

BROTHERS
OF CHARITY
SERVICES IRELAND
Annual Report

2018





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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FOREWORD

NATIONAL CHAIRPERSON Brother Alfred Hassett

Dear Friends,
I am pleased, on behalf of the Board of Brothers of Charity Services Ireland, to present to you our Annual Report 2018.

The 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 2018. 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.

Within the Services we are challenged to respond to the needs of those we serve. In a number of locations our Services' ability to comply with some of the requirements of HIQA regulations and national standards is seriously challenged by lack of resources. Despite this, in 2018, we have 158 HIQA registered centers providing much needed residential accommodation for 1,137 people. The Board would like to take this opportunity to congratulate staff for their continued reinforcement of the Services' Ethos and Code of Practice, under which we operate, which promotes a strong and healthy culture and ensures a continued quality service within the constraints of limited resources.

During 2018 the 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. As a provider of Services we value the myriad of community connections and natural supports that assist us in fulfilling our mission. In addition we value the expertise, flexibility and creativity of our staff teams which are a core strength of the Brothers of Charity Services. On behalf of all the Directors of the National Board, I extend our deep appreciation to all staff members for their continuing commitment to our mission. During 2018 the Brothers of Charity Services National Board has been introducing significant changes to the governance structures of the Services.

I wish to thank most sincerely the Directors of the Board for their commitment and contributions to the 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 Ireland.

On behalf of the Board I extend our sincere thanks to the Chief Executive, the members of the National Leadership Team, Management and Multidisciplinary Teams, Administrative Supports, and all the Staff working in our Services. They worked diligently throughout the year in continuing to promote 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. In particular I extend a warm word of thanks to the many volunteers attached to our Services throughout the country who give of their time freely to support us to fulfil our mission.

I would like to take this opportunity to wish Anne Geraghty, Director of Service BOCSI Galway Region, a very happy retirement. I want to thank her on behalf of those we support and the BOCSI for her diligent and caring management of the Galway Services during her tenure as Head of Speech & Language, Chief Executive and Company Secretary to the Galway Company Board. It has been a privilege working with her and the Services will ever be grateful for her vast experience and knowledge which she also shared with the wider community involved in the provision of Services in Ireland and in many other places.

Finally, on behalf of the 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 2018, and we look forward to our continued partnerships with them during 2018.

Brother Alfred Hassett
Chairman,
On behalf of the BOCSI Board



CHIEF EXECUTIVE Michael Hennessy

Welcome to Brothers of Charity Services Ireland 2018 Annual Report. I am delighted to share with you a brief overview of the activities of the Brothers of Charity Services during the past year. Following the legal restructuring of the Services and the formation of the new Legal Company, Brothers of Charity Services Ireland CLG (BOCSI) in 2017, the Galway and Roscommon regions merged to form the West Region in 2018. Work continues on merging the Limerick and Clare Services to become the Mid-West Region which will be finalised in early 2019. I would like to express my deep appreciation to all involved in this process. Our new structures will facilitate a clear single operational authority that can ensure consistency of approach and accountability across all Services regions leading to improved standards.

BOCSI has always been committed to delivering the best quality Services possible and this was again the case in 2018. During the year our Services underwent 105 HIQA inspections throughout the country. In the course of these inspections a total of 1,973 outcomes were tested and our Services achieved a compliance rating of 92.4%. Where possible the Services, through the reallocation of resources, relocation, and other inventive solutions, endeavoured to address the areas of non-compliance. The non-compliant outcomes relate to insufficient staffing levels, increased fire regulations and a lack of capital funding. Addressing these non-compliances is dependent on additional resources. The Services continue to work to achieve full compliance in all possible areas and to negotiate with our funders regarding essential additional resources. The lack of the resources that are necessary to achieve compliance in some areas presents enormous challenges to the Board, to

management, and especially to frontline staff who, often in difficult and challenging circumstances, continue to work hard to improve the quality of life for the individuals supported by our Services. I acknowledge their continuing efforts and congratulate them on their good work to date.

Reports from the Regions, which are included further on in this Annual Report, highlight some of the work that was carried out throughout the year. The Regions continued to maintain a focus on service responses that were person centred thereby ensuring, in as far as possible, that each individual's life is self-determined. The continuing development of partnerships in local communities throughout the country support us in creating service responses and throughout 2018 these partnerships helped BOCSI to create further opportunities for the individuals we support to live and enjoy ordinary lives in their communities, and to access all the opportunities that those communities present. On behalf of BOCSI a special thank you to all who work in partnership with us to change individuals' lives.

During the past year the National Advocacy Council worked tirelessly with us and with external Bodies and Agencies on issues of concern to their members and the wider disability sector. We welcomed our meetings and discussions with the Council at National and Regional level throughout 2018. The Council's contributions continue to influence the direction and development of our organisation and keep us focused on our core values – the dignity and humanity of each person.

The increasing requirements of compliance and new legislation are an increasing burden on our already scarce and limited resources. We respond to compliances from HSE, HIQA, CRO, CRA,

HRB, Data Protection Commission, Information Commissioner, Ombudsman, Department of Health, Department of Education, Department of Finance, Comptroller & Auditor General's Office, Safeguarding, Health & Safety Authority, Sustainable Energy Authority of Ireland, and the State Claims Agency, to mention a few. Over the years as cuts were implemented and budgets reduced we choose to place our resources on the front line to protect the levels of services being delivered to individuals supported by the Services. Only 6% of our total staff numbers are in management/administration roles which is inadequate and not comparable to national norms and the HSE at 23.7%. This situation is quickly becoming unsustainable as we increasingly rely on the goodwill of staff to take on additional duties alongside their other extensive duties. This must be addressed as a matter of priority by our funders and by Government.

