

BROTHERS OF CHARITY SERVICES IRELAND  
Annual Report



2015



# VISION

*'Love and Respect in Every Action'*



# MISSION STATEMENT

*“Belonging to an internationally active movement and rooted in the values of the Christian Gospels, the Brothers of Charity Services Ireland provides quality services to support people who are in danger of being marginalised and strives to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in our communities.”*

*(2014)*



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## NATIONAL CHAIRPERSON Bro. Alfred Hassett

Dear Friends,

The National Board of Directors wishes to express its deep appreciation to all associated with the Brothers of Charity Services throughout Ireland, especially to the many individuals, and their families and advocates, for the confidence and trust they continued to place in us throughout 2015. It is in experiencing and sharing the joys and sorrows, the challenges and successes of our daily lives that we all continue to learn, achieve our goals and, together, build a better world for all citizens.

During 2015 we, the Directors of the National Board, were very conscious of the very significant pressures that our Local Companies continued to be under as they endeavoured to offer the people we support in our Services an enhanced quality of life. The Directors of the National Board express their appreciation to the Directors of the Local Boards and to all associated with them in their work during the year. The impact of the funding cuts imposed on the Disability Sector over the past seven years and the protracted moratorium on staff recruitment seriously impacted our capacity, at all levels, to respond to needs as they arose. In many places the impact on the Services is seriously challenging our ability to comply with some of the requirements of HIQA regulations and national standards. We are conscious of the concern our difficulty in reaching certain standards is causing to staff. The Board, throughout 2015, continued to raise this issue on behalf of the Services at the national meetings with the HSE and Board Chairs of the Section 38 Agencies and advocated for the resources necessary to meet those standards. The Board acknowledges the additional funding granted at the end of the year by the HSE to our Services to address shortfalls in standards and it will continue to raise ongoing shortfalls. Despite these serious challenges the Brothers of Charity Services continued, in as far as possible, to offer the individuals we support every opportunity to live and enjoy ordinary lives in their local communities. The expertise,

flexibility and creativity of our staff teams are a core strength of the Brothers of Charity Services and, on behalf of all the Directors of the National Board, I extend our deep appreciation to all staff members for their commitment to our mission.

During 2015 the Board continued to engage in progressing preparatory work to support the restructuring of our organization. During the year approval was received from the HSE for central leadership posts which are essential in order to progress our restructuring plans and the Board looks forward to the necessary appointments being made in early 2016.

I wish to thank most sincerely the Directors of the National Board for their commitment and contributions to the National Board during the past year. They have given freely of their personal time to the Board and Committees to ensure the success of the Services through their governance and strategic guidance. We deeply appreciate your many years of involvement with, and your expert contributions to, the Brothers of Charity Services.

I also wish to thank the Chief Executive and staff of the National Office, Directors of Services and Service Leaders, Management and Multidisciplinary Teams, and Staff of the Services. They worked diligently in promoting the creation of opportunities for each person we support to develop and enrich their lives in a community and society where all are valued and cherished. A particular word of thanks to the many volunteers attached to our Services who give of their time freely to support us in our work.

Finally, on behalf of the National Board I wish to acknowledge and thank the many Government Departments, the Health Service Executive as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout 2015 and we look forward to our continued partnerships during 2016.

**Brother Alfred Hassett**

Chairman, On behalf of the National Board

## CHIEF EXECUTIVE Johanna Cooney

Dear Friends,

Welcome to the Brothers of Charity Services Ireland 2015 Annual Report.

2015 was a busy year for all areas of our Services and I am happy to share with you a brief overview of the activities of the Brothers of Charity Services during the year.

We faced many challenges during 2015, particularly financial challenges, and we were pleased that, at the end of the year, funding costs attached to meeting HIQA standards and additional costs related to unsocial hours were addressed following consultations with the HSE. We are conscious that some residences attached to our services will not undergo HIQA registration inspections until 2016 and additional resources may be required during the coming year to address any arising shortfalls. However, we will continue to work with our funders to address these matters. It remains heartening that HIQA, in their reports on our services, were very complimentary about the respectful interactions of our frontline staff with the people they support. The commitment, dedication and hard work of all staff throughout our services is recognised and deeply appreciated. In addition the work of the National Provider Nominee Team, which contributes towards shared learning, policy review and development and problem solving, has been a support to all regions in their work towards reaching national standards.

During 2015, through the efforts of staff, volunteers and families, we continued to respond to requests for new services. Each of the regions successfully accommodated local school leavers. However, regrettably our capacity to respond to requests for new residential services and supports was very limited. We remain very conscious of the families who approached us seeking residential services/supports and to whom we were not in a position to respond.

At local and national level Brothers of Charity Services engagement with the HSE increased during 2015. Throughout the year each of our regions engaged with the HSE Service Improvement Team to complete a review of our services. The focus of the process was to consider funding allocated versus models of service provision with current activity levels and to link to and appraise quality and outcomes. This work is ongoing. During 2015 our services also reported to the HSE on matters of statutory compliance and governance in addition to engaging on issues and matters that presented challenges to our services in the course of the year.

The Brothers of Charity Services have been involved with the HSE over the years in policy development relating to the intellectual disability sector in Ireland and, again, during this past year a number of staff throughout the local regions participated in Working and Consultative Groups with the HSE. This sharing of expertise and knowledge is essential to the development of good quality and responsive services and we welcomed all opportunities to be involved.

I would like to acknowledge and commend the many creative and innovative service responses throughout the Brothers of Charity Services. These were made possible as a result of the many and varied partnerships created by our services at local level. These successful partnerships enable us to support individuals to live and enjoy ordinary lives in their communities, thereby accessing all positive opportunities that those communities present. As we know, for various reasons, we can be easily distracted from the positive work that goes on within our services and, therefore, it is important to take this opportunity to share with you, later in this annual report, a tiny snapshot of the positive outcomes from some of our local partnerships. On behalf of our services I offer a sincere word of gratitude to the participants of these partnerships

whose willingness to engage with us helps create wider and greater opportunities for the individuals we support. We look forward to continuing to build these relationships.

Throughout 2015 discussions took place between the Brothers of Charity Services and the HSE at national level regarding the restructuring of our services. A number of posts were approved at Brothers of Charity Services central level which will facilitate the work of restructuring. At the end of 2015 the recruitment and selection process for the Head of Finance and Head of Human Resource Management was completed with the new appointees ready to take up their posts in early 2016.

During the past year we welcomed our regular meetings and discussions with the members of the National Advocacy Council. Throughout the year the Council continued to work on many issues of concern both to their members and the wider disability sector. The valued work of the Council contributes to the continuing development of our services while keeping us focused on our core values – the dignity and humanity of each person.

I would like to acknowledge the contributions and hard work of everybody in, and associated with, our Services in ensuring that the mission and vision of Brothers of Charity Services was upheld during 2015. A sincere thank you to all our staff members who carried out their work with their usual enthusiasm and commitment, dedication and flexibility, and willingness to go the extra mile. We also deeply appreciate the work of our National Teams who contribute to shared learning and understanding, and the development of expertise both internally and external to our services. A very special word of appreciation to our many volunteers - you make a valued and positive difference to the lives of many.

It is worth noting here that the Sustainable Energy Association of Ireland recognised that the Brothers of Charity Services made a 26.6% saving on our energy bill in 2015 thanks to the endeavours of our staff.

I wish to acknowledge the support, guidance and commitment given by the Directors of the National Board and Local Boards to our services at national and regional levels during 2015.

On behalf of the staff in the National Office I extend a sincere thank you to the Brothers of Charity, in particular, Bro. Alfred Hassett, Chairperson of the National Board, and Bro. Noel Corcoran, Regional Leader for their generous support during 2015.

In particular I say thank you to the many individuals that we support in our services, and their families, for allowing us the privilege of sharing their journey and for their continued trust and faith in each of us. Working together we can develop and maintain connected lives where all are cherished as valued and equal citizens in community.

With kind regards,

**Johanna Cooney**  
Chief Executive





# INTRODUCTION TO SERVICES

The Congregation of the Brothers of Charity was founded by Canon Peter Joseph Triest, in Ghent, Belgium in 1807. A deeply spiritual and yet very practical man he inspired his young congregation to devote their lives to working with persons who were disadvantaged or marginalised. The Brothers of Charity opened their first Irish facility for people who suffered from a mental health illness in Waterford in 1883.

Today our Services focus on providing support to people with an intellectual disability in Ireland throughout the counties of Clare, Galway, Roscommon, Limerick, Cork, Kerry, Waterford and Tipperary. An overall total of approximately 6,000 people and their families access our services annually, supported by some 3,686 staff (2,883.91 whole time equivalent). Respecting and promoting the dignity and humanity of each person has always been the core value of the Services. The principal object of the Brothers of Charity Services Ireland states,

‘Belonging to an internationally active movement and rooted in the values of the Christian Gospels, the Brothers of Charity Services Ireland provide quality services to support people who are in danger of being marginalised. The Brothers of Charity strive to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in our communities.’

The Services offer service responses in local communities, promoting and supporting positive engagement and interaction between those who use

our services and their community, and supporting them to participate in and be included in all facets of community life as equal and valued citizens. The Services work in partnership with local communities, agencies and organisations to initiate and develop increasingly inclusive opportunities for, and with, the individuals we support.

The Brothers of Charity Services attempts to ensure a personal response to the wishes, hopes and dreams of each individual to whom support is provided. We adopt a person centred approach to service delivery, one in which individuals are assisted and supported by the Services to identify their life goals. They are, thereafter, supported to achieve these goals through their individual personal plan. The Brothers of Charity Services in Ireland is a learning organisation whose responses are based on best practice, and in full recognition of the right of each person to self-determine their life goals and wishes. We listen to those we serve and, subject to resources, endeavour to provide individuals with high quality supports that best suit their wishes and requirements.



# SERVICES STRUCTURE



# APPROACH TO SERVICE PROVISION

## A General Overview of the Brothers of Charity Services in Ireland

The Brothers of Charity Services Ireland and its subsidiaries endeavour to offer services in local communities, promoting and supporting positive engagement and interaction between those who use our services and their community, and supporting them to participate in, and be included in, all facets of community life as equal and valued citizens. We work in partnership with local communities, agencies and organisations to initiate and develop increasingly inclusive opportunities for, and with, the people who use the Brothers of Charity Services.

