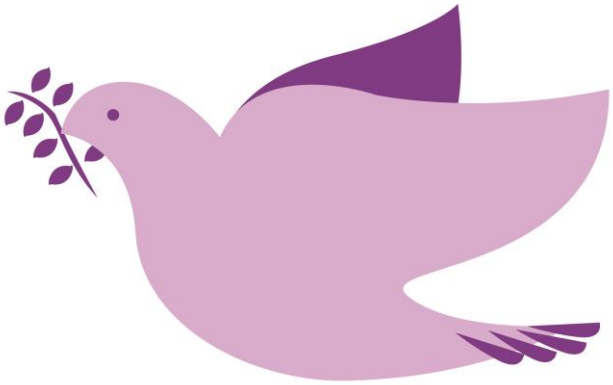

TOWARDS HEALING

A Catholic Church response to Institutional/Clerical/Religious abuse

TOWARDS HEALING

Counselling and Support Services

Annual Report for 2011

TOWARDS HEALING
A Catholic Church response to Clerical/Religious abuse

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Chairman's Report

James Nugent, S.C.

This report covers the first eleven months of the work of Towards Healing Counselling and Support Services. The reason for this unusual period is so that in future our financial year and the calendar year will coincide.

The Company CCSS Limited was incorporated on the 14th January, 2011 and operates as Towards Healing. The Board of Directors held its first meeting on the 1st February, 2011. It elected the officers of the Company, set out elsewhere in this report, and also appointed Michael Lyons as its CEO and Dr. Melissa Darmody as its Clinical Director. All other staff appointments were delegated to the CEO.

The Board was acutely conscious that the Company was established by the Irish Episcopal Conference, Conference of Religious in Ireland and The Irish Missionary Union as a genuine response to the wrongs done to the victims of clerical religious and institutional abuse in the Catholic Church in Ireland and, therefore, has as its overriding objective the wellbeing of those victims. To this end, the Board set itself three specific objectives:-

- to achieve, as smooth as possible, the transition of the clients of Faoiseamh which, since 1997, had been providing counselling to survivors of clerical sexual abuse
- to maintain, build on and expand on the services previously provided by Faoiseamh to its clients
- to achieve the foregoing in as efficient and as cost effective a manner as possible.

I am happy to report that, due to the excellence of our staff working in cooperation with clients and therapists, we have achieved a high level success on all three fronts. The transition of clients from the Faoiseamh service to Towards Healing has been achieved with a high level of satisfaction of most clients. There have been some complaints from a small minority of the therapists who previously worked as independent contractors for Faoiseamh. However, the vast majority of Therapists have been content to accept the terms of the Towards Healing contract. The Board also attributes the success of the transition from Faoiseamh to Towards Healing to a generous transitional Budget provided by the Board of Faoiseamh

to us to assist in the transitional process. The Board wishes to acknowledge this support and to thank the Board of Faoiseamh for it.

The services previously provided by Faoiseamh to clients were twofold. Firstly, a Freephone Helpline was provided and approximately 25% of the persons who used the Helpline then registered with Faoiseamh and face-to-face counselling was arranged for them. Towards Healing has continued both services and has built upon the success of Faoiseamh. In addition, we have provided further services. During 2011, four "Self-Help" meetings have been organised and have been attended by 60 clients. The feedback from these has been enthusiastically positive. We have also introduced a Friendly Telephone Call Service to clients. This initiative is still in its infancy and so it is only possible to report that "so far, so good". We have also established an Advocacy Service to help victims access other services to which they are entitled. This service is ready to begin in 2012.

The Board is happy that the Company is being run in a most efficient and cost-effective manner. The Financial Accounts are set out in full elsewhere in this report. Although the accounts show an operating surplus of €243,588 for 2011, it should be noted that the accounts show one year's income but only relate to eleven months expenditure, as the Company did not commence operation until February 2011. There are some statistics which can be deduced from the accounts which are worth noting. The administration costs of the Company are 8% of the total budget. In other words 92% of the total budget is spent on clinical support of clients. The service provided 21,000 face-to-face counselling sessions for new clients at an average cost of €70 per session, together with 8,000 sessions for those clients who transferred from Faoiseamh during the year. The performance of the service, in service delivery and cost terms, compares very favourably with and are very significantly better than those for other similar services of which we know. In addition, we do not have any waiting list. Once a client registers with Towards Healing they will be in direct contact with a therapist within days.

In order that the Members of the Company fully understand how the company interacts with clients, the Clinical Director has included in her report an account of the procedures employed by the Company from the time the client telephones the helpline to the time they cease contact with the Company.

On behalf of the Board, and on my own behalf, I would like to pay tribute to and thank Michael Lyons, CEO, Dr. Melissa Darmody, Clinical Director, Miriam Monks, Co-Ordinator, Breda Flood, Financial Controller,

Lorraine Byrnes, Administrator, and in particular, the Helpline staff of Towards Healing for their hard, dedicated and caring work throughout the period under review. The positive results of this work are evident throughout this report.

Thanks are also due to the officials of the Irish Episcopal Conference, the Conference of Religious in Ireland, the Irish Missionary Union, Government Departments, the Health Service Executive and members of An Garda Siochana with whom we have built very strong working relationships.

Chief Executive Officer's Report

Michael Lyons

Introduction

The Towards Healing Counselling & Support Services reflect the commitment of the Catholic Church in Ireland to meet the counselling and related support needs of survivors of Religious, Institutional & Clerical Abuse. The Service commenced on 1st February 2011.

The service provided over 28,000 counselling sessions to over 1,300 survivors during 2011, while its Helpline support service responded to nearly 12,000 calls in the 11 months from February to December 2011.

It also provides a wide range of other services including child protection, group work, practical workshops, restorative justice / facilitated listening meetings and advocacy to survivors of clerical religious and institutional abuse suffered as a minor in Ireland who are now living in the island of Ireland, in the UK and in several other countries.

The Towards Healing Service was introduced as a single Catholic Church Service to provide the counselling and related support needs of survivors of abuse by clergy, religious and others (including volunteers) working for the Catholic Church in Ireland.

Its objective is to build and expand on the work of Faoiseamh, which had provided counselling services to survivors of clerical, religious and institutional abuse since 1996.

Towards Healing has maintained a 'no waiting list' policy and in 2011 counselling was provided by 700 independent therapists.

The new service was introduced following reviews of the Faoiseamh service undertaken between 2007 and 2009 and is designed to meet the needs of survivors in a holistic manner. The service is available to any person who, as a minor, suffered physical, sexual or emotional abuse by the clergy, religious or others working for the Catholic Church in Ireland, including those who were residents of the religious institutions.

The services are available, irrespective of the survivor's current residence and, currently, Towards Healing supports clients in all Continents.

The service is funded by the Catholic Church in Ireland through an annual budget. The funding is provided by the individual Congregations and Dioceses, based on their respective percentage usage and cost of the service during the previous year.

The service is supported fully by the Irish Episcopal Conference (IEC), the Conference of Religious in Ireland (CORI) and the Irish Missionary Union (IMU), respectively. These bodies form the Membership of the Company.

Faoiseamh

The Faoiseamh Counselling Service was established in 1996, by the Sisters of Mercy, in response to the media coverage and public outcry following an RTE Documentary on abuse of persons in Religious Institutions, entitled "States of Fear." In 1997, CORI assumed responsibility for the service, at which time the company providing the service – Faoiseamh Ltd – was incorporated in the Companies Registration Office, with the 18 person Executive of CORI forming the membership of the Company. During the period 1997 and 2001, Faoiseamh provided services to survivors of the religious institutions and, in 2001, survivors of abuse from Diocesan clergy began to use the service.

It is interesting to note that the percentage of "Diocesan clients," as compared to "Religious," increased rapidly during the period 2008 – 2010, from 6% to 21%. During this period, the Murphy Report was published (December 2009). This trend is continuing under Towards Healing.