I would like to acknowledge the many staff members of the Services and individuals we support who participated in our National Teams during the year. Some of these teams were formed to undertake specific projects, while other teams are permanently in place to agree and review national approaches, and share learning and understanding throughout the organisation. I also extend a very special word of thanks to our many volunteers throughout the Services who gave of their time freely during the year. Your engagement and contribution makes very positive differences to many lives and for that we are very appreciative.

I wish to acknowledge the continuing support and guidance given by the Directors of the Board of BOCSI to our Services. I extend a sincere thank you to the Congregation

of the Brothers of Charity, in particular, Br. Alfred Hassett, Chairperson of the Board and Br. Noel Corcoran, Regional Leader, for their generous support during 2018. A sincere thank you also to everybody who supported us in any way during 2018 – your support makes a difference.

Finally, I offer a very sincere thank you to the many individuals that we support in our Services, and their families, for allowing us the privilege of sharing in their lives and for their continued trust and faith in each of us. Working together we can develop and maintain connected lives where all are cherished and respected as valued and equal citizens of our country.

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 experienced mental health difficulties 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, Kilkenny and Tipperary. An overall total of 7,851 people and their families accessed our Services in 2018, supported by 4,138 staff (3,332 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 attempt 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.



2018 SERVICE STRUCTURE

BROTHERS OF CHARITY SERVICES IRELAND

The Brothers of Charity Services Ireland is a Company Limited by Guarantee, and provides Services to people with an Intellectual Disability and Autism on behalf of the Congregation of the Brothers of Charity in Ireland. These Services are provided throughout counties Roscommon, Galway (West Region) Clare, Limerick (soon to merge to become the Mid-West Region), Cork & Kerry (Southern Region), and Waterford, Kilkenny, and South Tipperary (South East Region). There is one overarching Service Level Arrangement between the HSE and BOCSI with individual schedules attached pertaining to the delivery of Services in each Region. Regions manage their own annual budget received mainly from the HSE through the local Community Health Office (CHO).

The Brothers of Charity Services adhere to and promote the ethos and principles of the Congregation of the Brothers of Charity in the management and delivery of the Services. The core values of our Services are the dignity and humanity of each person. In delivering our Service responses throughout the country, we are committed to a person centred approach and aim to provide, in as far as possible, individual supports for people, in order that they may identify and achieve their

personal life goals and live ordinary lives in their communities. Our Services are measured using an accredited quality system - Council for Quality and Leadership (CQL). Our Services are also monitored and inspected by HIQA.

The BOCSI Company is supported by the National Office which is comprised of the Chief Executive, the Head of Finance, the Head of Risk and Regulation, the Head of Human Resource Management, the Head of ICT, the Head of Procurement, the Head of Quality, Safety, Training & Advocacy, and the PA to the Chief Executive. The National Leadership Team led by the Chief Executive consists of the members of the National Office and the four Directors of Services and one Service Manager.

The Chief Executive reports to the Board of the Brothers of Charity Services Ireland and is the Company Secretary. The Chief Executive is responsible for the management and executive functions of the Company's regions through the regional Directors of Services. The National Leadership Team supports the Chief Executive, the National Board and its Committees, National Teams and Working Groups and acts as appropriate as the single point of contact for external agencies and bodies.

APPROACH TO SERVICE PROVISION

A General Overview of the Brothers of Charity Services in Ireland

The Brothers of Charity Services Ireland 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 Ireland.

We offer a range of comprehensive day, residential, respite and multidisciplinary supports and services to adults and children with autism or an intellectual disability, and their families. We are committed to a person-centred individualised 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
- Staff Training and Development
- 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.



BOARD MEMBERSHIP 2018 AND BOARD COMMITTEES

Brothers of Charity Services Ireland CLG

| | | |
|---------------------------------|-------------------------|---------------------------------|
| Bro. A.T. Hassett (Chair) | Mr. J. Stokes (R 05/18) | Bro. J. Rackley |
| Mr. J. Hayes | Mr. P. McGinley | Mr. E. McGuane (R 05/18) |
| Mr. G. Lyons (R 05/18) | Mr. J. Barry | Mrs. M. Allen |
| Mr. K. Brennan | Ms. B. Cahill (R 05/18) | Mr. J. Delahunty (Joined 09/18) |
| Bro. N. Corcoran (Joined 05/18) | | R = Resigned |

Bro. Alfred would like to take this opportunity to express his thanks to all those who have served in a voluntary capacity on our Board. He appreciates the high quality dynamic inputs of the various committees to the Board and of all those associated with our work in supporting people with an intellectual disability and autism in Ireland.

NOMINATIONS COMMITTEE

Appointed by the Board, the main objective of the Nominations 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 Ireland.

REMUNERATION COMMITTEE

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

RISK MANAGEMENT COMMITTEE

Appointed by the Board, the main objective of the Risk Management 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 Risk Management systems are in place, and that the welfare of those who use the Services and our Staff is safeguarded.