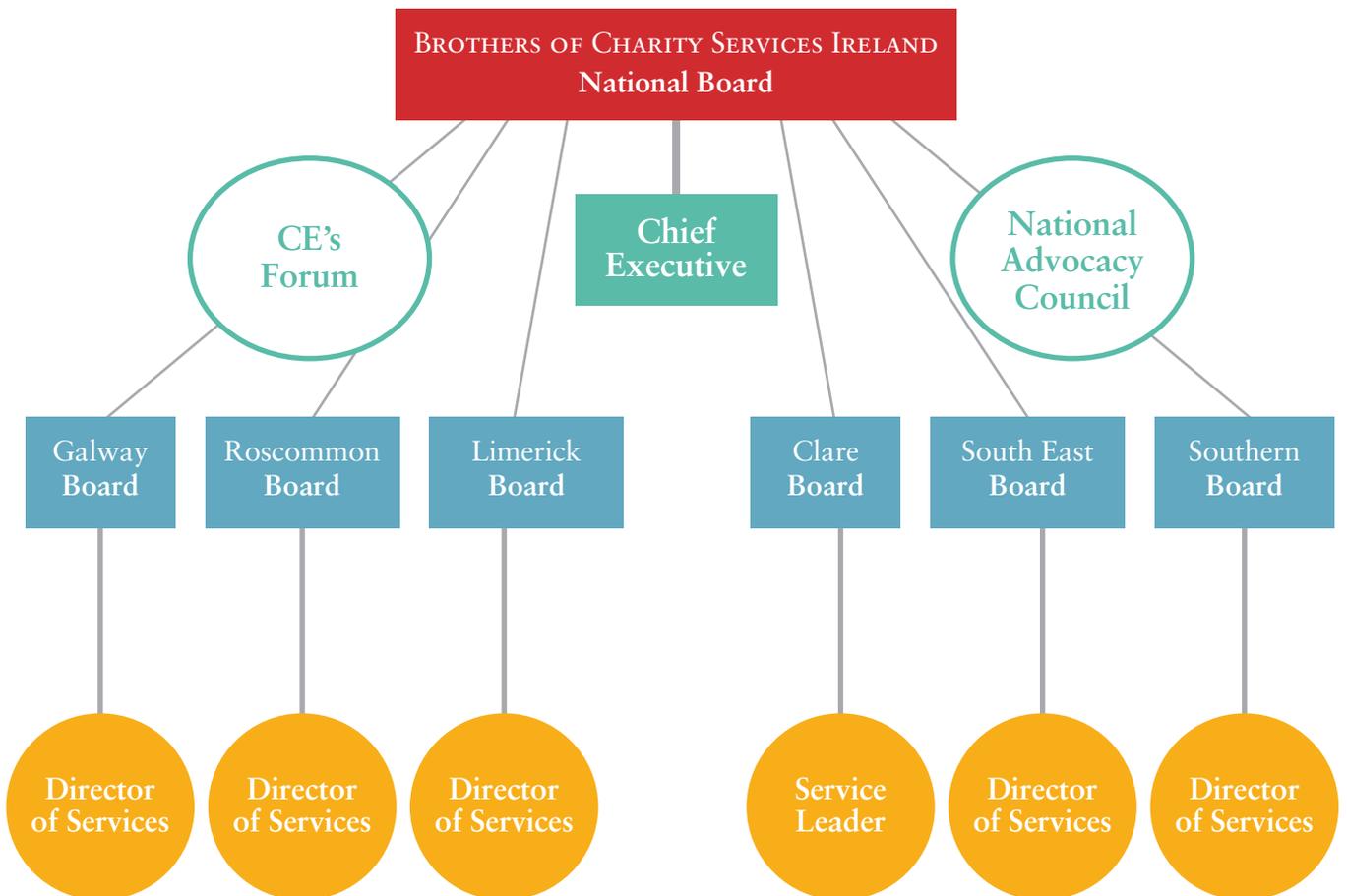
We offer a range of comprehensive day, residential, respite and multidisciplinary supports and services to adults and children with an intellectual disability, and their families. We are committed to a person-centred approach in our service responses.

Services include:

- Early Assessment Intervention
- Development and Pre-School Services
- Health Related Support Services
- Educational Services
- Residential Care
- Day Activation for Children and Adults
- Vocational Preparation
- Advocacy Support
- Supported Living Arrangements
- Personal Development Training
- Family and Sibling Support
- Supported Employment
- Home Support
- Host Families
- Crisis Intervention
- Respite Services
- Services for Children and Adults with Autism
- Pastoral Care
- Support of Elderly Persons with Intellectual Disability
- Community School Age Support, and
- Integrated Leisure Activities.

We work in partnership with Brothers of Charity Housing Associations, mainstream Housing Associations and Local Authorities in the provision of appropriate residential accommodation.

# ORGANISATIONAL STRUCTURE 2015



*The Directors of the National Board and Local Boards are voluntary positions.*

# COMPANY BOARD STRUCTURE

## The Brothers of Charity Services Ireland

Bro. A.T. Hassett (Chair)	Mr. J. Stokes
Bro. J. Rackley	Mr. J. Hayes
Mr. P. McGinley	Mr. E. McGaune
Mr. G. Lyons	Mr. J. Barry
Mrs. M. Allen	Mr. K. Brennan
Ms. B. Cahill	Company Secretary: J. Cooney

### Limerick Directors

G. Lyons (Chair)  
P. Brosnan  
K. Brennan  
G. O'Byrne  
Company Secretary:  
N. Bagge

### Roscommon Directors

P. McGinley (Chair)  
J. Hayes  
E. McGuane  
M. Allen  
Company Secretary:  
M. Glacken

### Southern Directors

J. G. Barry (Chair)  
G. O'Carroll  
J. Stokes  
Bro. J. Rackley  
Company Secretary:  
U. Nagle

### Clare Directors

G. Lyons (Chair)  
M. Allen  
K. Brennan  
P. O'Shea  
Company Secretary:  
E. Loughrey

### Galway Directors

P. McGinley (Chair)  
J. Hayes  
E. McGuane  
M. Allen  
Company Secretary:  
A. Geraghty

### South East Directors

J. G. Barry (Chair)  
Bro. J. Rackley  
B. Cahill  
P. O'Shea  
Company Secretary:  
J. Cooney





# BOARD COMMITTEES

## Committees of the National Board

### AUDIT COMMITTEE

Appointed by the Board, the main objective of the Audit Committee of the Brothers of Charity Services Ireland is to support the Board in fulfilling its function by providing independent and timely advice to the Board on areas within its remit. It will ensure that there is full control over the income, expenditure and assets of the Brothers of Charity Services Ireland and ensure that all of its resources are used effectively in fulfilling its responsibilities.

### QUALITY AND RISK COMMITTEE

Appointed by the Board, the main objective of the Quality and Risk Committee of the Brothers of Charity Services Ireland is to support the Board to fulfil its function by providing independent and timely advice to the Board on areas within its remit, to ensure that clear and effective Quality and Risk Management systems are in place, and that the welfare of those who use the Services is safeguarded.

### NOMINATIONS COMMITTEE

Appointed by the Board, the main objective of the Nomination Committee of the Brothers of Charity Services is to oversee the arrangements for selection and rotation of members of the Board of the Brothers of Charity Services.

### REMUNERATION COMMITTEE

Appointed by the Board the main objective of the Remuneration Committee of the Brothers of Charity Services Ireland is to oversee the employment practices of the Brothers of Charity Services Ireland and ensure that they comply with the Public Sector Pay Policy.

Each Committee acts in accordance with its Terms of Reference, which are agreed by the Board, and reports to the Board as required.

Brothers of Charity Services Ireland acknowledges and appreciates the high quality, dynamic inputs of its own various sub-committees, of its subsidiary companies and of all associated with our work in supporting persons with intellectual disability in Ireland.

We acknowledge and appreciate the support and resourcing provided to us by the HSE through each Community Healthcare Organisation with which we interact and at National Level and we appreciate the co-operative relationships we enjoy with many other voluntary and statutory bodies throughout the country.

# BROTHERS OF CHARITY SERVICES CLARE

## Gerard Lyons, Chairperson of the Board of Directors

2015 was another challenging, exciting and busy year for staff and individuals supported by the services in Clare. As the main provider of supports to people with an intellectual disability in County Clare, we were very busy responding to the increasing numbers of emergency and planned referrals to our day and residential services. It has become very apparent in the past few years that there is an increasing number of individuals in the county living at home with an elderly parent who are now requesting access to residential services. A number of successful business case applications with the HSE during 2015, coupled with the determination of family members to obtain supports for family members, have addressed some of the emergencies facing a number of people. There remains, however, a large number of people in the county requesting residential placements which will need to be addressed in the coming years. The increase in numbers of individuals being supported by the Clare services has resulted in a very significant rise in the number of staff being employed i.e. 31% increase during 2014 and 2015, which will challenge the capacity of our services going forward to provide the multi-disciplinary inputs, staff supervision and administrative backup that is needed, while striving to maintain an individualised support for each person.

Engagement with HIQA dominated 2015 with registration visits carried out in almost twenty designated centres during the year. I am pleased to report that the registration visits were a very positive experience for our services with very little major non-compliance outcomes resulting from the inspections. All designated centres that were inspected during the year have now been registered by the Authority. Inspectors were very

complimentary about the respectful way in which staff engage with people who live in each of the houses they visited. I would like to commend the Persons in Charge and Persons Participating in Management of each designated centre, together with the Services' Quality Manager, for their work and efforts in preparing for each inspection visit. It is envisaged that all of the 25 active designated centres should be registered by the middle of 2016.

Four students from our services graduated in October 2015 from the Inclusive Education Partnership Programme delivered on campus at Mary Immaculate College Limerick. Each student achieved Level 4 QQI awards and were conferred at the main graduation ceremony along with the other graduates. This was an enormous achievement for each person and a joyous day for them and their families. As part of its rehabilitative training programme, Streetwise offers an inclusive education model delivered in partnership with the Mary Immaculate College to a number of placements each year. This programme has two new entrants from September 2015 who are now studying inclusively in mainstream to achieve their awards. As part of the partnership work with the Geopark Burren project in 2015, students in Streetwise presented their findings to the managers/stakeholders of the parks at a seminar on universal access which was chaired by the NDA. The project work and outcomes were recognised when it was shortlisted as a finalist for an Aontas Star Award. The number of places on our Vocational Training Programme increased from 8 to 16 at the start of 2015 with some of the programme provided on an outreach basis to a number of trainees in Kilrush. This programme continues to increase the educational options available to people in our services and in mainstream employment.

Banner Housing Association (The Association) continued to achieve the aims set out in its strategic plan 2014-2018 by continuing to provide accessible housing to individuals requiring accommodation in the county. Unfortunately it was not successful in any of its Capital Assistance Scheme grant applications during the year resulting in other schemes such as the Long Term Leasing scheme and private financing becoming the main source of new properties. One great example during the year was the purchase of a house by the Association in Kilrush which was previously privately rented by two individuals in our West Clare Services. The house had been placed on the market by the previous landlord which could have resulted in the loss of the house to the individuals after a number of years. The Association was able, with the use of private finance through Clann Credo and the agreement of Clare County Council, to purchase the house to ensure security of tenure of both individuals who can now continue to live amongst their neighbours and friends. The Association commenced working during 2015 with the Voluntary Regulation Code for Approved Housing Bodies which will be a requirement in the future for housing grant applications.

