

IMPACT REPORT

APRIL 2015 - MARCH 2020

Content

FOREWORD	page 3
ABOUT US	page 4
CLIENT & SERVICE PROFILE	page 6
THE TROUBLES & DEPRIVATION	page 8
WAVE SERVICES	
Outreach Support	page 12
Health and Wellbeing	page 16
Counselling	page 21
Complementary Therapy	page 24
Peer group support and personal development	page 25
Welfare Advice	page 29
Advocacy & Casework	page 35
EVENTS AND CAMPAIGNS	
Day of Reflection	page 38
Families of the Disappeared	page 41
The Campaign for an Injured Pension	page 44
DISSEMINATION OF LEARNING	
Trauma Training and Education	page 46
Facilitating Interns and Volunteers	page 51
Publications, Film Productions and Exhibitions	page 54
Our International Work	page 58
FINANCE	
FUNDRAISING	page 61
WAVE'S 25TH ANNIVERSARY (2017)	page 63
WAVE BOARD MEMBERS	page 64
FINANCIAL STATEMENT	page 65
ANNEX	page 67

FOREWORD

WAVE Trauma Centre endeavours to support its clients to achieve their physical, psychological and well-being potential. They have been adversely affected in so many ways from their experience of life in Northern Ireland and as a consequence of our violent conflict. By working in collaboration with our community, our partner organisations and other Services, WAVE works to do its part to repair the harm caused to them and, in turn, that has been caused to our entire society. Our key achievements during this period include:

- An increase in the provision of all therapeutic services regionally (and beyond) to greater numbers of people;
- Enhancing the provision with a new health and wellbeing service focused on resilience, post traumatic growth and ending social isolation;
- Increased provision for those bereaved or injured;
- Continued development of advice and welfare assistance on both a centre and outreach basis;
- Development of an advocacy service to assist clients' work through legacy issues;
- Further development of peer and group support opportunities
- Expanding the suite of Trauma Education courses available which now includes Post Graduate pathways;
- Substantive increase in the provision of Citizen Education classes to present and future health and social care staff.

Our clients, and the community from which they have come, are at the core of everything we strive to do. We cherish them and value all of those people and caring organisations that work tirelessly for the greater good of all our citizens irrespective of their religious, political or gender designation within our society. Our work is based not in certainty but is in essence an inexact science, dealing with human suffering, endurance, resilience, courage, recovery and dignity. Consequently, what we offer is not a perfect response. However, we continue to try and we know that we could not do it without all our staff, volunteers, funders and community. We invite you to read our Impact Report.

ABOUT US

WHO WE ARE

WAVE Trauma Centre (known as WAVE) is a grass roots, cross-community, voluntary organisation, originally formed in 1991, which offers care and support to anyone bereaved, traumatised or injured as a result of the NI 'Troubles'. WAVE's function is twofold. Firstly, the relief of poverty, sickness and distress suffered by those members of the public in Northern Ireland who have experienced bereavement and/or trauma through, or as a result of, the civil unrest and, secondly, the advancement of education of the community in matters relating to the nature of such bereavement and/or trauma.

The philosophy and ethos of the organisation is one of inclusiveness, providing support for anyone irrespective of religious, cultural or political belief. WAVE promotes a respect for life and non-violence and an understanding of difference that is seen as enhancing rather than threatening. It continually seeks creative ways of working through issues that have the potential to divide. We have five project centres across Northern Ireland: Armagh, Ballymoney, Belfast, Derry/Londonderry and Omagh. WAVE also provides services to those affected by the 'Troubles' who reside in Republic of Ireland, England and Scotland. We place the needs of our clients and families at the heart of our approach, and ensure that client focussed services form the basis of our organisational strategy and impact measurement.

WHAT WE DO

WAVE draws on 30 years' experience of developing, delivering and evaluating service provision. All support services are delivered through a clear set of procedures and protocols and thus remain consistent across the entire organisation. Cases are taken through referral with services delivered in response to individual needs assessment within a case management process underpinned by professional standards, clear protocols and ethical frameworks.

The services we provide include:

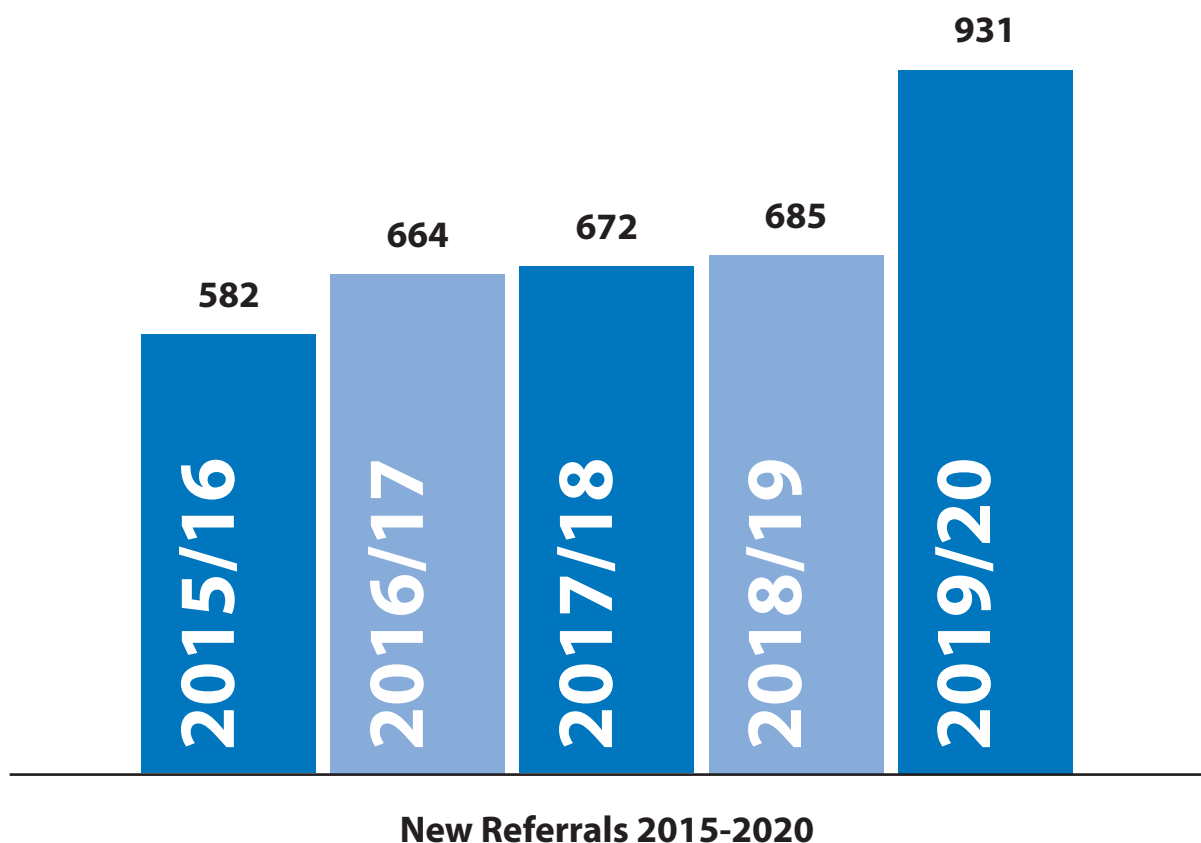
- Outreach Support
- Health and Wellbeing
- Counselling
- Complementary Therapy
- Peer group support and Personal Development
- Welfare Advice
- Advocacy and Casework
- Trauma Education and Training.

Individuals who experience trauma may subsequently suffer both mental and physical health challenges. WAVE provides an environment whereby each individual is assigned a member of staff known as an outreach worker, who in partnership with each client will determine which of our services best match the needs of that individual. The outreach worker acts not only as an ongoing befriending support but also crucially as a conduit to any and all the services that individual may require. Whatever the length of journey to improved health and wellbeing, the outreach worker will be alongside.

We track and measure our impact in several ways including through:

- Evaluation of Service Provision, e.g. CORE-OM;
- Client surveys and follow up interviews;
- Participant feedback from all training/education and events;
- Reviewing all indicators of engagements with our online resources and social media;
- Dissemination of our experiences through both the written and spoken word and cultural events, e.g. Silent Testimony;
- Collating anecdotal evidence from our clients, stakeholders and other users of our services.

The significant growth in the number of new referrals over the past year highlights that many people in Northern Ireland have been suffering silently from the trauma of the Troubles and are only now, many years later, seeking help. Trauma, a serious problem, still exists in Northern Ireland today. See graph below:



FACTS ABOUT WAVE TRAUMA CENTRE

1st April 2015 - 31st March 2020

Client Profile



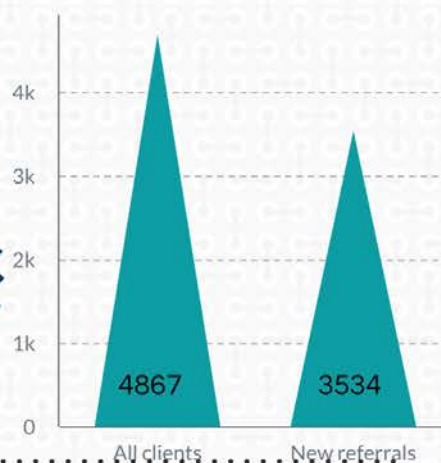
Gender and age

52.5% male, 47.1% female

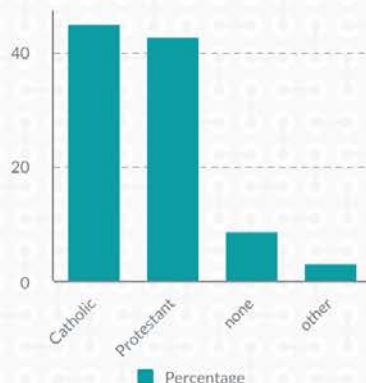
Clients ages ranged from 3 to 98 years.

Most clients (41%) are within the age bracket of 50 to 64 years of age.

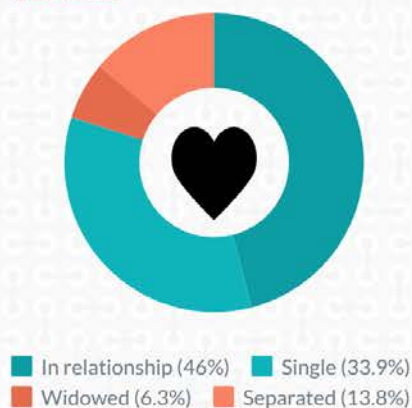
4687 clients



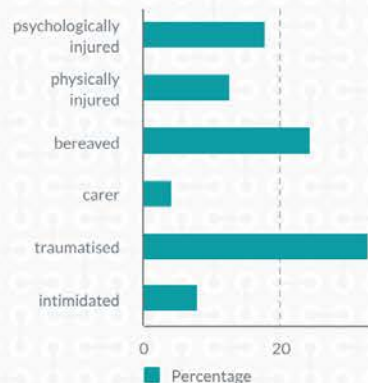
Community background



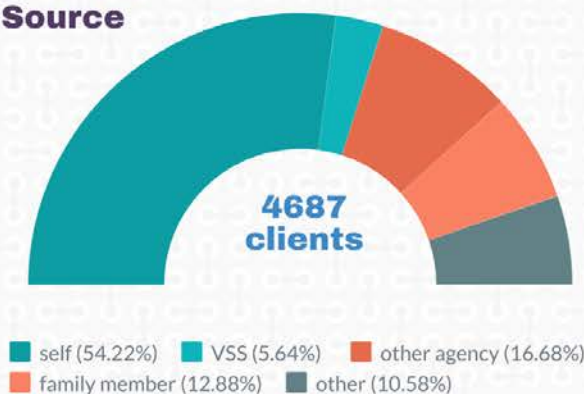
Relationship status



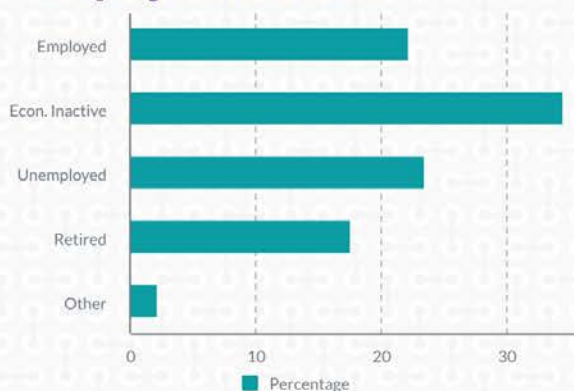
Primary reason for referral



Referral Source



Employment status



Service Profile

1st April 2015 - 31st March 2020

WAVE Centres

We have five WAVE centres, in addition to satellite services offered, for example in rural areas.



Proportion of clients attending each centre

Armagh	17.84%
Ballymoney	14.66%
Belfast	38.72%
Derry Londonderry	10.65%
Omagh	18.14%

Client support services

- Outreach
- Health and Wellbeing
- Counselling
- Complementary Therapies
- Groups and events
- Welfare Advice
- Advocacy & Casework

Staff and volunteers

- 55 staff members
- 26 counsellors
- 15 complementary therapists
- 25 volunteers
- 6 external supervisors

Additional services

- Campaigns: Injured Pension Families of the Disappeared
- Trauma Education
- Publications, films, exhibitions
- Volunteers and Interns
- International work

Outreach

3,980 clients supported
21,028 one-to-one sessions

Advocacy

514 clients supported
1,604 sessions

Groups & events

4,379 clients supported
8 peer groups
138 educational/ creative groups programmes
52 day trips
98 information and commemoration events

Health and Wellbeing

1,288 clients supported
7,640 sessions



Trauma Education

82 community development courses and 10 OCN
782 participants
33 BSc graduates

Welfare Advice

1,730 individuals supported
16,732 contacts
£10,275,974.40 benefits/ entitlement claimed for clients

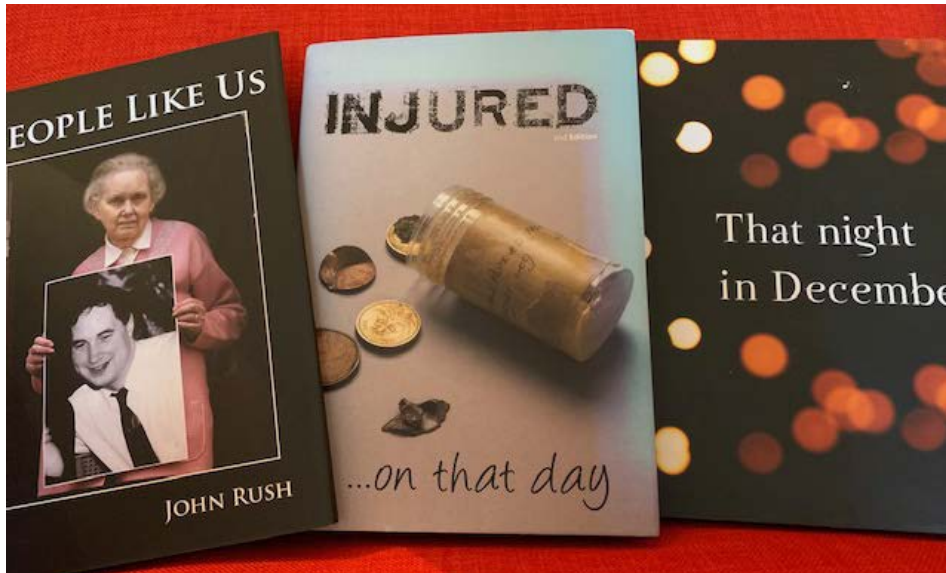
Complementary therapies

2,029 individuals supported
19,818 therapy sessions

Counselling

2,080 individuals supported
27,989 counselling sessions

'THE TROUBLES' AND DEPRIVATION



WAVE documentaries, exhibitions, storytelling projects and publications give victims a voice.