ENERGY EFFICIENCY

The BOCSI is required to report energy efficiency data annually to the Sustainable Energy Agency Ireland (SEAI). The BOCSI target is the same as all Public Bodies in Ireland which is that we must achieve an energy saving of 33% from our baseline by 2020. The BOCSI has recorded a 17.2% reduction in 2018.

ENERGY STATEMENT

The Brothers of Charity Services Ireland is dedicated to implementing energy efficient practices throughout its Services.

BOARD COMMITTEES

There are currently five committees in compliance with the Code of Practice for the Governance of State Bodies. Each Committee acts in accordance with its Terms of Reference, which are agreed by the Board, and reports to the 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 SAFEGUARDING COMMITTEE

Appointed by the Board, the main objective of the Quality and Safeguarding 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 Safeguarding Management systems are in place, and that the welfare of those who use the Services is safeguarded.

ORGANISATIONAL STRUCTURE 2018



*The National Leadership Team consists of the National Heads of Finance, Risk & Regulation, HRM, ICT, Quality Safety Advocacy & Training, and Procurement. The Directors of Service and Service Manager are also members of the National Leadership Team.

The Directors of Service are the direct line managers to their regional management teams.

The thin line in the chart above represents the relationship between the National Heads of Function and the corresponding Regional Functions.

We are committed to the following.

- Reporting our energy efficiency data annually to the SEAI.
- Continual improvement in reducing our energy usage.
- Compliance with all environmental and related legislation.
- Communication of our energy statement and energy programme to all our staff and those who are supported by our Services.
- Ensuring our suppliers and contractors are aware of our energy programme.

COMPLIANCE REQUIREMENTS

To date the BOCSI is required to comply with and/or report annually on the following.

- Safeguarding Children: Policy and Standards for the Catholic Church in Ireland 2016
- The Health Act (2004)
- Health and Social Care Professionals Act (2005)
- Comhairle Act and (Amendment) Act (2004) (Advocacy)
- The Disability Act (2005)
- Companies Registration Authority (Annual Audited Accounts & Governance)
- Children First in Disability Services 2011
- New Directions 2015
- The Assisted Decision-Making (Capacity) Act (2015)
- The Charities Regulatory Commission (Service & Finances)
- Annual Compliance Statement to the HSE (Service Level Arrangement):
 - Governance outlining the current Governance arrangements of the Board

- Internal Codes of Governance
- Risk Management
- Remuneration
- Finance
- Capital Assets
- Taxation
- Procurement
- Related Companies and any subsidiaries etc.
- Staff Absenteeism report to the HSE
- Whole Time Equivalent report
- Quarterly Accounts returns, and
- People who use our Services number returns
- The Code of Practice for the Governance for State Bodies
- Health Research Board (National Intellectual Disability Database)
- The Health & Safety Authority - Audits
- FOI Statistical Returns and compliance with the Model Publication Scheme
- Data Protection Act 2018 & GDPR
- The Office of the Ombudsman
- The Information Commissioners Office
- The Data Protection Commission
- Sustainable Energy Authority of Ireland (SEAI) Monitoring and Reporting
- State Claims Agency - National Incident Management System (NIMS)
- Incident and Accidents to the HSE Safeguarding Team
- CQL (Council for Quality & Leadership) – quality mark
- Education for Persons with Special Education Needs Act (2004)

- Ethics in Public Office Act (1995)
- BOCSI Ethos and Compliance with best practice Policies and Procedures and Guidelines
- Irish Council for Social Housing & the Department of the Environment
- HSE Governance and Financial Audits.
- Standards in Public Office Act (2001)
- The Governance Code for Voluntary and Community Organisations
- The Comptroller and Auditor General – Financial and Governance Audits, and
- Fundraising Guidelines.

This list is not exhaustive but identifies the most relevant legislative compliance requirements, all of which require detailed reporting and audit. The BOCSI endeavour to meet all annual compliance requirements.



REPORT FROM EACH SERVICE REGION – CLARE

Report from the Service Manager Martina Rynne

I am happy to present a summary of the activities, achievements, and challenges that arose in the Clare Services in 2018.

ENABLING COMMUNITY INCLUSION AND ACTIVE CITIZENSHIP

During 2018 the Clare Region was able to develop two new services called *'The Links'* and *'The Phoenix'* in line with the core values of Community Inclusion, Active Citizenship, Quality and Person Centredness as outlined in the Interim Standards for New Directions and opened in Ennis. These services provide day supports to people in a more inclusive community environment which is close to work opportunities, shops, churches, leisure facilities and public services including transport. They are designed to cater for the individual needs of people and give them a base for easy access to their employment, education and training opportunities, volunteering, and leisure interests within the community.

Staff working in these services focus on developing new experiences for each individual rather than trying to coordinate transport and staffing supports to get people to and from the community. Popping into town for a coffee, meeting a friend, or purchasing a birthday card is something that can easily be done from their new location. The ability of people supported to access community resources independently is making a vast difference in their quality of life and self-confidence. It gives them the freedom to spend their down time, relaxing back at base, pursuing a hobby, or any other interest they may have.

