

“Our online classes have been so accessible and easy to log in to. It has been a joy taking them and I have found them very fulfilling, and I would be very passionate about continuing lifelong learning to connect more with myself and to others and to see where that might lead me to. Thank you!”

“Personally, the words attitude and forgiveness was a transformation for me and has helped me to deal with issues from my younger years. I am looking forward to the rest of our classes. Before I finish can I just say how grateful I am to be given this opportunity to participate in your online class. I have been out of work sick for over a year and this class has given me something to look forward to and focus on.”

While the class met online throughout the two terms, they met face to face socially distant on the last day outside the Centre (photo below).

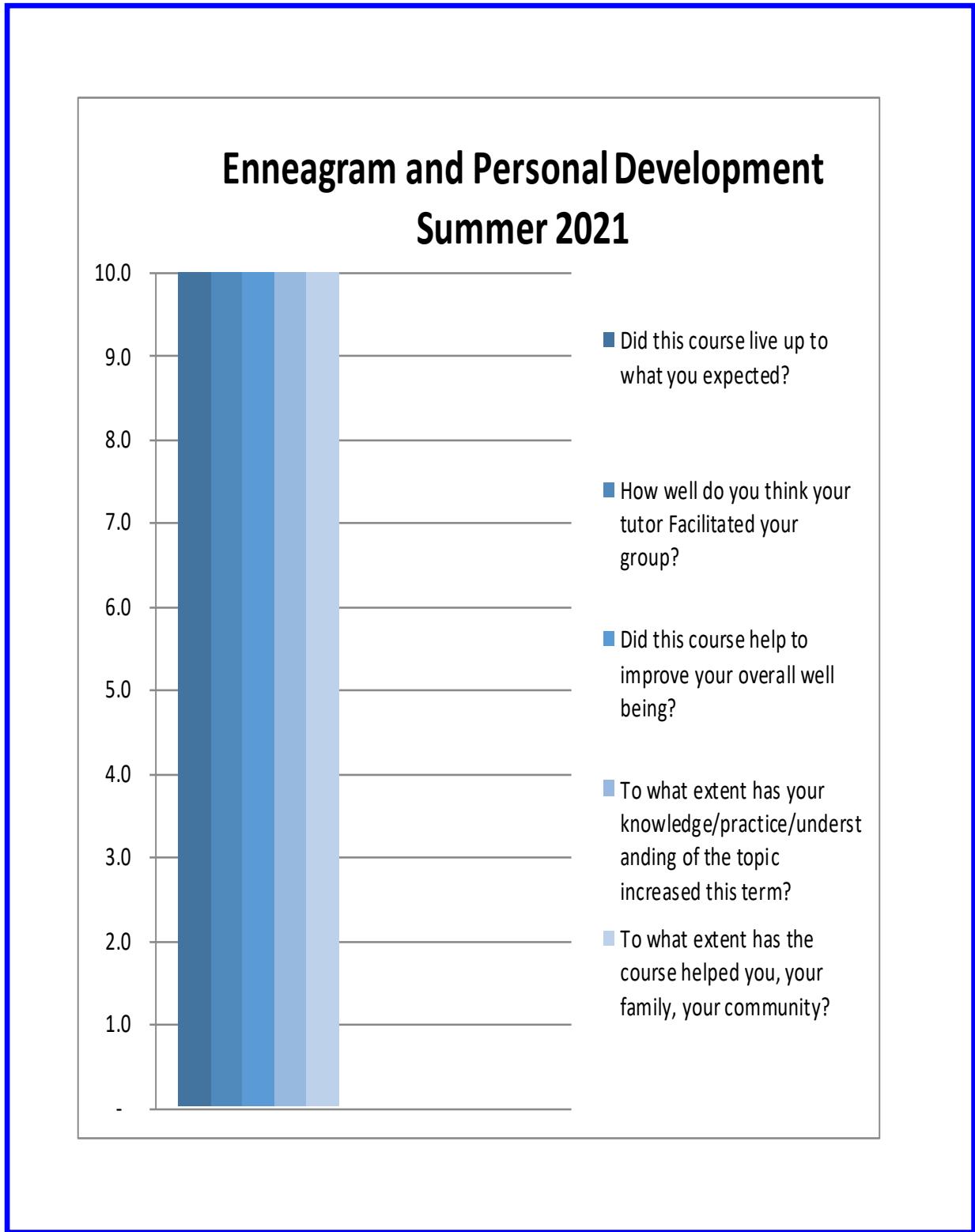


COURSE OUTCOMES

In each Annual Report we offer an insight into the outcomes from a selection of the courses which have been delivered over the past year from the point of view of the learners.

Table 1 captures the feedback from learners over two terms.

Table no. 1



Meaning and Personal Development Autumn 20 (Tutor Terry Kelleher)

First of all I would like to thank you for allowing me to join your Self Development class.

As the only male on the course can I just say how much I look forward to your class. We are all in difficult times with the Covid lock down so to have your class to look forward to is just great.

Your class is excellent and put together with great professionalism. May I say I enjoy your wit and laughter that you bring to the class.