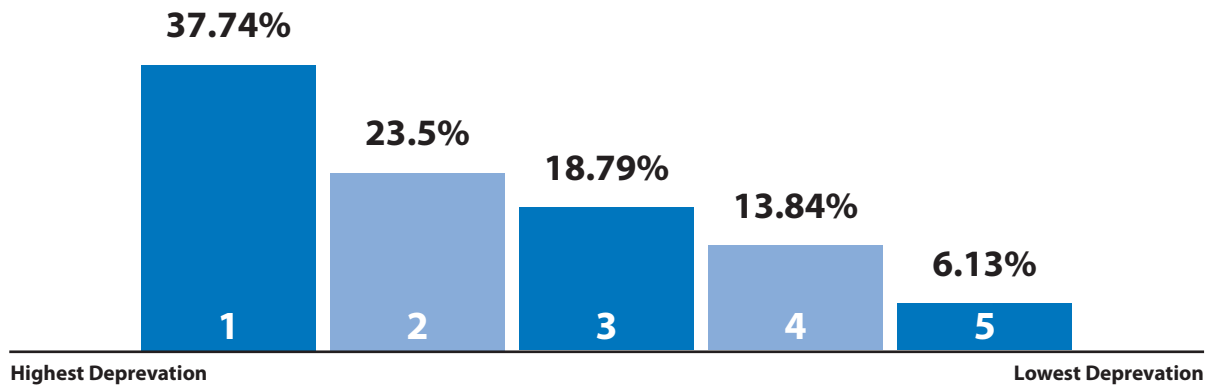
Research has shown that 'The Troubles' disproportionately affected those who lived in areas of higher deprivation¹. The link between deprivation and health and social inequalities is well established and as such developing an understanding of client needs beyond the effects of 'The Troubles' is very important. It is essential to holistic care that staff have insight into other factors which may be influencing the clients wellbeing. O'Reilly, D. (2002) states that "... the death toll from the Troubles may have abated somewhat in recent years but the health impact in terms of 'knee-cappings', punishment beatings and other associated criminality continues. Indeed, in many areas, particularly the more deprived areas, drug-related crime has belatedly emerged to replace or coexist and compound the misery associated with the Troubles"².

The Northern Ireland Multiple Deprivation Measure (NIMDM) is an indicator of deprivation, which ranks areas from the most to the least deprived. The chart below details clients domicile using the NIMDM. It is noted that our client base is largely drawn from the more deprived areas with over a third of our clients (37.74%) living within the ten most deprived areas and nearly two thirds of our clients (61.24%) living in the 20 most deprived areas. Though our work impacts in areas of greatest need, it is important to note that a third of our clients are also drawn from the least deprived areas of Northern Ireland, evidencing the fact that the effects of 'The Troubles' were not limited to those in the more deprived communities. These are important messages for us as an organisation as we continue to serve all sections of Northern Ireland.

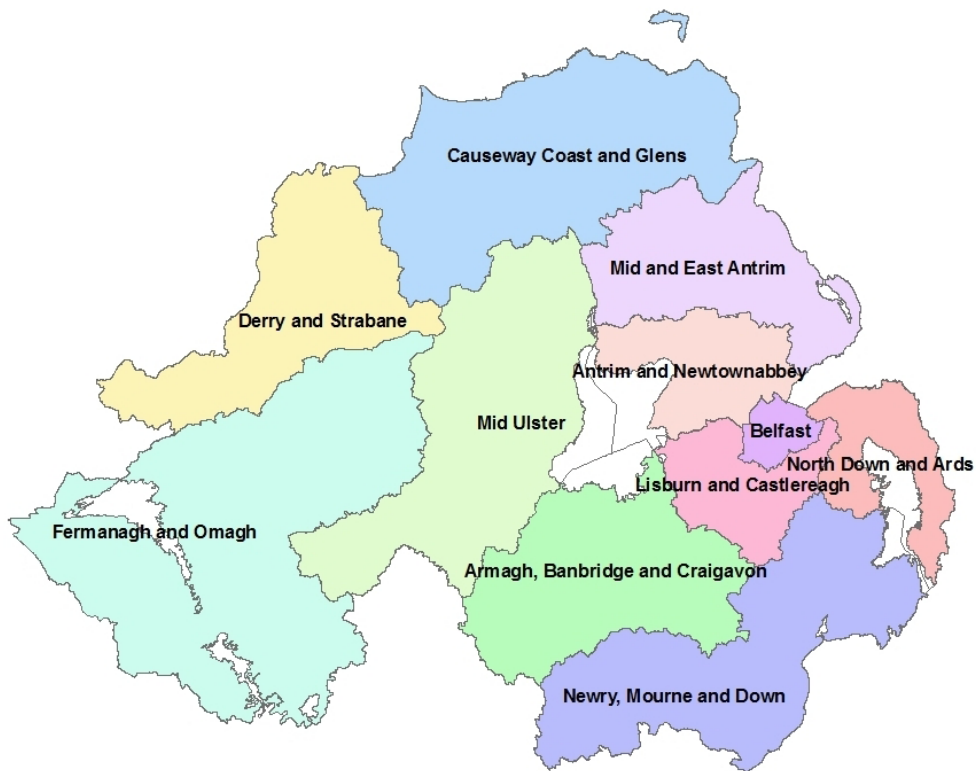
¹ Fay, M. T., Morrissey, M., Smyth, M., & Wong, T. (2001). *The Cost of the Troubles Study: Report on the Northern Ireland Survey: the experience and impact of the Troubles*. Londonderry: INCORE.

² O'Reilly, D. (2002). *Health and inequalities in Northern Ireland: defining the problem and possible solutions*. The Nuffield Trust.

% of WAVE Clients Living in Areas of Deprivation



Geographical Location: The map below shows the new Local Government Districts (LGD) implemented in 2014, and the table below details the proportion of our clients who lived in each LGD (ranked by area deprivation) in 2015 - 2020.



LGD	2015-20	LGD	2015-20
Belfast (1)	30.5%	Antrim & Newtownabbey (7)	7.0%
Derry and Strabane (2)	12.3%	Mid Ulster (8)	8.6%
Newry, Mourne and Down (3)	3.9%	Fermanagh and Omagh (9)	5.5%
Armagh, Banbridge and Craigavon (4)	8.8%	North Down and Ards (10)	2.7%
Causeway Coast and Glens (5)	10.5%	Lisburn and Castlereagh (11)	3.2%
Mid & East Antrim (6)	7.0%		

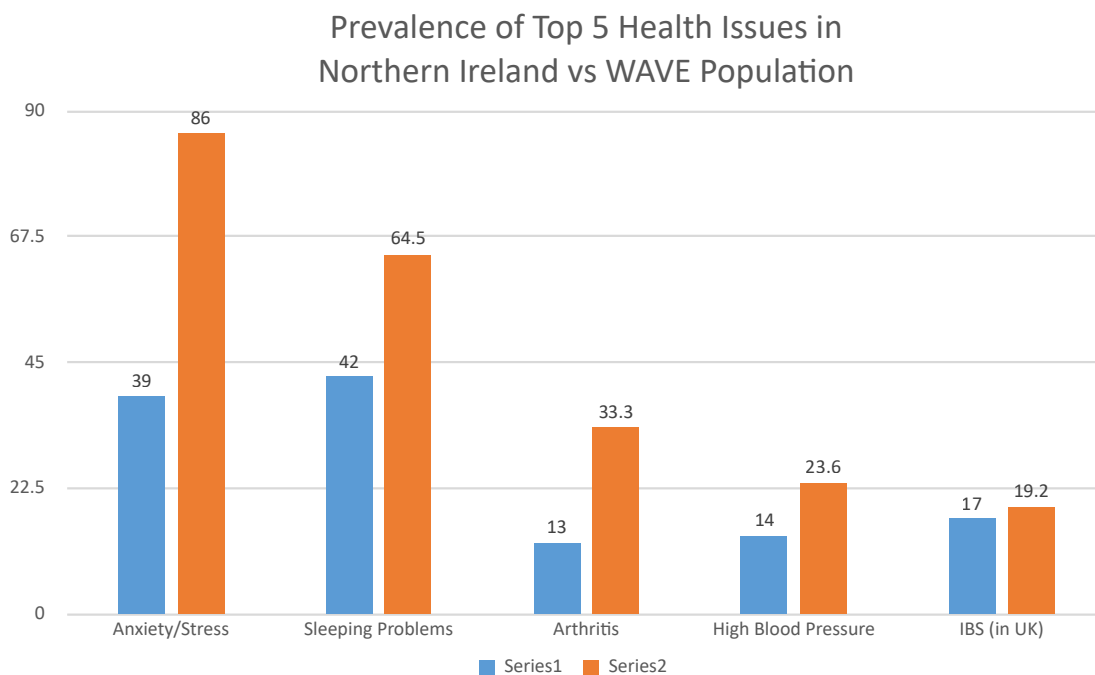
*NIMDM rankings shown in brackets, 1 = most deprived, 11 = least deprived.

Impact on Health and Wellbeing



*Physical activities such as **Walking Groups** stabilise both mental and physical wellbeing.*

In 2017 we initiated, as part of our new client assessment, a physical health questionnaire. Though completion of the questionnaire is voluntary, the majority of our new clients participated. In January each year WAVE welcomes medical students and interns for a three week placement. During this period the medical students analyse and evaluate the results of the questionnaire. Besides other issues, the medical students looked at the health issues most common in the WAVE population compared with the overall population in Northern Ireland:



The bar graph above concentrates on the top five health issues experienced by WAVE clients. The WAVE population definitely has a higher significant percentage of people affected by anxiety and stress, sleeping problems, arthritis, high blood pressure and irritable bowel syndrome (IBS) compared to the general Northern Ireland population. This suggests that people who have experienced trauma, at any point in their lives, tend to suffer from anxiety and stress and impaired sleeping patterns.

They also have a higher risk of developing musculoskeletal symptoms (arthritis), cardiac problems (high blood pressure) and gastrointestinal symptoms (IBS). When interviewing the clients, the majority stated that anxiety, stress and sleep problems have affected their daily lives and caused problems in their relationships with family members, loved ones, work and their general wellbeing. The effects of chronic anxiety and stress, in addition to poor sleeping patterns, impacts negatively on physical health and thus may result in problems of arthritis, chronic pain, high blood pressure and irritable bowel syndrome. The report also states that long term exposure to anxiety and stress coupled with poor sleeping habits may lead to a multitude of health problems at a later stage in life, eg. cardiovascular disease, diabetes, gastrointestinal disorders and cancer.

WAVE SERVICES



Peer Support Groups, Creative or Psychoeducational Workshops help to process traumatic memories, build confidence and lasting friendships.

Outreach Support

Outreach provides a beneficial and purposeful relationship built on trust in which outreach workers give time and support to enable clients to make positive changes in their lives. Outreach services also include peer group support and personal development. Our outreach team comprising 13 qualified and trauma trained caseworkers provide one-to-one support for individuals and families. In discussion with the client and customised to meet their needs a support plan is drawn up. The plan, designed to ensure the client is given power and choice in the type of service they receive, aims not only to improve their physical and psychological wellbeing but also, in time, work towards the achievement of each client's personal goals. To this end, clients report improvement in family relationships, re-engagement with education, employment and their communities. The use of the collaborative practice of Outreach not only provides a gateway to WAVE services but, in addition, assists clients in managing and accessing other health and social agencies to ensure clients can avail of other services to which they are entitled. Outreach services are provided in our 5 regional centres and are also conducted in the other 15 satellite project centres.

How We Did

Within the time period of the report (1 April 2015 - 31 March 2020) 21,028 outreach sessions were delivered to 3,980 clients.

Six months after the initiation of outreach support, WAVE contacts the clients to check on the quality of service they are receiving. Questions asked are based on:

- Quality of outreach service;
- Understood information;
- Professional conduct;
- Reduction of stress and worry;
- Services appropriateness;
- Improved client situation.

Overall, clients report very positively about the quality of the outreach team and the services they provide. On average, scores for all questions were rated between 4 and 5, where 1 is the lowest and 5 the highest grading. In an additional comment field in the six-month review client comments included:

"It's important to me to know I am not alone. WAVE support on various fronts has been a lifeline for me."

"Using outreach services has been of great benefit, the therapy sessions have been of great relief too. They have really helped the pain management."

"I think the service is very good as it is. It helped me to get my stress under control and this allowed me to get my life back."

I had a positive experience with the outreach staff at WAVE. I also made new friends when coffee mornings were held."

"Keep up with the excellent work, you don't know what it means to you when someone sits down and explains everything, especially at my age."

"Felt understood and supported, helped me to build foundation. Meeting others with PTSD helped, courses are very good & useful."

Our evaluation process assesses change across a six-month period of contact with WAVE. The aim of this is to understand if our services are making significant changes in our clients lives. Clients are asked to rate different areas of their lives on a scale of 1-20, with a higher score indicating a more positive response (overall quality of life; physical health; psychological wellbeing). Statistically significant improvements (>2 points) were observed over the six-month period for clients' quality of life and psychological health, with a small but significant improvement also in physical health. Whilst the physical health changes were small, the effects are particularly reflected in the evaluations of complementary therapy attendees.