A house was purchased in Miltown Malbay during the year and this enabled us to transfer the provision of day supports for 11 individuals from the area to a more secure base away from a rented property, which had originally opened in 2007. The purchase of this secure base serves as confirmation to the individuals and families in the town of our commitment to supporting people in their own community.

An individual, Anne Looney, who is supported in our residential services in Ennis, participated at

the Next Steps Zero Project celebration event in May 2015 where she received a certificate for her part in the overall project. The project documented her move from a community home setting to living in her own apartment. In addition Anne's story and experience was recorded in a film on her move which is included in the Next Steps Project Report published during the year.

Home Share Clare continued to provide respite options to both Children and adults in 2015. An average of 36 adults and 35 children were in receipt of home share supports from Host Families during the year. This is increasingly an invaluable support to both our services and to the families especially since HIQA Regulations can result in delays in the opening of designated residential centres. Staff from our services presented at the National Home Sharing & Short Breaks conference in November 2015 in Dublin on the impact that short breaks can have on siblings of children with disabilities. The presentation was well received and generated some interesting debate.

The Clare Advocacy Platform (CAP) had a very busy year in 2015. For example across the county, CAP engaged in a film making training programme to promote understanding about the New Directions policy for day services. A film "A better life for you and me" was presented at the Brothers of Charity Services Ireland National Advocacy Conference. A copy of the film was presented by Ger Minogue to the Minister for Disabilities, Kathleen Lynch, at the launch of the "Home and Independence Study" in December in Limerick. One third of the interviews for this Study were carried out by individuals involved in the Inclusive Research Group in Clare. The Advocacy Platform and the Senior Management Team in our services continue to give opportunities to influence and inform the delivery of supports

making the services accountable to peer elected representatives.

On behalf of the Board of the Brothers of Charity Services Clare, I wish to acknowledge what has been achieved in 2015 and to thank management and staff in the Clare Services, members of the local communities and families who support us in our work and the local staff in the HSE for their continued efforts to support individuals in the services to have a good life.



# BROTHERS OF CHARITY SERVICES GALWAY

Patrick McGinley, Chairperson of the Board of Directors

I would like to take this opportunity to recognise the enormous commitment and hard work of the staff of our Services who once again have supported the people who use our services in so many ways during 2015. Without the skill, commitment and dedication of staff, whether they work frontline or in support or back office areas, the wonderful achievements described in this report would not have been possible. Despite many years of funding cuts and the consequential pressures, our staff have remained steadfastly determined to advocate for the people using the services and to consistently endeavour to support them to achieve their personal goals. I would like to say a sincere thank you to them all.

## ANOTHER VERY BUSY YEAR

In reviewing the year, 2015 had a number of distinct points of focus. These included the very significant activity in relation to regulation; an emphasis in many service areas on supporting people to be active participants in their communities; a focus on health promotion and personal safety; continued involvement in the Arts; skill-sharing and development; home improvements and new homes, and the closure of Kilcornan residential service.

## QUALITY & REGULATION

Registration inspections by the Health Information and Quality Authority (HIQA) commenced in the latter part of the year, and as the schedule of inspections had been delayed we had a large number of inspections in quick succession which placed the services under considerable pressure. Oversight of services by an independent authority is a very important

and welcome development which we fully support. However, the work associated with the application for inspection and the preparation in advance is significant, and I would like to acknowledge the support of everybody involved to meet many tight deadlines. I would like to thank the Service Users' Council for their help in preparing easy read versions of documents, for piloting some easy read documents and for help in informing people using the services about the inspection process. I would also like to thank the residents in the houses inspected for welcoming the inspectors into their homes and for engaging with them to tell them about their lives. The inspections to date have validated the quality of our services and have also highlighted some further developments or improvements.

In June we had our mid-cycle Accreditation Review by CQL. In summing up the Review, CQL stated "It is clear that the Brothers of Charity Services Galway is a learning organisation that strives for excellence in providing the highest quality of life for people it supports". In November we were delighted to be chosen by CQL to receive their International Award for Excellence in Human Services. The award was for the Let's Get to Work Project which supports people who could not easily avail of existing employment support services to access work, volunteering, educational and self-employment opportunities. In presenting the award, Cathy Ficker Terrill, President and CEO of CQL said "We are so proud to present the Brothers of Charity Services Galway with this prestigious award. They are truly committed to person-centred approaches that lead to employment outcomes for people with disabilities."

## COMMUNITY & SOCIAL CONNECTIONS

Right across the services there has been a big emphasis on building community relationships and partnerships and in supporting people to be more actively involved in their communities.

A great highlight of the year was the invitation to service users from two areas of our services – Cúl na Gaoithe and Skylark – to attend the President's Garden Party in Áras an Uachtaráin in June. They were very honoured to receive the invitation and very excited about meeting President and Mrs Higgins.

## ARTS & MORE

Interest and involvement in the Arts continues to thrive right across our services. That's Life and Blue Teapot are actively involved in the lobby for Gaillimh 2020, the bid to make Galway the European Capital of Culture in 2020. From our services it has been suggested that in view of its vibrant arts community, its academic excellence, and our experience in the field of arts and disability, Galway would be the ideal location for a training programme in the arts and disability

arena – in supporting people with disability to develop their skills, but also to provide training to people who wish to work through the arts with people who have disability.

The Blue Teapot award winning play Sanctuary is to become a feature film. The actors in the original play were also chosen to take the lead roles in the film version which was shot at various locations in Galway in December. They said the experience was exhausting but thrilling and we're all looking forward to the release and who knows? - The Oscars may come calling!

2015 saw the launch of Electric Dreams – a new band supported by the That's Life Programme. Electric Dreams had their debut performance to great acclaim at Club Tropicana.

## TIME TO MOVE ON FROM CONGREGATED SETTINGS

In 2011 the report Time to Move on from Congregated Settings was published which recommended that all congregated settings should close over a period of time. The Brothers of Charity Services had been working to move



from congregated settings for many years before the publication of the report. This required a complex programme of change and significant financial resources which was a huge challenge in times of recession, austerity and the financial cuts that ensued. In November 2015 the last residents moved from Kilcornan Centre. Congratulations to everybody who worked so hard for this to happen, to the local HSE office for support, and to the Peter Triest Housing Association without whose commitment and support this would not have been possible.

### ADVOCACY

The Service Users' Council was very busy during the year. Members of the Council have been visiting all service areas to inform service users and staff of the work of the Council and to support the establishment of local advocacy groups. Towards the end of the year the Council put a strong focus on supporting people to understand the election process in preparation for the general election. They also decided to develop a DVD which would portray the Charter of Rights and which could be used for training purposes. They plan to launch the DVD in 2016.

### PERSONAL DEVELOPMENT, RELATIONSHIPS & STAYING SAFE

A training pack for staff supporting adults with intellectual disability who have high support and complex needs, which was authored and developed within our services by psychologists Marie Walsh and Geraldine Cregg, was published by Pavilion and launched at a major conference in London in November. The aim is to increase staff awareness, understanding and knowledge of the topic of

staying safe, and the promotion of personal development and relationships specifically for people with high support and complex needs i.e. people with severe to profound levels of intellectual disability. The pack can be used to provide staff with the knowledge and practical skills to deal with these sensitive issues, and by using it to support the safety and personal development of individuals with higher dependency.

### DIALECTICAL BEHAVIOUR THERAPY

The Brothers of Charity Services Galway is the national pilot site for the implementation of Dialectical Behaviour Therapy with people with Intellectual Disability who present with severe emotional dysregulation. This is being coordinated by the Psychology Department in partnership with both east and west adult sectors of our services and key front line staff in support positions. This pilot involves intensive work with a small number of service users. The outcomes for those individuals have been very positive. A two-hour symposium was prepared and presented by managers and psychologists on findings to date at the Psychological Society of Ireland Conference in November 2015. Significant interest has been generated amongst both publicly and privately run services in the programme.

I would like to sincerely thank the many people and organisations, too many to list individually, who supported our services and the people who use our services during 2015. I am confident that in partnership with families, with our staff, with the local staff of the HSE and with the local communities who are so supportive of us, we can continue to support the people using our services to achieve their goals and dreams.

# BROTHERS OF CHARITY SERVICES LIMERICK

## Gerard Lyons, Chairperson of the Board of Directors

In early 2015 we successfully completed the restructuring of our Day Services in the Community. This restructuring arose out of our commitment to continuous improvement of our services so that the supports we provide can now be delivered in a more meaningful, community based, person centred way to all those individuals who attend our services.

The people who attended Clonmore Industrial Services transferred from a factory environment to a fantastic new Day Service location in the heart of Limerick City. This location now affords the individuals the opportunity to become involved in the wider community. The development of the Outreach Service which commenced in 2015, following the closure of Clonmore, will continue to grow and offer individuals the opportunity to find meaningful work where this is a priority for the individual.

During 2015 “The Hub” opened in Bawnmore Campus which provides day and residential services to 80 individuals. The upgrade of this building was funded by donations received from the “Over 40’s Soccer Event” in Roxboro who have supported our services on a consistent basis for many years. This facility offers residents in Bawnmore the opportunity to meet outside of their home and participate in activities that they enjoy and value.

Another positive development during 2015 was the restructuring of the Advocacy system within our services in order to strengthen its voice as well as ensuring that every person who is supported by our services has the opportunity of having their voice heard.

The Children’s Services continue to develop in line with government policy and in partnership with other service providers in the region including

Enable Ireland, St Gabriel’s Centre, the Daughters of Charity and the Brothers of Charity Services Clare as well as the HSE in the Mid-West.

In our Residential Services our focus continues to be on ensuring that the supports we are providing to individuals are in line with our services’ ethos and guiding principles. These are aligned with the standards developed by the Health Information and Quality Authority (HIQA) as well as the regulations introduced in November 2013 on the care and support of people with a disability. As an organisation we very much welcome the HIQA inspection process while acknowledging that it is a new experience and one that can be daunting for staff as well as residents.

It is true to say that there has been significant learning for the organisation during this period. We have received positive feedback from HIQA inspectors as well as areas being identified for improvement. We are working hard to address the areas of non-compliance that are within our control. These areas include improvements in how we manage our services, in our health and safety, in our adherence to policies and staff training. Where HIQA has identified insufficient resource issues around staffing in a number of centres, as well as fire safety, we have documented these shortfalls to the HSE in order to secure the additional funding required to fund the gaps in supports and building compliance. While some additional funding was secured from the HSE at the end of 2015 to meet HIQA costs unfortunately there remains a significant gap in funding in respect of meeting regulations and providing safe and quality services. This remains a significant challenge.

