Our Vision
Mental health and wellbeing for all.

Our Mission
We want to build a flourishing society in which all people have access to services and support appropriate to their mental health and wellbeing needs.

To achieve this we will promote, support and explore flourishing mental wellbeing throughout society. We will be an exceptional organisation marked by excellence, efficiency and innovation.

Our Values
- We provide high quality, professional and innovative services.
- We enable positive outcomes for the people who use our services.
- We act with integrity and compassion.
- We engage with and inspire each other.
- We influence policy and public opinion.
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Message from our Chair and CEO

As Chair and Chief Executive, we are pleased to present Niamh’s Annual Review for the year 2014-2015. Throughout this review you will see “The highlight of my year” excerpts from service users, staff and volunteers. We have had individuals climbing mountains, gaining qualifications, innovating through technology and supporting other charities and causes. We have also seen service users making the move to independent living and becoming volunteers with Niamh to help support others.

In this welcome message, we would like to mention some of our highlights from across the organisation.

The high quality services we deliver and the engagement we have with our staff does not happen by accident. They are core strands of our strategy and we recognise that they are inexorably linked. Because of this it was a real highlight when Niamh was awarded the Employee Engagement Initiative of the Year 2014 by the Chartered Institute of Personnel and Development (CIPD). This award means so much to us as it recognises our genuine and meaningful engagement with all our staff and volunteers. It is important to us that our staff feel valued and supported so that they can continue to deliver first class, high quality care with our service users in whatever role they play.

Last year in this opening message, we introduced our new learning disability service, Inspire, created when we joined with Oaklee Homes Group to take over the management of its Oaklee Care and Support Services. At that time the Inspire service was supporting 90 people with learning disabilities in four residential locations but we were explicit in our commitment to extending this service. One highlight of our year has certainly been the realisation of this growth with a fifth location opening in Belfast supporting an additional 13 individuals, many of whom have come from long-stay institutions.

As with every year, personal highlights are the visits to our services, in both learning disability and mental health, when we get the opportunity to meet in a relaxed environment with the service users and staff. This year, over 1,300 people accessed our 17 Beacon mental health day support services and our supported housing schemes provided accommodation for a further 298 individuals.

Beacon’s four advocacy services received almost 6,500 contacts for support and our floating support team provided services for 109 people in their home communities.
Limited only by space, the last highlight of the year is Carecall’s success at the Social Enterprise NI business awards where we won in two categories. Carecall secured the top award in best Consumer-Facing Social Enterprise and best Health and Social Care Social Enterprise. The latter award noted specifically the excellence in Carecall’s vision and strategy to deliver healthcare services with greater social impact. Carecall now makes its services available to over 550,000 people and has delivered over 32,000 counselling sessions to almost 6,500 people. Carecall not only supports 194,000 students but is also available to every teacher on the island of Ireland.

Each highlight celebrated above is down to the hard work and dedication of trustees, staff and volunteers who come together to ensure the highest quality of service provision. Increasingly we are also seeing greater involvement from our service users in the work that we do, in informing our services, feeding into our policy and engaging in our fundraising and event activities. This concept of “engaging with and inspiring each other” is one of our core values that will be the basis for more highlights and achievements in 2015-2016.
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<thead>
<tr>
<th>Number</th>
<th>Description</th>
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<tr>
<td>185</td>
<td>recruitment campaigns</td>
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<tr>
<td>24,759</td>
<td>workplace-related counselling sessions delivered by Carecall</td>
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<tr>
<td>41</td>
<td>new volunteers recruited</td>
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<td>4</td>
<td>advocacy services with 516 cases and 6,490 contacts delivered by Beacon</td>
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<td>101</td>
<td>volunteers</td>
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<tr>
<td>6,502</td>
<td>referrals to Carecall services</td>
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<td>1,366</td>
<td>people provided with day support by Beacon</td>
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<tr>
<td>99</td>
<td>individuals with learning disability supported by Inspire</td>
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<td>176</td>
<td>new employees joined Niamh</td>
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<td>17</td>
<td>Beacon day support services</td>
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<td>39</td>
<td>Niamh staff supported to achieve new qualifications</td>
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<td>2,921</td>
<td>delegates attended courses delivered by Carecall</td>
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<tr>
<td>109</td>
<td>people provided with floating support by Beacon</td>
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<tr>
<td>115</td>
<td>topics covered in our internal training delivered to staff</td>
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<td>Mission – Niamh</td>
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<tr>
<td>558,931</td>
<td>lives covered by Carecall</td>
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<tr>
<td>32,089</td>
<td>counselling sessions delivered by Carecall</td>
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<tr>
<td>409</td>
<td>training sessions delivered to staff</td>
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<tr>
<td>98%</td>
<td>of the students we supported attributed counselling as having had a positive impact on their academic achievement</td>
</tr>
<tr>
<td>298</td>
<td>people in housing accommodation supported by Beacon</td>
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Our Board

Niamh’s activities are governed by a voluntary board of directors who are elected at our Annual General Meeting (AGM). They represent the interests of those for whom we provide support and they provide the staff with guidance on the charity’s remit to support people with mental ill-health conditions or a learning disability. Our board is made up of a diverse and highly expert range of professionals from a variety of backgrounds.

Professor Martin Bradley OBE Chair (until October 2014)
Professor Kenneth Addley (until November 2014)
Ivan Carruthers
Dr Paul Devine
Stephen Hodkinson
Dr Clare Mangan
Professor Hugh McKenna Chair (from October 2014)
Stephen O’Brien (until March 2015)
Finola O’Kane
Robert Stewart (until March 2015)
Adrian McCreesh
Professor Owen Barr
Carol Kinkead (until March 2015)
Bertha McDougall
Dr Barbara English

Secretary
Professor Peter McBride

Auditors
Ernst & Young LLP
Our Senior Team

Professor Peter McBride  
(Chief Executive)

Peter joined Niamh in 2001 as the Managing Director of Carecall. Since 2010 he has been the Chief Executive of Niamh.

Peter has degrees in science and divinity and a masters degree in social work, alongside further qualifications and experience in the fields of business management, counselling and the management of psychological trauma.

He is a trustee of the national charity, BBC Children in Need, in which he chairs the board’s Appointment & Remuneration Committee. He is also a trustee of the Northern Ireland Council for Voluntary Action (NICVA) and has been involved for over 20 years in the victims and survivors sector in Northern Ireland, leading and consulting on a variety of different projects.

Peter is a visiting professor at Ulster University’s Bamford Centre for Mental Health and Wellbeing.

Billy Murphy  
(Director of Mental Health Services)

Billy studied psychology at Ulster University then began his career with Extern in 1986 where he worked in various projects. He qualified in social work in 1991 and initially worked for Barnardo’s.

In 1992 he took up post as a social worker working with older people in South and East Belfast Trust. He moved on to become a senior social worker, care manager then senior care manager. In 2002 he became Programme Planner for Mental Health Services in South and East Belfast Trust and when the Belfast Trust was formed in 2007 he became part of the senior management team for mental health as a service development manager. This work involved the modernisation of the Trust’s mental health services.

He has continually addressed his own development needs, obtaining relevant qualifications throughout his career: Practice Teaching Award (1994); Approved Social Work Award (1998); Diploma in Health Service Management (2006); and the Advanced Award in Social Work (2009).

James Nicholl  
(Director of Finance & Corporate Services)

Having obtained a degree in accountancy from Ulster University, James joined Dale Farm in 1987 and qualified as an accountant in 1990.