During its period in existence between 1997 and 2010, Faoiseamh provided Helpline support to over 20,000 callers and Face-to-Face counselling to over 4,000 individual clients. A total of approximately 250,000 counselling sessions was provided by Faoiseamh between 1997 and 2010.

The total amount of funding provided by the Congregations and Dioceses to Faoiseamh was €22m.

Review of the Faoiseamh Service

After ten years of operating, the Board of Directors of Faoiseamh undertook two reviews, with the objective of assessing:-

(i) the relevance of the service towards meeting the needs of survivors, and
(ii) the organisational and management requirements of the service

The review at (i) concluded that the service had been effective in meeting the needs of survivors. The methodology for the review included interviews with clients and former clients of the service, who indicated that the help and support provided through Faoiseamh was of immense significance to them in enabling them to deal with their abuse. Some indicated that the service had saved their lives.

The Clinical Director reviewed (December 2008) the policy of unlimited counselling delivered by Faoiseamh, since its inception, as a result of which new arrangements were put in place, which offered clients up to 80 counselling sessions over two years (with effect from February 2009), on the basis of one session a week. These arrangements are based on international best practice.

Following market research into the fees payable to psychotherapists, a maximum counselling fee of €70 was introduced – at the time, some fees paid by Faoiseamh exceeded this figure.

The combination of the limits on counselling and the fee payable enabled Faoiseamh to provide more sessions, at reducing unit cost.

On 30th April 2009, Faoiseamh held a Workshop on the future counselling service with the CORI/IMU Congregations, at which it was recommended that it would be appropriate to develop the service for the future on the basis of a single co-ordinated Catholic Church response, involving CORI, IMU and the IEC in a more structured manner.

Acting on this recommendation, Faoiseamh secured the agreement of the IEC, CORI and IMU to participate in a Joint Working Party to plan the future service.

The Towards Healing Service

The Towards Healing Service model is based on the recommendations of the Working Party which reported in October 2009. Essentially, the Working Party concluded that the future service would need to be more comprehensive and holistic, designed to provide a continuum of care to survivors, with the objective of facilitating them to transition out of counselling and out of the service altogether, eventually.

Towards meeting these objectives, the Towards Healing service, during 2011, delivered the following services:-

- Helpline Counselling
- Face-to-Face Counselling
- Group Work
- Practical Workshops
- A Restorative Justice/Facilitated Listening Meetings Service
- A Friendly Call Service, and
- An Advocacy Service. (Mr Martin Devine, took up the post of Advocacy Manager on 1st December 2011).

Details of each of these services are given in the report of the Clinical Director.

All services are free of charge to clients.

Trend in Activity

While clients are eligible to receive up to 80 counselling sessions from Towards Healing, the majority exit counselling at around 40 sessions. The Helpline Counsellors/Case Managers review each client's progress, at 6, 30, 50 and 70 sessions, respectively, with their Therapist and with the client, and Towards Healing has an Independent Review mechanism in place, designed to recommend if those clients, who are reaching 60 and 80 sessions might need additional counselling.

Towards Healing registers both new clients (i.e. those who have never registered before) and re-engaging clients (i.e. those who were with the service before and who broke their engagement with the service for six months or more). On the basis of this breakdown, there is still a level of unmet need for counselling as evidenced by the ratio of new to re-engaging clients i.e. about 2.5: 1, who registered during 2011.

The number of sessions provided during 2011 increased by 4,000 reflecting a trend which commenced in 2011, as follows:

2009 - 21,293
2010 - 25,561
2011 - 28,079

Statistics Relating to the Service

On 31st December 2010, the total number of clients who had registered with Faoiseamh was 4,162. Of these, a total of 896 were "open cases" i.e. they were actively receiving face-to-face counselling on that date.

The following was the position at 31st December 2011 the end of the first year of operation of Towards Healing.:-

Total clients registered	4,470
Total Open Cases	994
Total cases which closed during 2011	382
Total new clients during 2011	350
Total clients who re-engaged during 2011	130
Former Faoiseamh clients who re-engaged during the Transition Project.	180
Pre-February 2009 clients who have yet to complete their Transition to Towards Healing	28

(*Note: An Open Case is one where a client is actually receiving Counselling. A re-engaging client is one who was formerly with the service, but who has not engaged in six months*)

Table 1:

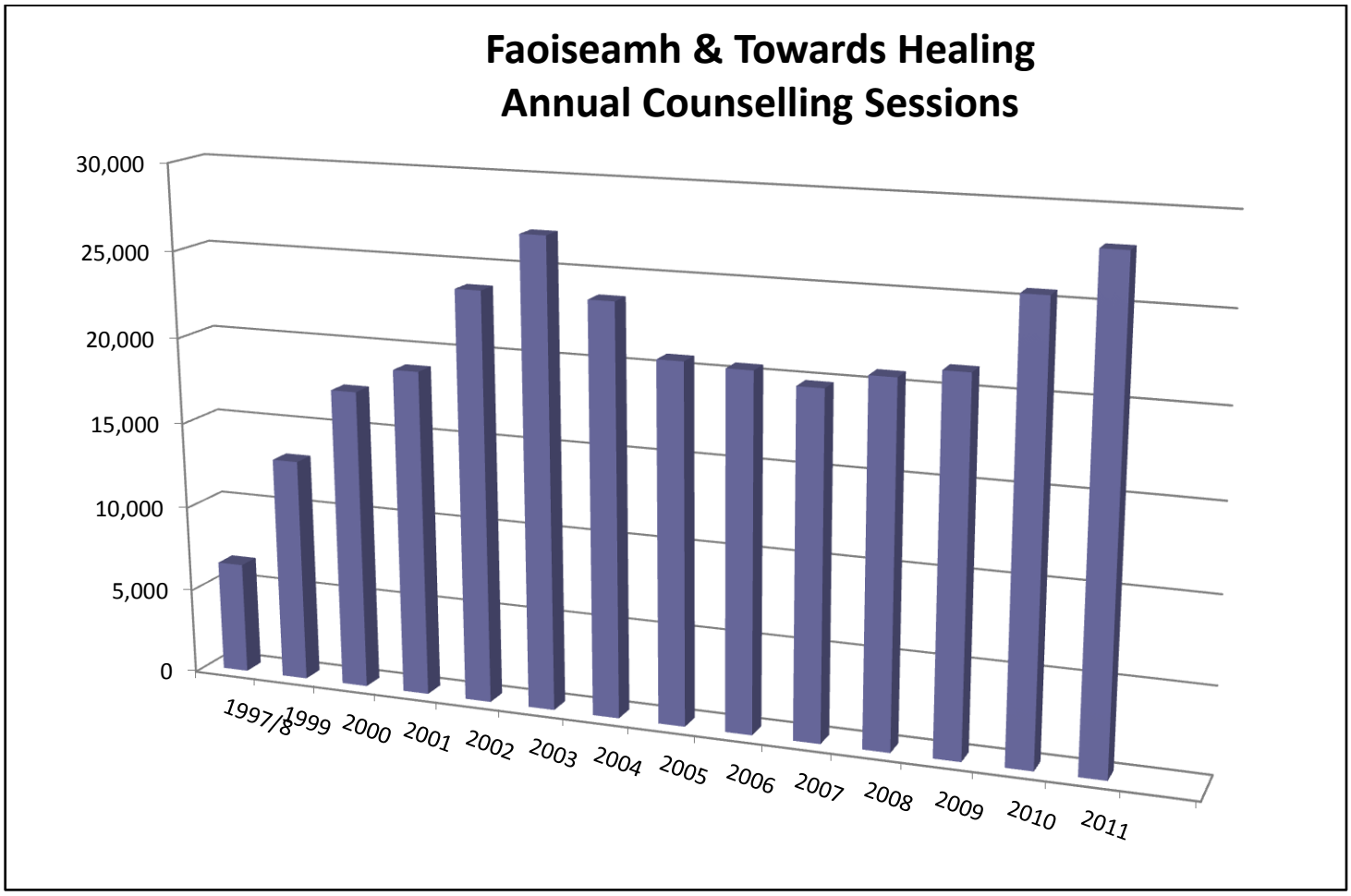


Table 1: represents the total number of counselling sessions provided by Faoiseamh between 1997 and 2010 and by Towards Healing during 2011. It will be noted from the table that there was a significant increase in the demand for counselling between 2001 & 2003 and, while this demand declined somewhat between 2005 and 2007, there has been an exponential increase in demand since 2008. In this context, there has been a distinct correlation between the publication of reports of Inquiries (Ryan & Murphy) and of the Audits conducted by the National Board for Safeguarding Children, during the period 2009 and 2011.