The challenge also exists in trying to support individuals whose needs are changing due to the aging process. The waiting list for residential services is growing and there is no capacity to meet the needs of the individuals on this waiting list within the current service level. The absence of capital funding from the HSE to upgrade buildings, replace motor vehicles and complete necessary fire safety upgrades is also of serious concern.

In this context and on behalf of the Board of the Brothers of Charity Services Limerick I

wish to acknowledge what has been achieved in 2015 and to thank the management and staff of the Brothers of Charity Services Limerick for the positive developments that have taken place. I also wish to thank the people who attend our services and their families for their ongoing support and cooperation. Finally I would like to express our appreciation of the local staff within the HSE through whom statutory support and resources are provided.



# BROTHERS OF CHARITY SERVICES ROSCOMMON

Patrick McGinley, Chairperson of the Board of Directors

2015 was another challenging year for the Brothers of Charity Services in Roscommon. Staff and management continued to work pro-actively towards delivering inclusive supports in our communities throughout the county and in partnership with the people we support and their families. Unfortunately, we are still struggling with reduced funding allocations from the Health Service Executive and had on-going crisis situations that needed support. A big challenge during 2015 was the ongoing staffing shortages following the recruitment moratorium. Another challenge for service provision in a rural county like Roscommon is transport and an aging fleet of cars with no funding to replace same. Brothers of Charity Services Roscommon are represented as a community agency on Roscommon Rural Transport Link's community group. Local Link provides safe secure and reliable public transport services in local and rural areas of Ireland.

## ADULT SERVICES – HOUSING/NEW DIRECTIONS/SOCIAL ENTERPRISES/EMPLOYMENT

The focus in 2015 continued to be on supporting people with intellectual disability to achieve meaningful work opportunities in their local communities and thereby increase their self-worth, respect and immersion within those communities. We worked on sustaining the employment supports model beyond the lifetime of the ROWO (Roscommon Open to Work Opportunities) project, which finished in April 2015. It is planned to develop an 'umbrella' steering group that can oversee the promotion, further development and governance of employment projects / enterprises within the county for people we support.

Development work is ongoing around this, with the support of Roscommon Leader Partnership and Irish Co-Operative Organisation Society.

Brothers of Charity Services Roscommon became a member of the PPN- Public Participation Network for County Roscommon. The Public Participation Networks (PPN) are the new way for voluntary groups to interact with the County Council and to give the Public a strong mechanism to participate in the 'Well-being' of their local area and the county and all of its people.

Five people became tenants in two new homes provided by Roscara Housing Association during 2015. More people were able to enjoy summer holidays in 2015 with people supported using their own funds to support this. Planning for our aging population is becoming an annual challenge for us. With no funding for transitioning into retirement or semi-retirement, we have had to look to the generic nursing home resources in the community for some people.

## EARLY CHILDHOOD SERVICES

Building commenced on a new extension to one of our pre-school resource centres, Lean ar Aghaidh. All of the funding for this extension is coming from fundraising by the 'Friends of Lean ar Aghaidh' .

## SCHOOL-AGE SERVICES

The School-Age parent group continued to meet monthly during 2015 and our website grew in usage, [www.bocparenting.ie](http://www.bocparenting.ie). The Local Implementation Group continued to meet monthly during 2015 in working towards the development of an integrated Roscommon School-Age Disability Team. 5 wte additional posts have been sanctioned by the HSE for this new team. A HSE

SWAT analysis in 2015 revealed that Roscommon had the third lowest staff to children ratio nationally and the second highest level of children with disabilities nationally. Inadequate funding for school-leavers continued to be a challenge for the services in Roscommon during 2015 as well as supporting young people when their school placements break down.

#### AGEING & DEMENTIA SUPPORTS

A staff member from the Psychology Department became a licensed Sonas practitioner and a Cognitive Stimulation Therapy (CST) practitioner. This will serve to enhance ongoing dementia and ageing supports. CST is the only non-pharmacological therapy recommended in the NICE guidelines for persons with mild to moderate dementia.

“I’d like to be told if I was to Go” Focus

Group Research on Palliative Care and People with Intellectual Disability was undertaken and a poster presented at the “Innovations in Health Psychology Conference”, NUI, Galway in June 2015.

#### BEHAVIOUR SUPPORT

Within the Behaviour Support Department, our intensive support workers have achieved Registered Behaviour Technician (RBT) status through the Behaviour Analysis Certificate Board (BACB). This is an internationally recognised qualification and is a recently developed credential. The qualification complements and assists the role and credentials of our practitioners in the department who are Board Certified Behaviour Analysts (BCBA) and Board Certified Behaviour Analysts – Doctoral practitioners (BCBA – D). This has further strengthened clinical governance and professionally accredited practice within an Irish context.



## QUALITY & COMPLIANCE

2015 was another very busy year for the Quality Enhancement & Compliance department with HIQA inspections taking up the majority of the time and energy again. We commenced 2015 as we had left off 2014 with ongoing inspections of our 17 designated centres (38 houses). We completed a further 4 announced monitoring inspections, a further 8 full registration inspections and 6 unannounced follow-up inspections during 2015. Our compliments remain the same in our reports from HIQA – praise for our front-line staff, the respectful way they support and interact with people they support and the atmosphere inspectors have observed in people’s homes. Our main areas of concern also remain the same - lack of human and financial resources in our direct support workforce and our governance & management. In 16 of 20 registration inspections to-date (2014 & 2015), we have received moderate or major non-compliances under Governance & Management and Workforce and our funding challenges in these areas mean that we cannot address these non-compliances.

## ADVOCACY

Roscommon Regional Advocacy Council continued their ongoing work in the areas of rights and leadership in 2015. The Roscommon Regional Advocacy Council continues to speak out on the issues affecting people living with disabilities in relation to the services being provided as well as on issues in the community. Work continued on building the advocacy structure throughout the county with local groups developing their ability to campaign on local issues including a successful campaign for a pedestrian crossing in Roscommon town.

A large group of the people supported by our services attended the Brothers of Charity Services

Ireland National Advocacy Conference in Cork and were delighted to receive the compliment from their peers of having the best DVD at the conference. Their “Fr. Ted” episode looked at being over supported by staff and at HIQA’s fondness for risk assessments!

A group of advocates also visited Dáil Eireann to observe the debate on the new legislation prior to the enactment of the Assisted Decision Making (Capacity) Act 2015. Advocates met with their local TDs and Minister Kathleen Lynch to whom they expressed their welcome of the introduction of the new legislation but again called for the ratification of the UN Convention for People with Disabilities. They also highlighted the impact of recent cutbacks on their lives.

Advocates continued to participate in the Inclusive Research Network and were actively involved in the research and launch of the Home and Independence Study in Limerick in November.

A local conference was held for people supported, advocates, staff and management from all around the County Roscommon in December called “Hearing Our Voices”. It was attended by over 60 people with a guest speaker from the National Advocacy Service. This conference included participation and presentation from all six local advocacy groups on their Advocacy work as well as presentation of DVD’s shown at the National Conference. It also gave an update and accessible presentation on the new Assisted Decision Making (Capacity) Act 2015.

Advocates from Roscommon attended the feedback workshops on behalf of the AASRG, (Aras Attracta Swinford Review Group), actively giving feedback on the questions posed by the review group. Roscommon National Advocates also participated in the feedback to AASRG and coordinated the feedback from the National Advocacy Council.

# BROTHERS OF CHARITY SERVICES SOUTH EAST

John Barry, Chairperson of the Board of Directors

On behalf of the Board of Directors I am pleased to present a synopsis of the activities and challenges which arose during 2015.

The Services faced into 2015 with significant financial challenges as we carried a deficit into the year. Pressure arising from changing needs, borne out by HIQA recommendations, meant that cuts and cost deferrals had to be imposed in some areas to fund additional staffing required. Thankfully the Services received notification of some HIQA funding by year end which helped address some of our problems. However given the late notification of this funding decisions in relation to deferred expenditure on motor vehicles and maintenance could not be reversed by year end and the expectation is that the continuing requirements of changing needs and HIQA recommendations will not facilitate this in 2016.

## SERVICE DEVELOPMENTS

On a more positive note the main service developments continue to be in relation to school leavers. This year saw the opening of two new day service hubs, using shared community facilities, one in Tramore, Co. Waterford and one in Caherclough, Co. Tipperary, in addition to a specialist day service set up for two individuals with significant needs. In South Tipperary two new high support residential services were established for individuals with specific needs using existing houses. This service will be expanded when they move to alternative accommodation.

Thanks to the support of funding from the Department of the Environment four individuals moved from Belmont campus accommodation to a community based residence in Waterford. We also received confirmation of funding from the

Department of the Environment for a residential development at Fethard. We look forward to this commencing in 2016.

During the year a day service which supported elderly individuals in Waterford closed as the rented property where it was based was sold. This facilitated a reconfiguration of resources which allowed the individuals who had attended the day service to be supported in their homes or to attend alternative day services. The outcomes for the individuals were enhanced supports and quality of care.

The South Tipperary Services administration base moved to new offices in Cashel. This new base, which previously was the County Council Offices, provides the Services with expanded, fully accessible offices and rooms for clinics with the added bonus of an adjacent private car park. It also facilitates a co-located day service hub.

An internal evaluation of the Children's and Adult's Respite Schemes in South Tipperary took place during 2015 which recommended the continuation of both schemes as an alternative to centre based respite. The continued resourcing of these schemes is now under discussion.

In December confirmation of funding for a high support residential service in Waterford was received from the HSE. This development is long awaited and will commence in 2016. Challenges faced during the year were the lack of suitable housing for individuals with increased physical needs due to advancing years and additional staffing requirements arising from changing needs of individuals. The BOCSSSE has an aging population and struggles to provide the appropriate levels of support in the absence of recognition by the HSE of this funding requirement.

## HIQA

Ten HIQA inspections took place during the year. These were, in the main, positive and, I am happy to note, complimentary about the respectful way that staff interacted with individuals supported by BOCSSSE. Our main non-compliance issues were in relation to insufficient staff and fire safety issues. By year end we had 6 centres registered. Going into 2016 we anticipate that significant resources will need to be allocated to meeting the fire safety requirements and addressing deficits in staffing in a number of designated centres.

## HUMAN RESOURCES

Issues which have challenged us during the year were the difficulties in recruiting appropriately qualified staff particularly psychologists and RNID nurses. We have also been hampered in recruiting by the European Working Time Directive and our efforts to ensure that we do not increase our non-compliance. We are awaiting guidance from the National Implementation Team on rosters that will meet the directive.

## PARTNERSHIPS AND ACHIEVEMENTS

I wish on behalf of the Board to acknowledge the input of our staff and the support of our growing volunteer base who continue to seek opportunities for individuals supported to become full and active citizens in their community. We congratulate the 3 individuals who completed the Certificate in Skills in Independent Living in Waterford Institute of Technology. The students were supported by staff, volunteers and college peers during their college life and thoroughly enjoyed the experience.