CERTIFICATE IN INTELLECTUAL DISABILITY PRACTICE QQI LEVEL 5

On 7th July 2017 a number of support workers across all service locations in Clare attended an Orientation/Briefing on the then upcoming Certificate in Intellectual Disability Practice in-house course being delivered by the Open Training College. The briefing provided an opportunity for staff interested in completing the course to discuss course criteria, requirements and expectations with tutors before committing to participating on the course. Following this 17 support workers from Clare registered and commenced the QQI Level 5 course at the end of September 2017 which completed in November 2018.

The key objective of this training initiative was to provide a recognised, accredited training for staff working as support workers in the Clare Services. The course consisted of 8 modules (6 Mandatory and 2 Elective) which met the learning outcomes of the Major Level 5 Award of Certificate in Intellectual Disability Practice. The Mandatory modules included Intellectual Disability Studies, Personal Effectiveness, Work Practice, Empowering the Individual, Community Inclusion, and Facilitated Learning. The elective modules selected were Person Centred Focus and Challenging Behaviour. The course evaluation has been very positive with participants confirming that the course content was relevant to their job and that job performance had improved as a result of attending the course. Other outcomes included staff feeling more confident, and having a better understanding of the importance of the role in supporting people to experience a better quality of life. Team leaders/Co-ordinators supporting and mentoring staff to participate in the training, also

had positive feedback on the course. Some of the feedback included that the course was a good way of assisting staff think about how they support individuals, provided space for staff to think, talk and reflect on practice, help generate new ideas resulting in more creativity and higher expectations for individuals being supported. The course helped link theory with practice resulting in a better insight into disability, autism and behaviours that challenge. Congratulations to all participants who are eagerly waiting their formal certification and graduation in the Autumn of 2019.

PEER SUPPORT PERSON

In 2018, we started the process of identifying employees with an interest in becoming a "Peer Support". The need for this support was identified by staff, as it was felt that there was a lack of support when dealing with a work place issue. A "Peer Support" person is someone who will provide information and emotional support in a confidential, non-judgmental way to any employee who is undergoing a Trust in Care Investigation and/or Complaints process (excluding Dignity at Work). The Peer Support Person offers emotional support only for issues relating to the workplace. The role does not extend to any other forms of personal problems. The Peer Support Person may not act as a representative on behalf of the person for meetings/investigations. The aim of the Peer Support Person is to help the employee to clarify what s/he is experiencing.

By way of selecting staff interested in becoming a Peer Support Person, an e-mail was sent to all staff outlining the requirements for the role and a number of people expressed an interest. Given the importance of the supports to be provided, those

taking on this role need particular experience, skills, and personal characteristics suited to the role. In order, to choose the most suitable candidates, meetings were held with those who had expressed an interest in the role, by the HR Manager and the Principal Psychologist and a selection process took place. Training was then provided over 2 days to those selected as Peer Support Persons, by an external organisation. Subsequently, guidelines and an information pack were provided to assist people in the role of a Peer Support Person. As this is a new initiative, it will be reviewed on an ongoing basis to ensure it is meeting the original objectives. Staff and Unions have very much welcomed this initiative.

I would like to thank the staff and management team of the Clare Region for their continued dedication and hard work to provide services we can be proud of for those we support. I would like to thank the families and those we support for continuing to choose the BOCSI Clare Region as their preferred Service Provider. I would also like to take this opportunity to thank our local HSE Office and my colleagues on the National Leadership Team for their support throughout the year.

REPORT FROM EACH SERVICE REGION – LIMERICK

Report from the Director of Service Norma Bagge

The year 2018 will be our final year operating as the Brothers of Charity Services Ireland Limerick Region. In early 2019 the formation of the Brothers of Charity Services Ireland Mid-West Region will commence and Limerick and Clare regions will come together as one, bringing with them their shared history, achievements, uniqueness as well as a shared mission, vision and values of the Brothers of Charity Services Ireland. As a new team the Mid-West will go on to become stronger with a renewed focus on achieving the values of the organisation which is ultimately about supporting people to have a meaningful and valued life which they choose for themselves.

In looking back on 2018 it is with pride that I recognise the achievements of the services in Limerick in what continues to be a very challenging environment. I acknowledge the commitment and dedication of the management teams and staff in ensuring that we continue to provide high standards of supports using creativity and flexibility that is in abundance across our services.

In this regard, one of the highlights of our year was the hosting by the Limerick Regional Advocacy Council of the National Advocacy Conference, held in the Radisson Blu Hotel and attended by more than 400 delegates from across all 6 regions of the BOCSI. The conference, which carried the theme of “*A lot done but more to do*”, shone a light on both the achievements and advances within Services in respect of Advocacy over the past 25 years as well as showing us all examples of where more progress is needed by identifying barriers that need to be overcome. The conference was such a powerful occasion and reminded us all where we have come from and the journey that lies ahead in advancing

the rights of people with an Intellectual disability. I wish to thank sincerely the Regional Advocacy Council for doing such an excellent job and to the other five Regions for taking such an active part and making such a positive contribution to the day. I wish to acknowledge the important role played by the advocacy facilitators whose support allows individuals to raise difficult issues they have experienced in their lives in a public forum, and to recognise the facilitators as a valued component to the success of the conference.