Personally the words attitude and forgiveness was a transformation for me and has helped me to deal with issues from my younger years. I am looking forward to the rest of our classes. Before I finish can I just say how grateful I am to be given this opportunity to participate in your class. I have been out of work sick for over a year and this class has given me something to look forward to and focus on.

Paul

When Margaret called me to ask if I wanted to avail of a course with Terry I was delighted. The only problem was, it was online. Margaret assured me that Anca would help me set everything up.

I don't have much experience with computers so I was a bit apprehensive. There was no need to worry as I went to the Loreto Centre and was taken through everything step by step. The call came at the right time for me as I live alone and was delighted.

I have taken courses with Terry before so I didn't mind what the subject was because she makes learning so interesting. Thank you for the opportunity, I enjoyed the course very much and learned how to use a computer.

Angela

COMMUNITY COUNSELLING AND PSYCHOTHERAPY SERVICE

The counselling service was hugely impacted by the national restrictions imposed by the Government as follows:

- Many therapists and clients could not attend due to travel and/or health restrictions
- Many therapists could no longer continue to provide therapy for the Centre
- The Centre built up a waiting list for therapy which grew bigger every month
- Donations dropped significantly due to high unemployment rates, limited access and skills to access the online platforms
- Increased expenses for PPE equipment acquired
- Technical/IT support had to be provided to therapists, staff, clients for online/telephone therapy, trainings and meetings
- Guidelines and procedures were required for staff, clients' and therapists' safety when returning to work/therapy