Our Lámh Choir goes from strength to strength. During the year the choir performed at a number of public events including the Winterval Festival in Waterford.

During the year we participated in an RTE documentary following the careers of student nurses. One of the students was placed in our Killeen Resource Centre, Waterford. The documentary showed in a very positive way the excellent work that is carried out in this centre in supporting young adults with significant needs.

I would like to recognise the super athletes attached to the BOCSSSE on their excellent performances in the World Summer Games in Los Angeles, USA – Kelly Delany played badminton, winning both a silver and bronze medal, John Deevy won two Gold and a Bronze medal in the Equestrian games and Damien Kirwan represented us in Soccer achieving a very respectable 5th place with his team. Well done to all.

BOCSSSE was very pleased to be associated with the Next Steps Project which received an international “Zero Project Innovative Practices” award 2015 at the UN Headquarters in Vienna earlier this year. We submitted a project that charted the move of an individual from campus to a house in the community identifying the very many positive gains in his life as a result of the move.

As usual the Social and Recreation Department had a very busy year. They, along with students from the Department of Health, Sport and Exercise Sciences, WIT, produced a Keep Fit DVD which was launched by John Tracey, Silver Olympic medallist. WRECKREATION, building on the success of their 2014 show, presented “Strictly the Best Dancing” with a cast of amateur

dancers from the Services being partnered with professional dancers. The show was a sell out for two nights in Dooley's Hotel, Waterford.

In an effort to address the difficulty in releasing staff to attend training, the Training Department spearheaded the making of various videos which are now used in conjunction with traditional methods for staff training. The Department also produced an excellent DVD for the National Advocacy Conference on the involvement of individuals on Recruitment & Selection Panels.

The next phase of CQL Accreditation – Person-Centered Excellence with Distinction - application was under consideration throughout the year but by December it was agreed to defer it until the Services have completed all the registrations of Designated Centres with HIQA. This will avoid work running in tandem as when centres are approved by HIQA it will mean that certain essential standards are already met for CQL.

Extending the Membership of the Human Rights Committee proved challenging throughout the year and we were fortunate to retain many of the current membership. I would like to acknowledge the work of Mr. John Wells, Head of School of Nursing at WIT who resigned during the year. John has given many years' service to the Committee and we are extremely grateful for his valuable contributions.

During the year there was significant engagement with the HSE with increased reporting requirements in the areas of Compliance and Corporate Governance. There was also significant engagement with the HSE Service Improvement Team which is working with the Services to arrive at a shared understanding of the linkage between the funding provided by the HSE and the activity and outcomes of the services

delivered by BOCSSSE. This work will continue into 2016. Compliance requirements in the areas of energy monitoring and reporting have also added to the increased burden on our limited administrative resource.

We would like to thank all those who were involved in any way during the year in raising funds for local projects throughout the Services. Their generosity creates greater possibilities and opportunities for individuals supported by the Services.

Finally, on behalf of the Board, I would like to acknowledge members of the local communities, families and community organisations who continue to support us in our work. We truly value that support. I also wish to acknowledge the continuing support of the HSE both at local and national levels. We recognise that our staff are our greatest asset. I especially wish to thank all staff, those in management and leadership roles, those at the frontline of the Services, those in back office functions and those giving specialist supports for their continued efforts to ensure that the individuals who are supported by the BOCSSSE receive a quality person centred service. This year saw a number of individuals moving on to pastures new – both career wise and retirement. We wish them all the best and sincerely thank them for their commitment and dedication to the mission of the Services over the year. I am conscious that our Director of Services fulfils a dual role as National Chief Executive and I thank her for her continuing commitment to the South East Services.

# BROTHERS OF CHARITY SOUTHERN SERVICES

John Barry, Chairperson of the Board of Directors

The Board of Directors is extremely proud of the achievements of all during 2015. The year began yet again with cuts to our annual HSE funding and with each Team attempting to identify cost saving measures whilst also aiming to protect service users from the impact of the necessary cost containment measures. This proved an impossible task in some areas of services which were already operating on minimal funding. Despite this struggle, each and every area of services has achieved some very significant outcomes for the individual service users and for the organisation as a whole in building sustainable supports into the future.

## CHILDREN'S SERVICES IN KERRY

The Children's Services saw the reconfigured disability network teams providing excellent services and special thanks to the North Kerry Team who still are without a suitable building to facilitate the full team. We are committed to resolving this as soon as possible in the New Year.

## CHILDREN'S SERVICES IN CORK

The teams in Cork, still to reconfigure under the HSE's strategy Progressing Disability Services for Children 0-18 years, continue to make strong representations on the required model of service having regard to the size, complexities and mix of the caseloads. Again, sourcing the required accommodation is proving difficult; however the teams in Mahon, Ballincollig and Bandon have made wonderful advances to enhance the current facilities, including the new parents' room at Ballincollig.

## CHILDREN'S ASD SPECIFIC SERVICES

The Regional ASD Services and the South Lee ASD Teams continue to face the challenges of increasing numbers of referrals for assessment and intervention. The intervention caseloads are at

critical levels and are at multiples of recommended levels. Management is in ongoing discussions with the HSE in an attempt to address this problem which will be a key action for 2016.

## CHILDREN'S RESPITE SERVICES

The Children's Alternative Respite Project, co-funded by the GENIO Trust, saw 9 children moving to mainstream after-school clubs and 29 into home-share scheme short breaks. In addition two children in full time emergency respite successfully moved to long term home sharing. The Services' Home Share Cork Service gave an excellent presentation at the GENIO Trust Project Outcomes day in November when both host and natural families gave very positive feedback on how the service has improved the quality of life for all involved. These outcomes are wonderful and I am delighted that the Board had an opportunity to thank all involved in this great project during the year. Well done.

## ADULT RESPITE SERVICES

The Adult Regional Respite service - which operates just off the beautiful Garrettstown strand near the Old Head of Kinsale - had another busy year and accommodated 151 people during the summer season for short breaks. The participants were from all areas of the HSE South and they and their families were very appreciative of the opportunity for a break. This programme was initiated by the Rosminian Services in 1995. The Rosminian Services have been merged with the Brothers of Charity Southern Services since 2003.

There is an urgent need to develop high support respite services and the HSE at local level is very supportive of this potential development; however funding is unlikely to materialise for some time. We hope to plan for alternative respite options for adults to be developed further in 2016/2017 offering

a range of options for families in addition to the Garrettstown summer programme.

### RESIDENTIAL SERVICES

Residential Services had a number of monitoring and registration visits from the Health Information & Quality Authority (HIQA). It is with great pleasure that the services at Lota and Upton have been approved for Registration. We understand that these may be one of the first campus registrations in the country. Well done to the teams involved in both areas.

### DAY SERVICES

Day Services undertook a baseline review under 'New Directions' Strategy and welcomed 20 school leavers/RT graduates. Every year this level of development continues on minimal resources. It is a credit to the quality and focus of the staff and management in these areas.

### MULTIDISCIPLINARY SUPPORT SERVICES

All of the above would not be possible without the wonderful Multidisciplinary Support Teams supporting staff in frontline services and providing on-going advice to managers – in particular the Speech & Language Therapy Department in meeting HIQA communication standards; Psychology/Trasna for the Behaviour Standards Committee and the Positive Behaviour Support Services; the Social Work Department for Safeguarding supports and advocacy; the Occupational Therapy and Physiotherapy Departments which, in liaison with the General Services Department, have been instrumental in assisting in the modification of buildings for the various projects.

The innovative work of the multidisciplinary staff warrants more dedicated acknowledgement and the Board will aim to capture this in its 2016 report.

### HSE SERVICE IMPROVEMENT REVIEW 2015

Management has been busy putting together submissions for the HSE Service Improvement Teams who are currently interacting with service providers to achieve a nationwide baseline, commencing with the largest five providers, amongst whom are the Brothers of Charity Services Ireland. The report was issued in draft format in December; however, it needs further amendment to reflect the baseline position in 2013/2014. Following this Phase 1 Report, a second stream approach will look at recommendations for the future. We look forward to this Phase of the National programme. Meanwhile, we express our appreciation of the local staff of the HSE through whom statutory supports and resources are provided.

### ANNUAL SERVICE USERS CONFERENCE

One of the main highlights of the year was the National Service Users Conference held at Fota Island Resort Hotel which was attended by over 320 delegates from around the county. The Theme was 'Supports' and presentations focused on what the advocates wanted for the future. UCC presented on the new Capacity draft legislation which I am delighted to learn has now been enacted. This landmark development will strengthen how we can support people into the future.

### VOLUNTARY INPUTS

Finally a special thank you to all the volunteers who give so freely of their time in supporting individuals and on the Boards of Management of the schools, where a new four year membership cycle commenced in the autumn and which is a major commitment by the people involved. Also I wish to thank the volunteers on the Board of our associated companies who give so freely of their time and work tirelessly to ensure the best possible outcomes are achieved by these works.



# 2015 NATIONAL ADVOCACY CONFERENCE





# SPECIAL PROJECT REPORT

## WEST LIMERICK RESPITE SERVICES FOR CHILDREN

In 2015 the West Limerick Children's Services applied through 'Pobal' for funding to set up a respite service for families of children with disabilities attending its services.

The idea stemmed from the increased requests from families for respite support.

The initiative has been named 'Cairde', it will be a host family model of respite and will begin as a small network of 8 host families with the hope of developing to a larger network in the West Limerick area. We are currently in the process of recruiting the host families. These 8 host families will provide respite to potentially 16 families with children attending West Limerick Children's Services.

The application was approved in 2015 and funding of €16,000 was granted from the Dormant Account Fund to set up the respite service which is now in the early stages. Respite is an increasing need for families caring for their child at home with special needs, it allows families engage in activities with their other children/family members which they might not be in a position to do while caring for their child with special needs.