The Adult Services continue to provide supports in respect of day, residential and respite to over 350 people with an intellectual disability across Limerick city and county. These Services are primarily provided in the community with the exception of the Bawnmore Centre which provides a home to 75 people in what is classified by Government as a congregated setting. The Adult Services are faced with significant challenges largely driven by an ageing population in respect of the changing needs of the individuals supported. This trend will continue for many years as our population ages and we will require support from the HSE to meet these changing needs as the current models of services are no longer appropriate and need to change and adapt. We continue to have challenges in respect of meeting the fire safety regulations, but we are addressing these challenges as resources become available. At the end of 2018 all residential services had their fire safety alarm systems upgraded and certified in line with best practice.

During 2018 with the support of the HSE we opened a new day service base in Castletroy to provide supports to young adults who had recently finished their secondary school education and

required a new service. We are delighted to develop these new services and are excited to support young people who want a dynamic and flexible service that enables them to be more independent and active within their community. In preparing to open this centre we received great support from Deloitte who released over 100 staff for a day to paint the new building – Thank you Deloitte. The location of this new service allows those who attend to access local amenities including the University of Limerick and the wider Castletroy community. We look forward to this service going from strength to strength.

We received an injection of new funding from the HSE for Adult Respite Services which provides for greater support to those individuals attending the respite service in Limerick city. We purchased a new respite house at the end of 2018 with the support of the Brothers of Charity Services Ireland and we hope to be in a position to open this house in early 2020 once all the necessary upgrades are completed.

Currently the Limerick Region is fully registered by HIQA which is really positive. A number of centres are registered with conditions and we are working with the HSE to address these matters which include the incompatibility of residents, poor standard of premises in Bawnmore, and fire safety. Significant investment is being made in staff training to mitigate risks. During 2018 we made a significant investment in medication training for staff working in the Community as well as training in the area of advocacy, dementia, autism, and positive behaviour support. Code of Practice training, which is a national training programme, continues to be rolled out to all new staff as it is grounded in the values and ethos of our service delivery.

The Children Service continues to grow and develop as it explores new ways of delivering supports to families and children in the West Limerick region in line with the HSE policy of Progressing Disability Services. Staff working in the Children Service carried out an assessment of needs for children, in line with legislation, as well as providing supports to families using the model of family centred practice.

An occupational therapist was allocated to the West Limerick Team funded by the HSE which was very welcome. We continue to advocate for additional staffing for the Service to meet the growing demands for assessments and interventions so that we can provide a responsive service to the families and children we are there to support.

Following the historic win in Croke Park by the Senior Limerick Hurling Team, the Liam McCarthy Cup arrived to the Brothers of Charity Services in Bawnmore in spectacular fashion on Tuesday 9th October 2018. The people supported by the services, staff, and family members donned the green and white with pride as they escorted the cups along the driveway which was decorated with bunting and flags into the Gym in Bawnmore. Limerick Hurlers Barry Nash & Nickie Quaid and Limerick Ladies Junior Footballers, Ciara Ryan & Niamh Ryan (part of the team that won and the West County Hotel Cup) were on hand for photos and signed memorabilia throughout the afternoon. It was a special and memorable event for everyone.

During the year the staff of BOCSI Limerick Region ran a very well attended Golf Classic in order to qualify a team for the JP McManus Pro/Am Golf tournament due to take place in Limerick in 2020. We successfully raised the required amount of

REPORT FROM EACH SERVICE REGION – LIMERICK

funds to enter a team and we are already looking forward to the big event in 2020. The JP McManus fund has always been a wonderful supporter of the BOCSI Limerick Region and over the years has allowed us to develop excellent facilities for people with intellectual disability in Limerick. We hope this support continues and in this regard we have submitted a project, to develop a day service facility in the West Limerick area, for consideration in the next round of funding.

In West Limerick the staff of our Newcastle West Services organised for the 9th year in a row a fundraising cycle around the Newcastle West region to raise money for the local services. The local and ongoing support that is provided by the Community in Newcastle West is so valuable and appreciated. We thank them sincerely for their contribution to our services and also for the staff who organise and support this event on a voluntary basis annually.

Finally, as this is the last year of the BOCSI Limerick Region I wish to thank sincerely the management and staff of the Services for their ongoing support and dedication, and relentless drive to improve services, in a difficult and constantly changing environment. I also wish to thank the Limerick Regional Advocacy Council for engaging so constructively in all our meetings and for their patience and understanding in working to resolve the issues they highlight.

REPORT FROM EACH SERVICE REGION – SOUTH EAST

Report from the Director of Service Julia Kelly

I am pleased to present a synopsis of the activities, achievements and challenges of the South East Services for 2018.

SERVICE DEVELOPMENTS

This year saw a major development in the services in the South East. After 12 months of hard work we successfully completed the takeover of a service in County Kilkenny at the request of the HSE. We look forward to working with the individuals in Ballytobin to achieve registration of the centre. In line with previous years funding for places for school leavers was made available and we welcomed a number of new entrants to our services. We facilitated the provision of supports to 12 school leavers in Waterford and 7 in South Tipperary. As a number of these individuals had very specific needs a variety of service responses were required. In Waterford we developed a new service for 3 individuals and in South Tipperary we opened two new hubs. In January we relocated one day service to a building in the city centre which facilitated access to a wider range of community facilities for all involved.

The South Tipperary Respite Services provided a Summer Camp for 20 children in July and August funded by the HSE. We hope to provide this camp on an annual basis as the feedback from parents was very positive with increasing requests from parents for places on any future camps. To meet this need we will have to increase the capacity of the summer camp and the numbers of staff to run it - all of this of course is subject to additional funding being made available by the HSE.