TOWARDS HEALING
A Catholic Church response to Clerical/Religious abuse

Table 1a

Faoiseamh & Towards Healing Annual Counselling Sessions Breakdown 1997 - 2011

Year	Total clients	Total Sessions	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	1997-2000
1997	71	7,744	144	183	174	177	200	292	394	412	651	705	713	3,699
1998	348	34,045	1,160	1,219	1,264	1,243	1,252	1,433	1,438	1,641	2,271	2,699	3,301	15,125
1999	418	44,823	1,064	1,342	1,511	2,144	2,018	2,315	2,621	3,185	4,174	4,546	5,687	14,217
2000	309	24,995	436	752	786	1,069	953	1,146	1,439	2,173	3,134	4,048	5,081	3,979
2001	279	21,686	706	750	820	667	766	1,199	1,387	2,127	3,395	5,729	4,141	
2002	400	27,733	1,118	1,192	1,038	1,159	1,455	2,027	2,605	4,110	6,998	6,031	-	
2003	386	28,260	1,402	1,632	1,898	2,229	2,110	2,673	3,446	6,479	6,392	-	-	
2004	250	16,952	1,044	1,210	1,155	1,427	1,766	2,882	3,914	3,555	-	-	-	
2005	356	19,471	1,216	1,663	2,233	2,561	3,345	5,004	3,450	-	-	-	-	
2006	291	14,411	1,627	1,875	2,354	2,946	4,081	1,529		-	-	-	-	
2007	183	11,668	1,788	2,093	2,598	3,291	1,899	-	-	-	-	-	-	
2008	174	8,631	1,818	2,176	2,816	1,821		-	-	-	-	-	-	
2009	314	11,547	3,612	5,286	2,649									
2010	308	10,447	6,257	4,190										
2011	383	4,687	4,687											
	4470	**287,097**	**28,079**	**25,561**	**21,293**	**20,731**	**19,843**	**20,499**	**20,693**	**23,682**	**27,015**	**23,758**	**18,923**	**37,020**

Table 1a: is a more specific, tabular representation of the graph contained in Table 1, detailing the actual clients supported and sessions provided by Faoiseamh and Towards Healing. The figure of 4,470 in respect of total clients represents the overall number of clients who received counselling from both Faoiseamh (up to 31st January 2011) and Towards Healing from (1st February 2011 to 31st December 2011).

Clients Engaging in Therapy 2011

Table 2:

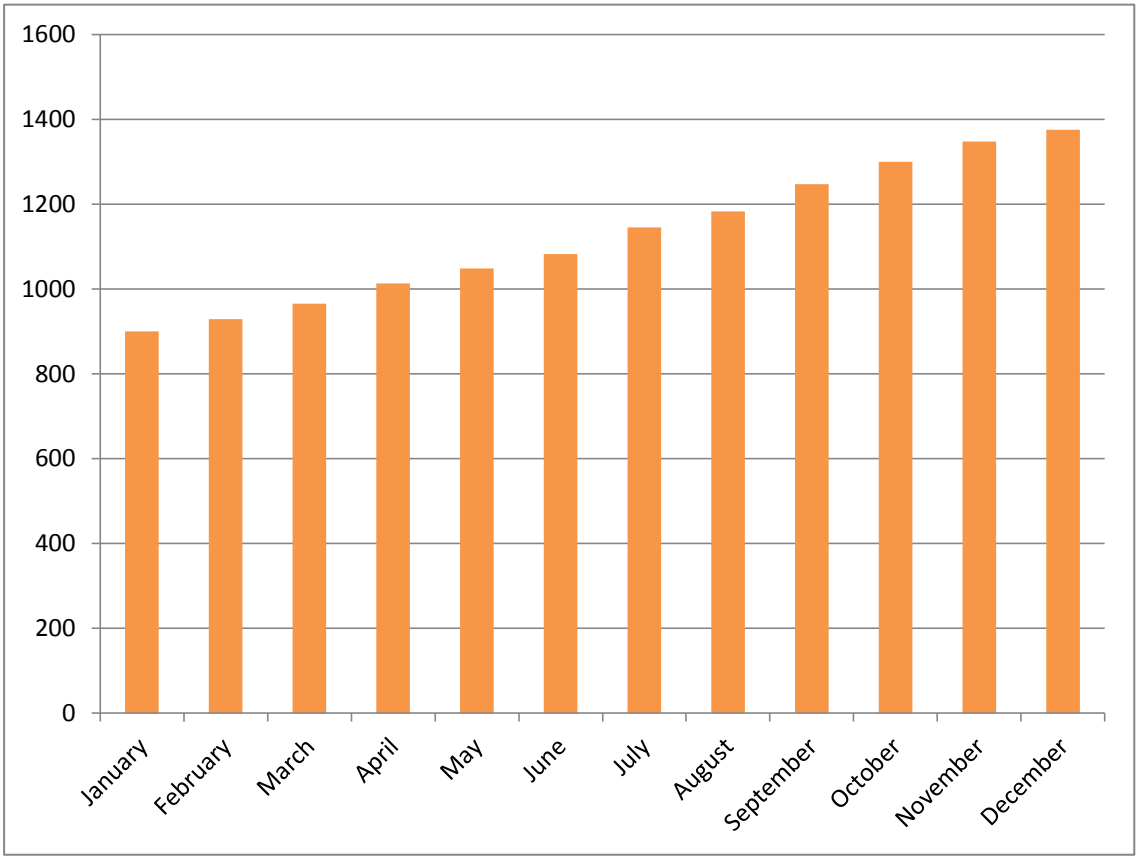


Table 2: shows the progressive increase in clients who engaged in face-to-face counselling during 2011. It can be seen that there was a steady increase in the monthly demand for counselling throughout 2011, which increased significantly following the publication of the Cloyne Report in July 2011.

Open Cases

Table 3:

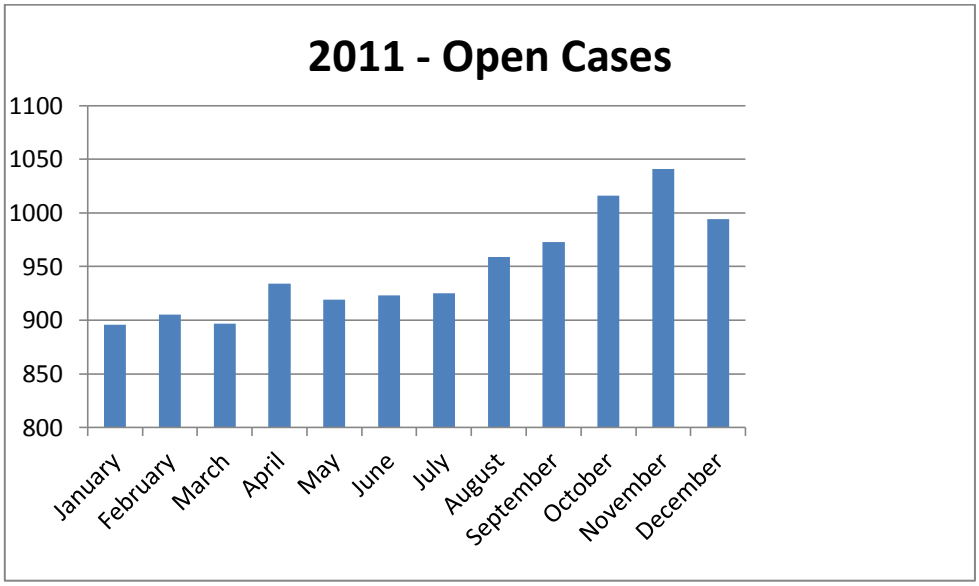


Table 3 demonstrates the trend in clients who were actively receiving face-to-face counselling, month by month during 2011. It will be noted that there was a significant increase in numbers from July 2011 to November 2011, with a small decline during December.