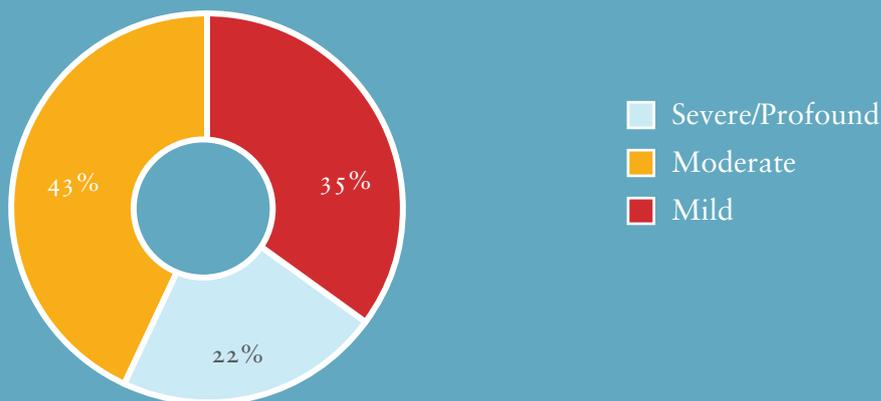


# SERVICE STATISTICS 2015

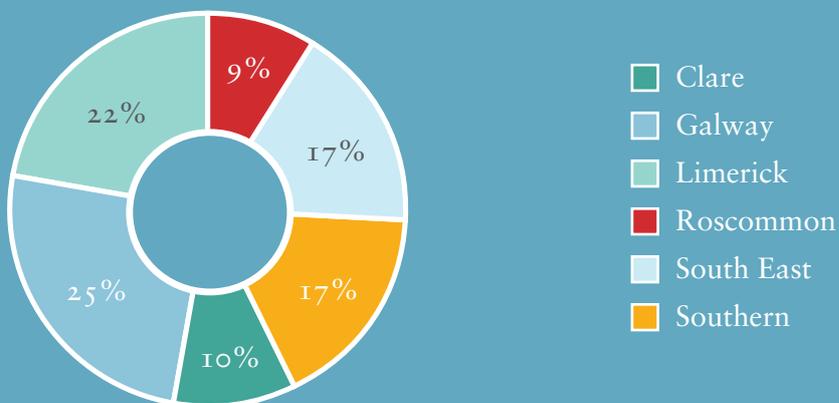
## A PROFILE OF THE PEOPLE WHO USE OUR SERVICES 2015

In 2015, the Brothers of Charity Services Ireland provided residential services to 1,052 people, respite to 588 people, day services to 2,966 and multi-disciplinary service to 3,346 people. Overall some 6,000 people received some level of service from the Brothers of Charity Services Ireland in 2015.

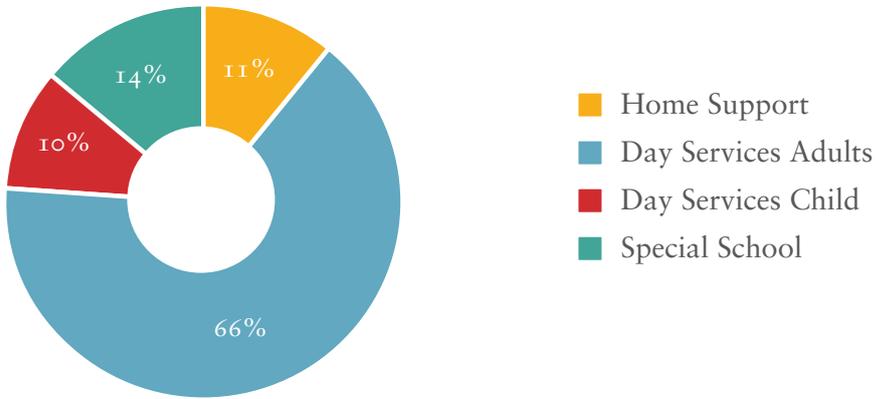
### SERVICES DELIVERED BY RANGE OF ABILITY



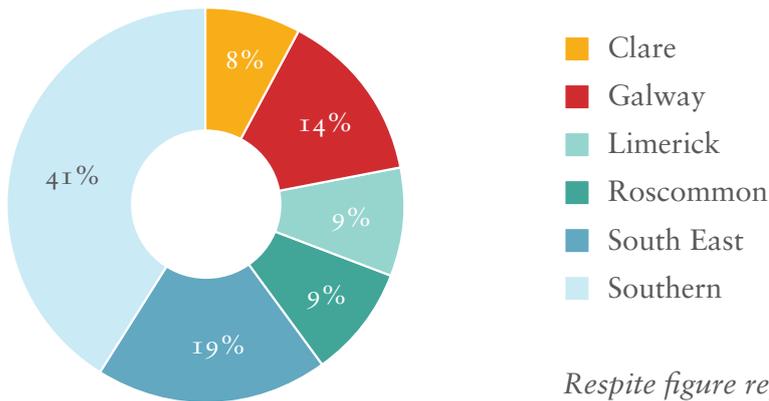
### % RESIDENTIAL SERVICES BY REGION



## % TYPE OF DAY SERVICES

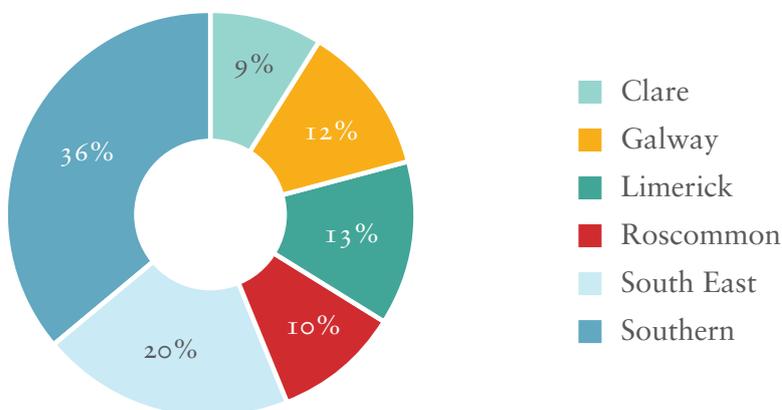


## % NUMBER SPLIT OF PEOPLE IN RECEIPT OF RESPITE BY REGION



*Respite figure refers to the number of individuals who availed of Respite not the number of nights.*

## % OF MULTI-DISCIPLINARY SERVICES BY REGION





# NATIONAL TEAMS

The Brothers of Charity Services recognise that a number of functional supports are required to enable the efficient operation of our front line services. The role of the functional supports is to develop management, clinical and administrative processes that are efficient, evidence-based, are easy for people to access and understand; that monitor performance and deliver continuous improvement and value for money.

Our core support services work to ensure that our Services run as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, Human Resource Management, Training & Development, Evaluation, Risk, Safety, Health and Welfare, Policy Development, Quality, Advocacy and Administration all work together to improve our infrastructure and Service Delivery. The work of these functions directly impacts on the quality of the service being delivered and the quality of life of those we support.

The role of our National Teams is to act as a support for staff, to inform the Services and Governance, and to develop guidelines or governance statements with the National Office on issues relating to the Teams' particular area of expertise. The work of each National Team is ongoing. Each Team reports to the Chief Executive and the relevant Board Committee.

## CHIEF EXECUTIVE'S FORUM

The Chief Executive's Forum (CEF) comprises the Chief Executive, each company's Director of Services or Service Leader and the National Development Executive. It acts as an executive co-ordinating link between Companies. The National Board's strategy is implemented throughout the six Companies and the CEF supports the development and implementation of the strategy. It also facilitates shared service functions within the Companies. This group meets six times annually and also meets with the National Advocacy Council twice annually.

## MEMBERSHIP

<b>Johanna Cooney (Chair)</b>	Chief Executive, Ireland
<b>Norma Bagge</b>	Director of Services, Limerick
<b>Anne Geraghty</b>	Director of Services, Galway
<b>Margaret Glacken</b>	Acting/Director of Services, Roscommon
<b>Julia Kelly</b>	Regional Services Manager, South East
<b>Eamon Loughrey</b>	Services Leader, Clare
<b>Gina Magliocco</b>	National Development Executive, Ireland
<b>Una Nagle</b>	Director of Southern Services
<b>Mary Comer</b>	Recording Secretary (PA to the Chief Executive)

## NATIONAL BUSINESS SYSTEMS TEAM (NBST)

Towards the end of 2014 a Head of ICT was appointed with the purpose of bringing the ICT functions within the Brothers of Charity Services into a single integrated business unit. The National Business Systems Team (NBST), appointed by the Chief Executive, was tasked to evaluate the current system and select and deliver a report on a suitable payroll system that will support the needs of the Brothers of Charity Services Ireland into the future. Investigation into the payroll system will include significant elements of the finance, human resources and other existing Brothers of Charity Services' systems and functions, as well as the evolving ICT infrastructure.

The team met for the first time on 23rd June 2015, and thereafter a further three times using also telephone conference and team viewer. The Team will present a Report to the Chief Executive in June 2016 following extensive research which will outline the various options available and identify the most suitable option for the Services.

## MEMBERSHIP

<b>Jim Williams/Kevin Carey</b>	Chairman
<b>James Barry</b>	Finance, Clare
<b>Kevin Carey</b>	Information Technology, Galway
<b>Brian Leahy</b>	Human Resource Management, National Development, National
<b>Gina Magliocco</b>	Development, National
<b>Mary Power</b>	Payroll, South East.

## NATIONAL QUALITY & EVALUATION TEAM

The work of the National Quality & Evaluation Team is informed by national and international best practice, quality systems, policies and reports including HIQA, The Council for Quality and Leadership (CQL), HSE New Directions, Time to Move on from Congregated Settings Report 2011, Report of Disability Policy Review and the Value for Money Review Report 2012. The Team focusses on supporting the implementation of recommendations and requirements from these processes to ensure continuous improvements and a creative response to people who use our services across the regions. The team met four times during the year.

## ACHIEVEMENTS 2015

- Supported frontline staff and Persons in Charge of each designated centre through the application for Registration with HIQA and through the monitoring and registration inspection process.
- Coordinated six monthly unannounced visits on behalf of the Provider and Annual Reviews in line with Department of Health regulations.
- Facilitated a variety of training events, information sessions and support workshops to share the learning from HIQA inspections that took place.
- Supported ongoing reviews and amendments of policies and documentation for HIQA compliance including Personal Plans and making information accessible.

- BOCS Galway were delighted to be chosen by the Council for Quality and Leadership (CQL) to receive their International Award for Excellence in Human Services for the 'Let's Get to Work Project'. The Galway Services were also successful in completing the Personal Centred Excellence Interim Accreditation Review with CQL in September
- BOCS Roscommon facilitated Supported Self Directed Living (SSDL) follow on training with Hope Liet Dietmeyer and a rolling out of the SSDL Planning process
- BOCS South East facilitated 7 staff to take a four day foundation course in SSDL with Genio
- BOCS South East is supporting Key Team Leaders to undertake Management skills training so as to fulfil HIQA requirements
- BOCS Clare & BOCS South East have incorporated elements of SSDL in to Individual planning training
- BOC Southern Services included additional elements of SSDL in to the Personal Outcomes Training.
- BOCS Galway supported a second person to complete the SSDL Train the Trainer Programme.
- All regions were involved in the consultation process with the HSE around New Directions.