QUALITY AND COMPLIANCE

By the end of 2018 all our designated centres were registered and we had commenced the process

of re-registration. I am happy to report that we continue to have high levels of compliance under most outcomes however the challenge for us is in addressing the non-compliances in “Governance” arising from our inability to reduce the number of designated centres under the management of Persons in Charge (PICs). While we have addressed this in our Tipperary Services there remains the situation in Waterford where some PICs still manage three or four centres. In the absence of funding we continue to seek opportunities to address this situation through the reconfiguration of our staffing resources.

Last year we reported on the difficulties in addressing non-compliances due to incompatibility of individuals living together. This became a serious issue for us during 2018 where the incompatibility of one individual with others he lived with resulted in a “Notice of Intention to Close” a designated centre being issued to the Services by HIQA. We received a commitment of funding from the HSE which enabled us to develop an individualised service for the gentleman. I am happy to report that this resolved the matter for all involved.

Early in the year we were subject to a ‘Records Audit’ by the HSE and we have been working on addressing the actions arising from this. We were also selected for an audit on our compliance with the National Safeguarding Policy and this audit concluded that the safeguarding response to concerns was clear and robust and that a good system is in place. We were reassured by the report from the Audit Team that staff had a clear understanding of the procedure of reporting safeguarding. The Audit Team did make some recommendations that will improve the system and we are working on implementing these recommendations.

REPORT FROM EACH SERVICE REGION – SOUTH EAST

CHALLENGES

Our financial position continued to deteriorate as we commenced the year with an accumulated deficit. This deficit had, in the main, resulted from the increased staffing levels in 2016 to achieve HIQA compliance in centres in South Tipperary and also from unfunded staff rostered to address the changing needs of individuals supported. These situations continued to affect our deficit in 2018 and as a result the Services were unable to sign the Service Level Agreement with the HSE. Every effort was made by the Service to minimise the deficit and we were assisted in this by some once off savings in pay due to our inability to fill a number of multi-disciplinary posts, non-replacement of motor vehicles, and deferral of maintenance expenditure. During the year as a result of engagement with the HSE and the support of the National Team a service review was carried out by the HSE. This review involved a HSE Disability Specialist completing an assessment profile on each person we support as well as visiting a number of our day and residential services. We understand that the outcome of this review was positive and consequently additional funding will be forthcoming. In an effort to keep the deficit to a minimum over the years we have cut our fleet replacement budget and this is now impacting in a significant way through increased maintenance of vehicles and the lack of appropriate vehicles in some service areas.

There is ongoing concern over the limited adult respite places available for families in our South Tipperary Respite Services. Parents have expressed their concern that no additional funding is allocated for school-leavers respite as they turn 18 years of age. We provide more respite services than we are currently funded for and we are incurring a running deficit. We cannot continue to do this and will need

to reduce this already stretched service in 2019 in the event that additional funding is not provided.

Despite the best efforts of the Residential Services Executive Management Committee, which was set up by the HSE in 2017, there has been no improvement in the situation for individuals on the residential waiting list which continues to grow. Without additional funding being made available to Services to develop more residential places it is difficult to see how the position of families who continue to struggle to support their family member despite their own advancing years and declining health can be improved.

We are concerned about our inability to recruit and retain frontline staff as the economy continues to improve. This has led to an increase in our use of agency staffing which is unsatisfactory from the point of view of maintaining consistent staffing in services and cost. We have been unable to fill vacancies in our psychology department and this is hindering our ability to provide psychological support to a number of individuals

ACHIEVEMENTS

On a more positive note I wish to share some of our achievements during the year. Our Social and Recreation Department had another busy year. For the second year in a row they made a film. This year's film was entitled '*Some Enchanted Evening*' which was a joint production between the 'Service' and Waterford Youth Arts. It was shown to a packed house in Garter Lane Arts Centre. It should be noted that last year's film '*In Your Dreams Boy*' was shown in September this year as part of a film festival in New York. The Theatre Royal in Waterford was the venue for '*Strictly The Movies*' in November and I would like to acknowledge the huge commitment of all involved in ensuring that the production was a success. Not to be

outdone, the South Tipperary Services production of '*Down River Road*' was a great success and enjoyed by all. On the arts front a number of individuals we support were involved in a Virgin Media production which highlighted the work of the Waterford Healing Arts Trust.

We had previously reported on the unsuitability of some of our housing for individuals with increased physical needs. Happily through the efforts of our Facilities Manager, who was recruited in 2017, Belmont Park Housing Association has acquired 3 houses through CAS Funding and work is underway to replace more inappropriate housing.

During the year Cashel Library, with the support of Ann Bradshaw, the Tipperary Gold Start project, and the HSE, ran a project '*Growing Imaginations*' which involved individuals supported by our Services and the Irish Wheelchair Association creating their own life-story books. There was a special event held in the library to display the books and acknowledge the hard work of all involved.

Our Social Work Department was rewarded for its diligent efforts in tracing family for an individual who we supported for over 50 years. This culminated in a meeting between the individual and a previously unknown cousin of his and her son who called to visit the individual when they travelled from America for a family occasion. This has resulted in tremendous joy for the individual as links are being established with the extended family.

Through our partnership with *UCasadh*, who share our facilities in Belmont Park, we were able to give our main administration building a facelift. I would like to thank all who were involved in this project.