Open Cases Receiving in excess of 60, 80 & 100 Sessions

Table 4.

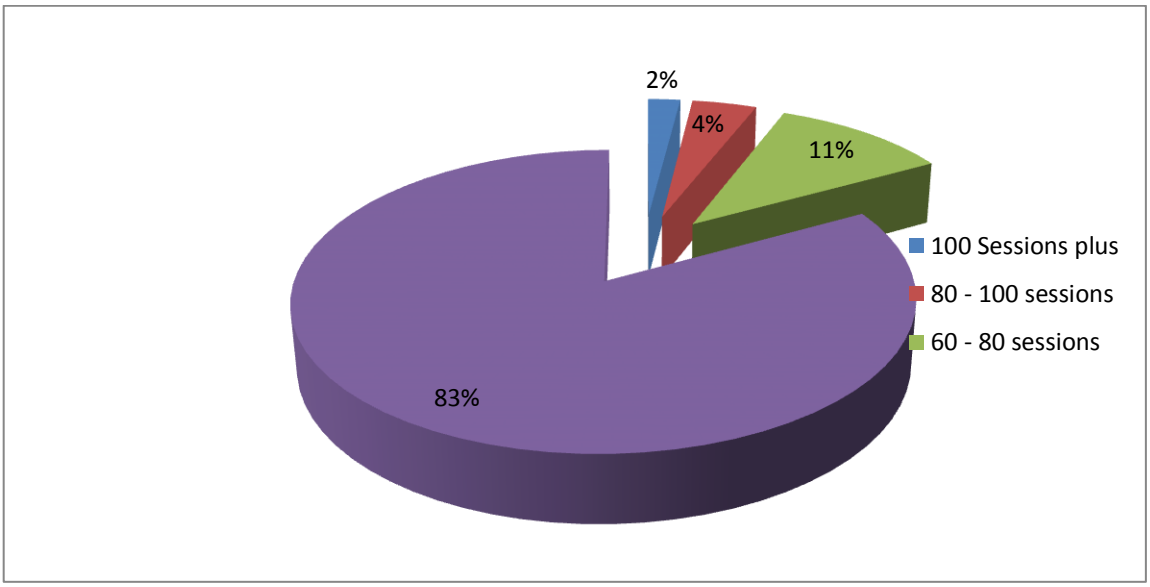


Table 4: chart shows the percentage of clients in receipt of 60 - 80 sessions, 80 – 100 sessions and 100 plus sessions at 31st December 2011. These figures demonstrate that some clients of the service will require support beyond the 80 sessions under the Towards Healing Model of Care, the progress of each client is reviewed routinely, by the relevant Helpline Counsellor / Case Manager, in consultation with the client and their Therapist. When a client reaches 60 sessions, their case is assessed by an External Review Panel, which recommends the level of support required and, if necessary, in excess of the 80 sessions.

Sessions provided each month

Table 5

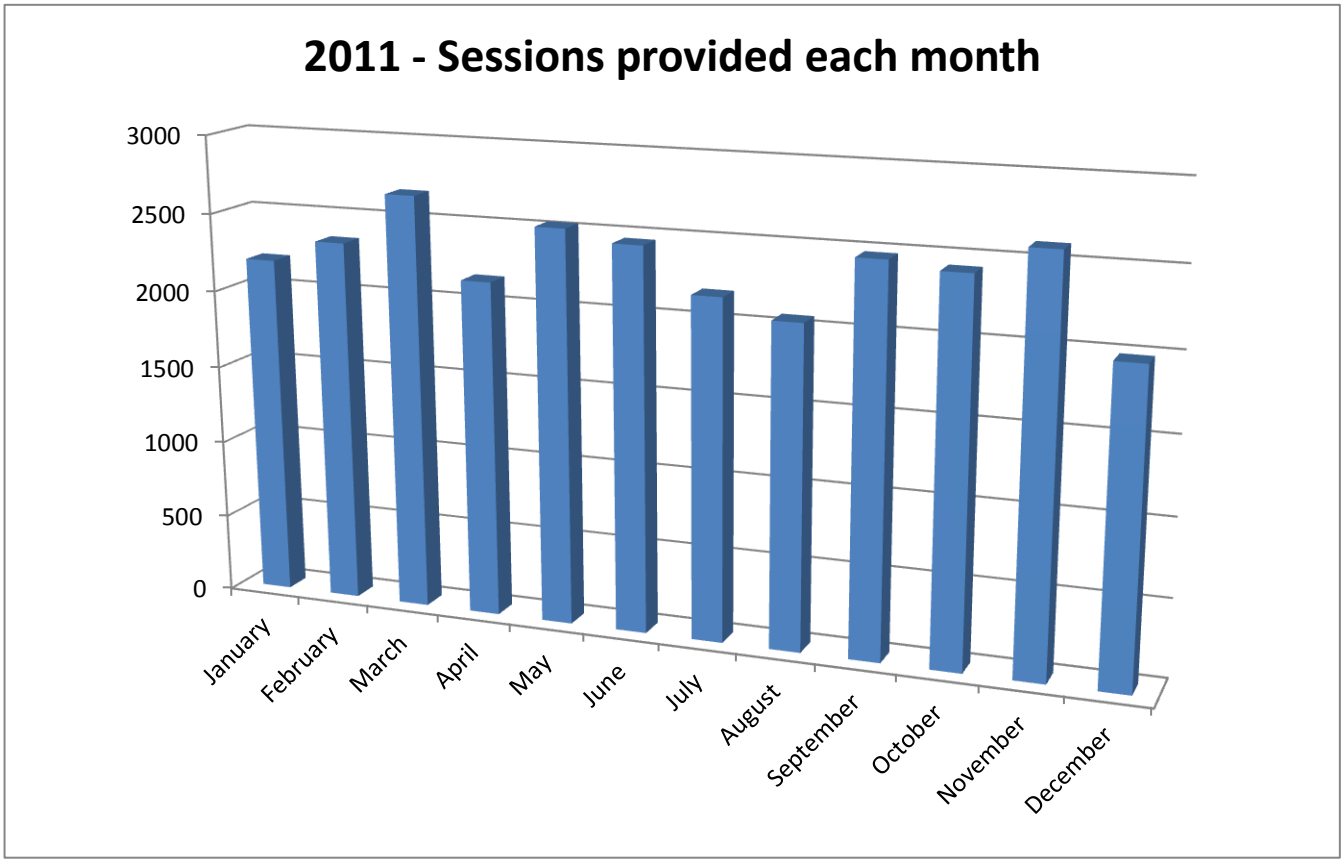


Table 5 shows the number of counselling sessions provided each month.