Day Trips and Social Events

Outreach Case Workers are key in organising day trips and social events. Socialising is a useful tool in the development of self-confidence and can assist in building positive and constructive relationships via the social networks that are formed. A suite of activities including day trips, social events and centre groups is on offer. Every centre offers two or three trips per year.

These are some examples:



Clients from WAVE Armagh attended the Christmas Markets and the Ballymac Hotel after for food. An enjoyable day was had by all.



WAVE Ballymoney invites all clients twice a year to tea, coffee and cake. This social gathering has proven to be very popular.



Clients of WAVE Derry/Londonderry travelled to Doagh Famine village for a day of fun and to explore one of Donegal's tourist attractions.



Carol Service - Every year, clients at WAVE Omagh enjoy the festive carol service.



International Women's Day - WAVE was started by women back in 1991. For International Women's Day in 2020, WAVE marked the passing of ten strong women; each woman had touched the hearts of many and helped to shape WAVE into the caring, victim centred organisation that it is today. Professor Monica McWilliams recounted the stories of Agnes McConville, Ginnie Gibson, Maura McDaid, Tillie Davidson, Kathleen Armstrong, Mary Evans, Jean Orr, Kathy O'Hare, Theresa Rooney and Mary Treanor, to a packed audience of friends and family.

Quotes from clients (various day trips):

"A great day out in Belfast with all our friends from WAVE and the staff were great. Thank you for all the support you all have given us over the years and everybody WAVE supports. XXX"

"Absolutely fantastic day, one of my best sociable days with WAVE outings, loved my time at the Willy Wonka sweet shop."

"Very constructive day. Definite uplift in mood."

"Nice to talk to people and a day away with company."

"Myself and my family enjoyed." the day out, and it was also a nice respite and distraction from my stress

"Very enjoyable and informative day. Helped me to mix with others and relax for a day."

"Very enjoyable day out, many thanks to the team."

"Brilliant Day. Great company, good knowledge of Derry history."

"Was a really fun day and hope to do something like this again soon!"

Health and Wellbeing



Men's Health Day – The Omagh centre provided an opportunity for male clients to call into the centre for a hot drink, a scone and a chat with health and wellbeing and outreach staff. The clients were provided with a taster session of complementary therapies followed by a health check from Chest Heart and Stroke, Well check NI.

The primary aim of the Health and Wellbeing (HAW) service, which commenced in 2017, is to improve the health and wellbeing of victims and survivors. This service is part of an overall network of services supported by the Victims and Survivors Service with WAVE employing 7 Health and Wellbeing caseworkers. The service has proven hugely beneficial to clients. Up to the end of March 2020, 1,288 individual clients (686 men and 602 women) have availed of the service and 7,640 contacts were made.

1288 H&W Clients	
Male: 686	Female: 602
53.3%	46.7%

The service assists individuals to develop and build positive relationships and independence in line with the 'Take 5 Steps to Wellbeing' initiative (Connect, Be Active, Take Notice, Keep Learning and Give). Utilising the VSS 'Individual Needs Programme' framework, the work focuses on improving quality of life, by supporting clients to make positive lifestyle changes, setting achievable goals and learning to manage on-going health conditions. Through one-to-one client support, review and monitoring of client progress, and negotiating access to other services available, the caseworker moves towards facilitating planned service exit with individual clients. For example, with the support of the Health and Wellbeing caseworker, individuals might start to volunteer in other organisations or join the local gym. Others might benefit from adaptations to their house recommended by an Occupational Therapist or gain mobility and independence by receiving suitable disability aids. All needs assessments are carefully discussed with the client to ensure the best solution for each individual.

Health and Wellbeing caseworkers deliver WAVE's Open College Network (OCN) Accredited 'Building Resiliency after Trauma' course to those clients who wish to avail of it. The course aims to empower clients to maintain positive adaptation and build up personal resilience through the understanding of effective coping strategies. Interestingly, the process of undertaking the course, and the confidence it creates, often provides a gateway to overcome social isolation and to engage in other group activities such as arts and craft courses or social events.

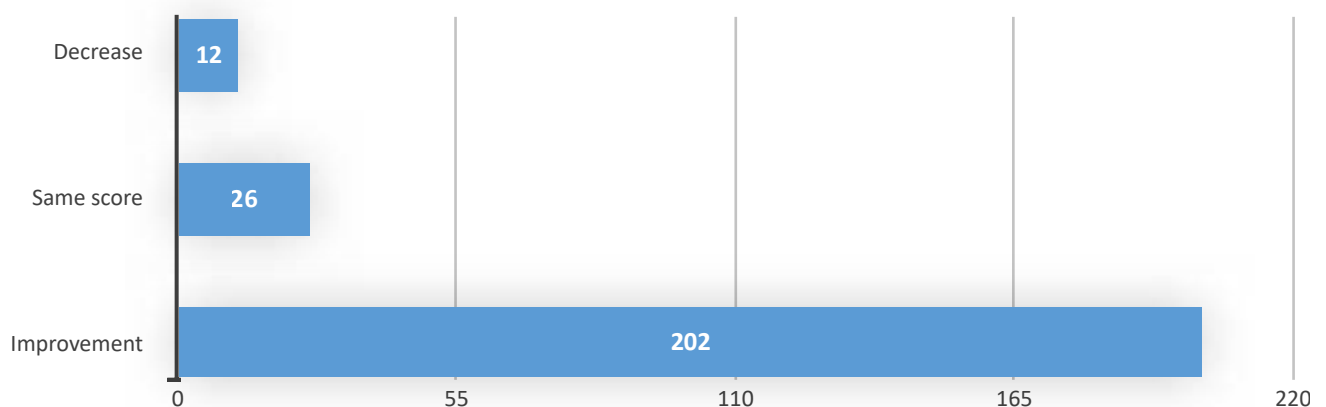
WAVE and the Victims and Survivors Service collect data on clients' wellbeing before and after having received support. 240 individual clients answered both the pre and the post questionnaire, also called the Work and Social Adjustment Scale (WSAS). Some clients used the service several times over the five-year period for various interventions, so they completed several WSAS.

Each of the five questions can be answered on a scale of 0 to 8; 0 means 'not impaired at all' and 8 means very severely impaired. Therefore, the maximum score is 40. Questions asked are:

- Because of my [problem] my **ability to work** is impaired.
- Because of my [problem] my **home management** (cleaning, tidying, shopping, cooking, looking after home or children, paying bills) is impaired.
- Because of my [problem] my **social leisure activities** (with other people e.g. parties, bars, clubs, outings, visits, dating, home entertaining) are impaired.
- Because of my [problem] my **private leisure activities** (done alone, such as reading, gardening, collecting, sewing, walking alone) are impaired.
- Because of my [problem] my ability to form and maintain **close relationships** with others, including those I live with, is impaired.

Most clients showed significant improvement. On average, clients scored 31.7 (of possible 40) in their pre-questionnaire and 28.5 in their post-questionnaire, thus suggesting an expressed 8% improvement in their overall quality of life. However, while the vast majority of clients (202) commented positively on the Health and Wellbeing service, for some clients (38) quality of life in general had not improved. This was mainly due to external factors such as unemployment, relationship breakdowns, ageing or poor health.

Clients' Quality of Life scores after receiving Health and Wellbeing Services



How We Did

Client feedback on Resiliency courses

"Well presented course. Increase in support network: increase in self-help I want to look for various options to relieve feelings and be positive."

"I am very thankful and humbled to receive the support I have. My caseworker has really understood my situation. I thoroughly enjoyed attending the course, I learned so much that I have already begun to use. The connections that he has helped me make have been unbelievable. He has put me in touch with so many people. I just want to say a big thank you to VSS for helping me with support to attend that course. I really appreciate it."

"I found that this course helped me to open up and join in with other members. It gave me insight into ways to help myself."

"The programme is a building/foundation, a platform that I will utilise for further courses in order to help me, family, community"

"I found that before the course I was very nervous about working and opening up to a group. However, I found that after meeting the group and realising that we all had so much in common, I was much more relaxed and able to relate with the group."

Client feedback of Health and Wellbeing support services

"My Health and Wellbeing Caseworker with empathy and assurance also discussed my particular problems etc. Over a short period of time after our meeting I have attended a photography course, have received physiotherapy (help with day to day mobility) and was referred to a specialist dealing with menstrual health problems (help with bladder etc.) And I in received a bed and chair (mobility and sleep related problems). For all this I am extremely grateful, you can only imagine the difference these services had made to my life in general."

"Our caseworker immediately put us at ease and really worked to ensure that he could recommend services that would assist with our wellbeing. In conclusion, we were really concerned about sharing our experiences, but the professional and empathetic people-skills employed by him made us feel comfortable and we are very appreciative of the assistance. The services and assistance offered to us made us tearful and truly thankful."

"I feel very appreciative of all the help I have been given. I didn't expect half of the support I have received. It has given me something positive to think about. When I am feeling low, I can avail of the leisure centre and I always leave in a better mood than I arrived. I have also made some connections whilst being there. Thank you."



Walking Groups - Several Health and Wellbeing Caseworkers commenced regular walking groups, which have become very popular in the Take 5 steps to wellbeing initiative. They are well attended, and a great way for clients to meet new people and get out and socialise (photo: Derry Londonderry walking group).

Health and Wellbeing Case Studies

(For the purposes of case studies pseudonyms have been used)

Case study 1:

Context

As a result of a bomb explosion Jane sustained life changing physical and psychological injuries. Jane had initially contacted WAVE for support but since that time had married, had a family and worked part-time. Some years later Jane re-engaged with WAVE.

Intervention and Outcome

The initial assessment undertaken with Jane highlighted that she had not availed of support for a number of years, and indeed was still using the disability aids she had received from the hospital some 20 years earlier. The aids were out of date and largely ineffective. Through VSS and the services of a community occupational therapist, disability aids, which included a new wheelchair, home heating allowances and dressings for wounds related to her limb amputation, were made available. Since receiving this support, Jane has further engaged with WAVE services, including complementary therapies and other peer group support projects. Jane reports that the aids and other services have improved her mobility and comfort that she had struggled with for a number of years.

Case study 2:

Context

George presented with both physical and psychological injuries as a result of the troubles. Following a home visit, it was established that George's physical health was deteriorating and he was experiencing persistent pain. In addition, George was currently enduring financial hardship. Due to these life challenges, and his experience during the Troubles, George was experiencing a high degree of social isolation. One issue that was troubling George was the back door of his house, which was in a state of disrepair. The door was letting in rainwater resulting in the house becoming cold and damp. George could not afford to have the necessary repairs undertaken.

Intervention and Outcome

Following a home visit and individual needs assessment it was established that George was eligible for financial support and other assistance. Further to our intervention, VSS helped George with home heating costs and a discretionary home repair assistance grant was given by the Northern Ireland Housing Executive (NIHE) which covered repair work to both back and front doors, replacement of some windows and some electrical re-wiring.

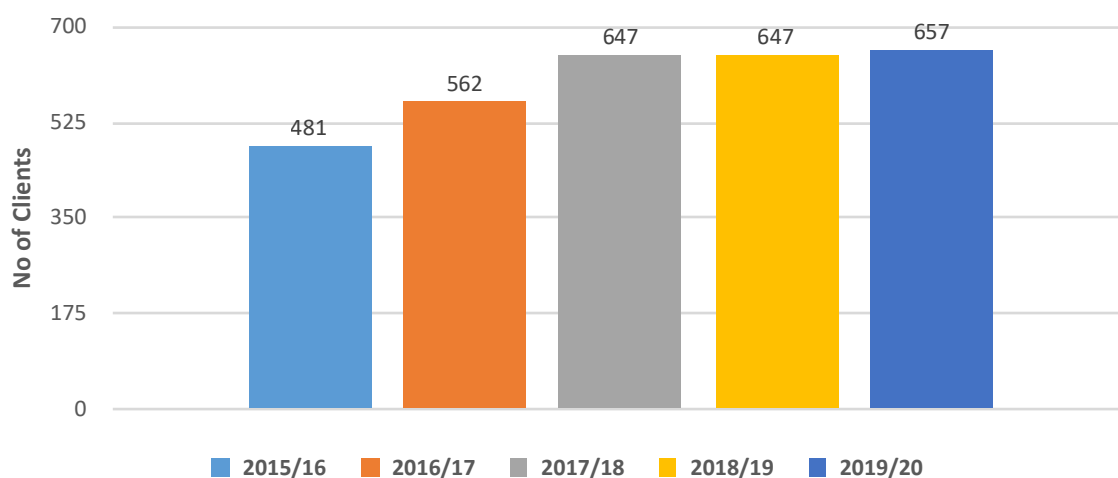


Counselling

WAVE provides evidence-based counselling, delivered regionally across the five project centres. Services are delivered to both children and adults. This service helps clients to navigate the physical and psychological challenges of living with trauma and also links effectively with our other WAVE services.

Over the time period of this report the number of individuals utilising the counselling service has increased steadily (table see below). Up to 31 March 2020 2,081 individuals had attended counselling and 27,989* sessions were made available. Of those attending, 800 clients (38%) were female and 1,281 (62%) were male. Though generally accepted that less men than women take the opportunity to attend counselling, we are pleased that over the years we have seen an increase in the number of men using our counselling services. After counselling, clients report significant improvements in life functioning, problems and symptoms and overall wellbeing.

**Individuals Receiving Counselling
1 April 2015 until 31 March 2020***



* **Note:** clients engaging in counselling in one year and continuing in the following year may be counted in both years.

How We Did

Among other assessment and evaluative tools, our service uses CORE-OM (Clinical Outcomes in Routine Evaluation – Outcome Measure). Evaluation is undertaken before and after counselling therapy. According to this, clients reported a significant improvement in their wellbeing, as well as lower levels of distress and a decrease in the severity of symptoms following therapeutic intervention. The majority of clients presented in the moderate to moderate-severe categories. This suggests, using the Stepped Care Model, that those clients would be deemed to be in need of Step 2 and Step 3 care.

Clients are also asked to give an overall evaluation of the service received. To monitor clients' experience of our service, we ask them to evaluate at their final session. Through this, clients have reported that their levels of distress improved following intervention.