James held various finance roles within Dale Farm where he built up a wide commercial experience including involvement in a number of successful acquisitions. In 2003 James was appointed as Group Finance Director of the Wright Group Ltd, where he played a key part in developing the strategy for the successful growth of the business.
Margaret Cameron  
(Director of Learning Disability Services)

Margaret commenced her career with the Eastern Health and Social Services Board by undertaking nurse training in learning disabilities studies. She then worked in registered residential care before taking a break from nursing due to family commitments. After completing a BSc (Hons) in Nursing Studies with Royal College of Nursing qualification in 1996, Margaret took up post as a staff nurse, firstly with Northern Health and Social Care Trust and later with Belfast Health and Social Care Trust. Margaret then completed an MSc with Health and Social Services Management Specialism and a Certificate in Learning Disability Studies in 1997.

Since qualifying in 1996, Margaret has worked in a variety of senior posts within the community, voluntary and statutory sectors. These include Director of Support Services for Triangle Housing Association, Regional Health and Social Services Supporting People Professional Advisor for the Health and Social Care Board and Service Manager for Learning Disability Services for Belfast Health and Social Care Trust.

Katherine McDonald  
(Director of Carecall)

Katherine joined us as the Director of Carecall in September 2012, coming from a career in campaigning and public policy. She began her career working for the British Labour Party based at Westminster for four years, including a year with Tony Blair MP, and subsequently for Mo Mowlam MP, then Shadow Secretary of State for Northern Ireland.

She returned to Northern Ireland working for the NI Association for the Care and Resettlement of Offenders. In 1998 she co-founded Northern Ireland’s first political lobbying and campaigning company, Strategem. There she helped to grow the company from a start up to a successful and established consultancy with a stable and long-term client list.

As a director of Strategem, she worked with clients in complex legislative and regulatory environments. She led on service quality and performance management, as well as business planning and organisational development.

Katherine studied modern languages at St John’s College, Oxford, going on to complete a masters in Journalism Studies at Ulster University. She completed management training at the Open University Business School and leadership training at the Kennedy School of Government at Harvard. She also completed the Institute of Directors Diploma in Company Direction in 2012. She was a board member of the Ulster People’s College from 2000 to 2009, and remains a trustee of the Ulster People’s College Trust. She is also a member of the Institute of Directors.
Nuala Dalcz  
(Director of External Affairs)

Nuala joined Niamh in May 2014. From a strong marketing and business development background, she started her career in the private sector working in the international Irish linenexport industry. With a focus on business growth and brand development, Nuala worked with leading retailers and designers such as Marks & Spencer, Next, Laura Ashley, John Rocha and Gap.

In 1999, after nearly 10 years in the private sector, she joined Laganside Corporation to manage marketing, events and engagement where, working with local, national and international stakeholders, Nuala delivered events such as the Millennium New Year’s Eve celebrations in Belfast, Red Bull Air and Water and won Belfast City Council’s Arts Partnership award for work with the Cathedral Quarter Arts Festival.

Moving to the public sector, Nuala was a development manager in local government for nine years managing 10 strategic business units and multi-million pound capital projects before taking up her position as Director of Development at Simon Community NI in 2011.

Nuala studied business and modern languages at Queen’s University Belfast, going on to complete a postgraduate course in European Business Studies. In 2008 she became a fellow of the Chartered Institute of Marketing where she also holds Chartered Marketer status.

Linda Hutchinson  
(Director of Human Resources & Organisational Development)

Linda joined Niamh in April 2012, prior to this she worked mainly in the private sector in human resources director positions.

Her previous experience has been with large multinational companies in airport management, facilities management, the energy sector and aerospace engineering. Linda has also held the position of Director of Personnel for the National Museums & Galleries of Northern Ireland.

Starting out in manufacturing and engineering, Linda has built up over 20 years of experience in organisational development and raising business performance through best practice in people management. She is strongly committed to improving employee engagement as a key strategic enabler. She draws from her experience in the USA and Europe, as well as best practice here in the UK and Ireland, which has included developing leadership competencies in senior management teams, building organisational performance capability and leading cultural change.

Linda has a special interest in employment law and sits as a panel member on fair employment and industrial tribunals.

Linda is a chartered fellow of the Chartered Institute of Personnel and Development (CIPD) and holds a masters degree, BSc degree and a Postgraduate Diploma in Human Resource Management from Ulster University.
Beacon, our mental health service, provides a wide range of supports that are designed to help ensure that wellbeing is accessible to all, including those who have experience of mental ill-health.

2014-2015 was yet another very busy year within our network of Beacon services. Over 13,000 members were provided with support within our day services and 298 people were resident in our supported housing schemes. Beacon’s floating support services provided assistance to 109 people throughout the year and the advocacy team dealt with 516 cases which amounted to 6,490 contacts.

Alongside all of this it was a year of ever-increasing service user involvement and engagement in the delivery of our Beacon services. We welcomed many special visitors into our services and schemes throughout 2014-2015 and celebrated a number of milestones and anniversaries.

It was also a year to celebrate the vast amount of creative and artistic talent our service users possess. More and more this creativity was showcased in local communities, the warm reception to the works produced was a source of great pride for all involved.

Finally, it was a year when so many of the people we support within Beacon were able to find their way to re-establish a positive identity, build a meaningful life and take back responsibility and control for their wellbeing.
In Shiels Court this year we held a leaving party for a service user within the scheme who was moving forward to independent living. Jade was a resident who moved to Shiels Court in 2013 from hospital. During Jade’s time with us she had a very successful recovery to move towards independence and independent living. She became involved with the North Eastern Service and local community groups and has recently became involved within the Northern Trust and the delivery of WRAP training.

Jade formed very close friendships in Shiels Court with a number of the residents already living within the scheme and everyone was very keen to hold a surprise leaving party to show her how much they would miss her and how proud they were of her successful recovery.

Highlight of my year:
Jade moving forward to independent living

For Lesley-Ann Beckett from Shiels Court, our supported housing scheme in Ballymoney, the highlight of her year was the sense of pride everyone felt when a resident was able to move forward into independent living.

“In Shiels Court this year we held a leaving party for a service user within the scheme who was moving forward to independent living. Jade was a resident who moved to Shiels Court in 2013 from hospital. During Jade’s time with us she had a very successful recovery to move towards independence and independent living. She became involved with the North Eastern Service and local community groups and has recently became involved within the Northern Trust and the delivery of WRAP training.

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This amazing work was displayed in Magherafelt Library on World Mental Health Day and members, staff, trust representatives and some of the local public attended the event.

Some of the members from the centres spoke and shared their experiences on the day. All the work produced had real meaning to the people who had created it. A positive side effect of the project is that some of the members now use the local library on a regular basis.

Edward Wilson and Dorothy Devlin at the Hope Project event.

Staff and residents celebrate Jade moving on to independent living.
Some of the group who took part in the second annual Errigal challenge.

Highlight of my year: The second annual Errigal challenge

Fergal Mellon, Project Worker at The Rosses, helped to organise the second annual Errigal challenge which was one of the highlights of the year for him.

“Saturday 20th September 2014 saw an intrepid group of Niamh staff, volunteers and supporters take on the mighty Mount Errigal in north-west Donegal as part of the second annual Errigal challenge. This was to raise funds for the individual schemes and services represented.

Standing at 2,464 feet, the quartzite mass of Errigal is one of a chain of mountains in the Derryveagh range known as the Seven Sisters and has been voted Ireland’s most iconic mountain.

The team made steady progress across the bogland at the base of the mountain, before reaching the shoulder of the mountain and heading up the winding path of the scree slope.

Reaching the summit was met with a glorious panorama of views, to the north east in the direction of Derry, out to the coast to the north west and south to Benbulben in Sligo. For quite a number of those participating this was the first time they had ever been up Errigal, and despite initial trepidation from the imposing sight of Errigal as viewed from the base of the mountain, they revelled in their achievement.”