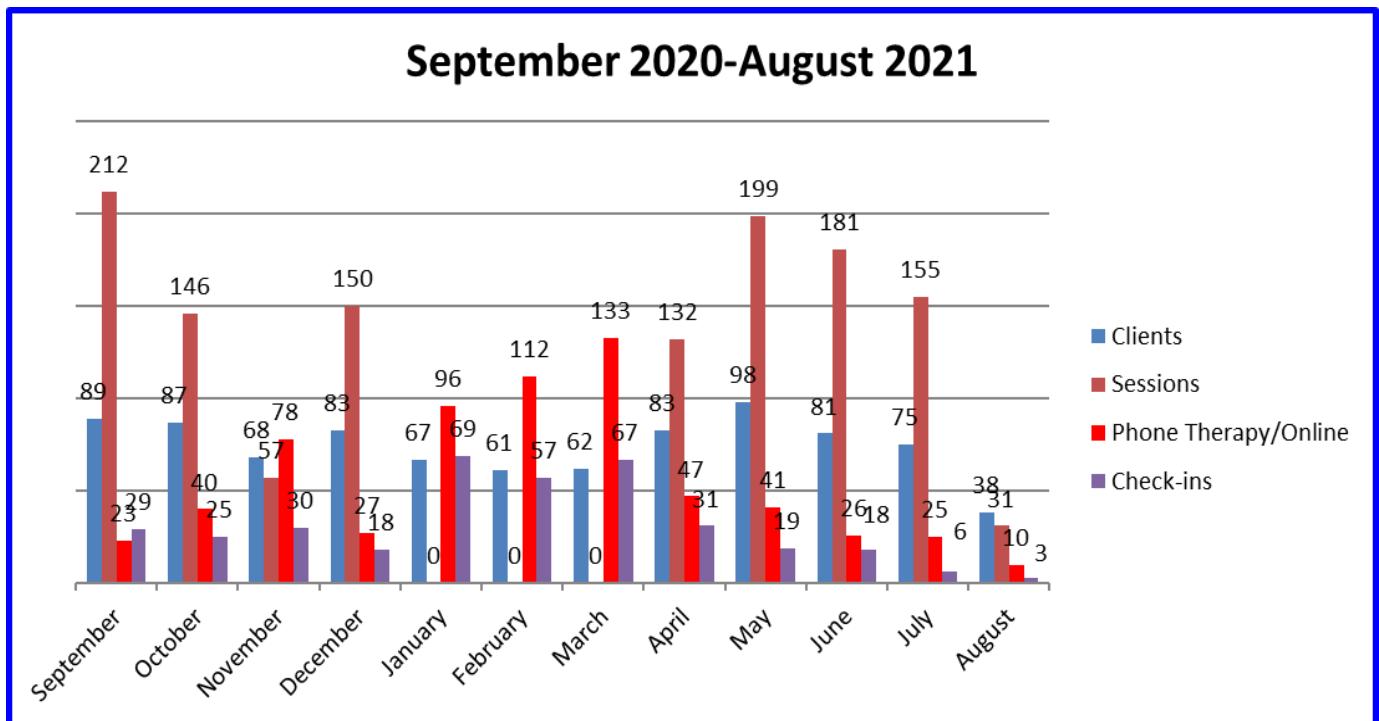
Manager worked with Clinical Directors, Terry Kelleher and Jim Murphy, and the Board to ensure all the necessary steps and actions were followed in line with national and HSE health and safety measures before resuming the counselling service firstly in September 2020 and then in June 2021.

The service operated on reduced hours providing a combination of telephone therapy, online and face to face therapy to vulnerable clients between September to October, December 2020 and from April to August 2021.

During the past year we examined the type of service our clients availed of. Below is a summary table which indicates that the service was being well used by the local community even throughout the lockdowns.

Table no. 2 below illustrates the activity of the counselling/ psychotherapy over the past year.

**Appointments & Counselling hours delivered in the
Loreto Centre**



COUNSELLING TEAM

Our team of 25 volunteer therapists guided and supported by the clinical directors provide integrative humanistic psychotherapy to the clients. As well as a core team of fully accredited therapists, the Centre has qualified therapists working towards the requirements of professional accreditation and third and fourth year therapy students.

Demand for therapy remained high, especially when the Centre resumed its service in June 2021, creating a waiting list. During the second and the third lockdowns, a significant number of therapists had to finish their contract with our Centre due to various restrictions: health conditions, travel distance, change of financial and personal circumstances which created a waiting list for new clients. The focus of the service throughout lockdowns was to continue to support the existing clients and re-assign the clients of the outgoing therapists to existing therapists as soon as possible. Clinical directors have worked with the manager and the admin team throughout this time to ensure our support and connection to our clients remained constant by offering a combination of supports: weekly check-ins, telephone and online therapy.