Client evaluation for the 2019-2020 year is detailed below:

- 83% of clients initially presented with 'high' ratings for distress; this had dropped to 3% following intervention;
- 96% rated initial communication as excellent;
- 93% rated their counselling rooms as comfortable;
- 100% reported that they felt matters were treated confidentially and professionally;
- 96% felt more positive about the future;
- 78% of clients rated the service 10/10.

Clients also told us about their experience of counselling. A random selection of quotes is detailed below:

"I have benefited from this therapy but I feel the need to continue on a regular basis to feel less stressed. Thanks."

"I honestly can't say as the scar is hard to heal and the feelings are so deep it feels like yesterday"

"I was very anxious and struggling with my mood and functioning for a long, long, time, this has been a liberating experience. Thank you to WAVE."

"I now have the tools to cope with any anxiety or issues I have and have a positive means to deal with them."

"I am now able to process both thoughts and feelings using these as a positive rather than barriers. I can now ask myself 'what about me?'"

"It felt good to work things out and I realised I am more capable emotionally than I thought."

To provide one example of the importance of counselling, the following is a case study from a WAVE counsellor:

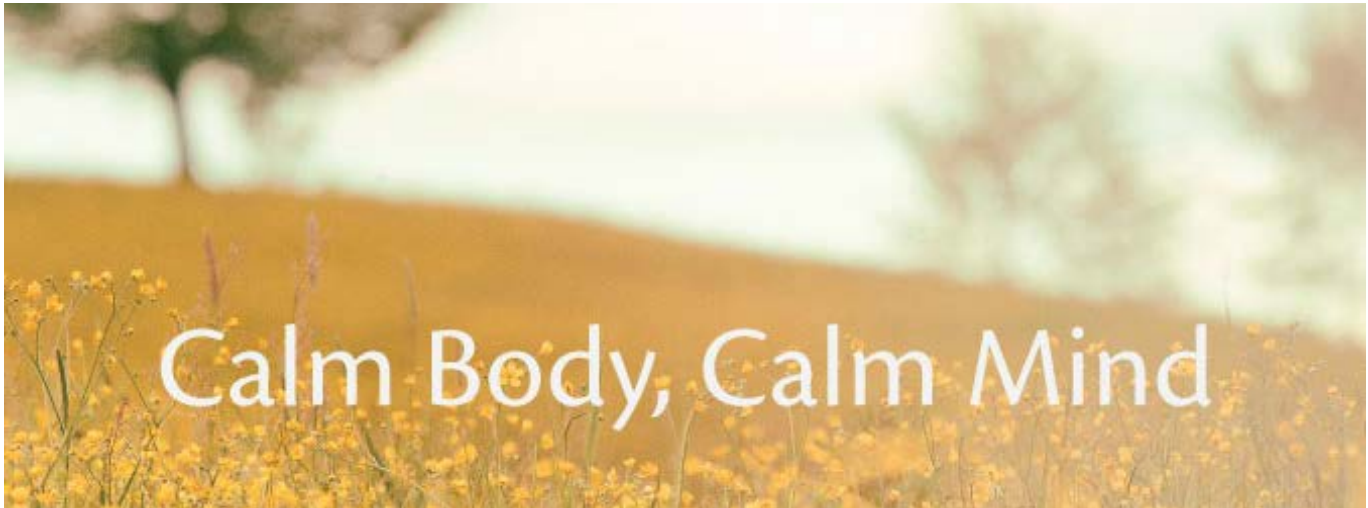
Context

Joe referred himself to counselling when he didn't know where else to turn. He was experiencing low moods on a regular basis, suicidal ideation, was self-medicating with alcohol to try and block out thoughts and this in turn was putting strain on family life and his marriage. He approached counselling in a pragmatic manner and just wanted to get 'stuck in' as he was willing to try anything. In the early stages of the therapeutic process, he shared his narrative, setting out various life events he had experienced, many of which were traumatic for him. This included being bereaved as a result of The Troubles and losing a parent at a young age. The significant life change of recent retirement amplified reliving past events, therefore increasing his symptoms. The retirement appeared to have created a vacuum and this led to (often traumatic) memories flooding back. Over time these built up, to the point that he had contemplated suicide on numerous occasions, his desire being to just make the pain go away.

Psychoeducation is a very important and valuable element in counselling. The client had experienced many traumatic events in his life and, whilst there was no formal diagnosis, all indicators of PTSD (Post Traumatic Stress Disorder) were present from the screening tools utilised. He was similar to other clients I have worked with in the field of trauma, it is rarely a single trauma, but rather a series of traumatic events. Trauma can be complex with various types and severity of trauma from childhood, family life, relationships and The Troubles, all connected through the client's life and experiences. Psycho-education about trauma and the impact on mind and body can help clients in counselling to understand more about what they have experienced and how they may have experienced it over the years. It also helps normalise it for them, to understand that what they are experiencing is 'normal' for a trauma experience. The theme of a vacuum creating space for issues to come up happens regularly in therapeutic work in my experience and that often surprises people the most. They felt that by putting it in an internal box years before meant it has gone away, so it can come as a real shock for the memories to flood back. This was an essential element of the trauma work with Joe.

Intervention and Outcome

In the therapeutic process, rapport and therapeutic relationship were established. A significant trauma in childhood was the focus of Joe's narrative and had been a theme throughout his life. Together with the counsellor it was agreed to process the traumas using Eye Movement Desensitisation Therapy (EMDR). This was developed by Francine Shapiro in 1987 and is in the NICE Guidelines as a recommended therapy for the treatment of PTSD. Through bi-lateral stimulation both sides of the brain are engaged to reprocess distressing memories. EMDR is a powerful therapy and one of its many benefits is that it does not require the client to vocalise distressing memories to the therapist or relive the traumatic event. EMDR was well received by Joe and, whilst initially it sounds more unusual compared to traditional talking therapies, he responded positively about his experience. He has shared that he has seen a reduction in his alcohol consumption, improved family relationships and has had no suicidal ideation. Whilst he was feeling much better within himself in relation to the past, he was also adapting well to sudden changes such as the Covid-19 lockdown.



Complementary Therapy

The ancient Greek word for wound is 'trauma'. Simply defined, trauma is a deeply disturbing experience that can create extreme stress and overwhelm the mind and body. Complementary therapy provides the client with the opportunity to relax both mind and body and in doing so works in tandem with other services to ensure a holistic experience. Complementary therapy is delivered at all WAVE centres and satellite clinics across the region by a large team of professionally registered therapists. Up to 6 sessions of therapy are available per person, with the delivery of additional services in some cases.

Within the report period, 2,029 individuals attended complementary therapies and 19,818 sessions were made available. 1,178 clients were female, 849 were male. As with counselling, we witnessed an increase in the number of men availing of the complementary therapy service.

From 2015 to 2020, the number of individuals using the complementary therapy service has increased steadily rising from 606 clients in 2015/16 to 892 in 2019/20.

Complementary Therapy Evaluation from 2019/20

WAVE undertakes regular monitoring and evaluation to ensure a high-quality service and to improve the client experience. MYMOP (Measure Yourself Medical Outcome Profile) is used to establish clients' progress. According to this, in the latest review of 2019/20, clients reported improvements both in physical health and emotional wellbeing.

1. Levels of distress improved following intervention from the service, with 71% of 'high' ratings dropping to 13%;
2. 100% of Client rating initial communication as Good or Excellent;
3. 96% of client's rated the rooms as comfortable;
4. All clients reported that they felt matters were treated confidentially and professionally;
5. 97% of client's felt more positive about the future;
6. 91% of clients rated the service 10/10.

Clients also told us about their experience of complementary therapy. A random selection of quotes is detailed below:

- *"I wouldn't say I am more positive but I'm in a better place than I was 6 weeks ago."*
- *"You were here and it was good to have it."*
- *"Calm, positive, in control, capable, coping well."*
- *"The most excellent in a long time, this relaxes me. Marina I thank and bless you."*
- *"Found the sessions very relaxing and enjoyable, sets one up to face the week ahead."*
- *"More Confident happy and general feel good factor. More relaxed and less energetic."*

Peer Group Support and Personal Development

Peer group support, an essential element in the suite of services on offer, aims to provide social, emotional and practical support from within a group of people who have also been affected by trauma and/or traumatic experiences. We take a psychosocial perspective using evidence that supports this approach. The benefit of such networks reduces social isolation, improve self-esteem, increase social skills and provide safe spaces to learn. Clients involved in this service gain substantive benefits from the realisation that they are not alone and benefit from participating in new experiences and gaining access to opportunities for further learning and development. Importantly our peer support groups are primarily peer-led. An array of established groups has emerged in each centre over the years, growing locally according to what our clients want. Each group has a nominated member of staff attached to it to help organise activities and campaigns, and generally assist in supporting and managing the group.

Examples of some of the peer groups across WAVE include:

- The Injured Group
- The Men's Group
- The Women's Group
- The WAVE Choir
- The Craft Groups
- The Art Group
- Knit and Natter crochet group
- Families of the Disappeared



WAVE Belfast Peer Groups - The Women's and Men's Groups run in Belfast each week. They are separate and usually are attended by more women than men; though attendance is always at a healthy number. Both groups provide educational and recreational input.



WAVE Armagh has two peer support groups: The Crafts Group and the Newry Drop In. They meet weekly, support each other, engage in different courses and produce beautiful items such as these hats for the homeless.



They also provide a measure of social support for attendees many of whom have suffered trauma and accompanying social isolation. One measure of their success is the fact many clients provide their time in numerous volunteering capacities within the Belfast centre.



At WAVE Omagh, clients meet regularly to Knit and Natter. The title and illustrations speak for themselves. The Knit and Natter group are prolific in producing throws and baby clothes for local nursing homes, neo-natal wards and economically developing countries.

In addition to our peer support type groups, WAVE provides various personal development programmes, delivering on average 30 each year. At least 10 day or residential trips are run each year and our skills programmes cover a very wide range, including arts and crafts, knitting, photography, ceramic and wood work, as well as psychoeducational courses. This is not an exhaustive list. Programmes run are multi-purpose in that they promote emotional well-being, overcome isolation and build confidence among participants; key measures that assist our clients maintain themselves successfully within their own communities.

To offer the appropriate programmes, we ask clients for their opinion on what programme would suit them. For our creative and educational programmes, we invite facilitation from passionate people with expertise in the area. Over the years we have developed relationships with local artists and crafts people. This has produced beautiful and meaningful paintings, sculptures and friezes that adorn our centres both inside and out.

A few examples:



WAVE Armagh have run a Découpage workshop, which enabled participants to take their creations home with them; very rewarding according to clients. WAVE Armagh have run numerous other programmes over the period of this report, such as an Ink Intense Course, Craft Groups Brooches, or Creative work with wire.



Creative activities are aimed at improving emotional wellbeing, overcoming isolation and building confidence. For example, a flower arranging workshop, a Christmas Arts & Crafts course or drumming sessions at WAVE Ballymoney helped individuals to socialise, learn new skills, make friends and feel good about themselves.



At WAVE Omagh, clients participated in a Christmas Decoupage Course and a nutritious Cook-It workshop. To mark the 20th Anniversary of the Omagh Bomb, participants created 'Memory Bags'.



Nature Ceramics and Wall Painting

The accompanying photos relate to the very successful 12-week Ceramic Art course facilitated by local artist Leona Devine at WAVE Derry Londonderry. Indirect but critical benefits of participation in this course, as in other Art courses include enhanced social well-being and stress reduction. The Ceramic course focused on the beauty of nature and how experiencing its wonder can be healing, even to those most traumatised among us.



A group of budding artists completed a 12-week Watercolour course facilitated by Leona Devine. The "Masterpieces" are displayed in that office.

Clients write about the Arts & Crafts Group:

- *"Very good class. Everybody had a good laugh. The teacher was good with everybody and gave everybody her time equally. Glad that I came to the class. Met up with other people I had not seen for a while and had a good day."*
- *"Please run this again & again" "Very relaxing Made new friends, had a great time. It was nice to get out of the house with friends"*

Welfare Advice



Immediate financial pressures and other welfare concerns may impact negatively on a client's ability to fully engage with services including counselling or therapeutic support. As such, our welfare advice service assists clients to address urgent and pressing issues and in doing so compliments our other services. WAVE offers a free, confidential, independent welfare advice service to all its clients. The aim of our service is threefold:

1. To maximise income of those who have been bereaved and/or injured/traumatised in the NI Troubles to alleviate poverty;
2. Advocate on their behalf to ensure that they can assert their rights and entitlements on a wide range of issues including benefits, housing issues, employment, consumer, legal and victim issues;
3. Adopting a holistic approach, working with other staff within our service to help address the immediate pressing practical issues in our clients' lives, to reduce stress and leave them in a better position to focus on trauma counselling.

How We Did

Our small dedicated team of full and part-time welfare advisers are highly skilled and have all undertaken courses in welfare reforms, appeal representation and on the effects of trauma on individuals. We offer a part-time service in Omagh, Derry/Londonderry, Ballymoney and a full-time service in Belfast and Armagh. The WAVE Welfare Service has membership with Advice NI and the Law Centre NI.

"I chose WAVE because of their knowledge and understanding of trauma victims and our circumstances" - Client feedback report

The WAVE Welfare Advice Service provides a caring and high-quality service to all our clients. We adopt a holistic approach to support our clients, liaising with our co-workers to ensure a seamless service. This may involve support at medical assessments or appointments with other organisations in, for example, cases of repossession. Our outreach and welfare teams work together to assist clients

with very poor mental health, gather necessary paperwork and help them to 'follow through' to get important issues sorted out. Without this collaboration, many vulnerable clients would fall through the 'net.'

"I feel safer at WAVE and the services I receive are very helpful"- Client feedback report

When appropriate, we also liaise with our Health and Wellbeing Caseworkers and Trauma Counsellors in the course of our work. Our aim is to ensure cases are sorted at an early stage thus preventing, as far as possible, the need for clients to attend an appeal hearing. We therefore invest considerable time at the outset in assisting clients to obtain as much information as possible to support their benefit claims. Our clients repeatedly use our service and generally deal with the same adviser, thus ensuring that they don't have to repeat the traumatic details of the incident they have experienced each time they seek advice. This promotes trust and minimises stress.

"I had a fantastic service from the advisor and felt everything was confidential and that she knew my circumstances without having to elaborate"

Client feedback report

We provide our service in a caring and empathetic way to victims and survivors of the Northern Ireland Troubles. We assist our clients with advice, information, and advocacy and provide representation at social security and disability appeals.