Abbeyview raised its voice to mark World Mental Health Day 2014

Abbeyview’s Voice of Hope Choir, in partnership with Holywell Hospital, performed at the Northern Ireland Mental Health Arts and Film Festival at Queen’s University Belfast on World Mental Health Day 2014.

Abbeyview’s Voice of Hope Choir supports choir members’ journey of recovery by allowing them to learn new skills, build confidence and resilience, and connect with the wider community.

Staff are very proud of the courage and dedication the members have shown in creating these performances.
Kirkliston, Belfast celebrates being 21

On 19th May 2014 our Kirkliston supported housing scheme in East Belfast celebrated being open for 21 years.

Residents were asked how they would like to mark the occasion and it was agreed that there would be a special celebration lunch.

Residents enjoy a home baked cake to celebrate Kirkliston being 21.

Members lead the way at Market Street, Magherafelt

An amazing 192 sessions at Market Street were led by members during 2014-2015. One particular success has been with Johnny, a male volunteer who joined the Tuesday night session. This has been a huge benefit in maintaining and increasing the number of males who attend and re-attend. Johnny has been able to engage the male members in activities they never did before.

Our day centre at Market Street in Magherafelt provides a range of constructive services designed to promote positive mental health and facilitate recovery for up to 16 members per day, Monday to Friday.

Market Street continually strives to devise and facilitate the delivery of sessions and outreach opportunities that empower its members to develop new skills, expertise and confidence and share this with their peers.

Writers go roving at Daisyhill, Belfast

Residents from our Daisyhill Court supported housing scheme in Belfast take every opportunity they can to participate in arts projects.

One of their latest initiatives was Roving Writers, a creative writing project funded by Belfast City Council’s Cultural and Arts Unit and delivered in partnership with Open Arts. In the project participants were able to write poetry inspired by iconic locations and landmarks throughout Belfast.

At Daisyhill Court, resident Sean is an enthusiastic wordsmith who was eager to take part in Roving Writers. Sean has an ability to pluck verse from the air and the phrases and themes produced can be surprising and insightful.

The venues selected to inspire the poems were: Conway Mill; the City Hall; St George’s Market; the Nomadic and Crumlin Road Gaol. The project also introduced the participants to the rich history of Belfast. Not only was there an excellent outreach element to the project, it also brought people together to socialise from different parts of Belfast and a diverse range of community groups, such as Our Lady’s Home and 174 Trust Disability Group, got to take part alongside Beacon members.

The group was honoured with a special reception at City Hall hosted by the then Lord Mayor, Councillor Nichola Mallon. Sean celebrated the occasion with an ode to Councillor Mallon and ‘girl power’ as illustrated from this extract from his poem:

The New Lady Mayor,
Third lady, the third only.
Three Lady Mayors in all these years,
Cheers to Belfast girl power, three cheers.
Aspen’s Anniversary

On Friday 12th December 2014, Aspen celebrated two major milestones. Not only was it Aspen’s 10th anniversary in its current location just off Finaghy Crossroads, but it also marked 55 years since the Beacon centre first opened its door.

The day was celebrated with a drop-in event where people were welcome to have a look around the service and find out what activities it has on offer. This was followed by the formal part of the day with Niamh CEO, Professor Peter McBride and Belfast Lord Mayor, Nichola Mallon jointly welcoming guests into the centre.

The Lord Mayor also helped unveil a new art piece created by members. This art piece was funded by Community Arts Partnership’s Landmarks project and facilitated by artist Ciara Campbell.

Aspen, Finaghy reaches out into the local community

Aspen, our day centre in Finaghy, continues to take its service into the local community. During 2014-2015, it continued to run two services outside of the centre aimed at promoting mental health and wellbeing in the wider community. They run the New Agers Group which is their service for those aged 65 years and over. They also facilitate Connect, a group designed for young participants. Both services continue to be much needed groups in the South Belfast area.
Willowtree and Pembroke Lodge promote active citizenship

During the past year our Willowtree day centre in Twinbrook and our Pembroke Lodge supported housing scheme in Belfast jointly undertook a programme of community involvement, citizenship and education.

As the year began Northern Ireland was rapidly approaching the first of three elections scheduled over three years. In conversation with the members it was quickly established that several were not registered to vote and so a programme was introduced to address this deficit in citizenship as follows:

• Within one week all members were issued with electoral registration forms and assisted to complete and submit.
• Local elected representatives visited Willowtree and gave an overview of the voting process, what a ballot paper looks like, how to actually cast a vote and what to expect at the polling station.
• Following the Council Election of May 2014, five members told us that they had voted for the first time.
• Members were taken to both Belfast City Hall and Stormont to actually see where the people they elected would sit.
• The process was completed by welcoming Education Minister John O’Dowd, Paul Maskey MP and Junior Minister Jennifer McCann MLA in for a question and answer session.

All of the above took place as component sessions of what was known at Willowtree as Educational Wednesdays.

Clarendon Street determined to stamp out stigma

Our day service at Clarendon Street in Derry/Londonderry teamed up with local company Urban Vizualz to explore the theme of stigma and mental health to coincide with World Mental Health Day 2014. Clarendon Street members took part in a 10 week street art programme, funded by Culture for All, along with other young people in the community. The finished piece called You Smile – I’m Cured, was unveiled at Free Derry Corner at a launch with Foyle MP, Mark Durkan, members of Urban Vizualz and Clarendon Street staff.

Mr Durkan also visited the Clarendon Street Centre and chatted with staff and members about their project, their centre and their lives.
Artistic talent on display at Millburn Close

Pauline McKee and the art group at Millburn Close, our supported housing scheme located on the outskirts of Carryduff, showcased their considerable artistic talents to mark World Mental Health Day 2014.

The group staged an exhibition of their work at the Island Arts Centre in Lisburn as part of the Northern Ireland Mental Health and Arts Film Festival. All the pieces created were based on the theme of transformation, and the centrepiece of the exhibition was a butterfly-shaped montage made up of individual residents’ artworks.

Living well and living longer

Living Well Living Longer is a service delivered by our Beacon staff in the community for people over the age of 60 living in the district council areas of Newtownards, Lisburn, Armagh and Dungannon. It is designed to support service users to live safely and independently in their own community.

The project has been funded by the Big Lottery Fund's Reaching Out: Connecting Older People's programme until September 2016.

It is a new and innovative service provided by Niamh which is supported by various partners including: South Eastern Health and Social Care Trust; Southern Health and Social Care Trust; Fold Housing; Citizens Advice Bureau and Age NI.

The main aims of the service are to support people to maintain their independence, improve physical wellbeing, improve emotional wellbeing and reduce social isolation.

Living Well Living Longer can provide support in the following areas:

- Accompaniment to hospital/medical appointments.
- Shopping and daily living tasks during a period of ill-health or recovery.
- Getting out and about in the local community.
- Connecting service users with other services and information on how to access them.
- Home safety and security.
- Short-term befriending for those with limited social support.
- Bereavement or traumatic event support.
- Managing finances and benefit claims.
- Health concerns, alcohol problems or general family worries.

There were 276 referrals received during the period April 2014 - March 2015.
Ernevale gets a facelift

Ernevale in Enniskillen has 38 members and in 2014-2015 the average monthly service utilisation rate was 121%. Some of the team from Ernevale also work at our nearby Castlecroft Day Centre in Lisnaskea. During the year the premises underwent an extensive refurbishment which has resulted in a significant uplift in the facilities in the centre making it a more comfortable, welcoming space for members.