There were other achievements throughout the year involving individuals we support in the areas of work, fundraising, individual sporting achievements, recognition of academic achievement, and social capital, which are too numerous to mention. These achievements are significant for the individuals involved and I congratulate everyone who achieved so much during the year. These achievements also reflect on the support staff whose efforts make them possible. I want to thank staff for their continued commitment to ensuring that the hopes, dreams, and aspirations of the individuals we support continue to be strived for and achieved where possible.

I would like to thank those hugely committed staff who heroically journeyed to work, or stayed to cover shifts during the arctic conditions of Storm Emma early in 2018. This year as in other years we said goodbye to a number of staff who left us for pastures new – we wish them all the best. We also had a number of staff retiring and we thank them for their years of hard work and dedication, and wish them all a very happy retirement. Sadly, one member of staff passed away this year following a long illness. Her loss is felt by all who know her, may she rest in peace.

I would like to extend my thanks to members of the local communities, families, and community organisations who support us, and the HSE personnel at local level, who work closely with us for their continued efforts to ensure that individuals supported receive the appropriate services. Finally I would like to acknowledge all that has been achieved in 2018 and to thank the management team and staff of the South East Services for their continued support and dedication as we face into 2019.

REPORT FROM EACH SERVICE REGION – SOUTHERN

Report from the Director of Services Una Nagle

The year 2018 was yet another action packed year and the onset of storm ‘Emma’ in late February set the scene for managing risks and for the full appreciation of the dedicated staff with whom we are privileged to work. I wish to thank each staff member who went above and beyond to ensure the continuity of our Services at that time.

I am delighted to confirm that all residential houses are now registered under the Health Acts having being inspected by HIQA over the past three years. This registration is a good morale boost for staff and management who have worked tirelessly to ensure systems are in place to provide ongoing assurances on the quality and safety of care provided in each Designated Centre. This registration process was not without resource implications and we needed to review our management structures, front line staffing, and maintenance cost. Our maintenance spend on upgrading properties has far exceeded our available funds, however, the HSE has funded some costs. The Services incurred a €500,000 revenue deficit in 2018 attributable to once-off maintenance and upgrade costs.

Three temporary residents at Castlehyde moved to their new home in Watergrasshill - many thanks to the Congregation for funding this development.

In our annual day service development programme to facilitate school leavers, we welcomed five new trainees to the Rehabilitative Training Programme at Caritas Training Centre. Two other young adults are in receipt of a new intensive support day service. We supported six training graduates to take up placements in a community location under the Aisling Community Access Programme

(CAP). The HSE allocated €300,000 towards the annual running costs of these developments and the rental of a new property in Carrigaline. Funding was also secured toward the renovations of an existing day service.

Developments in existing services included securing a long lease on a new day service in Douglas and the success of the Leir Intensive Support Day Service in Upton. Leir developed in late 2017, has gone from strength to strength providing supports for four young men.

We continue to be under pressure to develop further respite supports for individuals and their families and we are working on innovative ways of providing the required respite places. We are delighted with the advances in the Home Share Services and are planning to expand this service in future years. We have also managed to secure funding for an After Work Programme for a number of individuals in the Bandon Day Services. Staff recruitment into these part-time positions, has been very difficult and continues to pose an ongoing challenge.

The 2017 HSE funded ASD joint agency waitlist intervention programme (TACT) continued into 2018 and was welcomed by all families who choose to take up on the interventions. Addressing the ASD intervention waitlist is a key priority for the Services as we are unable to meet the level of demand for supports and with the HSE carrying ongoing large waitlists for services. We continue to work with the HSE to find solutions.

Compliance with the new EU General Data Protection Regulations (GDPR) effective from May 2018 consumed much of management time

to map processes, audit risks, and put in place risk management plans to mitigate risk of possible breaches of the Regulations. A special thank you to all involved in this project during the year as we can now clearly demonstrate our GDPR compliance and the status of the work still to be carried out. The largest task for next year is the destruction or archive of records in line with our Records Retention Policy.

The local Risk Management Procedures were updated in line with HSE Integrated Risk Management System and training was rolled out for staff managers and teams.

Our Designated Person together with the in-house Management and Monitoring Group with oversight responsibility for safeguarding issues in the Services continued to review all concerns and make recommendations on the appropriate next steps. The Designated Person completed reviews and provided feedback on the HSE’s new draft Safeguarding Policy & Procedures.

Our Kerry Management Forum commenced work on a staff induction pack on the ‘Progressing Disability Services for Children (PDS)’. This will be of great assistance to new staff in both Cork and Kerry working under the PDS framework. Clinicians and Heads of Discipline continue to progress cross network pathways for children, clinical governance processes, and caseload management.

I would like to thank all staff for their ongoing dedication and for assisting individuals achieve great things in their local communities such as:

- The after schools social groups for children in Kerry
- being part of the Mayfield Learning Neighborhood Showcase where over 50 groups presented and the Aisling pop up café ‘*An Cupán*’ made a reappearance
- the Brook Drama Group production of ‘*The Little Matchstick Girl*’ at Douglas Cinema
- the various fundraising mornings at The Cottage at Upton, and
- the Friendship Club in Bandon.

I also wish to acknowledge and thank all those who have fundraised to support the services and who have given so freely of their time to volunteering for the Services including ‘Dell EMC’ for their work on the Aisling Garden pathway and painting in Lota and also to the ‘*Lilly Global Day of Service*’ who revitalised the Lota Gymnasium and garden areas in Aisling CAP.