"Full confidence in the welfare officer who goes above the call of duty to do her utmost for the benefit of clients. She is easy to converse with, has empathy with her clients and listens patiently to what I am saying. She always fully explains the jargon"- Client feedback report

The introduction of welfare reforms, particularly from 2016 onwards, impacted many victims and survivors. 83% of our clients are under 65 years and a large proportion receive sickness and disability benefits. The main thrust of welfare reform was targeted at clients of working age. From 2016, we saw the introduction of Personal Independence Payment (PIP) and the migration of all Disability Living Allowance (DLA) claimants of working age to PIP and the introduction of Welfare Supplementary Payments. This affected many victims/survivors of the 'Troubles' who were injured, bereaved or traumatised, and also their carers. The effects of the migration to PIP had the effect of increased stress and anxiety among our client base. Staff worked diligently with Outreach support workers to help and assist our clients through this process.

"I felt the advisor was able to draw the information from me which was relevant to my particular claim, I would probably not have mentioned these things"

Client feedback report

The impact of welfare reform on our clients:

Many of our clients are vulnerable, experience the effects of trauma, often repeated trauma, poor mental health, addiction, and sometimes poor literacy, and they have required extensive support due to on-going welfare reforms. The pace of welfare reform in the past 5 years has been on a scale never seen before. There have been extensive cuts to the benefits system by successive governments, and policy changes that unfairly affect the most vulnerable, eg. overpayments arising from departmental mistakes can now be recouped from individuals. The introduction of PIP in particular created a lot of anxiety, and stress among our clients many of whom had little resilience to cope. The introduction of PIP and the complaints about the standards of medical assessments (which is well documented) triggered extra work for our welfare team.

We have been spending more time on each PIP case, assisting often very vulnerable clients to source supportive evidence, challenge decisions and medical assessments and in making complaints. Since the Appeals Service stopped requesting GP medical records, our clients often require extensive support to help obtain evidence to support their case and assistance to sift through extensive medical files.

The introduction of Universal Credit, changes to help with rate relief, abolition of the discretionary social fund and the introduction of Discretionary support and the time limiting of contribution-based ESA awards have combined to create a very new and daunting landscape of welfare benefits. The continued cuts to benefits, the freeze on benefit uprating and ways in which they are now uprated have all combined to reduce the incomes of those reliant on the state benefit system.

From 1 April 2015 - 31 March 2020:

- We have worked on 5240 cases for our clients;
- We have advised on 14,326 issues;
- 91% of our advice given related to welfare benefits;
- Our success rate at appeal hearings was 78% when averaged over 5 years;
- We maximised our client's income by a minimum of £10,275,974.40* over the past 5 years, an average of over £2 million per year in welfare benefits;
- We provided talks and materials to our clients about welfare changes;
- We produced articles for our newsletters advising our clients of important issues and changes.

Our social policy paper on VSS grants helped to influence change, ensuring that bereaved victims/survivors can utilise support of cash payments in the way that best meets their individual needs. Our social policy paper on VSS grants helped to influence extra support of £500 per year for widows/widowers and those left orphaned due to the loss of a parent(s), helping some of those most in need. We continued to provide feedback to VSS on the schemes for individual needs of those affected by the NI Troubles. We helped identify social policy issues and the field of welfare benefits and obtain change. We continued ongoing training to all staff to ensure that we delivered a professional and empathetic service to our clients. We liaised closely with our outreach, health and well-being teams and trauma counsellors to ensure our clients received the best support we could offer.

**Calculation based on benefits obtained for clients as a result of our advice and assistance advocacy or appeal representation including backdated benefit, lump sums, waived debt/overpayments and weekly benefits calculated over 52 weeks. This is the minimum figure achieved as many benefits are paid in excess of 52 weeks, many lasting a number of years.*

CASE STUDY 1: Skilled Advocacy To Get The Right Award

Context

Following migration from DLA, Jane was awarded nil points following a medical assessment for Personal Independence Payment.

Intervention and Outcome

We assisted Jane to obtain medical evidence and typed up a detailed submission arguing her case. This was presented to both the Appeals Service and the PIP Department. On the basis of this new evidence, and our submission, the PIP department offered Jane an award of the Standard Daily Living component. We reviewed the case and discussed options. It was clear from Jane's evidence that she had a strong case for the mobility component. It was explained to her that she could accept the offer or proceed to appeal and that the panel had a duty to warn her if they intend to remove points already awarded. Following our discussions, Jane felt more empowered to proceed with the appeal with support from WAVE. At the appeal hearing she was very nervous. The panel called our Welfare Adviser in to discuss some points prior to the hearing. They felt that there was enough evidence based on the submission to make an award of standard daily living and standard mobility. The Welfare Adviser explained that he would discuss this with Jane but felt that there was additional evidence in the medical notes to support enhanced daily living and only 1 more point was required to secure this. He then discussed the options with Jane and she confirmed some of the panel's questions regarding aids she required in the bathroom. He returned to the panel and made further submissions arguing for enhanced rates of both components.

The panel accepted that Jane was vulnerable and distressed. They did not wish for her to enter the tribunal hearing room. They agreed to offer both enhanced rates of PIP based on the representations and the legal member expressed thanks to all WAVE staff who have consistently provided a high standard of submission, which minimises the impact of the appeal for our vulnerable clients. To move from 0 points to both enhanced rates was a great outcome for Jane and her award qualified her for a severe disability premium on her income-based ESA award. Consequently, due to PIP and the SDP, she received £212.20 per week and she was very thankful for the support she received from WAVE.

CASE STUDY 2: Fairness for Victims/Survivors

Context

Joe contacted us for advice regarding an outstanding social security overpayment debt of £7,600. The issue related to him mistakenly thinking that monies which he had received in compensation for injuries received relating to a bomb explosion would not be deemed as savings by the Department of Health (DoH) and so had not declared it.

The DoH accepted that Joe had not intentionally or fraudulently failed to declare but under benefit rules they still had to seek repayment of the overpaid means tested benefits. Joe had been repaying the money through weekly benefit deductions from his DLA. However, when his DLA stopped, he tried to set up an alternative means of repaying the debt but, on less income, he struggled and felt under stress.

Intervention and Outcome

The Welfare Advice worker was able to obtain medical evidence from a GP showing the impact this large debt was having on Joe. The Adviser compared how the Department of Work and Pensions (DWP) in England had treated capital received by victims in the more recent July 2005 London bombing attack. In that instance, beneficiaries had been permitted to keep large amounts of capital received through a fund set up to assist them. However, this was not the case for victims of this Northern Ireland bombing. With further discussion, the DoH agreed to waive Joe's outstanding debt. This outcome greatly improved Joe's financial situation and in turn had a very positive impact on his overall health and wellbeing.

The WAVE Welfare team was mindful that, in the campaign for the Injured Pension, it was important that any payments made should not be deemed as income or savings for the purposes of means tested benefits. This issue was included in the campaign by the Injured Group and successfully enshrined in legislation.

CASE STUDY 3: Influencing Departmental Policy

Context

Alan's father was murdered in the family home when he was a child and he suffered from poor mental health. He received middle rate care component and low mobility component of DLA but was notified his claim would end and he would have to claim PIP. Following his own application, he was disallowed PIP and sought assistance from our Welfare Adviser.

Intervention and Outcome

With Alan's permission, the adviser telephoned the PIP Department to request a copy of all the evidence used to make the decision including a copy of the health assessor's report. She also assisted him to obtain medical evidence from the ESA Department, which may also help his case, and advised on obtaining further medical evidence. When all the evidence was received the adviser assessed it and set up an appointment with Alan and took notes. A detailed mandatory reconsideration letter was written arguing his case, pointing out flaws in the health assessor's report. The adviser also discussed making a complaint to Capita about the shortcomings in the health assessor's report but advised Alan to wait until the mandatory reconsideration was decided, otherwise this would prolong the decision-making process. Although Alan was subsequently awarded some points, it was not enough to obtain an award of PIP.

The adviser explained Alan's options and then assisted him to lodge an appeal against the decision and completed the necessary paperwork. Alan was anxious about the prospect of attending an appeal hearing but was reassured we would attend with him and assist him to obtain further evidence. The Welfare adviser drew up a questionnaire for his Psychiatrist based on the relevant PIP descriptors as they applied to Alan. She also wrote a letter of complaint to Capita about the health assessment. The Psychiatrist agreed to complete the questionnaire and this was forwarded to the PIP Department with a detailed letter from the adviser in which she had quoted case law she had researched and which was relevant to this case. It was hoped that the Department would change their decision and avoid the need for Alan to attend a full appeal hearing.

Following receipt of this information, a PIP Decision Maker telephoned Alan without warning and asked him if he would settle for the standard daily living rate having awarded him 11 points. WAVE felt that this was unfair and complained to the Department, questioning the Department's legal authority to do this. We felt it was not fair practice, particularly for someone with poor mental health. The Department agreed with our points and revised their processes to ensure that, in any future potential revision cases and lapsing the appeal, they would no longer contact customers by phone in any circumstances and instead would issue them with a letter confirming the proposed award, which will detail points being awarded for each activity. They will also ask the customer to confirm whether they wish to accept this award or proceed with their appeal. If a customer has an Appeal Representative, a copy would also be issued to them. This would allow appellants time to consider their case and discuss the offer with their representative before making a decision. This was a good policy outcome.

The Welfare Adviser felt that Alan had strong evidence for a higher award and the case proceeded to appeal. Alan was represented at the appeal hearing and was awarded Enhanced Daily Living component and the standard mobility component of PIP. At the time of the case this equated to £108.25 per week, which was backdated. Had the Department's original offer been accepted, he would only have received £57.30 per week. This case demonstrates the amount of time required for a successful and fair outcome for vulnerable clients.

Advocacy and Casework



Truth, justice and acknowledgement are significant issues for our clients. At WAVE we provide advocacy services and specific casework activities to help our clients achieve truth, justice and acknowledgement. Work can be delivered to individuals or families as commemoration events (Day of Reflection, Mass for the Families of the Disappeared), groups (Families of the Disappeared, Injured Group) or campaigns (Pension campaign from the Injured Group).

We provide assistance for families and individuals by providing advice and guidance about the statutory methods by which they can seek information. Depending upon the client need, we will either support our clients to engage with statutory agencies themselves or we will work as advocates engaging with statutory agencies on their behalf. Our role is that of a 'critical friend', vocalising the concerns of our clients and helping them to receive the 'maximum permissible disclosure' promised by the statutory agencies.

Some of the agencies that we work with include the Police Service of Northern Ireland (PSNI) Legacy Investigations Branch, Police Ombudsman, Independent Commission for the Location of Victims' Remains, Victims Commission, Garda Siochana, open coroner's courts, Public Record Office of Northern Ireland (PRONI), local legal firms, journalists and community associations.

From April 2015 until March 2020, the two advocacy advisors met with 204 individuals on a one-to-one basis and had 616 individual client sessions (including home and centre visits and meetings).

Advocacy Case Studies

CASE STUDY 1:

Context

Jim is a single male, living alone, who was injured in a shooting incident over 25 years ago. The incident had left Jim with lingering physical and psychological trauma and a deep mistrust of the authorities. Jim felt he had never been furnished with the full details of the investigation into his attempted murder and was keen to pursue access to this information. Furthermore, a recent high-profile case was receiving a lot of media coverage and this had triggered Jim's belief and fear that he was a victim of the perpetrator at the heart of the case and coverage.

Intervention and Outcome

Time was taken to build up a good relationship with Jim, visiting him at home, offering him a listening ear and discussing the next steps that could be taken to assist him. After much discussion, Jim asked if it would be possible to arrange a meeting with police in order to discuss his case and obtain as much information as possible about the incident and subsequent investigation. I requested a meeting with senior officers and this was facilitated at a WAVE centre. I met with Jim beforehand to identify specific questions and concerns to raise in the meeting. During the meeting, police were, for the first time, able to provide specific details and assuaged Jim's fears that he was the victim of the high-profile perpetrator. Following the meeting I facilitated a debriefing with Jim to ensure that he was satisfied and to identify any follow up actions.

Jim felt a real sense of relief at having had, for the first time, the opportunity to meet and speak with the police regarding the incident and having some written notes from the meeting was greatly appreciated. Following this, a meeting with the Victim's Commissioner was facilitated. This was prompted by a regional event organised by the Commission for Victims and Survivors (CVS) which Jim attended. Like many in his position, Jim has often felt alienated and forgotten and as a victim and survivor of the Troubles he felt strongly that he wanted to share his story with the Commissioner.

Again, I was able to meet with Jim beforehand to discuss what issues he wanted to raise and debriefed him after the meeting. Jim was satisfied with the meeting and grateful to have had the opportunity to share his story.

CASE STUDY 2:

Context

Peter was referred into the advocacy service in October 2019. The client lives alone and suffered terribly during the Troubles. During a devastating incident in the late 1970s, one of his sons was murdered and another son was very badly injured. Following the RUC investigation into the incident, two members of a terrorist organisation were arrested and charged in relation to the murder and attempted murder of Peter's sons. However, despite strong evidence against the two accused, both were acquitted of the charges relating to this case. The client felt that he was denied justice for the murder of his son and the attempted murder of his other son. The incident had a huge impact on Peter's mental health and he did not have the strength to seek answers to his many questions at that time.

Intervention and Outcome

The murder of Peter's son was featured in the media last year. This brought the whole incident back into sharp focus and Peter decided it was time to try to get some help. It has taken several meetings to build up trust and confidence with Peter, as he feels completely let down by everyone he has come into contact with regarding the incident. I discovered that he did have a HET report, which we reviewed together. It became clear that he has many issues with this report and it has raised more questions for him than it has answered.

I explored options for progressing the case with Peter and he decided that he wanted to have his story written down. I met with him on several occasions to record his story. At first, he found it very difficult to open up and go into the tragic details of the murder. He was the first one on the scene that night. There were some details of what he witnessed that he has never told anyone prior to this.

I had to provide a lot of emotional support and encouragement to Peter throughout the process. After several meetings, and several drafts of the story, the client now has a version, which he is happy with. He is extremely pleased to have this all written down and is very grateful for the support and encouragement to achieve this.

CASE STUDY 3:

Context

Mary lived in a very rural border area of Northern Ireland with her parents and siblings during the early 1970's. One night she heard a car pulling up outside and someone threw an object through the window of her neighbour's home. Mary and her siblings ran to the neighbour's house to offer help. Suddenly, a bomb exploded as Mary and her siblings guided the neighbour out of the premises. Mary's brother was killed in the explosion and she suffered severe and life changing injuries. Mary missed her brother terribly and the incident had a dreadful impact on the whole family. However, she tried to carry on with life and went on to get married and have children.