Table 5a

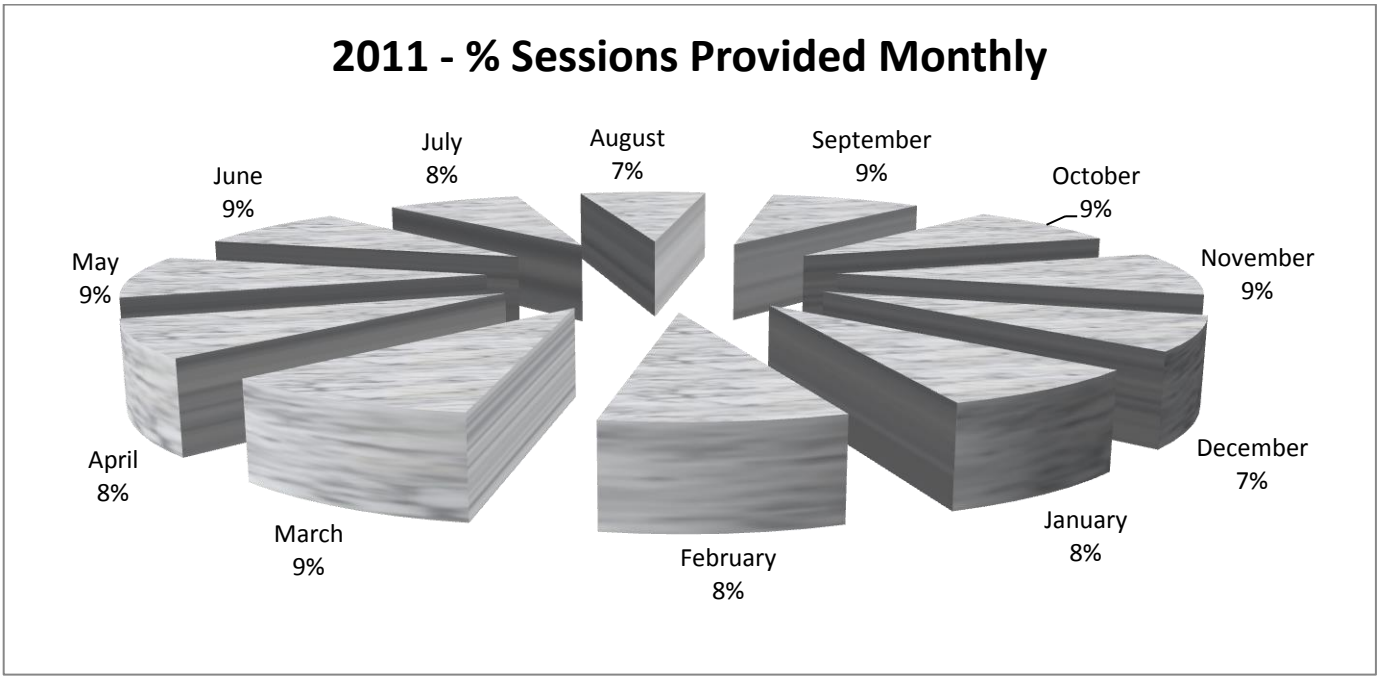


Table 5a: The chart above reflects the % sessions provided each month.

Gender Split in Sessional Uptake

Table 6

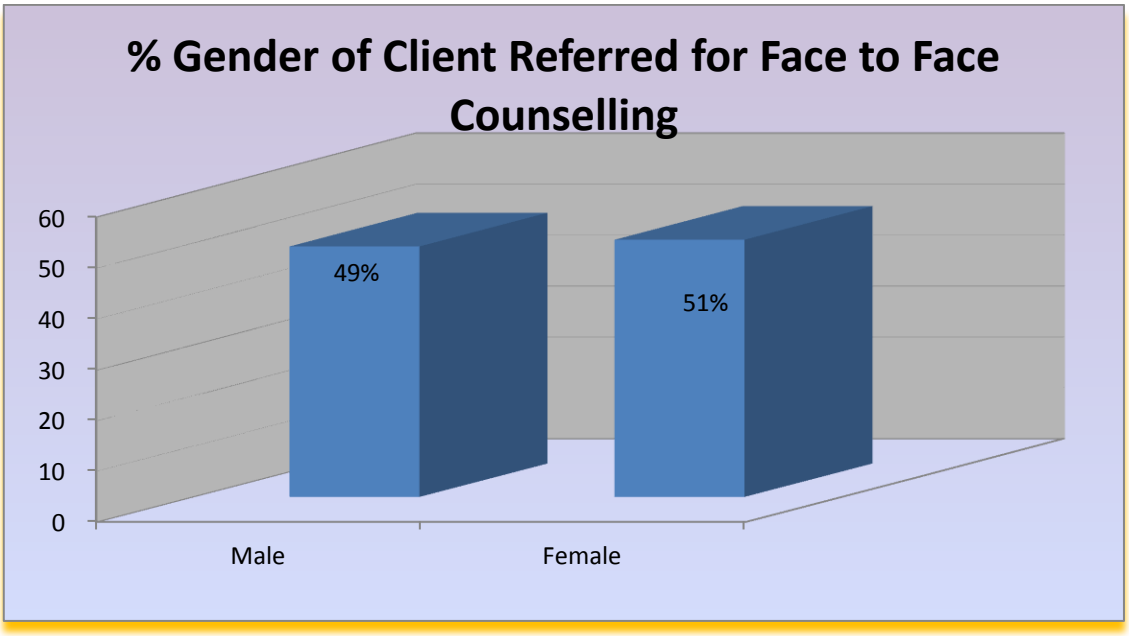


Table 6: shows there is almost an equal level of referrals for face-to-face counselling between Males & Females.

Client breakdown between Survivors, Children, Partners, Parents & Siblings

Table 7:

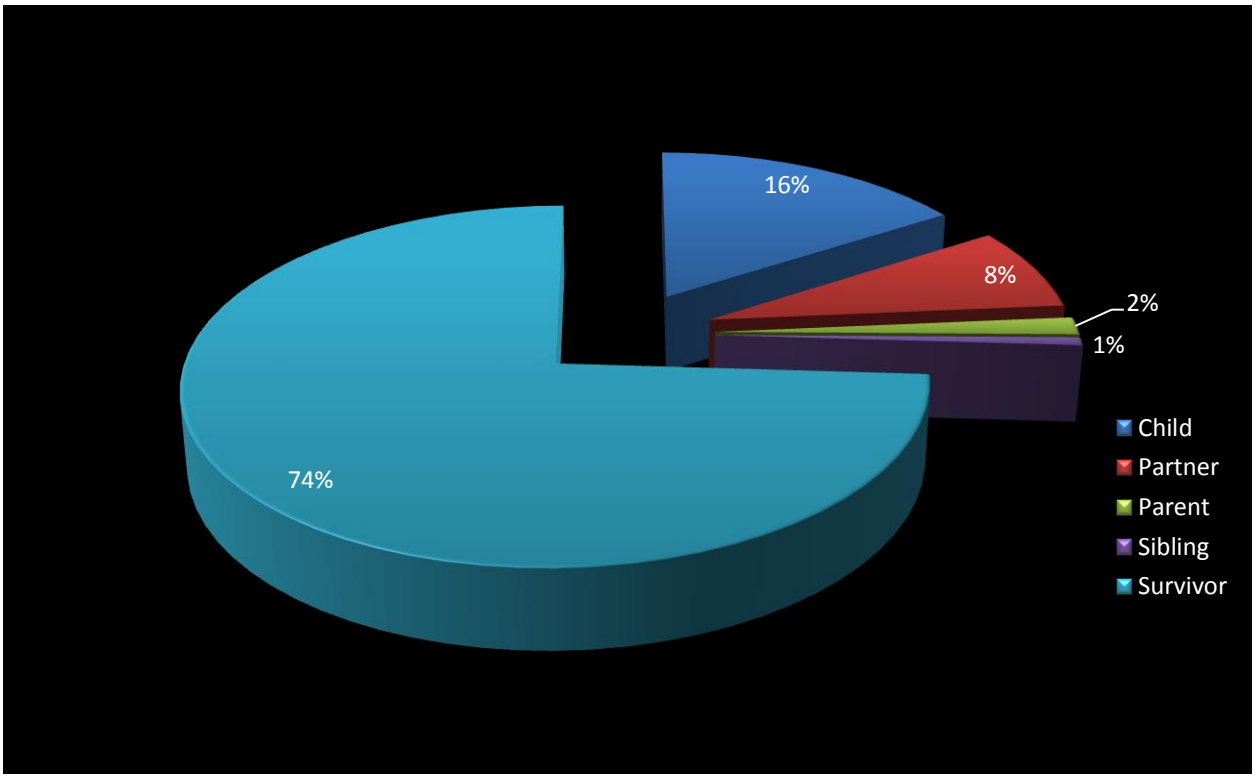


Table 7: shows the breakdown of clients between Survivors, Children, Partners, Parents & Siblings. The table reflects that the major users of the service are survivors (74%)