## OBJECTIVES 2016

- Complete the HIQA Registration Process for all designated centres
- Continue working towards CQL Accreditation/ Reaccreditation
- Continue embedding the SSDL ethos in to the Person Centred planning process for service users.
- All regions will develop a New Directions Implementation Plan for day services in line with the New Directions Guidance Document February 2016

## MEMBERSHIP

Fiona Coffey (Chair)	Galway
Jodie Healy	Roscommon
Brenda Hutton	Southern
Liz Phelan	Limerick
Mary Rowan	Clare
Kaye Whelan	South East

## NATIONAL TRAINING & DEVELOPMENT TEAM

The Brothers of Charity Services engage with all people of good will in building a better world for every human being especially those who are in danger of being marginalised. In keeping with our Ethos, the National Standing Committee on Training & Development works to develop individualised supports and services based on the needs and choices of each person and are committed to working with people with intellectual disabilities to claim their rightful place as valued and equal citizens.

We endeavour to reflect and deepen the shared ethos, values and vision of the Brothers of Charity Services within our Learning and Development initiatives and in all aspects of service provision. All Learning and Development initiatives are rooted in the needs of our primary customers who are the individuals who avail of our services. While acknowledging that the people who avail of our services are our primary customers, the Brothers of Charity Services recognise their staff members as a highly significant resource in providing an innovative and quality service.

The Team met four times during 2015.

## ACHIEVEMENTS FOR 2015

- Improved the training database with IT (BOCS Galway). This enables the training departments regionally to offer matrix, reports and more streamlined booking systems for their staff and have readily available information for Audits. This will be on-going throughout 2016.
- BOCS Roscommon successfully addressed with HIQA the timeframe for fire safety refresher training to every two years. This is provided that at least two fire drills and checks and an annual deep sleep evacuation are completed as part of fire safety.
- Supported the PICs, Managers and staff teams to comply with regulations and registration requirements for residential services for children and adults with disabilities.
- Training provided within regions has been aligned to meet requirements of regulations and registration of disability services.
- Training refresher timeframes have been agreed on a national level to align all our mandatory and essential training where possible. (Mandatory training – Induction, Protection and Welfare, Fire Safety, Mapa/Studio 3, Manual Handling, People Moving)
- Online learning has been explored and some regions are using the HSEland.ie website for online e-learning programmes as this is free to the public service staff.
- SSDL training. Staff were sent from each region to SSDL training.
- Submitted to the NFVB, through survey, our strategic priorities for the education and development of Health and Social Care professionals for the next three years.
- Training and Development policy has been developed.
- Provided training in staff support and supervision
- Received €50,000 funding from An Pobal, DAF, in support of HIQA compliance to support the development of a national training course and materials, train the trainer, and front line training in the ‘Code of Practice’. The DAF grant is to go towards facilitating the release of essential staff for training.

### FOCUS FOR 2016

- We will continue to seek clarification from HIQA and the National Federation of Voluntary Bodies on the PIC and PPIM accredited training to enable us to explore the options available.
- Continue to explore and evaluate the effectiveness and benefit of training through on line learning modules.
- All regions continue to explore ways to disseminate learning of SSDL, implementing plans, evaluating effectiveness of plans and delivering additional training within regions and/or participating in further training opportunities with Genio.
- Execute the plan/proposal for the national training of trainers and staff in the Code of Practice as funded by the dormant accounts.
- Explore the opportunities to further develop staff to develop more effective teams.

### MEMBERSHIP

<b>Rebecca Santos (Chair)</b>	Southern Services
<b>Jodie Healy</b>	Roscommon
<b>Mary Rowan</b>	Clare
<b>Regina O'Donovan</b>	Limerick
<b>Mairead Vaughan</b>	Galway
<b>Kaye Whelan</b>	South East

### NATIONAL HUMAN RESOURCES (HRM) TEAM

The National Human Resources Team comprises HR representatives from each of the regions. Its objective is to co-ordinate the HR function in addition to sharing best practice. The HR Team met 5 times in 2015. Its primary objective and benefit is to act as a co-ordinating function for the development of best practice in Human Resource Management and in addressing Industrial Relations Issues and those of Employment Law.

### MEMBERSHIP

<b>Brian Leahy (Chair)</b>	Limerick
<b>Judith Conway</b>	Southern
<b>Colette Geoghegan</b>	Clare
<b>Mary Hennigan/Ciara O'Dowd</b>	Roscommon
<b>Michelle Kenny</b>	Galway
<b>Elizabeth Tyrrell</b>	South East

### NATIONAL ADVOCACY COUNCIL

The National Advocacy Council, which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on five occasions during 2015. The Council also had two meetings with the Chief Executive's Forum in March and November 2015.

Chairperson – **Christine Burke**  
 Vice Chairperson – **Brian Hogan**  
 Treasurer – **Michael O'Toole**  
 Vice Treasurer – **Aoife Hegarty**  
 Venue Coordinator – **Helen O'Regan**  
 Media Officer

The role of Secretary will alternate from person to person by agreement.

### MEMBERS

<b>Ann Maire Collins</b>	Southern
<b>John Collins</b>	Southern
<b>Aoife Hegarty</b>	Roscommon
<b>Sean Keaveney</b>	Roscommon
<b>Daniel Gubbins</b>	South East
<b>Michael O'Toole</b>	South East
<b>John Michael Neary</b>	Galway
<b>Martin Dooher</b>	Galway
<b>Christina Burke</b>	Galway
<b>Helen O'Regan</b>	Limerick
<b>Frank Fennell</b>	Limerick
<b>Brian Hogan</b>	Clare
<b>Ger Minogue</b>	Clare
<b>Orla McMahon</b>	Clare

## FACILITATORS\*

Ann Holden	Southern
Anna Nolan	Roscommon
Nicola Lynch	Roscommon
Tony Lyons	South East
Siobhán Flynn	South East
Jackie Moran	Galway
Liz Phelan	Limerick
Rob Hopkins	Clare

\*Facilitators = staff who support Advocates

## DESIGNATED OFFICERS GROUP

The Designated Officers (DO) Group met four times in 2015. The following items were reviewed.

- Trust in Care and how it dovetails with the Safeguarding Policy.
- The Brothers of Charity National Adult Safeguarding Policy to ensure compliance with HSE Vulnerable Adults Policy.
- Risk Assessments.
- Wills.
- Outcome from feedback from a National Federation of Voluntaries Bodies meeting with the HSE (Implication for BOCS Safeguarding).
- Compliance with Children First Checklist.
- Attend 4 day training on Safeguarding delivered by the HSE.

The DOs met with the Chief Executive regarding the new HSE Safeguarding Policy and the implication on the role of the Designated Officer and the impact of this on resources. The DO Group held a special meeting on 15th November to review the Children's Policy focusing on protection in order to ensure compliance with HIQA standards.

## MEMBERSHIP:

Michael J Carroll (Chair)	South East (Waterford)
P J Daly	Southern
Michael Flood	Galway
Mary Hurley	South East (South Tipperary)

Laura O'Brien	Limerick
Martina McGrath	Roscommon
Jo Rynne	Clare

## NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM

The purpose of this team is to manage the development, review and monitoring of all national policies and procedures, guidelines and governance statements to ensure best practice and that the organisation as a whole is compliant with the requirements from various statutory bodies. In 2015 the Team reviewed and/or developed the following National Policies & Procedures.

- Missing Persons Policy
- Education Policy for Children
- Food & Nutrition Policy
- Access to Education, Training & Development Policy
- Infection Control Policy
- Intimate Care Policy
- Admissions, Discharges & Transfers General Policy
- Challenging Behaviour Policy and Restrictive Practices Policy passed to the National Positive Behaviour Support Group for review.
- National Governance Statement for the Welfare & Protection of Vulnerable Adults
- National Policy & Procedures for the Safeguarding of Vulnerable Adults at Risk of Abuse.
- Procedures for the Investigation of Allegations against Staff of Abuse of Vulnerable Adults.
- Good Practice Guidelines on the handling of the assets of individuals who use our service.
- Communication Policy
- Records Management Policy
- Risk Management Policy went to the Risk Management Group for review following comments by a HIQA Inspector.
- CCTV

- Finance Policies were passed to the F-Team for Review.
- HR policies were passed to the HRM Team for Review.
- T&D Policy was passed to the T&D Team for Review.
- Code of Practice for Staff working with Adults
- Code of Practice for Staff working with Children

### MEMBERSHIP

<b>Julia Kelly (Chair)</b>	South East
<b>John Armstrong</b>	Roscommon
<b>Catherine Kennelly</b>	Southern
<b>Ann Loughney</b>	Galway
<b>Gina Magliocco</b>	Ireland
<b>Brian Muldoon</b>	Limerick

### NATIONAL FINANCE TEAM

The National Finance Team is made up of the Head of Finance from each of the six Brothers of Charity Services Local Companies and reports to the Chief Executive, Brothers of Charity Services Ireland. The ongoing purpose and benefit of the Finance Team meetings is the sharing of information, advice and support regarding funding, costing, cost cutting and finance throughout the Services. Through the sharing of information it tries to achieve conformity in replying to the various and numerous templates requested by the HSE and others. The purpose is also to keep the Chief Executive informed of finance developments and matters nationally.

The Finance team met on a number of occasions during 2015. There were general purpose meetings and a few specific purpose meetings on a particular urgent topic. The main items of work completed in 2015 were the

- Preparation of BOCS response to the initial draft SIT Report
- Costings of additional HIQA requirements and application for funding of same
- Negotiation of funding for pension liabilities
- Initial preparatory work for consolidation from six regional companies to one national company.

- Initial costings for a new National IT infrastructure
- In November the F team marked Tony Collins' last F team meeting and made a presentation to him in recognition of his leadership of the F team over many years.

### MEMBERSHIP

<b>Tony Collins (Chair)</b>	Galway
<b>James Barry</b>	Clare
<b>Mary Dundon</b>	Limerick
<b>Michael Hennessy</b>	Southern
<b>John Walker</b>	Roscommon
<b>Sunniva O'Brien</b>	South East

### HIQA PROVIDER NOMINEE WORKING GROUP

The Brothers of Charity HIQA Provider Nominee Working Group review the progress of compliance with HIQA Standards throughout the Brothers of Charity Service Regions. They identify national themes and liaise with National Teams as appropriate to address any particular issues which arise from their review. They report to the Board through the Chief Executive.