Intervention and Outcome

Mary is now widowed and living alone and she decided the time had come to try to get some help regarding the murder of her brother. The client was referred by our Outreach Worker. I visited her in her home and soon understood the long lasting physical and psychological impact the murder has had on her. She asked for my help in trying to get some information regarding the investigation into the murder at the time.

I contacted Legacy Investigation Branch in PSNI and was informed that a HET report had in fact been completed into the murder of her brother. She was delighted to hear this as she felt it may possibly answer some of her unanswered questions. However, when I received a copy of the HET report I realised that it was a very unsatisfactory report which would answer none of the client's questions. We have now drawn up a plan of action with regard to reviewing this report together with a view to future action.

Sample of Client Feedback:

- *"I have been attending WAVE for a number of years now after the tragic death of my son, WAVE have looked after me very well, very professional and caring people who helped me cope, I would like to thank Cathy with her work with me especially her calming and professional options when facing such difficult times in my life."*
- *"Everyone at WAVE have been very kind, helpful and considerate to me and my family and I am eternally thankful, God bless them."*
- *"I was very glad to find WAVE, it helped me to speak to other people who had been through what I had. I have felt at ease with Cathy from the start. I have not connected with that many people, so her support has been a lifeline. I feel heard."*

EVENTS AND CAMPAIGNS

Our model of advocacy emphasises the importance of clients defining their own advocacy needs and, with the support and assistance of our service, taking action to fulfil those needs. Our events and campaigns are therefore a critical part of that journey. Presently, we have three on-going events/campaigns - Day of Reflection, Families of the Disappeared and the Campaign for the Injured Pension. These are detailed below.

Day of Reflection

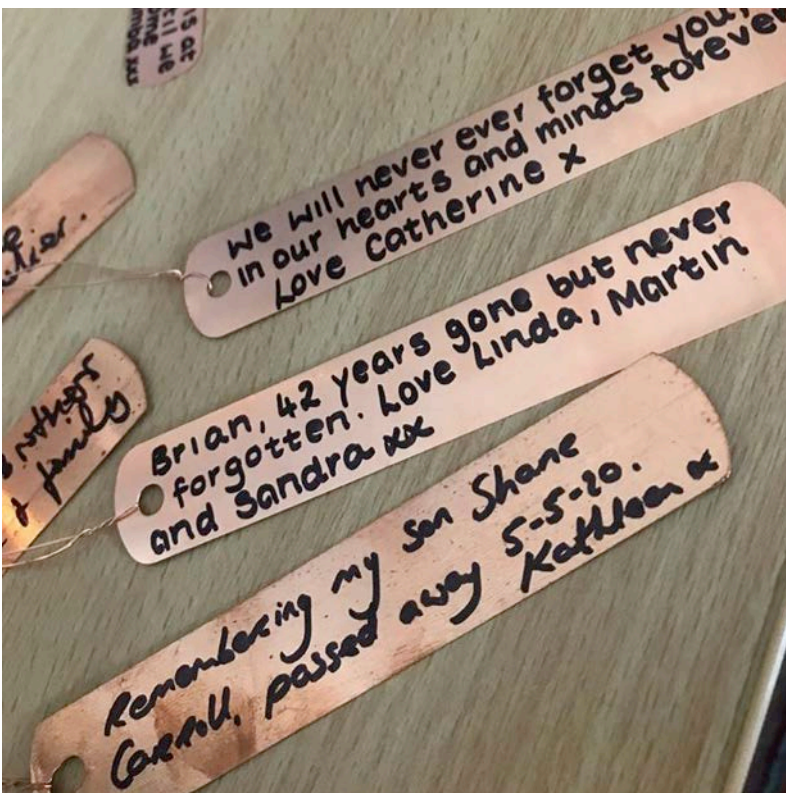
On the Day of Reflection, held each year on 21 June, the longest day of the year, we remember all those who died or were injured during the Troubles. Each Centre follows a different tradition to commence the day:



People within the local community joining in the Day of Reflection service at WAVE Omagh



Father Mullan and Reverend Ian Linton at the Day of Reflection service in Omagh



WAVE Belfast usually invites a guest speaker to acknowledge the Day of Reflection. Held in the beautiful garden of the WAVE centre, each year up to 150 individuals attend the event to connect with each other, to reflect on the past, remember their loved ones and friends.



WAVE Derry/ Londonderry - In 2018 WAVE Trauma Centre was delighted that Colin Davidson brought his exhibition "Silent Testimony" to Nerve Visual Ebrington Derry/ Londonderry (photo). The centre hosted a private viewing to incorporate our Day of Reflection event.



At **WAVE Ballymoney** a room is available to reflect quietly, while others meet in a more social environment, share stories, listen to music and reflect on the past and the present.



WAVE Armagh held the Day of Reflection at Palace Demesne Public Park.



Families of the Disappeared



While some deaths have been more prominent, for many what happened to their loved ones has gone unrecognised and unnoticed beyond the day of the funeral. This has caused immense hurt, compounding the feeling of the futility of the multiple losses endured by families.

One area, which has been particularly difficult, is the issue of 'The Disappeared'. WAVE started working with the families in 1996. Their loved ones' disappearances were unknown to the wider community and the families were fearful of the consequences of speaking out.

A key development that brought the issue out into the open was a meeting of a mother of one of the Disappeared Margaret McKinney with President Clinton and the First Lady in May 1998. This brought the issue to prominence leading to the establishment of the Independent Commission for the Location of Victims' Remains (ICLVR). ICLVR is jointly funded and supported by the British and Irish Governments. They work actively to recover those who were 'Disappeared' in the Troubles up to the Good Friday Agreement in April 1998.

WAVE works actively with and supports the families of the 'Disappeared' and, in conjunction with the ICLVR, seeks to recover and return those 'Disappeared' to their families for burial. From 2015 the bodies of three of the disappeared have been recovered and returned for Christian burial; Kevin McKee and Seamus Wright in June 2015; and Seamus Ruddy in May 2017. Searches have also been conducted during this period for Columba McVeigh and Joe Lynskey without success.

To date, of the 18 known cases of those 'Disappeared' during and beyond the Good Friday Agreement, four individual bodies have yet to be recovered: Joe Lynskey, Columba McVeigh, Robert Nairac and Lisa Dorrian.



Search for Columba McVeigh Braggan Bog County Monaghan July 2019



All Souls Day 2018 Braggan Bog County Monaghan.



Search for Joe Lynskey Oristown Co Meath March 2018



Annual Silent Walk for the Disappeared in November 2016 and 2018



Every year there are three firm dates for the families: a Mass on Palm Sunday to remember all those who died and were disappeared; International Disappeared Day on the 30th August; and a Silent Walk undertaken on 'All Souls Day' when members of the families walk to Parliament Buildings in Stormont to lay the black wreath with white lilies representing those who have yet to be found. In addition, locally based events are held to remember the disappeared on key dates such as a special Mass in Carrickroe, County Monaghan to remember Columba McVeigh on the 40th anniversary of his disappearance, or press conferences with the families when searches commence.

The families and WAVE also continue to give evidence at hearings such as the Good Friday Committee in the Oireachtas, to the Northern Ireland House of Commons Affairs Committee and to policy bodies and international organisations working to address the recovery of those disappeared in Conflicts worldwide. The media also have a very important role to play in keeping the story alive in the hope that those who have information will bring it forward.



Annual Silent Walk for the Disappeared in November 2016

The direct impact of WAVE's work with the families of the 'Disappeared' has been ensuring that their voices are heard, that the abduction, death and secret burial of their loved ones is acknowledged; and that every mechanism and resource is utilised to bring about the recovery of those still missing. Over 20 years of work has resulted in the families becoming a very strong peer support group who are there for each other through the good and the bad times. Searching is painful as hope of recovery intertwines with both the grief and despair associated with the loss. When searches end without success it represents a further painful blow to the families. Those who have recovered their loved ones never forget those who continue to search. They support them at events, visit and engage with them when possible and very much view themselves as a special family unit. The work undertaken and supported by WAVE will continue until all of the disappeared are brought home.

The Campaign for an Injured Pension



The **WAVE Injured Group**, with individuals such as Jennifer McNern (pictured above), campaigned for acknowledgement and financial support. The injured payment became law in January 2020.

The long journey of the Injured Pension began in the aftermath of the Eames Bradley Consultation when very little attention was given to the needs of the Injured. Indeed, pioneering campaigner the late Hugh Rowan, who was paralysed from the neck down, appealed to the Consultative Group at a public meeting in Ballymena 'not to be forgotten'. Alan McBride was with Hugh that night in 2009, holding the microphone as he posed his question. Sadly, Hugh died a short time later from pneumonia, which he contracted while living in an old people's home. He was in his early sixties but had to live there because his injuries had deteriorated considerably and his home was no longer judged to be suitable for his needs.



Most people have no idea what it is like to live with a debilitating injury. To wake up each morning in a body that does not work, like Peter Heathwood, paralysed in a gun attack on his home in 1979, or Mark Kelly who lost his legs in a bomb attack in 1976 or, in the case of Margaret Yeaman, never being able to see her grandchildren because she was blinded in a bomb in 1985. Margaret talks of the glass splinters still coming out of her face some thirty-five years later.

These are just a few of the remarkable men and women involved in the ten years campaign. Collectively they have travelled all over Northern Ireland gathering signatures on a petition and lobbying politicians at Stormont, Westminster and The Dail. They have risen to every challenge that has been put in front of them. At times, it would have been easier to throw in the towel, yet they kept going because they had 'right' on their side and the prize was worth fighting for.

That prize was a little bit of financial independence that would see them through their senior years. A prize they believed had been achieved in July 2019 when the Injured Payment was given Royal Assent at Westminster, finally becoming law on 31 January 2020.



The Executive Office of the Northern Ireland Assembly set up an Implementation Group to put in place the structures needed to see the payments scheme up and running by 29 May as stipulated in the Regulations. WAVE is represented on the Implementation Group. Unfortunately, this has been a largely frustrating process. The key stage in the development of the payment scheme is the designation of an Executive Department to administer it. That was to be done by 27 February 2020. The First and Deputy First Ministers did not designate a Department by the due date with the result that virtually all efforts to move the scheme on in a meaningful way have been thwarted.

DISSEMINATION OF OUR LEARNING

We consider the sharing and dissemination of our knowledge, practice and experience to be one of our critical activities. The aim of ensuring trauma-informed care for all is paramount. Drawing on our 30 years of experience and engaging with stakeholders and other individuals and groups we aim to raise awareness, share practice and influence policy and practice. We do this through the provision of:

- Trauma training and education
- Facilitating interns and volunteers
- Publications, film productions, exhibitions and
- International work

Trauma Training and Education

The Trauma Training/Education team have been at the coalface of the delivery, expansion and collaboration of specialist training and education into the effects of trauma on the individual and on society as a whole. The need for this expert training has become even more crucial in this fragile time of peace. The suite of courses on offer is incorporated into a tailored framework of five interlinking strands. This framework provides the scaffolding, which we consider essential for the construction of an integrated and effective learning package.

Strand 1: Community Education



WAVE provides a number of courses accredited by the Open Learning Department at Queen's University Belfast (QUB), the demand for which has increased steadily over the years. The courses are designed for those interested in trauma studies specifically those working in the voluntary, community and professional sectors. We also provide courses to other organisations including Women's Aid, Addiction NI and local groups.

The areas of study include: Psychological Trauma: Impact and Effects; Trauma and Addiction; Living Legacy: Giving the Body its Due; Trauma and the Family; Intergenerational Trauma; Self-care and Resiliency: A Practitioners Guide; Theories of Traumatic Grief and Loss; Approaches to Storytelling: Conflict and Legacy; Facing History and Ourselves; Transition from Conflict; and, Self-compassion and Responding to Trauma.

How We Did

In the 2019-2020 year there have been 82 QUB Accredited Community Development courses and 10 Open College Network (OCN) with a total of 782 individuals participating (697 female/85 male). The average age was 48 years old. Participants told us that:

Quotes from students

"I feel as a result of the training I will be more aware of the trauma victims suffer and the impact of their childhood had in their lives."

"After undertaking the WAVE Open Learning courses I feel much more informed about trauma and how to help people.... I work as a counsellor and [WAVE courses] have most definitely informed my practice. I now feel much better informed about how to help anyone coming through the door with trauma, and how to recognise their symptoms."

"I thoroughly enjoyed the course and it will enhance my work I do with clients."

"Has enhanced my understanding of the impact and process of trauma, which will enhance my understanding and confidence working with trauma."

"Absolutely fantastic! Amazingly informative different ways of learning – loved it."

Facilitators report that:

"Trauma training is a vital part of WAVE's work. It brings together people who are working with survivors of trauma, giving them an opportunity to share experiences and learn from each other, as well as to learn more to integrate into their practice."

The group learning is a very important part of this. Participants receive affirmation that they have expertise and sharing with others develops their own experience and confidence."

It offers a safe place for practitioners and individuals to relate what we know about trauma to their personal and working life, and can offer helpful insights."

It is always acknowledged that those taking part may well have experienced personal trauma and so there is a safety about how these courses are managed."

It helps people feel less alone in their life and work, and offers a chance to build working relationships, which can be carried forward."

The written work is an opportunity to integrate theory and practice, which again gives participants an increased depth of understanding and a chance to engage more fully with the theories and literature, all of which is relevant to working in the Northern Ireland context."

There is also quite a lot of fun on these courses and people enjoy the interaction and the chance to spend time in a safe place, away from work and from managers. Time out to reflect and evaluate."

Strand 2 & 3: Undergraduate and Post Graduate Studies



Almost 10 years in existence, the BSc (Hons) in Psychological Trauma at Queen's University Belfast is the only undergraduate Psychological Trauma specific degree course in the United Kingdom (UK) and Ireland. The programme, which is managed collaboratively with WAVE and QUB, aims to enable participants to develop the necessary knowledge and skills to work effectively with those individuals and families affected by trauma. It continues to attract students from a range of backgrounds and educational experiences. The classroom reflects a microcosm of Northern Ireland society with victim survivors, former security force personnel, ex-prisoner family members and professionals providing a service to those affected by the Troubles, coming together to hone their personal experience of the Troubles into theoretical and academic frameworks.