Highlight of my year:
Taking part in BBC Radio Four’s Listening Project

For Finola Crudden who manages both our Ernevale Day Centre in Enniskillen and our Castlecroft Day Centre in Lisnaskea, one highlight of her year was supporting a member to take part in a radio show hosted by Conor McKay.

“I was so proud of our member Victor when he shared his experience as part of the Listening Project. He is such a warm and interesting person and I know people were very interested in hearing a bit of his personal journey.

Victor was very kind, saying nice things about me, but really Victor is the one who has done all the work with a little support from us. I see our services as a stepping stone on somebody’s life path, sometimes people need to stay on that stepping stone for a little longer than others until they are ready to move forward themselves to the next step on their journey. However long they need it for, we are always happy to support people like Victor to take that next step.”
I have been coming to Woodlands for a few years now. I have had times in my life when I don’t know where to turn and I feel I have no way out of how I am feeling. I come to the centre and here the staff and other members treat me as a somebody. It is here that I can feel normal and know that I will get support for what I am going through, my father is a farmer and we have grown up with an appreciation of the land around us. I take part in courses as part of Beacon, but I am really interested in the new garden project.

I saw an article from the Big Lottery Fund that was asking for people to nominate a charity or service that they felt would deserve to be placed in a competition to win a prize of £10,000. I wanted to nominate the centre for this, so I wrote a letter detailing my experience within the centre. I was so happy to hear that we had been shortlisted and spoke to staff member Dorothy, who said that the next step in the process was an application stating how we would spend the money on the garden. We talked about a gardening group who could do a horticulture course and also the possibility of a new shed.

Dorothy and her colleague filled in the form and to our surprise a few months later we heard that we had been chosen as one of 10 charities to receive funding; we were over the moon. Dorothy asked me if I would like to attend the ceremony in Belfast to receive the cheque and I said yes. We had a great day and met other people who had won for great causes. The garden project has been growing with the new funding and me and eight other members are currently doing the OCN Level 2 in Horticulture which is teaching us so much. I am so glad I wrote the letter and really love our garden.

Highlight of my year:
Some BIG support for the green-fingered gardeners at Woodlands

For Norma, a member at Woodlands, her highlight was helping secure £10,000 funding for gardening and horticulture activities.

Norma helps celebrate the funding secured from the Big Lottery Fund to develop a new garden at Woodlands.
Carecall

Our business is to keep you running smoothly.

- How are you feeling?
- Want to know more?
- What's new?
- About Carecall
Carecall is a social enterprise wholly owned by Niamh. It was set up in 2000 with its focus on mental health support through counselling and other therapeutic interventions.

Carecall’s approach is to offer clients a service that provides:

- A partnership approach that supports staff in workplace environments and helps an organisation to thrive.
- Support for students in academic environments that enables them to progress successfully through their studies.
- Timely access to confidential counselling support for employees or students who may need to avail of this service.
- A safe space for employees or students to explore issues that may be putting pressure on their mental or emotional wellbeing.
- Evidenced outcomes of positive impacts gained from short-term therapeutic interventions.
- Tools that enable individuals to create healthy and balanced lives.

Carecall’s extensive range of supports and services, backed up by the experience gained from being part of a mental health charity with over 50 years of experience in supporting mental wellbeing, can help an organisation or academic institution put in place a system of care and support that creates the perfect environment in which individuals will flourish.
Carecall Workplace Services

364,606 workplace lives covered

4,785 workplace referrals

24,759 workplace related sessions delivered

Carecall workplace referrals 2014-2015 – presenting issues

- Work/Life Balance
- Work/Career
- Work Trauma
- Suicide Ideation
- Sleep Disturbance
- Personal Trauma
- Marital/Family
- Health-Related
- Financial
- Emotional/Personal
- Addictions

500 1,000 1,500 2,000 2,500 3,000
**Improving psychological wellbeing in the workplace during 2014-2015**

Research undertaken by Carecall during 2014-2015 based on a sample of 1,081 employees who attended a minimum of two counselling sessions with us showed that:

- 85% of the employees were presenting with significant levels of emotional, psychological distress equivalent to NHS outpatients.
- Following counselling, 70% reported significant, meaningful improvements in their emotional and psychological wellbeing.

**Measuring outcomes in the workplace**

The Workplace Outcome Suite (WOS) is a suite of psychometrically validated tools designed to measure the workplace effects of employee assistance programmes.

Carecall carried out its own research in 2014-2015 and the findings below are based on 106 employees who self-referred to workplace counselling, engaged for a minimum of two sessions and completed a pre and post-WOS outcome measure. Comparisons are based on the 30 days before and the 30 days after engaging with our employee assistance programme.

- **Absenteeism** – In the 30 days post-counselling, employees reported an average of 6.44 fewer hours of missed work (absenteeism) due to personal problems.
- **Presenteeism** – Employees reported they were significantly less distracted by their personal problems and more able to concentrate on their work.
- **Engagement** – Employees were significantly more engaged with and enthusiastic about their work.
- **Workplace distress** – Employees were experiencing significantly less workplace distress.
- **Life Satisfaction** – Employees reported being significantly more satisfied with their overall life situation.

**Training – new courses and highlights**

In 2014-2015, Carecall delivered 171 training courses to organisations across Ireland (66% increase on previous year), 2,921 delegates attended Carecall training (15% increase on previous year).

Some highlights from our training delivered during 2014-2015 include:

- BE Aerospace – Emotional Resilience Training for 600 staff and managers.
- Libraries NI – Leadership Development Programme for 100 Managers.

Some of our most popular courses during 2014-2015 included:

- Emotional Resilience.
- Managing Stress.
- Personal Effectiveness.
- Managing Change & Transition.

Delegate satisfaction rates:

- 90% of respondents rated our training as either excellent or very good.
- 93% rated the trainer’s delivery either excellent or very good.
- 90% of respondents would recommend our training to a colleague.
Carecall’s workplace customers

Below is a selection of just some of the many public, private and voluntary sector organisations that availed of Carecall services during 2014-2015:

Ark Housing Association  
Belfast Metropolitan College  
Biokinetic Europe  
Bombardier Aerospace  
Chain Reaction Cycles  
Charity Commission for N Ireland  
Community Foundation NI  
Concentrix  
Consumer Council  
Equality Commission for N Ireland  
firmus energy  
General Teaching Council (NI)  
Glanbia Cheese Ltd  
Graham  
Invest NI  
JMG Systems  
Keep Northern Ireland Beautiful  
Liberty IT  
Libraries NI  
Loughs Agency  
MACS – Mulholland Aftercare Service  
Michelin (UK) Ltd  
Middletown Centre for Autism  
Mid-Ulster Womens Aid  
Montupet (UK) Ltd  
Musgrave Retail Partners NI  
NI Ambulance Service  
NI Fire and Rescue Service  
NI Legal Services Commission  
NI Prison Service  
NI Public Health Agency  
NI Public Services Alliance (NIPSA)  
NI Screen  
NI Tourist Board  
NI Water  
Patient Client Council  
Perfecseal  
Prestige Underwriting (Abbey Insurance)  
Queen’s University – Staff  
Ryobi  
Schrader Electronics  
Sport NI  
Stena Line  
The Cedar Foundation  
The MAC  
Thompsons  
Translink  
Ulster Scots Agency  
Ulster Supported Learning Ltd  
UTV Media  
W & R Barnett  
Whitemountain Quarries Ltd  
Women’s Aid Belfast & Lisburn  
Wright Group

Customer Testimonial:
Brendan Hardy, CCMS: Assessor Skills Training.

“We are very happy with the training Carecall delivered for CCMS. They have delivered a number of two-day workshops and the feedback from the participants so far has been very positive, many have commented that it is the best training they have attended in a long time.