### MEMBERSHIP

<b>Johanna Cooney</b>	Ireland
<b>Una Nagle</b>	Southern
<b>Anne Geraghty</b>	Galway
<b>Norma Bagge</b>	Limerick
<b>Margaret Glacken</b>	Roscommon
<b>Eamon Loughrey</b>	Clare
<b>Julia Kelly</b>	South East
<b>Gina Magliocco</b>	Ireland
<b>Brenda Hutton</b>	Southern
<b>Fiona Coffey</b>	Galway
<b>Liz Phelan</b>	Limerick
<b>Jodie Healy</b>	Roscommon
<b>Mary Rowan</b>	Clare
<b>Kay Whelan</b>	South East



# SUMMARY OF CONSOLIDATED ACCOUNTS 2015

## SUMMARY OF CONSOLIDATED ACCOUNTS YEAR ENDED 31ST DECEMBER 2015

<u>Income</u>	
Health Service Executive	166,462,194
Other HSE Grants & Funding	11,546,000
Other Income	14,514,197
Deferred Income Released	(871,158)
Designated Funds Released	108,311
<b>Total:</b>	<b>191,759,544</b>
<u>Expenditure</u>	
Pay and Associated Expenditure	163,338,989
Non Pay	28,717,199
<b>Total:</b>	<b>192,056,188</b>
<b>(Deficit) for the year</b>	<b>(296,644)</b>

(Figures received with thanks from our external Auditor Tony Brazil, MK Brazil)



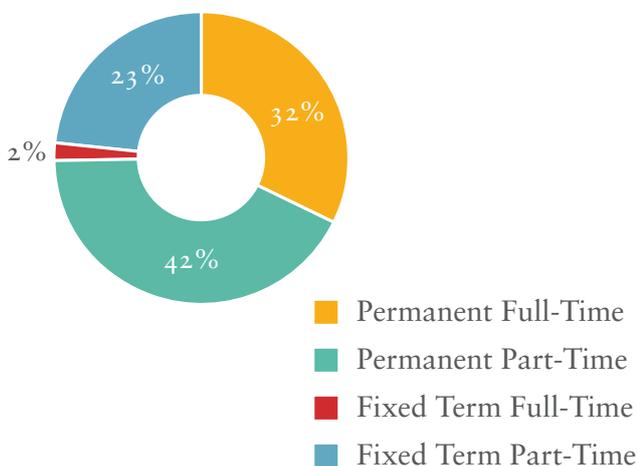
# EMPLOYMENT FIGURES 2015

EMPLOYMENT STATUS	ROSCOMMON		GALWAY		CLARE		LIMERICK		SOUTHERN		SOUTH EAST		BOCS IRELAND	
	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count
Permanent Full-Time	56.87	61	376.99	386	58.05	60	174.08	179	266.4	285	202.22	213	1134.61	1184
Permanent Part-Time	196.77	333	250.3	370	137.04	190	188.3	250	171.2	244	125.07	174	1068.68	1561
Fixed Term Full-Time	2.35	3	21.14	22	5.55	6	20.35	20	0	0	23.16	24	72.55	75
Fixed Term Part-Time	3.41	7	149.07	205	43.79	66	69.26	115	228.7	318	113.82	155	608.05	866
Specified Purpose Full-Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specified Purpose Part-Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>259.4</b>	<b>404</b>	<b>797.5</b>	<b>983</b>	<b>244.43</b>	<b>322</b>	<b>451.99</b>	<b>564</b>	<b>666.3</b>	<b>847</b>	<b>464.27</b>	<b>566</b>	<b>2883.89</b>	<b>3686</b>

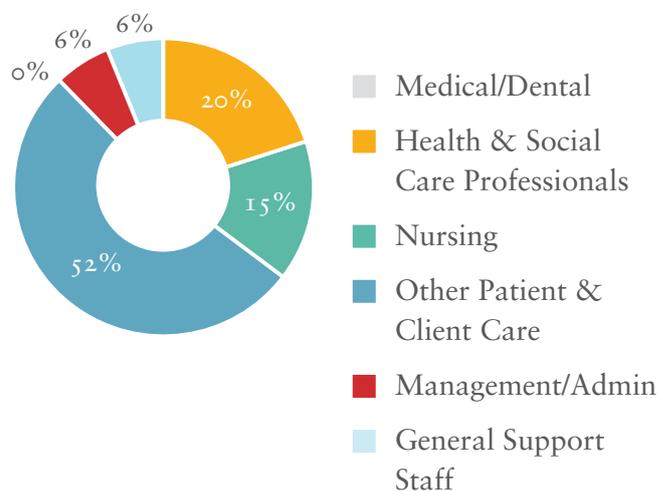
  

STAFF BY PROFESSION	ROSCOMMON		GALWAY		CLARE		LIMERICK		SOUTHERN		SOUTH EAST		BOCS IRELAND	
	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count	Wte	Head count
Medical/ Dental	0	0	4.3	5	0	0	2.2	3	0	0	1	1	7.5	9
Health & Social Care Professionals	77.12	117	152.87	189	69.91	88	11.9	12	194.91	237	70.85	88	577.56	731
Nursing	37.82	54	153.38	179	2.72	3	129.15	150	81.43	109	59	69	463.5	564
Other Patient & Client Care	118.61	191	393.44	482	161.96	219	197.69	265	322.21	401	294.22	361	1488.13	1919
Management/ Admin	20.03	29	52.47	61	9.04	11	25.2	31	48.36	57	32.34	38	187.44	227
General Support Staff	5.82	13	41.04	67	0.8	1	85.85	103	19.41	43	6.86	9	159.78	236
<b>Total</b>	<b>259.4</b>	<b>404</b>	<b>797.5</b>	<b>983</b>	<b>244.43</b>	<b>322</b>	<b>451.99</b>	<b>564</b>	<b>666.32</b>	<b>847</b>	<b>464.27</b>	<b>566</b>	<b>2883.91</b>	<b>3686</b>

## EMPLOYMENT STATUS



## STAFF BY PROFESSION





# VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY



# BROTHERS OF CHARITY SERVICES IRELAND, COMPANY OFFICES AND CONTACTS

## NATIONAL COMPANY

**Johanna Cooney**  
Chief Executive  
Brothers of Charity Services Ireland  
Kilcornan House  
Clarinbridge,  
Co Galway H91 K2E9  
Tel: 0761064303

## CLARE

Eamon Loughrey,  
Services Leader  
Brothers of Charity Services Clare  
Banner House,  
Clare Road  
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V95 PV29  
Tel: 065 6849400

## LIMERICK

Norma Bagge  
Director of Services  
Brothers of Charity Services Limerick  
Blackberry Park, Dock Road,  
Limerick. V94 PRR8  
Tel: 061 308149

## SOUTH EAST

Johanna Cooney  
Director of Services  
Brothers of Charity Services South East  
Belmont Park  
Ferrybank  
Waterford. X91 NCX7  
Tel: 051 832211

## GALWAY

Anne Geraghty  
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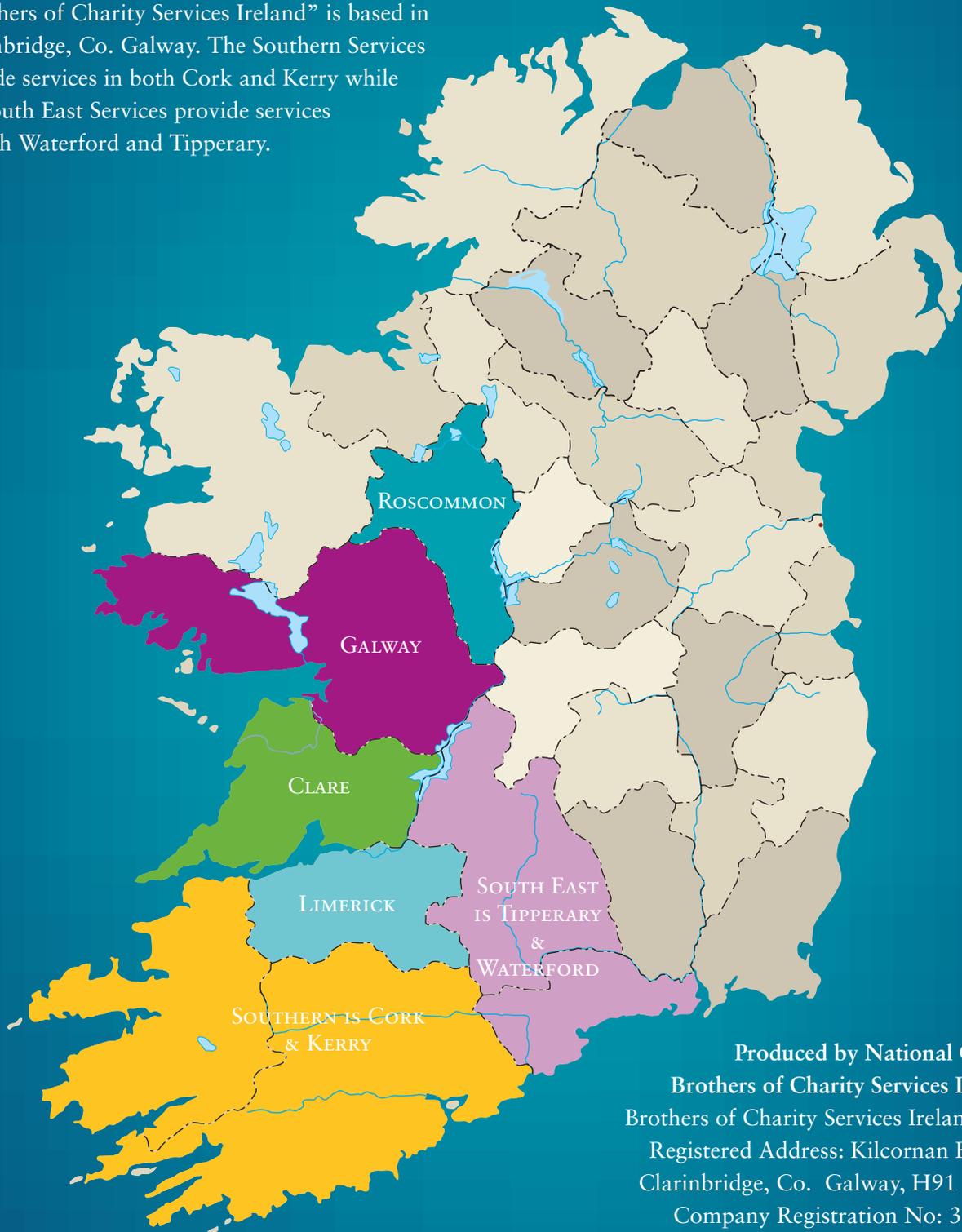
## ROSCOMMON

Margaret Glacken  
Director of Services  
Brothers of Charity Services Roscommon  
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Tel: 0906 628500

## SOUTHERN

Una Nagle  
Director of Services  
Brothers of Charity Southern Services  
Lota  
Glanmire,  
Cork. T23 PW59  
Tel: 021 4556200

Each colour indicates the geographical area covered by the service company. The National Company, “Brothers of Charity Services Ireland” is based in Clarinbridge, Co. Galway. The Southern Services provide services in both Cork and Kerry while the South East Services provide services in both Waterford and Tipperary.



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Brothers of Charity Services Ireland Ltd.  
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Charity Regulation Authority No: 20064853.  
[www.brothersofcharity.ie](http://www.brothersofcharity.ie)