Location of Clients

Table 8

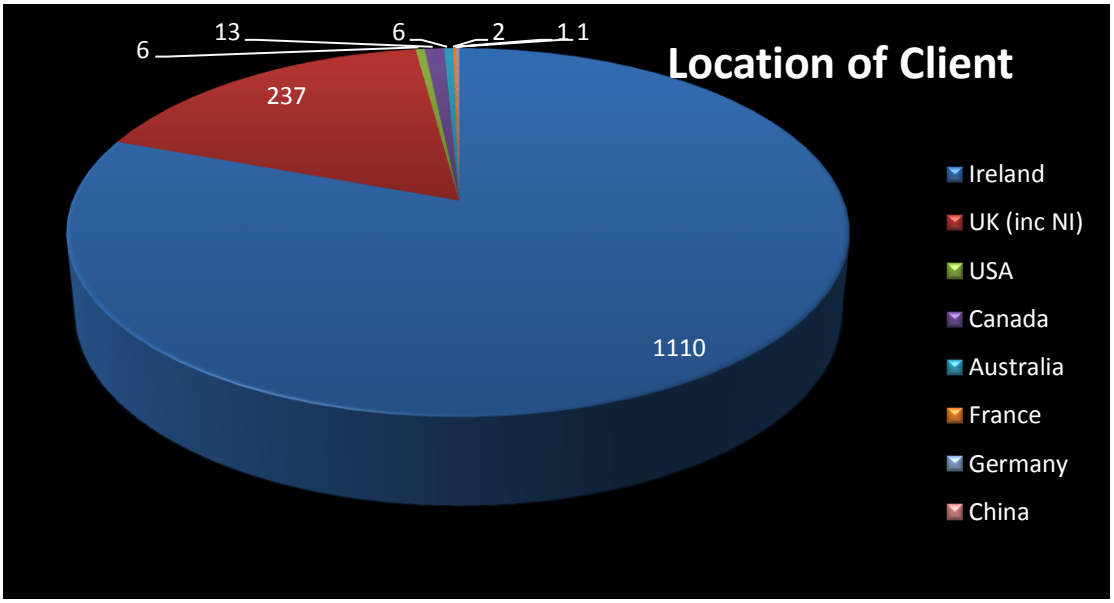
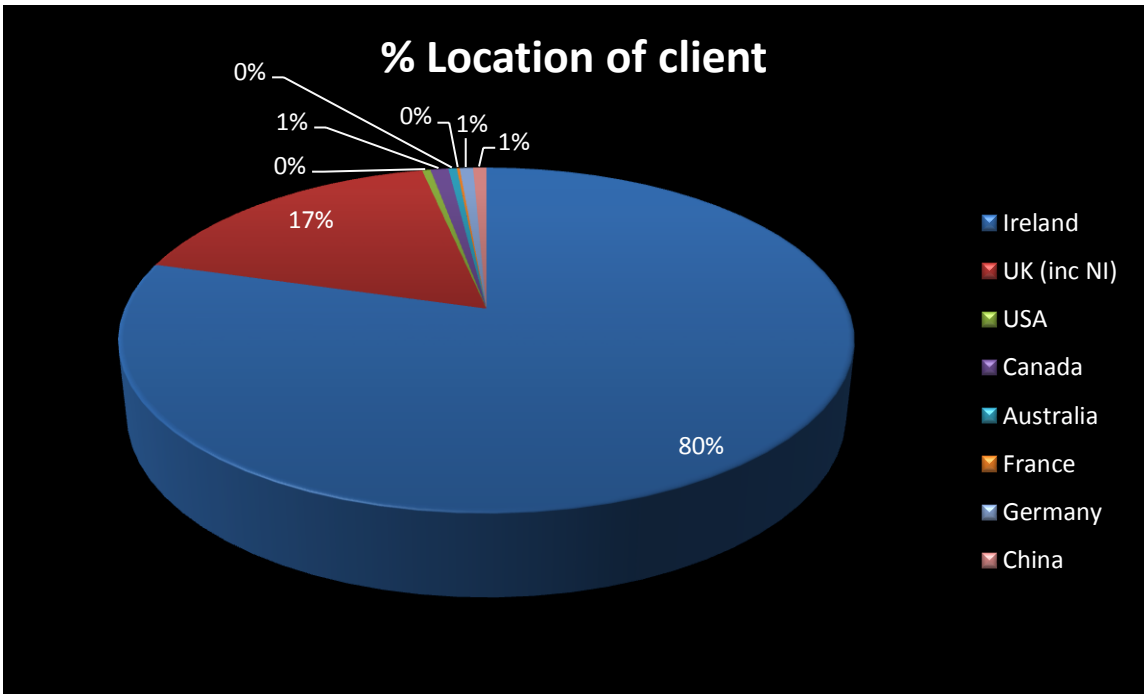


Table 8a



Tables 8 & 8A: show, respectively, the total number of survivors and the corresponding percentages, on the basis of their current residence. It can be seen that the vast majority of clients of Towards Healing are resident in Ireland (80%) and in the UK/Northern Ireland (17%).

Impact of Inquiries and Audits on the Service

It is interesting to note that the number of clients who registered for face-to-face counselling increased following the publication of the reports and audits, as follows:-

Up to July 2011 when the Cloyne Report was published	162 New Clients
Post July 2011	221 New Clients

The most likely explanation for this is the fact that the high profile Reports and Inquiries e.g. Ryan (2009), Murphy (Dublin 2009), Cloyne (2011), the NBSC Audits (2011) and the MSC Audit (2011), result in peaks in demand for the service. With this continuing high media profile of the Clerical Child Abuse issue, the demand is likely to continue for the service.

Response of Towards Healing to the publication of Reports of Inquiry & NBSC Audits

In line with the policy of Towards Healing to open the Helpline, on an extended basis as required to respond to the increased needs of survivors, the Helpline was advertised in relevant media and opened on an extended hours basis for several days during 2011 around the various publication dates in July (Cloyne), MSC (August) and Dublin (December)

Liaison Policy of Towards Healing

The Service maintains close working and collaborative arrangements with the relevant organisations which deal with Clerical/Religious Institutional child abuse and has met these organisations during 2011 i.e.

- the HSE
- the Garda
- the Survivor Groups
- the National Board for Safeguarding Children
- the IBC, CORI/IMU individual Dioceses and Congregations
- Other Helplines
- The National Counselling Service (HSE)
- One in Four, Advocates for Survivors
- the Department of Health
- the Department of Children & Youth Affairs and
- the Department of Justice & Defence

Our liaison with the Survivor Groups is of particular importance and value to us, as it enables us to benchmark the services of Towards Healing against the needs of survivors and is an extremely useful input to the determination of the policy of the Board.

Acknowledgements

I would like to thank the Board of Directors of Towards Healing for their dedication and support during 2011 and, in particular, I wish to acknowledge the commitment, dedication and hard work of the staff of the service, each of whom has worked diligently to ensure that survivors and their families receive the support which they need, in a sympathetic and timely manner.

I would like to thank the Members of the Company for their invaluable support.