They also comment about the trainer’s style and delivery being very professional and well paced, saying that the course met the objectives they had set for themselves.

I can also say that the design and development of the course between CCMS and Carecall was excellent so overall we are very happy, so much so that we are using Carecall to deliver further training for our existing assessors in the future.”
Highlight of my year:
Launching the Carecall App

For Darren Mullan, Marketing Officer in Carecall, being involved in the design and launch of the highly popular Carecall mobile phone app was a particular highlight of his year.

“This was the first app of its kind, the Carecall app offers free, confidential and immediate mental health information and self-care advice, and is available to use around the clock, 365 days per year. The app features a simple and quick seven-question anxiety screening questionnaire which is immediately analysed with helpful tips offered upon completion. The user is given a rating on their stress levels and what they should do to alleviate their symptoms. The app, which brings complete confidentiality and privacy to the traditionally uncomfortable mental health equation, also provides advice on mental illness-related conditions linked to alcohol misuse, anxiety, bereavement, depression, eating disorders, phobias and self harm.”

Client testimonials

Positive partnership relationships are central to the delivery of Carecall services. We are delighted with some of the kind things our clients say about Carecall.

**Northern Regional College (Staff)**

“An integral part of our employee health and wellbeing programme within the Northern Regional College is the promotion and use of our employee assistance programme operated by Carecall. We have had positive feedback from individual employees that Carecall intervention has helped them through some of the most difficult points in their lives. The College has confidence that Carecall’s professional, reliable and confidential service will continue to assist in the health and wellbeing of our employees.”

Barbara Laverty, Head of Human Resources and Equality

**UTV Media plc**

“UTV Media plc has worked with Carecall for a number of years. As a company we believe that it is important for our staff to feel valued and supported and to have the opportunity to avail of Carecall’s services. The services provided by Carecall are professional, credible and confidential. The feedback from staff who have availed of these services has always been positive and complimentary.”

Johnny Carroll, Human Resources Manager (Ireland)

**firmus energy**

“Recently, firmus energy has undergone a period of tremendous growth and organisational change, and as an organisation we want to ensure our staff and management are fully supported both from a company and personal perspective to achieve their full potential.

We engaged with Carecall to deliver Emotional Intelligence training to all managers to equip them with the knowledge and awareness they need when managing in periods of change. The programme was immensely successful, so much so that we asked Carecall to deliver a similar programme, Emotional Resilience, to all staff, giving them tools for life to help them through periods of personal and professional change.

Feedback from staff was excellent, the programme fulfilled our specification, and is something we will certainly revisit again in future.”

Sue Robinson, Human Resources Manager
This project uses our existing Group Operational System (GOS) as a tool to prompt counsellors to identify and report medium or high risks for clients engaging in counselling. It eliminates the need for paper copies of detailed risk reports to be sent via post or by email and allows for a comprehensive risk management report to be produced.

I must admit that I was quite surprised and pleased to have been recognised with an innovation award.

Highlight of my year:
Innovation in risk management

Ricky Sloane, Carecall Operations Manager, was recognised for his Risk Management Innovation in 2014. For him this was an unexpected accolade which was one of the highlights of his year.
Carecall Student Services

- 194,325 student lives covered
- 1,717 student referrals
- 7,330 counselling sessions delivered

Carecall student referrals 2014-2015 – presenting issues

- Work/Life Balance
- Work/Career
- Work Trauma
- Suicide Ideation
- Personal Trauma
- Marital/Family
- Health-Related
- Financial
- Emotional/Personal
- Addictions
- Academic

The bar chart shows the distribution of presenting issues with Emotional/Personal being the most prevalent, followed by Academic and Addictions.
Counselling enhances the student experience

For our students, we know that counselling can have a direct benefit to their academic experience measured through care-system impacts on academic outcomes (CIAO).

For 256 students who self-referred to the counselling service over a six-month period during 2014-2015 and completed pre and post self-report assessments, the following impacts on their academic outcomes were found:

- 98% attributed counselling as having a positive impact on their academic achievement.
- 99% of students attributed counselling as having a positive impact on their remaining at college.
- 99% attributed counselling as having improved their university experience.
- 99% of students reported that counselling had a positive impact on developing skills useful for obtaining future employment.
- 99% of students attributed counselling as having a positive impact on their self esteem.
- 99% of students attributed counselling as helping them feel more positive about their future.

Impact of counselling on academic outcomes

Based on a survey of a representative sample of 613 students who attended a minimum of two counselling sessions in 2014-2015, 68% reported significant, meaningful improvements in their emotional and psychological wellbeing.

- Students reported their problem was having significantly less of an impact on their academic achievement post-counselling intervention (achievement).
- Students were significantly more engaged with and less likely to drop out of their course because of their presenting problems post-counselling intervention (retention).
- Students reported their problem was having significantly less of a negative impact on their overall university experience post-counselling intervention (university experience).

Impact of presenting problem on retention, academic achievement and experience, pre and post-counselling intervention
Highlight of my year:
Partnering with Ulster University to deliver their student counselling service

Katherine McDonald, Director of Carecall, recalls the new partnership with Ulster University to deliver the student counselling service as having been a highlight of her year.

“We know the transition to college or university presents challenges for many young people. Whether responding to pressures of work and student life, being away from home or expected to study or train more independently, we believe support for young people in further and higher education is fundamental to academic success.

Partnering with Ulster University to deliver the student counselling service further strengthens our position in Northern Ireland as student wellbeing experts. Carecall is now the chosen partner for both universities in Northern Ireland as well as five of the six further education colleges and Stranmillis College.”

Student Counselling Customer List

- Belfast Metropolitan College
- Northern Regional College
- Queen’s University Belfast
- South Eastern Regional College
- South West Regional College
- Southern Regional College
- Stranmillis College
- Ulster University (new in 2014-2015)

What some of the students who have accessed Carecall services have to say about the support they received:

“Without my counsellor, I’m not 100% sure that I would have been able to cope with two very difficult periods in my life – let alone keep up with my full-time studies and pass examinations. Thank you so much and keep up this amazing work!”

“Thank you very much for getting me an appointment so quickly with a great, understanding counsellor. It has helped a lot.”

“Really beneficial, would definitely recommend to anyone going through issues while at college.”

“Brilliant service! Would have been lost without it. Very prompt and accessible. Overall, the service was wonderful.”

“If it had not been for my counsellor I would never have had the strength and courage to get out of the dire situation I was in.”
Inspire, our learning disability service, provides domiciliary supported housing for people with learning disability and complex needs throughout Northern Ireland. This comprises of group living and 24-hour care and support in a registered residential home and a number of supported living homes within the community. All of our services are fully staffed and provide care and support at all times.

Our services are aimed at supporting people with a learning disability to achieve independent living in the community. Our trained staff create a sense of individual belonging, with Inspire residents and service users contributing to all aspects of home life. Depending on their level of ability, they share responsibility (with staff support) for shopping, menu planning and preparation of meals for each other. Inspire residents and service users are involved in all the day-to-day decisions concerning them and their opinions are actively sought. This combined with good relationships between staff and Inspire residents is essential to maintaining health, wellbeing, safety and security within the services.

In accordance with the overall principles of our learning disability services, staff within each of our schemes work to create an environment which provides support, friendliness, care and promote independence within a homely and welcoming space. The goal is to enhance the quality of the resident’s life and to:

• Maintain or improve self-care.
• Maintain or improve daily living skills.
• Maintain or improve social integration.
• Maintain a structure to their day.
• Maintain or improve community integration.
• Encourage service users to achieve an optimum level of independence in as many areas of life as possible.
• Encourage participation by the service users of the planning and implementation of their individual support plan.
A special visitor to The Heathers, Armagh

The Heathers underwent a successful validation inspection from Supporting People in January 2015. It also received many special visitors throughout the year including Joy Rollston, the Deputy Lord Mayor of Armagh City.