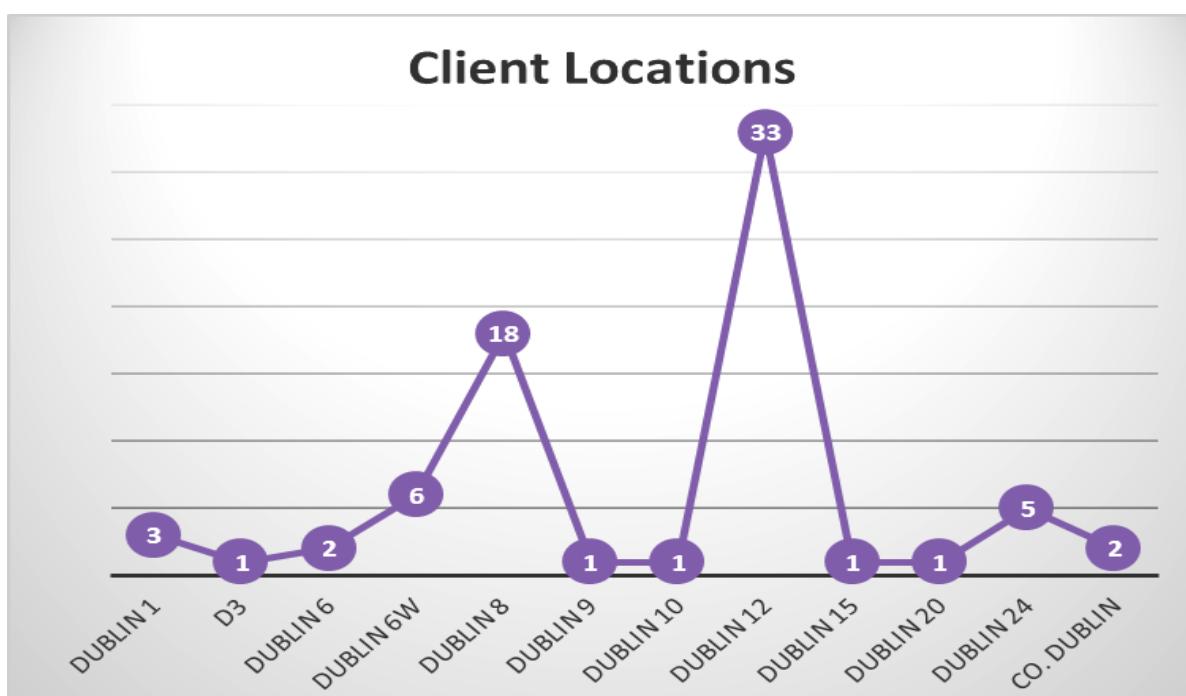
While graphs tell the story of the activities it is also important to note that the service has developed a high reputation for the quality of the service. Along with the professional standards in therapy which are guided by the professional accrediting bodies such as IAHP and IACP, our clients also frequently refer to the warm hospitality of the staff in the Centre and the calming environment which gives them privacy and a quiet space.

COUNSELLING STATISTICS FOR SEPTEMBER 2020 - AUGUST 2021

2293 counselling sessions were delivered in the Loreto Centre, including clients who were continuing therapy from the previous year. 158 clients attended counselling/psychotherapy sessions between 1st September 2020 and 31st August 2021.

86 appointments for new clients were made to see the Clinical Directors. Out of that figure there were some cancelations and no shows which brought the number of intakes to 74 new clients.

Table 3 below describes the geographic area from which new clients come from.



Tables 4 and 5 below show the source of referrals for counselling and age and gender profile of our clients during the year September 2020 – August 2021:

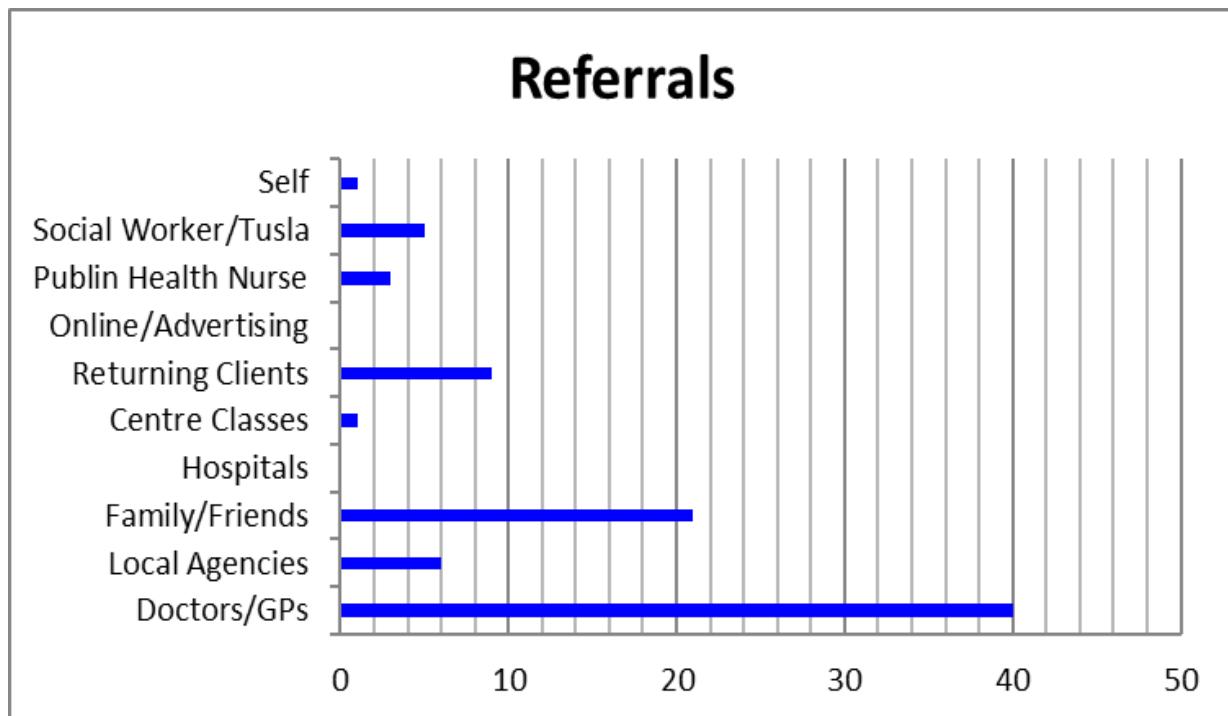
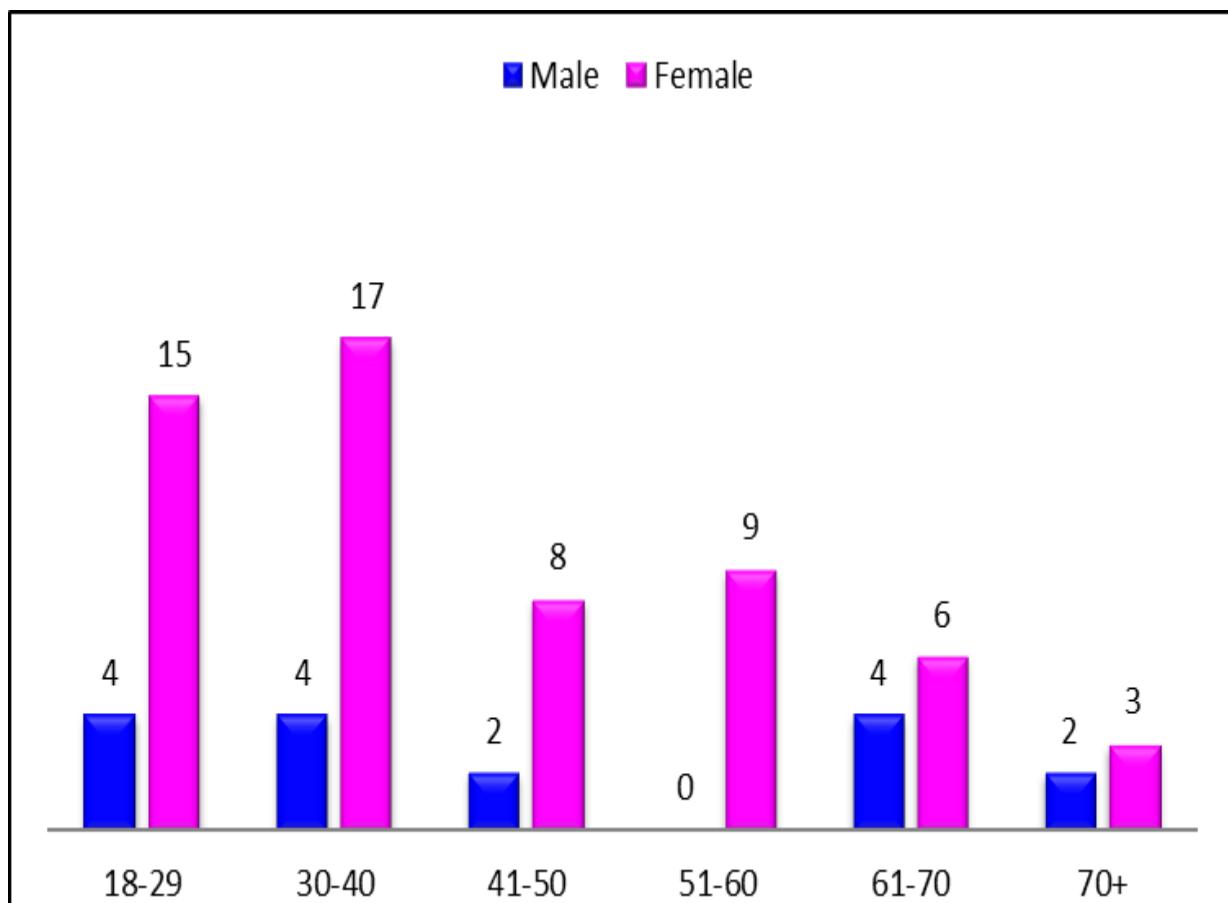