July 2019 saw ten students graduate from the BSc (Hons) programme, with one of those students reflecting that:

"I work part-time for a victims and survivors' organisation. Many of my clients have PTSD as a result of the 'Troubles'. I also have PTSD. Other clients have had members of their families murdered during the Northern Ireland conflict. The BSc (Hons) Psychological Trauma Studies degree has greatly benefitted me in better understanding the whole discipline of trauma especially PTSD. My study has also helped me to better understand my own PTSD. I have also found the study of intergenerational trauma extremely interesting as many of my clients' families have been impacted by this."

Another cohort of ten students commenced their studies in BSc (Hons) in Psychological Trauma in September 2019 and we look forward to thirteen students graduating in 2021.

The External Examiners in the last number of years also reflect the importance of this unique degree programme. Prof David Becker, internationally renowned trauma specialist, was replaced in 2015 by Dr Robert Ehrenreich, Director of University Programmes at United States Holocaust Museum, who served for a highly successful 4 years. The expertise of both Examiners will continue to have an important influence on the development of this course. Dr Orla Lynch, Senior Lecturer in Criminology and Associate Dean of Graduate Studies University College Cork has now taken up the position of external examiner.

Post Graduate Trauma Studies

The Post Graduate Trauma Studies course accredited by University College Cork commenced in January 2019. This course focuses on both the individual and societal implications of trauma and draws on examples and experiences from individuals who survived. It also focuses on societies emerging from violent political conflict. However, this is only one aspect of the curriculum that informs our approach. The course deals with trauma as a universal process and the experience of the WAVE team, in Northern Ireland, in the Balkans and in the UK, informs the content and the delivery of this programme. Selected modules include: Complex and Ambiguous Loss, Post-traumatic Growth and Resiliency, Trauma and Family Systems, Trauma and Victimology. The first intake in January 2019 consisted of 17 students with a second intake of 23 students starting their studies in September 2019. Moving forward, each intake will commence in September only.

Strand 4: Citizen Education



Some of the WAVE Citizen Educators

The Citizen Educator (CE) Programme aims to provide students and professionals with valuable knowledge about the Troubles in Northern Ireland and the impact it had on the individual, communities and society. Citizen Educators are individuals from all backgrounds who were affected by the conflict. Many are bereaved, severely injured or traumatised. For some WAVE clients, participating in the CE programme and becoming a CE facilitator, is a way of sharing their story, finding acknowledgement and contributing to the development of a peaceful society. For others, it might also be a stepping stone on their journey from being a victim to being a survivor.

WAVE has a long-established relationship, for example, with Queen's University, especially the QUB School of Nursing and Midwifery, as well as the QUB School of Sociology, Social Policy and Social Work. Over the years, WAVE training became part of the curriculum to help future professionals to enhance their skills, to recognise the suffering and to work with victims of the conflict in a sensitive manner. In addition, WAVE works closely together with Ulster University, Trinity College Dublin, University of Cork, Irish School of Ecumenics, St Andrew's University and Regional Colleges to inform, for example, nursing, medical, social work or counselling students. Some sessions take place in a classroom setting, others at conferences or a more informal environment. Teachers, journalists and medical staff, as well as overseas students and professionals, for example from the USA or Germany, have also benefitted from the programme.

The Citizen Educator Programme at WAVE has a long history and WAVE was always lucky to know brave individuals who were prepared to tell their stories to students and other individuals and groups interested. However, we only began to monitor the programme and the participants more accurately in September 2017. Therefore, reliable data starts then. From September 2017 until March 2020, the Citizen Educator Programme reached 3,577 students. Every year, the number of participants increased (2017/18: 1129, 2018/19: 1177, 2019/20: 1251). This proves the importance for witnesses of the Troubles to inform professionals about the impact of the violent past and traumatic incidents they have experienced to create a deeper understanding when working with individuals affected by the Troubles or other traumatic experiences.

Strand 5: Bespoke Psycho Education



Workshop at WAVE Trauma Centre Belfast on Use and Misuse of Prescription Drugs, January 2020

Strand Five is workshop-based trauma-focused education. These workshops are designed to meet the needs of those who want to learn more about trauma and the impact of violent conflict. Workshops are delivered regionally to a variety of groups on themes such as addiction, PTSD, treatment of psychological trauma and traumatic grief and loss.

Facilitating Interns and Volunteers



Volunteers Evening at the WAVE Omagh Centre

WAVE has an amazing group of dedicated volunteers who help in the centres and beyond. Some volunteers are also clients, and becoming a volunteer might be their route to recovery, while other volunteers might come from different countries, do internships, or join WAVE simply because they are interested in our work. Volunteer roles include:

- Helping at reception, sending out updates etc;
- Baking and cooking for various events;
- Fundraising;
- Talks about WAVE services or personal experiences e.g. to students and international guests;
- Facilitating peer-support workshops;
- Membership of Management Board;
- Writing reports and doing research for Trauma Training.

Volunteer Appreciation Events

Every year each WAVE centre shows its gratitude to their volunteers by organising a special event. For example, WAVE Ballymoney organises a Christmas Dinner. The Volunteer Appreciation Event enables us to thank our volunteers and those who kindly donate and give their time and efforts to WAVE.



WAVE Belfast has a number of volunteers who help regularly in the garden, at Trauma Training events, with general maintenance and in the kitchen preparing lunch for the men's and the women's groups. Some volunteers are locals such as Liam, Sean, or Colin and others are international volunteers.



Volunteers Evening at the WAVE Ballymoney Centre – Volunteers help with fundraising, baking cakes for events, sending out newsletters and so much more...



Volunteering for other causes

In some cases, WAVE clients decide to volunteer as a group for other good causes such as the shoebox appeal (photo). WAVE is very supportive of these efforts. According to the wellbeing concept of "Take 5", promoted by the Public Health Agency, volunteering and giving to others can improve emotional wellbeing.



Fundraising efforts such as marathons, door collections and quizzes raise funds, promote WAVE to the public and create a sense of team spirit and achievement

A volunteer voice: Helen Kerr



"My name is Helen Kerr and I have been a volunteer with the WAVE Trauma Centre, Omagh, since 2000. I help out at the centre with reception duties and with fundraising. WAVE has been very good to me and I enjoy helping out whenever I can. I always feel very welcome there and everyone is very friendly."

Every Thursday morning I help run a crochet class in the WAVE centre. Some clients already knew how to crochet but others were complete beginners. So far, we have donated baby clothes to Premature Baby Units in local hospitals and throw blankets for local nursing/care homes. We all enjoy meeting each week for a chat, tea and biscuits. I take part in the special services held at the centre on the 'Day of Reflection' and the annual Cross Community Christmas Service. I enjoy these events."

Overseas Interns and Volunteers

WAVE has worked in partnership with three organisations to provide interns for work-based placements. Up until a couple of years ago we worked with Duke Engage who placed a student for three months during the Spring. Duke Engage is an overseas placement programme for final year students attending Duke University in North Carolina, USA. Unfortunately, the funding for this programme was ended concluding a partnership which stretched back some seven years.

The Irish School of Ecumenics (ISE) also provides a student each year on a three-month placement. The students are undertaking an MPhil in Reconciliation Studies and quite often come from the United States. They are normally placed within the Trauma Education/Training department and their duties include research and evaluative activities. The relationship with ISE is good and has worked well for both parties so far. Students are not placed every year but in the period covered by this report we have had three, two from the US and one from Scotland.

The other organisation placing interns is EIRENE, a German organisation who place students in various locations around the world each year. WAVE have benefitted greatly from this relationship and the students have also grown in confidence, improved their English and made a difference to the people with whom they have worked. Since 2015 WAVE has had five interns from EIRENE. They come for the full year and take on a leadership role with the Men's Group and Ladies Lunch Club. Their duties involve helping with the lunch and programming ideas for the groups in addition to other duties, be it working with administration or helping out with Trauma Training.

WAVE Belfast hosted over 80 international delegates at the Titanic Museum in Belfast. The delegates were in Belfast as part of the 'Hosts Global Forum' conference on Tourism. A theme for the conference was 'corporate responsibility'. Delegates helped WAVE volunteers fill Bags of Hope that were then distributed to clients of WAVE. Alan McBride receives the 'Bags of Hope' from representatives of Hosts Global Forum.

Publications, film productions and exhibitions

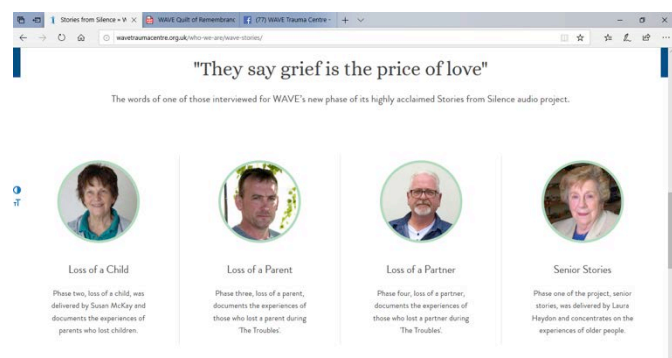
In addition to client-led projects, artists and journalists engage in various projects to give individuals impacted by the 'Troubles' a voice and enable them to tell their stories. Carefully supported by WAVE staff, clients share their trauma stories with the wider public, ensuring that their loved ones are never forgotten. This can have a cathartic effect on those participating and brings greater understanding to wider society of the suffering caused by the 'Troubles', as well as highlighting powerful examples of resiliency and post traumatic growth. It encourages us to reflect on the past and to move towards a more peaceful and shared society.



For his '**Silent Testimony**' project (2015), artist Colin Davidson painted portraits of 18 individuals injured and/or bereaved during the Troubles. The exhibition travelled the world and received high recognition. In 2018, filmmaker Brendan Byrne created "Hear My Voice", a short documentary-style film inspired by Colin Davidson's portraits and the individuals telling their stories.

Nurses on the Frontline (2015) - This 2015 documentary introduced filmmaker Moore Sinnerton to WAVE. The programme highlighted the experiences of Nurses in Northern Ireland during the worst years of the 'Troubles'. WAVE has had a long established relationship with nursing in Northern Ireland and the film interviewed several members of staff and Board members, who were themselves former nurses. WAVE CEO Sandra Peake and Board Members Marianne Moutray and Professor Jean Orr were contributors to the programme. Moore went on to document the experiences of various professions on the frontline before turning his attention to 'Survivors'.

Stories from Silence (ongoing) – Designed as a listening project for the WAVE website, individuals told their stories of losing a partner, a child, or a parent. Another Stories from Silence project focused on the experiences of older people. These projects were facilitated by the journalists **Laura Haydon** and **Susan McKay**.



The 'Stories from Silence' have been viewed innumerable times. This includes family members who want to connect with a painful part of their history, children and young people studying the period of the 'Troubles' in school, journalists and broadcasters making documentaries and historians writing books and giving public talks. Stories from Silence have made an invaluable contribution to the understanding of conflict.

Injured on that Day (2014) - This second edition of the Injured book adds another 12 stories, making it a total of 27. The story of the campaign for an Injured Pension is also told, illustrated by photographs of the group campaigning at Stormont, Westminster and the Dail, along with photographs from the archives of the group outside Belfast City Hall.



People Like Us (with John Rush) (2014) - John Rush is a press photographer from Belfast. For many years he has been photographing victims and survivors of the 'Troubles'. People Like Us is John's attempt to bring present and past together. To remind us all that, while Northern Ireland moves stutteringly out of the shadow of its violent past, thousands of citizens continue to carry the trauma of their loss of family members. The book sets out to ensure that at least some of the dead and those left behind to mourn, are remembered and acknowledged.



The 'Troubles' and Other Losses (2017) - This publication looks at the impact of loss on families and individuals. Whilst the figure 3700 is generally used when talking about the number of deaths that occurred during the 'Troubles', commentators would agree that the actual cost on human life is much higher. This takes into consideration the impact of trauma, often resulting in; suicide, alcohol and drug related deaths, or other family members who died of heart attacks when they heard the news of a loved ones murder. This book documents experiences of 21 individuals who lost their lives in such circumstances. Their stories are retold by those who knew them best and serve as a memorial to their memory, lest they be forgotten.

Injured on that Day, Exhibition (2018) - It is made up of ten large portraits of members of the WAVE Injured Group. The portraits were the work of highly accomplished Belfast photographer **Neil Harrison**. The Exhibition opened at the historic King Edward Building in the Royal Victoria Hospital, a very suitable venue, as the RVH was the hospital where many of the injured were taken when they first sustained their injuries. The exhibition was used by the injured to support the campaign for an injured pension.

Questions of Legacy (2020) – The Derry Playhouse teamed up with the WAVE Injured Group to produce six podcasts on the theme ‘Questions of Legacy’. The podcasts, made up of recorded interviews that document the stories and experiences of each participant, were presented as art installations with booths created as dedicated ‘listening stations’, adorned with images and news cuttings related to each story being told. The project was launched at the Holywell Trust in Derry Londonderry on the 20th February, to a packed house. It has been turned into a book of the same name.

Survivors (2018) - ‘Survivors’ is a Double Band Film production that explores the impact of ‘Troubles’ atrocities on the lives of those who survived. Journalist and filmmaker Moore Sinnerton and Double Band Film’s Jonathan Golden worked with WAVE to identify 12 individuals whose stories appeared in the three-episode series. The programmes were broadcast across the nation, raising awareness of trauma and its wider impact on individuals and communities. WAVE has used DVDS of the programme as teaching aids in Trauma Education Programmes.

Disability Shorts (2019) - Filmmaker Moore Sinnerton worked with the WAVE Injured Group to produce six 4-minute films on the needs of the injured. These short films have been used many times over with Secretaries of State, Government Ministers and others when campaigning for the Injured Pension. They have also been used at the launch of the injured exhibition ‘Injured On That Day’. Although short in length they promote thoughtful reflection, leaving all those who have viewed the material in no doubt as to the need for the pension.

Witness (2018) - ‘Witness’ is a documentary film about WAVE’s Citizen Education Programme. The film was put together by Belfast Community Broadcaster Northern Visions. Several of the Citizen Educators are interviewed about their involvement in the project, highlighting their reasons for getting involved, the importance of the work in their own journey through trauma and the impact of the project on students and first responders. Citizen Education utilises the experiences of around 40 clients who have been trained to go into Universities and schools to raise awareness of trauma. The project has particular resonance for those on the frontline, such as nurses or social workers. The project also works with visiting groups and delegations from overseas.