His Eminence Cardinal Sean Brady DCL, DD Primate of All Ireland, Archbishop of Armagh
Most Rev. Diarmuid Martin DD Archbishop of Dublin and Primate of Ireland
Most Rev. Dermot Clifford PhD, DD Archbishop of Cashel & Emly
Most Rev. Michael Neary DD Archbishop of Tuam
Sr. Marianne O'Connor OSU, Director General, CORI
Fr. Eamon Aylward SSCC (IMU Executive Secretary).
Sr. Paula Molloy, Holy Rosary Sisters
Fr. Peter Burns, Redemptorists

The staff from the Irish Episcopal Conference and the staff of CORI / IMU, respectively, have been both efficient and courteous in their dealings with Towards Healing. I would like to thank them also.

Clinical Director's Report

Dr. Melissa Darmody

Introduction

It has been a year of change with a new name and the development of new services setting the tone for a very busy 2011. This involved both the transitioning of Faoiseamh clients to the new Towards Healing Service, as well as the development of a range of new services.

The hope in establishing a new service was several fold: to expand the services offered to clients that contact us, to strengthen our commitment to child protection, and to ensure the service was being delivered in the most efficient way possible to ensure the funding provided to Towards Healing was utilized to provide front-line services and support to clients and their families. Moving from an agency whose core services were limited to Helpline support and Face-to-Face Counselling, our commitment was to broaden our scope to include a range of services to clients. This suite of services was developed in consultation with our clients, Therapists, Survivor Groups and bench-marking our service with other agencies that provide support for adult survivors of abuse, nationally and internationally.

The Service Range has been expanded to include:

- Helpline
- Face-to-Face Counselling
- Practical Workshops
- Therapeutic Group Work
- Friendly Call (Proactive telephone befriending service)
- Restorative Justice, and
- Advocacy

Client Pathway of Care

The initial point of contact with the service is through the Helpline. A person who wishes to receive support, phones the Helpline and speaks to one of our Helpline Counsellors/Case Managers. The person is supported

by the Helpline Counsellor and, if he/she needs face-to-face counselling, is put in contact with a therapist, within a week to ten days. The client can progress through the other services available and, through the continuum of care provided through this range of Towards Healing services, ideally address their individual needs and exit the service altogether.

Face-to-Face Counselling is offered up to eighty sessions, over a two year period, on the basis of one session each week. In the event that a client might need additional support from time to time, this would be provided. The Helpline Counsellor/Case Managers review the progress of individual clients, in consultation with their therapists and with the clients themselves, at regular intervals i.e. at 6, 30, 50 & 70 sessions, respectively.

When a client reaches 60 sessions their case is reviewed by an external, Independent Review Panel which recommends the additional support needed in individual cases. In this context, about 6% of our clients require counselling beyond the norm. On the other hand, most of our clients complete their counselling after 40 sessions. It is, of course, open to a client, who finishes their therapy, to re-register at a future date, if they so wish.

Therapeutic Group Work has been provided in addition to individual face-to-face counselling, and has been found by those attending to be of benefit to them. Equally Practical Workshops on matters such as self-care, parenting, anger management are being expanded to address the needs of our clients.

A Restorative Justice/Facilitated Listening Service was being developed in 2011 and is expected to commence in individual Dioceses in 2012. Under this service, survivors are consulted about their objectives and aspirations in meeting with the representatives of the Diocese or Congregation/Institution in which their abuse took place, towards enabling them to move on with their lives. The framework for the Restorative Justice Service was developed in consultation with Dr. Janine Geske, former Supreme Court Judge of Wisconsin, State of Illinois, USA, and currently Professor of Law at the University of Marquette, Illinois, USA, who co-ordinated a training session for 30 Facilitators for our Service in Dublin in November 2011.

The Friendly Call Service is being implemented in conjunction with INDECARE and is designed to offer daily telephone support to clients of Towards Healing, as part of their continuum of care.

The Advocacy Service is designed to link our clients to the broader network of statutory and non-statutory services, such as the HSE, towards facilitating them in accessing services, other than those provided by Towards Healing, which are appropriate to their needs. These include general medical and dental services, pension entitlements, housing and finance, psychiatry and addiction services.

Service Focus in 2011

The focus of 2011 was to develop the additional services and to transition any open cases under the Faoiseamh service to the new Towards Healing organisation. This process was successfully completed in 2011.

The core of the clinical work is still the Helpline support service with the telephone counsellors responding to nearly 120,000 calls in the year. This allows survivors and their families to contact us and access support in an anonymous way if they wish. Often clients will use this service as a stepping stone into other services once they build up a trust with our team. The on-going request for face-to-face counselling remains high with the service providing 28,079 face-to-face counselling sessions globally, through a network of 700 contracted therapists in 2011. Our original expectation was that the request for services would start to decrease after the surge of clients coming forward in 2009 following the Ryan and Murphy Reports. However, this has not been the case and the increased demand for service has continued into 2011 with almost 3 out of 4 contacts being first time clients to our service requesting assistance and support.

The real strength of our service is that we have been able to maintain a "no waiting list" policy through 2011. This allows clients to be placed with at therapist within a week of contacting our services. This along with the newly developed suite of services is hoped to meet the need of the majority of clients who contact Towards Healing.

In closing, I would like to pay tribute to the staff of Towards Healing, who work whole-heartedly to provide the best possible service to the clients who reach out to our team for support. It is only through their dedication that we are able to meet the requests of the many survivors and their families who choose to go some way of their journey with us.

Child Protection Administrator's Report

Maggie O'Neill

Introduction

Child Protection is a central part of the work of Towards Healing. As our clients have been transitioning from Faoiseamh to Towards Healing we have been encouraging and supporting them to work within the Child Protection Guidelines, by reporting their abuse to the Garda and the HSE.

We acknowledge the huge courage this can require from the client to have to re-visit the emotional pain of their abuse.

Child Protection is a priority of Towards Healing and we are working within the Guidelines set out by the Children First Policy.

Process Involving Therapists

The Towards Healing therapists each sign a document stating that they will work within the Children First Policy and our therapists' work with the clients has been hugely supportive and encouraging for them as they take this often huge and frightening step to consider reporting their abuse to the Authorities.

As part of my work as Child Protection Administrator, I liaise with the Towards Healing therapists as they begin their work with the clients. This has proven to be a very effective way to check how their client is settling into therapy and to establish how ready the client may be to begin talking with me in regards to looking at what is involve in reporting their abuse.

Contact with Clients

This is a very sensitive piece of work. It is vital that we recognise the fact that a client registering with Towards Healing has taken the huge step of beginning their own personal journey of dealing with the impact that their past abuse has had on their lives as children and also how it has affected every aspect of their now adult lives.

Our clients need to be able to work slowly with the hope of healing all parts of themselves – emotional, physical, sexual and spiritual – with the support and belief by us that we will gently encourage them in their therapy and to trust that the therapist/client relationship will supply the safe place for this work to begin.

This is often where bringing in the Child Protection piece to the client can be very difficult.

As they have only begun to look at dealing with their own problems it is difficult to be asked to look at the risk to other children now should their abuser be alive.

Working with the Towards Healing therapists and the clients together has meant that reporting their abuse has often become a positive part of their healing process.

Some clients state that it has been the missing piece to allow them to move on in their lives.

Liaison with Statutory Authorities

We liaise, respectively, with the HSE and the Garda in the Domestic & Sexual Unit, Harcourt Square, Dublin 2 regarding our Child Protection guidelines and we have established a really good working relationship with both. I would like to thank all of those involved in their on-going support.

In addition, the detectives in Harcourt Square have been extremely supportive with all of our clients that have contacted them to report their abuse.

Feedback from clients has been very positive as to how being treated in a professional manner and with respect and understanding by the Garda has enabled them to report their abuse with confidence.

Given that potentially all our clients have a Child Protection risk attached to their case, Towards Healing will continue to work tirelessly to make sure that both our clients and present day children will be protected by our policy of reporting all named abusers.

Towards Healing's Child Protection Policy is on www.towardshealing.ie.