She was invited by service users to visit their homes which were all beautifully decorated for Christmas. During her visit, the Deputy Lord Mayor played Santa by leaving a Christmas present for each of the service users. As her background was working with people with learning disability, she was very interested in the care and support provided. The Deputy Lord Mayor was very complimentary about the warm homely environment that had been created in The Heathers and the compassion shown to residents by staff.

Developments within the scheme throughout the year have continued to focus on supporting service users in their individual journeys through life whilst promoting further independence, quality of life and promoting a healthy lifestyle. This service provision included maintaining positive community living, social inclusion and continued development of home management skills, healthy eating, domestic shopping, payment of bills and money management.

Service users also regularly attended events at various locations in the community including a concert in Armagh, the Pantomime in Belfast, a holiday to Letterkenny and a holiday to Belfast.

Throughout the year, staff also supported student nurses on their placements. This has been an invaluable process as the students experienced the care and support given to the residents first hand and the service users benefited from group work organised by the students, supported by staff.
Jean Todd Close, Antrim receives high praise

As part of the scheme’s ethos of continual staff improvement and development, a number of staff from Jean Todd Close underwent specific training throughout the year to address knowledge needs in conjunction with the changing needs of the service users. This included specific training sessions on diabetes and epilepsy, which have been beneficial in equipping the team to better meet the needs of service users.

Throughout the year the scheme received a number of compliments on its levels of service delivery and support. Six different family members of service users took the time to express how happy they were that their loved ones were happy and content living at Jean Todd Close. On top of that, two professional and a senior social worker and an occupational therapist expressed how well their clients were cared for by the staff at Jean Todd Close.

Most importantly of all, the service users themselves evidenced that they enjoyed living at Jean Todd Close. A survey conducted with service users during the year found that 90.3% of respondents were happy with their home and the care and support they received.

There were many memorable moments throughout the year, such as a service user who lives within Jean Todd Close who attended the National Special Olympics Games in June 2014 held in Limerick, as part of Special Olympics Team Ulster returning with a silver medal.

One very touching moment was when a service user at Jean Todd Close was supported by staff to plant a tree of remembrance in his back garden, in memory of his departed mother. Meanwhile, festive cheer was present in abundance when both staff and service users donned their festive woollies for National Christmas Jumper Day.

Service users enjoy a disco and karaoke night at Jean Todd Close.
Residents at Mulhern Close, Omagh enjoy some festive fundraising

The residents of Mulhern Close were delighted during the year to take delivery of a new bus. This transport will help enable residents to get out more and participate in events in their local community and also to enjoy social outings and trips.

Christmas 2014 proved to be a productive fundraising opportunity within the scheme. Residents greatly enjoyed their annual Christmas party which was attended by staff, family and friends. In preparation for the Christmas party, residents made Christmas tree decorations to sell and staff donated items for the Christmas hamper in order to raise funds for the residents’ activity fund. This was a very successful event and raised £300 in total.

Not content to stop there, in February 2015, Relief Support Worker Andrew Aiken took to the skies in a sponsored tandem skydive to raise funds for the residents’ activity fund. He raised a further £160.

Peters Hill, Belfast opens its doors

Peters Hill is a purpose-built facility close to Belfast City Centre comprising of 13 self-contained apartments and communal spaces.

Preparation to open the scheme began in March 2014. From March 2014 to February 2015, Peters Hill staff visited prospective service users in hospital or other community schemes and facilitated visits to Peters Hill to build relationships prior to the scheme opening. This gave the staff time to build a rapport with the new service users. Service users had the opportunity to decorate and furnish their homes to their liking with support from staff. It was also an opportunity for the service users to integrate and get to know their local community.

Peters Hill officially opened its doors to the service users on the 2nd of February 2015. Staff worked closely with Belfast Health and Social Care Trust (BHSCT), so that a well-constructed plan was implemented to make transitions from long-stay hospitals to the community as smooth as possible and to reduce anxieties for all concerned.

The first overnights took place on the 6th February 2015.
Rosewood Court

Rosewood Court is a supported living housing scheme based in Lisburn. It provides high quality domiciliary supported housing for 24 adults with learning disabilities and complex needs on a 24 hours basis. The service is comprised of six communal houses, one of which is based at Lansdowne Park in Lisburn and three single occupancy flats. Service users range in age from 33-84 years old. The service is provided in conjunction with Choice Housing Association and commissioned by the South Eastern Trust.

2014-2015 has been a varied and exciting year at Rosewood Court. Support staff demonstrated commitment to their own professional development. Three support staff successfully completed QCF Level 3 in Health and Social Care and one staff member completed Level 2. Great to see staff putting themselves forward for a challenge and focused on developing their knowledge to meet service user needs.

Rosewood Court held its first carers meeting in December 2014. This was a great success, building connections with family members. Turnout at these meetings continues to grow and great relationships have been established.

The service users have had a busy and enjoyable year and continue to enjoy living at Rosewood Court. Through a survey conducted with service users during the year, 96% of respondents communicated that staff support them to ensure their house looks well inside and out. Lots of redecoration took place during the year. This was an exciting time with service users supported in choosing all types of household items from carpets to curtains, making their homes personalised and homely.

96% of respondents stated that staff supported them to attend activities in the local area.

Connections were made during the year with a local community centre and 5-aside football events regularly took place. Great fun was had by everyone.

96% of respondents stated that staff supported them to do things they wanted to do on their own. Great personal achievements this year included two service users having their first overnight stay in a local hotel independently. Another service user’s family have relocated to Edinburgh and with staff support he has been able to travel back and forward independently.

June 2014 saw flashing blue lights at Rosewood Court. This was undoubtedly the highlight of the year. The fire service came to Rosewood for an educational and enjoyable visit. Service users learned how to maintain health and safety within their homes, what to do in the event of a fire and how to call the fire brigade. There was even an opportunity to try on a fireman’s uniform, operate the hose and have a ride in the fire engine. This memorable event was organised by Brian Liggett, a support worker at Rosewood Court who also worked part-time for the fire service. Brian sadly lost his battle with cancer earlier this year.
Our People

Staff and family summer BBQ 2014

Over 300 staff, their families and friends enjoyed a grand ol’ time at the Ulster Folk and Transport Museum, Cultra in September 2014. It was great to see our ‘family’ getting bigger and bigger with the addition of staff from Inspire, our learning disability service.

Highlight of my year:
Obtaining the QCF Level 3 qualification

Amy Wilson from our supported housing scheme at Filor Court in Belfast was rightfully proud of achieving a Level 3 qualification on the Qualifications Competency Framework (QCF), for her this was one of the highlights of her year.

“When I began the QCF 3 last year it was my first anniversary of working for Niamh. Previous to this I had only worked in retail and therefore had little experience in the social care field. The QCF was very useful for me and I enjoyed learning and researching more about my vocation. The classes were interesting and it was great to meet other people who work across the organisation, listening to their experiences and sharing my own. Now, with the QCF almost completed, I look forward to continuing with my career development and hope to move on to a project worker role.”
17th October 2014, The HSC Leadership Centre Annual QCF Recognition

A number of members of our staff team received their QCF certificates at the HSC Leadership Centre’s annual recognition event held in October 2014.

QCF Level 5 awardees

Pictured (l-r): Barbara Coffey, Ciara Collins, Debbie Patterson (HSC Leadership Centre); Diane Laverty (Training Manager); Margaret Broome (QCF Assessor); Isobel Weir; Dee Brannigan; Orla Quigley; Billy Murphy (Director of Beacon); and Rebecca Lee.