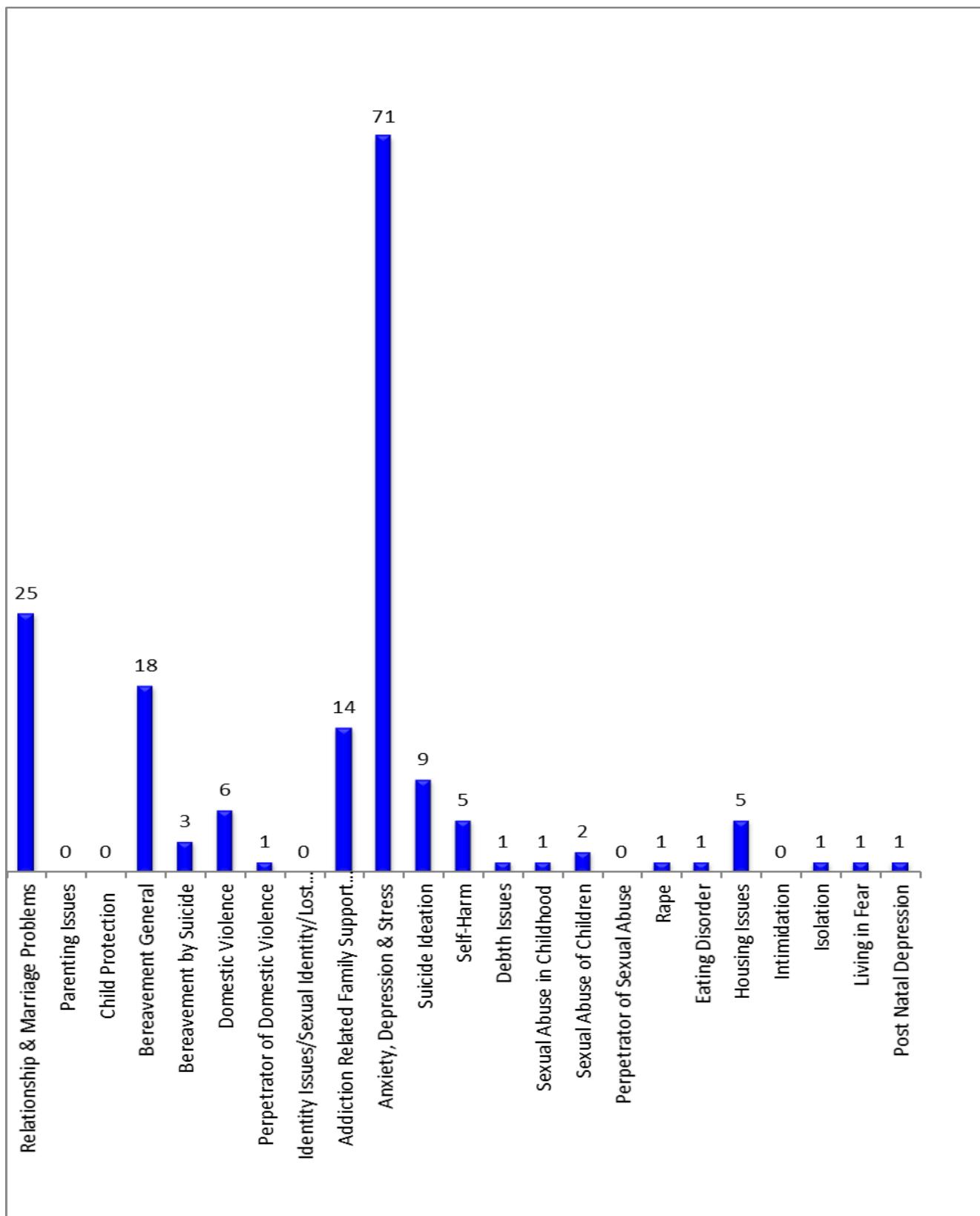