Relaunch of Stain Glass Project (2020)



Back in 2002, 11 participants produced a stain glass mosaic to remember their loved ones. Part of this project was a book named 'In Loving Memory'; each client got to tell the story of their loved one. The book was relaunched in 2020. Internationally renowned artist and WAVE patron, Colin Davidson paid a poignant visit to WAVE Derry Londonderry to meet those who created the stain glass mosaic project. Colin described the artwork as 'a lasting and moving evocation of remembrance and hope.'

Publications in planning:

Injured On That Day, Third Edition - This book is the most successful book in WAVE's history and that is high praise given that WAVE have recorded more stories from the 'Troubles' than any other NGO. The third edition will see a further 12 stories added to the book. 'Injured On That Day' has played a key role in getting the stories of the injured out to a much wider public. It has also been used to support the campaign for an injured pension. The book has been given to two American Presidents, two British Prime Ministers, the Taoiseach and countless government ministers and officials.

The Disappeared of Northern Ireland's Troubles, 2nd Edition - The original version was the first time that a book had been written on the experiences of the disappeared, 17 individuals who were murdered and secretly buried. WAVE and in particular Sandra Peake have long been associated with the families search for their loved ones remains. To date 14 bodies have been recovered. Three of these, Kevin McKee, Seamus Wright and Seamus Ruddy have been recovered since the First Edition in 2012. The book continues to be a source of comfort for the families as it puts a human life to the names of the disappeared.

International work

Making links with other societies emerging from conflict helps to inform the work of WAVE. WAVE has also been able to make a positive contribution to Governments and NGO's as they work on their own peace processes.

Staff, volunteers and clients at WAVE Belfast have both 'benefitted from' and 'contributed to' a global understanding of conflict, trauma and peace building. This has essentially come from visiting groups and delegations but also from overseas students interning at the Belfast Centre. A number of overseas visits have also taken place.

Visiting Groups

Through the WAVE 'Witness' programme a number of overseas delegations and groups have visited the Belfast Centre. They have come from many different countries, including various countries of the Middle East, South Africa, Sri Lanka, Bosnia and Herzegovina, Serbia, Myanmar, USA, Korean Peninsula, Ireland and the UK. The majority have been student and religious groups on foreign field trips, studying the Northern Irish peace process, however, some have been politicians from other war-torn regions of the world or those in Government. We have hosted two delegations from National Human Rights Organisations.

Often the questions are similar. They want to know how we stopped the violence and built trust between opposing sides or factions. They want to know how we laid the foundations for peace and how we are building upon it. Every visit involves a discussion on how we are 'dealing with the past', and in particular how we support victims and survivors and hold to account those guilty of human rights violations. None of these questions are easy to address, but the Citizen Educators that speak to the groups use personal testimony to describe how they made sense of it all. They talk about the difficult things they have had to endure and the injustices they have had to face, but they also talk of the hope they have that the conflict is over and the chance now exists to build a new society. They often highlight the importance of 'being heard'.

The feedback from these sessions is always positive. In the Members Room there is a table with a glass top. Groups that visit the centre are encouraged to take a few moments to write a message of hope in their own language and place it on the table. Visiting groups are surprised and delighted to view messages in different languages, especially if it is their own native language. It can be a highlight of their visit.



Alan McBride with Professor Martha Minow, from Harvard University, outside Crumlin Road Court-house. Professor Minow was in Belfast with a delegation from Facing History and Ourselves based in Boston. The delegation had a round table at WAVE and a political history tour organised by Alan.

WAVE Derry/Londonderry have the pleasure of welcoming 28 American students every year who visit Northern Ireland to learn more about peace and reconciliation as part of their course. The reason for the trip is to examine the difficult, yet inspiring, Northern Ireland peace process through the lives of its participants. It explores the challenges and potential of grass roots peace-building. It gives special attention to issues of identity, culture and memory as challenges. It offers the principles of forgiveness, mercy and justice as foundations for our peace. As part of the presentation our citizen educators take part and tell their stories to the students which is very moving for all involved.

Britt Rhodes (Professor of Social Work) shared with staff after the presentation;

"The staff really inspired the students with the work they are doing with individuals, families and communities. Although the group consists of students from a variety of majors, there are quite a few social work and nursing majors. The students were very moved by the experience and found the testimonies very powerful."



Overseas Conferences

WAVE has participated in two conferences organised by the Radicalisation Awareness Network (RAN). Both events were held in Brussels, Belgium and brought together activists from many different countries around the world that had experienced conflict. WAVE delegates, who have included a mixture of staff, clients and Board members, were invited by the organizers to make a formal presentation to the conference on both occasions. This was quite an honour as only a few delegates get this opportunity. WAVE was able to highlight the complexity of building peace, dealing with past hurts and ensuring that victims of violence were well looked after. It was an opportunity to learn of other experiences and all delegates were committed to ending radicalisation, especially amongst the young.

In addition to this WAVE Belfast Co-ordinator Alan McBride was invited by Duke University to be a keynote speaker at a conference for students and community activists on Human Rights and Terrorism. The conference was organised by Professor Robin Kirk at the Duke Human Rights Centre c/o Franklin Humanities Institute. Alan had previously been involved with Duke through the Duke Engage programme. It was particularly fitting that the speech was delivered just as the programme was being wound up in Northern Ireland.



In October 2015, WAVE project manager Sonja Tammen spoke at a conference on conflict textiles at the Gernika Peace Museum in Basque Country. Participants came from Spain, Germany, Canada, France, Chile and Northern Ireland. One of the pieces of the exhibition at the museum, covering conflict textile pieces from all over the world, was the WAVE Quilt of Remembrance, produced by WAVE participants in Ballymoney (photo: Sonja Tammen, with curator Roberta Bacic and museum director Iratxe Momoitio Astorkia).



In February 2018 Alan McBride (photo) was invited to speak at a conference in Vitoria-Gasteiz, capital city of the Basque Country. The invitation was extended to Alan by the Social Forum to Promote the Peace Process in the Basque Country. This organisation of Basque nationals has been lobbying the Spanish Government to put measures in place to build peace in the Basque Country since 2013. Alan was there to give voice to the experience of other societies coming out of conflict. He also was invited to present the WAVE Model of providing support to victims at an event in Navarre, close to the Spanish/French border.

FINANCE

Fundraising

Fundraising at WAVE has always been a strong feature of the work. In addition to the routine application to charitable trusts, foundations and Government Grants, each centre is responsible for its own fundraising initiatives. We are very fortunate to have a dedicated staff team and even more dedicated volunteers who attend our events, give up their time and perform marvellous feats all in the name of WAVE. As an organisation we cannot express our thanks enough to everyone involved in fundraising and all of those who donated.

Fundraiser – Examples



Belfast Marathon – To encourage a healthy lifestyle and to raise money, WAVE staff from all centres, clients, Board Members and friends run and walk the Belfast Marathon every year.



Nando's restaurant (November 2018)

The Derry Vipers took over Nando's restaurant in Shipquay Street for one night only and raised a massive £500 for the WAVE Trauma Centre.



Door collections and bag packing - Staff and volunteers raised money at stores such as TESCO, ASDA, Sainsbury, SPAR and B&M Bargains.



WAVE Belfast organised a coffee morning at the centre to raise money.



Dublin and Manchester Marathon Fundraiser - Paul's finisher photos from the Dublin Marathon that Paul completed on Sunday the 27th October 2019 in 3 hours 49 minutes. Paul raised £700 for the Armagh service. Joy ran the Manchester Marathon for WAVE raising £1200.00



Omagh Country Concert fundraising event 14.09.2016 to mark WAVE's 25th Anniversary of providing services to the community



Draws and raffles are a great opportunity to approach local shops for gifts and at the same time advertise WAVE services. Thank you to all who donate gifts and buy and sell tickets.

WAVE's 25th Anniversary (2016)

To mark the occasion, each centre organised a big event, reflecting on the previous years and the important work done to support victims of the 'Troubles', as well as celebrating achievements. Some of these events were designed to fundraise too.

WAVE Derry Londonderry: 'Take Me Out'

The Derry Londonderry Centre organised an adaptation of the 'Take Me Out' dating programme hosted by Dale Thomas at the Maldron Hotel.



WAVE Omagh: Country Night

Clients, staff and guests had a brilliant night with country music and dance. Photo: Some WAVE staff and volunteers pictured with the headline act, 'Lee Matthews.'



WAVE Belfast: Strictly Come Dancing extravaganza at the Clayton Hotel in Belfast. This involved 20 participants, a mixture of staff, volunteers and supporters, performing a variety of ballroom dances. The night was preceded by ten weeks of intensive rehearsal at the Crescent Arts Centre, facilitated by Ballroom Blitz NI.

WAVE Ballymoney: Dinner Dance

Over 100 guests enjoyed the Dinner Dance with WAVE Patron James Nesbitt, Band Bone Idol and harpist Claire Louise Turner at the Rosspark Hotel in Kells.



WAVE Armagh: Art Exhibition held at the Market Place Theatre. As part of the exhibition, WAVE presented the most precious artwork produced by clients from all WAVE centres over the years.



THANK YOU TO EVERYONE WHO HAS DONATED MONEY, TIME AND EFFORT!!

The WAVE Board

Roles

Chair:	Cathy McCann
Vice Chair:	Marianne Moutray
Treasurer:	Suzie Arbuthnot
Secretary:	Mark Jackson
Board Members:	Lynne Stevenson
	Tony Gallagher
	Aoife Gormally
	Rev David Clements
	Dennis Godfrey
	Fiona Kelly
	Mark Kelly
	Jill Caskey
	Martin McAnallen
	Dr Mary Hannon Fletcher
	Peter Heathwood

Financial statement 2015/2020

Statement of Financial Activites Incorporating Income and Expenditure Accounts for the Period April 2015 - March 2020

	31.03.2020	31.03.2019	31.03.2018	31.03.2017	31.03.2016
	£	£	£	£	£
Income from:					
Donations & legacies	37,261	20,549	36,366	10,063	8,637
Charitable Activities	2,133,579	2,033,521	1,957,794	1,433,900	1,458,240
Fundraising Income	17,421	11,584	15,036	20,749	21,347
Investments	1,070	835	576	1,419	1,346
Total Income	2,189,331	2,066,489	2,009,772	1,466,131	1,489,570
Expenditure on:					
Raising Funds	216	216	216	1,908	520
Charitable Activites	2,121,769	2,044,749	1,906,543	1,429,457	1,389,478
	2,121,985	2,044,965	1,906,759	1,431,365	1,389,998
Net gains/(losses) on investments	- 5,127	2,891	- 1,689	5,366	- 2,767
Net movement in funds	62,219	24,415	101,324	40,132	96,805
Reconciliation of Funds					
Total Funds brought forward	844,066	819,651	718,327	678,195	581,390
Total Funds carried forward	906,285	844,066	819,651	718,327	678,195

VS VICTIMS & SURVIVORS SERVICE



**EU Programme
for Peace and Reconciliation**
in Northern Ireland and the Border Region of Ireland



The Executive Office

[illegible]

Armagh	Ballymoney	Belfast	Derry Londonderry	Omagh
15 Abbey Street Armagh BT61 7DX	13 Castlecroft Main Street Ballymoney BT53 6TD	5 Chichester Park South Belfast BT15 5DW	25-30 The Diamond Derry Londonderry BT48 6HP	Holmlea House 2 Retreat Close Omagh BT790HW
(028) 3751 1599	(028) 2766 9900	(028) 9077 9922	(028) 7126 6655	(028) 82252522

IMPACT REPORT: APPENDICES

Location of Service

Location of Service	No. of Clients	% of Total
Belfast	1815	39.0
Derry/Londonderry	499	10.0
Omagh	850	18.0
Armagh	836	18.0
Ballymoney	687	15.0
Total	4687	100.0%

Primary Reason for Referral

Primary Reason for Referral	No. of Clients	% of Total
Intimidated	379	8.1
Traumatised	1537	32.8
Physically Injured	589	12.6
Psychologically Injured	844	18.0
Bereaved	1141	24.3
Designated Carer	197	4.2
Total	4687	100.0%

Gender Breakdown

Male	2,461
Female	2,226
Total Number of Clients	4,687

Community Background

Community Background	No. of Clients	% of Total
Catholic	2110	45.0
Protestant	2005	42.8
None Identified	417	8.9
Other	147	3.1
Prefer not to Identify	8	0.2
Total	4687	100.0%

Employment Status

Employment Status	No. of Clients	% of Total
Retired	834	17.8
Unemployed	1114	23.7
Economically Inactive	1406	30.0
Carer	92	2.0
Student/In Training	158	3.4
Self-Employed	18	0.4
Employed: Part-Time	314	6.7
Employed: Full-Time	751	16.0
Total	4687	100.0%

Referral Source

Referral Source	No. of Clients	% of Total
Self	2531	54.0
VSS	269	5.7
Other Agency	782	16.7
Family	606	12.9
Other	499	10.7
Total	4687	100.0%

Relationship Status

Relationship Status	No. of Clients	% of Total
Married	1875	40.0
Civil Partnership	23	0.5
Co-habiting	230	4.9
Widowed	298	6.4
Divorced	358	7.6
Separated	299	6.4
Single	1574	33.6
Not indicated	30	0.6
Total	4687	100.0%

Age Structure

Age Category	No. of Clients	% of Total
19 & Under	112	2.4
20 – 39	966	20.6
40 – 49	839	17.9
50 – 64	1922	41.0
65 & Over	848	18.1
Total	4687	100.0%



WAVE TRAUMA CENTRES

www.wavetraumacentre.org.uk

5 Chichester Park South
BELFAST BT15 5DW
Tel: (028) 9077 9922
Fax: (028) 9078 1165
Email: adminhq@wavetrauma.org

Holmelea House, 2 Retreat Close
OMAGH BT79 0HW
Tel: (028) 8225 2522
Fax: (028) 8225 9979
Email: adminomagh@wavetrauma.org

2nd Floor 25-31 The Diamond
DERRY LONDONDERRY BT48 6HP
Tel: (028) 7126 6655
Fax: (028) 7126 2643
Email: adminderry@wavetrauma.org

15 Abbey Street
ARMAGH BT61 7DX
Tel: (028) 3751 1599
Fax: (028) 3751 1599
Email: adminarmagh@wavetrauma.org

13 Castlecroft, Main Street
BALLYMONEY BT53 6TD
Tel: (028) 2766 9900
Fax: (028) 2766 3226
Email: adminballymoney@wavetrauma.org