QCF Level 3 awardees

Pictured (l-r): Billy Murphy; Diane Laverty; Cheryl Bell; Margaret Broome; Helen Kirkpatrick; Jason Fox; Louise McClay; Cara Kelly.
Our staff conference 2014

Our 2014 staff conference was held on 3rd December 2014 in the Hilton Hotel, Templepatrick. The theme was resilience in the workplace.

The conference was carefully designed to reflect staff feedback and maximise staff engagement. It proved to be a fantastic opportunity to meet people from across the organisation, celebrate success and share information.

The afternoon sessions were devoted to interactive learning and sharing. Staff had a variety of interesting workshops to choose from including: compassion fatigue; mindfulness, emotional resilience; healthy lifestyles; meditation or laughter yoga.

Highlight of my year: Getting onto the QCF Level 5 course

Elaine Maxwell from Kirkliston, our supported housing scheme in Belfast, sees being given the opportunity to advance her skills and knowledge as the highlight of her year.

“For me identifying what the highlight of my year was is an easy one. I got onto the QCF Level 5 course last year.

I was very happy to be accepted. The course was held in various locations in Cookstown, Antrim and Belfast. I got to meet some lovely staff members and got to share their knowledge and practice. I cannot deny it was hard work and it was difficult to find the time to study, having to juggle work, home life and studying. Despite all this I finally finished the qualification in early May. I am so pleased. I would recommend the course to other staff. I have learnt a lot and it has benefited my practice but most importantly it has benefited the residents and the scheme.”

Nic Marks, founder of Happiness Works, speaking at the staff conference.
Our Volunteers

Volunteers play an essential part in the delivery of all aspects of our charity’s work. The skills, experience and expertise they bring into our services, schemes and projects enhances the quality and diversity of support and opportunities our residents and members receive.

For the volunteers themselves, playing a positive role in contributing to an individual’s journey to recovery when they are experiencing mental ill-health or supporting the enhancement of the life of an individual with a learning disability can be an immensely rewarding experience.

We value our volunteers highly and, as such, we pledge to offer in return for their contributions:

- Support for them in their chosen role.
- Help for them to develop their existing skills.
- Help to enhance their career prospects.
- The chance to learn new skills.
- Access to appropriate training.
- Out of pocket expenses.
- Opportunities for networking with other volunteers.

Forty-one new volunteers were recruited and joined us during the period April 2014 and March 2015 bringing our total number of volunteers ‘on the books’ at that point to 101.

Volunteering is often the link that students need to gain experience for future careers and our volunteer role development reflects this need. We have recruited a significant number of volunteers who progressed to secure jobs in health and social care.

Volunteer training that took place during 2014-2015

- 49 volunteers have attended Keeping Adults Safe Training.
- 22 volunteers attended a range of other training including:
  - Child Protection, Mental Health First Aid, Personal Safety & Lone Working, Emergency Aid, Personality Disorder, Psychosis, Drug/Alcohol Dual Diagnosis.
- 24 volunteers also attended Volunteer Welcome Sessions.
Volunteer satisfaction levels at an all time high

We carried out a satisfaction survey among our volunteers in March 2015, below are some highlights from the survey report:

- 46% of respondents have volunteered with us for five years or more.
- 75% of respondents felt their initial expectations from volunteering have been fully met.
- 93% of respondents agreed/strongly agreed that their skills were well utilised in their volunteering role.
- 89% of respondents agreed/strongly agreed that the contribution they made was valued.
- 100% of respondents would recommend volunteering with our charity to others.

Ongoing investment in our volunteers

In March 2015 we underwent our Investing in Volunteers Award assessment. (we received confirmation in April that we had achieved the reaccreditation). This gives us and our volunteers reassurance that we, as an organisation, value and invest in our volunteers. We are immensely proud to have received this endorsement of our good practice in volunteer management and care from Volunteer Now.

Highlight of my year: Dorothy McKenzie, a volunteer in Beechview, Dungannon

For Dorothy McKenzie, a volunteer at our Beacon service in Dungannon, one of the highlights of her year was having her volunteer role profiled in the local paper.

“I was born in Leicester City in 1950 but moved to Co. Tyrone in 1973 after marrying a Benburb man in 1971. My background has been in the environment and education with a keen interest in arts, crafts and adult literacy.

When I retired in 2010, the Volunteer Now website gave me some very interesting options. One of those was as a volunteer at Beechview in Dungannon. Since 2011 I’ve spent one day a week in Beechview with one-to-one adult literacy in the morning and a painting/craft/knitting class in the afternoon. We often have a millionaire-type quiz that evokes all sorts of conversations and laughs.

Socially, emotionally and intellectually I get a huge amount out of volunteering in Dungannon and feel very much at home with the staff and members there. Beechview has a real ‘family feel’ about it where members support each other while being supported by staff. Niamh is keen to train and support its volunteers through relevant training and regular events. I appreciate these and try to attend where possible. In 2013 I was invited to complete the advocacy course with Niamh and from that I became the advocate for the centre.

I would recommend Niamh to anyone wanting to volunteer to gain work experience or to share their skills and interests with others.”

I was born in Leicester City in 1950 but moved to Co. Tyrone in 1973 after marrying a Benburb man in 1971. My background has been in the environment and education with a keen interest in arts, crafts and adult literacy.

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I would recommend Niamh to anyone wanting to volunteer to gain work experience or to share their skills and interests with others.”
Inspiring Excellence

Niamh receives the CIPD Employee Engagement of the Year award

It was a night of celebrations for Niamh as we added yet another prestigious accolade to our increasingly well-regarded organisation. Still reeling from the success of IIP Gold Award and EFQM Excellence Award, Niamh was the proud recipient of the Chartered Institute of Personnel and Development (CIPD) Employee Engagement Initiative of the Year 2014.

This award was a true vindication of the culture of passion, commitment and empowerment that everyone working and volunteering at Niamh embodies. The willingness of staff and volunteers across the organisation to get involved and deliver Niamh’s values has resulted in a superior level of service being delivered to our service users. The dedication and compassion delivered by each and every staff member makes the kind of difference that matters. Our organisation exists to support mental health and wellbeing so whether staff are delivering those services personally to our service users or supporting that delivery in their own job role, they are instrumental to meeting that goal.

Some of the initiatives staff were involved in that helped to secure this award were the Innovation Matters project, staff conference, staff barbeque, staff awards celebrations, health and wellbeing promotion including Carecall counselling service and emotional resilience workshops.

The success of these initiatives is evidenced by the achievement of Niamh’s strategic objectives, improved response rate to the employee survey, reduced labour turnover and most importantly of all, the satisfaction of our service users with the service they receive from Niamh.

Niamh CEO Professor Peter McBride said:

“Niamh has built a strong organisational culture where our values truly are a primary consideration that has successfully created an engaged and dedicated workforce. We are delighted that the innovative engagement initiatives across our 500+ employees have been recognised by this award. It was particularly significant to accept this award during Mental Health Awareness Week.”
**Understanding Advocacy**

Congratulations to all who received an Understanding Advocacy award at our celebration of achievement at Queen’s University Belfast on 10th April 2014.

The following people from our Belfast and Portadown groups received their certificates:


**Feargal Mellon and Ambassadors for Careers in Care**

Rosses Project Worker, Feargal Mellon has been hard at work promoting careers in the social care sector through his role as an Ambassador for Careers in Care – a service established by the NISCC (Northern Ireland Social Care Council). He attended Northern Regional College in Magherafelt on the 2nd September 2014 to speak to 30 first year students studying Health & Social Care as part of NISCC Ambassador Service. News of his work sparked the interest of the media and he gave a great interview to the Derry Journal earlier this year.