Table 5 describes the age and gender of clients for the same period



Presenting Issues:

Throughout the counselling process a variety of issues may emerge. The following chart no. 6 illustrates the span of presenting issues that clients identified. A visible development this year is the increase in anxiety, depression and stress identified in the initial interview. While relationship and marriage breakdown, bereavement and addiction related family support remained high compared to the previous years, suicide ideation was identified as another major issue in the past year.



FEEDBACK FROM LORETO CENTRE THERAPISTS

I found Loreto Centre so supportive as I started my journey as a therapist. The staff, clinical directors and manager provided so much support, care and meaningful guidance. Thank you very much; so grateful!

Justyna

Thanks for all your help over the last fourteen months. I have really enjoyed my time at Loreto. It is much appreciated. Good luck with all your future endeavours.

David

First of all, I want to thank you for managing the structure around client work and supporting me in my role as a therapist. Especially during this time (*ie: Covid*) I wanted you to know that I really appreciate all your hard work. Once again big thanks to all of you for absolutely everything!! I hope to see you soon!

Anna

I would like to sincerely thank everyone at the Centre for making me feel so welcome and for the opportunity to gain such invaluable experience and insight.

William

FUNDING AND RESOURCE SUPPORTS 2020–2021

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 Clinical Directors
- ◆ The tutoring, counselling, administration, housekeeping staff and volunteers, for their dedication, professional service and expertise in working with the learners and clients
- ◆ The Department of Employment Affairs and Social Protection (DEASP) for JI, CE and TUS projects along with the CDETB Crumlin Area who commit personnel resources to the Centre and who make a significant contribution to the day to day running of the Centre
- ◆ Lucy Franks Consulting for the evaluation and the strategic plan
- ◆ The Cork Street Fund
- ◆ 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.

Funders:



Loreto Sisters Ireland, Loreto Province Fund, Mary Ward Mission Fund and Loreto Past Pupils Union



TUSLA Child and Family Agency



The Department of Employment Affairs and Social Protection through D12 Jobs Initiative and CE Daisy Chain Project



City of Dublin Education and Training Board (AES, Crumlin Office)



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