Finance Manager's Report

Breda Flood

Introduction

The year 2011 involved building on the work, carried out since January 2009, with Faoiseamh in ensuring that Towards Healing is run on a cost-effective basis, with full transparency and accountability to its funders i.e. the individual Congregations and Dioceses, the Irish Episcopal Conference and CORI/IMU.

I would like to take this opportunity to thank all the officials and representatives from the organisations with whom I have been in contact during 2011, for their support for the service.

Annual Budget for 2011

The Towards Healing counselling and related services were financed through an Annual Budget for 2011 of €2m. This was contributed to by the Irish Episcopal Conference by way of an allocation of €1m and by individual Congregations, on the basis of the percentage of the Faoiseamh service used during 2010.

The financing of the service by way of the Annual Budget was part of the agreement between the Company, the Irish Episcopal Conference and CORI/IMU, which was agreed to during 2010. In addition, the costs of transitioning clients from Faoiseamh to Towards Healing, together with other transitional costs were met from an allocation from the Board of Faoiseamh of €1.5m.

Payments to Therapists

Currently there are approximately 700 therapists registered, as independent contractors with Towards Healing. Payments to the therapists are made on the basis of invoice submitted, by them, each month. Compliance with the submission of invoices by the tenth day of each month, amongst therapists is high. This facilitates effective financial planning and cash-flow management.

I would like to thank the therapists for their understanding and co-operation with the billing system.

Costs of the Service

The continuation of the 80 session counselling model of care and the capping of the counselling fee at €70 has resulted in the unit cost of counselling being reduced to €72 per session. The excess cost over €70 results from the payment of travel expenses to clients, in some cases, interpretation costs for deaf clients and currency variations for clients in other jurisdictions, such as the UK, USA, China, South America and other European countries.

Audit 2011

The Statement of Financial Accounts is appended to the Annual Report (Page 29).

The Accounts have been prepared by Mr Christopher Kidney, of R.J. Kidney Chartered Accounts, Adelaide Road, Dublin 2. I would like to thank Christopher for his assistance in the preparation of the Audited Accounts.

CCSS Limited - Period Ended 31st December 2011
Summarised Financial Information

Income & Expenditure Account Extract		
	Eleven Months Ended 31/12/2011	
	€	**€**
Incoming Resources		
Grants - Episcopal Conference - Ongoing Funding		1,000,000
Grants - CORI & IMU - Ongoing Funding		1,000,000
Donations Received		33,229
Total Incoming Resources		2,033,229
Resources Expended - Ongoing Expenditure		
Counselling & Related Expenses		
Counselling & Related Costs	1,272,461	
Case Management Costs	105,200	
Child Protection Costs	36,683	
Clinical Administration Costs	190,354	
		1,604,698
Administration Costs		
Administration - Salaries & Wages	149,571	
Administration - Office Overheads	35,372	
		184,943
Total Resources Expended		1,789,641
Net Incoming Resources for the Period		243,588

Balance Sheet Extract	**As At 31/12/2011**
	€
Fixed assets	
Leasehold Improvements & Office Equipment	130,436
Current assets	
Accounts Receivable	43,799
Cash at bank	419,133
Cash at bank - Donations Received in Advance	1,915,405
Creditors: amounts falling due within one year	
Operating Creditors	(349,780)
Deferred Income - Donations Received in Advance	(1,915,405)
	243,588

Note - The financial information contained above is extracted from the audited statutory accounts for the period ended 31st December 2011. The auditors, Robert J. Kidney & Co, have reported on those accounts and their report was unqualified. The financial statements will be filed at the Companies Registration Office in accordance with the statutory deadlines.

Board of Directors

Mr. James Nugent S.C., Chairman

James Nugent B.C.L. S.C. practised as a barrister from 1969 until he retired in 2005. He was also called to the Bar of England (1975) and New South Wales (1993).

He has extensive experience of governance in the voluntary sector. He has chaired the Boards of the Children's University Hospital, Temple Street (1985-1993), Our Lady's Hospice, Harold's Cross (2003-2010), St. Andrew's National School, Curragha, Co Meath (1993-1996), The General Council of the Bar of Ireland (1993-1995) and Faoiseamh (2006-2011).

He has also served on the Board of the Central Remedial Clinic, The Glencree Peace Centre, The Judicial Advisory Board, The Broadcasting Complaints Tribunal and Mount Anville Educational Trust.

He is currently a member of the Safeguarding Children Committee of the Diocese of Meath.

Sr. Rosemary Barter

Sr. Rosemary Barter is a Sister of the Congregation of the Sisters of the Infant Jesus. Sr. Rosemary was a member of the Teaching Sisters who taught at Drishane Convent, Cork, and is centrally involved in the East Asian Pastoral Institute (EAPI) in Manila.

Ms. Maureen Browne

Maureen Browne is a health analyst, journalist and communications consultant, who has worked in the health area for many years.

She is proprietor of Hartcliffe Communications, columnist with the "Irish Medical News", Managing Editor of "The Consultant" and Editor of "Health Manager".

She has previously been National Communications Director with the HSE and Editor of the Irish Medical Times. She was appointed by the Government to the Second Commission on the Status of Women and is a member of the Board of Trustees of the Worth Library

Mr. Justice Kevin Cross

Kevin Cross was appointed as a Judge of the High Court on 12th October 2011, on which date he stepped down from the Board of Directors of Towards Healing. Kevin was appointed a Senior Counsel in 1997 and his areas of practice were General Practice, Tort & Personal Injury Law, Administrative Law and Criminal Law. He holds memberships of the Bar of England and Wales (1998)

Mr. Michael Duffy

Michael Duffy is the CEO of the Royal Dublin Society. He has held this position since 2004 and was formerly head of An Bord Bia. Michael is a graduate of UCD and INSEAD Business School in France and has previously served in senior roles in IDA Ireland

Mr Walter Hobbs

Walter Hobbs is a Commerce graduate from University College Dublin and a Chartered Accountant by profession. For many years he has been active in the corporate finance, private equity and venture capital arenas. In that capacity, he has served on many company boards in several sectors of the economy.

Walter's voluntary sector activities include the Chair of the Board of Management of St Patrick's Boys' National School (Foxrock, Co. Dublin), member of the Finance and General Purposes Committee of the Irish Episcopal Conference and a director of the Beaumont Hospital Foundation. He served for a number of years on the Council of Catholic Youth Care.

Most Rev. John Fleming D.D

Most Rev. John Fleming was ordained as Bishop of Killala on 7th April 2002. His episcopal responsibilities include Finance Secretary of the Episcopal Conference and a Member of the Standing Committee, member of the Episcopal Commission for Planning Communications and Resources, member of the Council for Governance, and Chairman of the Council for Finance and General Purposes.

Most Rev. William Lee D.D

Most Rev. William Lee was ordained as Bishop on 25th July 1993. His Episcopal responsibilities are Episcopal Secretary of the Irish Episcopal Conference, Member of Standing Committee, Member of the Episcopal Commission for Planning, Communications and Resources, Member of the Council for Governance.

Bishop Lee resigned from the Board of Directors of Towards Healing in December 2011.

Most Rev. Liam MacDaid D.D.

Most Rev. Liam MacDaid was ordained as Bishop of Clogher on 25 July 2010. He has replaced Most Rev. William Lee on the Board of Directors of Towards Healing. Previously, Bishop MacDaid was Chairman of the Council of Priests of Clogher Diocese (1989-1996), Diocesan Secretary and Chancellor of the Diocese and, on 27th February 2002, was appointed as Chaplain of His Holiness by Pope John Paul II.

Staff of Towards Healing

Helpline Counsellors/Case Managers

Lynda Marie
Margo Elizabeth
Patricia Maureen
Cynthia

Child Protection Administrator

Maggie O'Neill

Administrator

Lorraine Byrnes

Finance Manager

Breda Flood

Clinical Co-Ordinator

Miriam Monks

Advocacy Manager

Martin Devine

Clinical Director

Dr. Melissa Darmody

CEO

Michael Lyons