**Highlight of my year:**

**Winning the CIPD award**

Linda Hutchinson, Director of Human Resources and Organisational Development sees winning the CIPD’s Employment Initiative of the Year Award as her highlight of the year.

“I am so proud of the HR and Learning & Development teams and all the effort they put in on an ongoing basis to promote employee engagement.

Receiving the award from the CIPD demonstrates to those outside the organisation which I already know, that my team are fully committed to ensuring that our staff feel valued and supported in their roles.”
Carecall battled it out with a variety of established and new social enterprises across five categories and secured the titles of best Consumer-Facing Social Enterprise (sponsored by Ulster Community Investment Trust) and best Health and Social Care Social Enterprise (sponsored by Charity Bank). The latter award noted specifically the excellence in Carecall’s vision and strategy to deliver healthcare services with greater social impact. All of our team are so proud of this achievement in recognition of the work we do.

**Highlight of my year:**
Winning the Social Enterprise of the Year Award

For Katherine McDonald, Director of Carecall, another highlight of her year was scooping two awards at the Social Enterprise NI business awards at the Hilton Hotel Belfast on Thursday 23rd October 2014.

“Carecall battled it out with a variety of established and new social enterprises across five categories and secured the titles of best Consumer-Facing Social Enterprise (sponsored by Ulster Community Investment Trust) and best Health and Social Care Social Enterprise (sponsored by Charity Bank). The latter award noted specifically the excellence in Carecall’s vision and strategy to deliver healthcare services with greater social impact. All of our team are so proud of this achievement in recognition of the work we do.”
Giving Back

ICT Recycling

The ICT team have spearheaded a fruitful partnership with international charity Camara to put Niamh’s old computers to good use. Since interfacing between our charities began in April 2014, Niamh has donated an impressive 94 old pieces of equipment.

Who are Camara?

Camara are an international organisation dedicated to using technology to improve education and livelihood skills in disadvantaged communities around the world.

The name ‘Camara’ comes from the Bantu dialect of West Africa and means ‘teacher’.

Camara’s mission is to transform education using technology to empower disadvantaged students.

What happens to our old computers?

The computers are fully cleansed to remove any trace of data stored on them.

Then, educational software is loaded onto the computers before they are distributed to low income schools in several African countries.

If you would like any more information about the work Camara do, please visit their website: www.camara.org
Niamh Annual Review 2014-2015

Niamh in Malawi

Niamh’s vision is of mental health and wellbeing for all. In line with this and our commitment to Corporate Social Responsibility (CSR), we helped establish a mental health service called Vwira in Malawi in 2008.

Funded largely by staff contributions, this charity now supports 95 service users and their families across two services. Our work in Malawi supports individuals in their medication programmes, provides weekly home visits and group sessions and, with the supply of practical items such as fertiliser, enables them to cultivate the land and generate both food and income for their families.

Alice Munthali is one of our service users in Ekwendeni. Prior to her support though Vwira, Alice had a long history of hospitalisation due to mental ill-health. Her husband had to look after their children and the house so he was unable to look for work. Now, however, Alice is part of the Vwira family. She receives weekly visits from our volunteer team and attends group meetings for additional support. She is back with her husband and five children and is happily managing her home.

Highlight of my year:
Marie Curie coffee morning

Ann-Marie Crawford has organised a number of fundraising events at our Daisyhill Court residential scheme. For her, one highlight that stands out was the Marie Curie coffee morning she held.

“When launching a fundraising event there is often a niggling fear that the money raised will fall far short of the target. Daisyhill needn’t have worried as, after a few weeks, the money raised shot past the £500 target to a final total of £1,330.

Visitors to our coffee morning included West Belfast MP Paul Maskey and Councillor Arder Carson. Paul Maskey praised our fundraising efforts highly.

Both the staff and residents thoroughly enjoyed the event and it worked on several levels. Many who attended had had experience with cancer, with someone close having dealt with or presently dealing with cancer. It enabled them to make a difference in the fight against cancer. It created a vibrant communal atmosphere in Daisyhill Court and several who attended were those who did not generally engage with activities.”
## Our Finances

**Group statement of financial activities**  
*(including income and expenditure account)*  
*for the year ended 31 March 2015*

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<th>Incoming resources from generated funds</th>
<th>Unrestricted funds £</th>
<th>Restricted funds £</th>
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<td>Voluntary income</td>
<td>218,962</td>
<td>115,518</td>
<td>334,480</td>
<td>238,067</td>
</tr>
<tr>
<td>Activities for generating funds</td>
<td>1,217</td>
<td>27,208</td>
<td>28,425</td>
<td>43,757</td>
</tr>
<tr>
<td>Investment income</td>
<td>14,724</td>
<td>–</td>
<td>14,724</td>
<td>35,168</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incoming resources from charitable activities</th>
<th>Unrestricted funds £</th>
<th>Restricted funds £</th>
<th>Funds 2015 £</th>
<th>Funds 2014 £</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14,724</td>
<td>–</td>
<td>14,724</td>
<td>35,168</td>
</tr>
</tbody>
</table>

**Total incoming resources**  
10,717,824  
4,743,889  
15,461,713  
12,623,547

<table>
<thead>
<tr>
<th>Resources expended</th>
<th>Unrestricted funds £</th>
<th>Restricted funds £</th>
<th>Funds 2015 £</th>
<th>Funds 2014 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costs of generating funds</td>
<td>3,600</td>
<td>216</td>
<td>3,816</td>
<td>3,624</td>
</tr>
<tr>
<td>Charitable activities</td>
<td>11,412,788</td>
<td>4,562,063</td>
<td>15,974,851</td>
<td>12,010,919</td>
</tr>
<tr>
<td>Governance costs</td>
<td>127,514</td>
<td>–</td>
<td>127,514</td>
<td>115,367</td>
</tr>
<tr>
<td>Tax</td>
<td>2,678</td>
<td>–</td>
<td>2,678</td>
<td>4,163</td>
</tr>
</tbody>
</table>

**Total resources expended**  
11,546,580  
4,562,279  
16,108,859  
12,134,073

<table>
<thead>
<tr>
<th>Net (outgoing)/incoming resources before transfers</th>
<th>Unrestricted funds £</th>
<th>Restricted funds £</th>
<th>Funds 2015 £</th>
<th>Funds 2014 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>(828,756)</td>
<td>181,610</td>
<td>(647,146)</td>
<td>489,474</td>
<td></td>
</tr>
<tr>
<td>Transfer between funds</td>
<td>(1,513)</td>
<td>1,513</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Minority interest share of net loss/(profit)</td>
<td>311,003</td>
<td>34,922</td>
<td>345,925</td>
<td>(76,258)</td>
</tr>
</tbody>
</table>

**Net (outgoing)/incoming resources before other recognised gains and losses**  
(519,266)  
218,045  
(301,221)  
413,216

<table>
<thead>
<tr>
<th>Other recognised gains and losses</th>
<th>Unrestricted funds £</th>
<th>Restricted funds £</th>
<th>Funds 2015 £</th>
<th>Funds 2014 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,317</td>
<td>–</td>
<td>3,317</td>
<td>(352,488)</td>
<td></td>
</tr>
</tbody>
</table>

**Net movement in funds**  
(515,949)  
218,045  
(297,904)  
60,728

**Total funds brought forward**  
5,406,502  
894,690  
6,301,192  
6,240,464

**Total funds carried forward**  
4,890,553  
1,112,735  
6,003,288  
6,301,192