In closing, we fondly remember Fr. Seamus McKenna IC who has been a dear friend to the Services for over 50 years. He worked as a staff nurse in Lota as a young man and in later years followed his calling to the priesthood. As the Chaplain for over 20 years he was a true pastoral leader dedicating his time to supporting all by holding ceremonies/celebrations in schools, houses, and in the two churches at Upton and Lota as well as parish duties in the Innishannon area. He organised trips to Lourdes and Italy and in particular he led a memorable trip on the Rosmini trail for people we support and staff. His work in his pastoral role has been inspirational and he is missed by all.

REPORT FROM EACH SERVICE REGION – WEST

Report from the Director of Services Eamon Loughrey

I am pleased to present a summary of the activities and challenges arising for the new West Region in 2018. The year saw the merger of the Galway and Roscommon services into one unified Region, namely the West Region as part of the next step in the Brothers of Charity Services Ireland restructuring process. The creation of the new Region will be an evolving process over the next few years.

The year 2018 was another challenging, exciting, and busy year for the people we support in both Galway and Roscommon. Responding to the requirements for increased respite and residential services in both counties has been challenging. The year saw some new funding for residential, dedicated funding allocated for respite which was very welcome. However, it was not sufficient to meet the demand that has built up as a result of the lack of adequate funding over the past 10 years. This deficit in funding is apparent as well in day services where new entrants are not sufficiently funded to cover transport, rental, and multi-disciplinary costs associated with the provision of fulltime day services. Unfortunately the services in Galway and Roscommon did not achieve a breakeven financial outturn in 2018 due to the increase in costs especially non-pay expenditure which has grown at a significant rate in the past five years.

On a more positive note, the services in Galway were delighted to achieve a further 3 year accreditation with the Council for Quality and Leadership (CQL) with the services commended for, “continuing to seek to find ways to provide person centred services.” CQL stated that they were particularly impressed with our meetings with the Advocacy Council and with individuals supported by the services who were very well informed and clearly at the centre of the Services.

The Roscommon Services had a visit from the CQL to review all services as part of the process towards re-accreditation. The re-accreditation visit was very successful with the reviewers commenting on the advances that had been made across all areas over the previous 11 years and this was reflected in the scores on the Basic Assurances Assessment, which is a report, following a review of the services, carried out by CQL. The action plan for the next 3 years focuses on the areas of rights for people supported, meaningful work and occupation, and individual person centred planning.

The CQL accreditation process was quickly followed by HIQA and the renewal of registrations for seventeen designated centres as well as the establishment of a new designated centre. All renewals were approved and the results of inspections were greatly improved with most regulations being compliant or substantially compliant. The main issue for our Services in Roscommon remains our compliance with Regulation 28 - Fire Regulations. This continues to be an ongoing issue for the designated centres in Roscommon and our compliance is reliant on receiving funding from the HSE.

The Quality Department continued to support residential designated centres and Persons in Charge (PICs) throughout the HIQA registration renewal process in 2018. The Services have been consistently achieving a high level of compliance in inspections and great credit is due to the frontline staff and managers for their continued hard work and dedication to the people supported in residential services. Staff and people supported in all of our Day Service Areas completed the New Directions self- assessment ‘Easitool’ on Theme one of the New Directions

Standards ‘Individualised Services and Supports’. Each team developed an Action Plan for the coming year based on the findings of the self-assessments. The Quality Department hosted a Seminar on ‘Assisted Decision Making (Capacity) Act 2015 – Preparing for Commencement’ in liaison with Jacqueline Grogan from the National Assisted Decision Making Office, HSE and Patricia Rickard Clarke, Solicitor and former Law Reform Commissioner. Over 200 frontline and multidisciplinary staff attended the Seminar and participated in animated discussion regarding the impact and implications of this progressive legislation.

In September 2018, twenty one staff and fifteen people supported commenced their participation in a six month pilot project on ‘Facilitating Supported Decision Making’. The staff attended an intensive training that focussed on developing specific facilitation skills that will enhance the decision making skills in people with an intellectual disability. Following the training each ‘facilitator’ will work with an individual supported (‘a decision maker’) for six months to identify their hopes and dreams and build a network of paid and unpaid supporters from their local communities who will support the individual to realise these dreams. The pilot project will run until April 2019.

The year 2018 continued to be an exciting and inspirational year for the Blue Teapot Theatre Company. Their award winning film ‘Sanctuary’ was screened in the UK with great reviews and was later shown by RTE. In May, the company staged a hugely successful production of ‘Dancing at Lughnasa’ at the Town Hall Theatre in Galway. Jennifer Cox of the Blue Teapot Theatre Company shared the stage with some of Galway’s leading professional actors. Jennifer played the character

of Rose – the first time in Irish theatre that an actor with an intellectual disability has played this role, making it a ground breaking production.

The County Roscommon Volunteer Awards Ceremony took place in December 2018. The Hub Community Café in Strokestown and Triest Press in Roscommon town were among the shortlisted nominees in the Social Enterprise category. One person supported, Gerard Beirne, was shortlisted for the Older Volunteer award (over 55). The Hub Community Café won the overall award in its category.

During the year the Speech and Language Therapy Department in collaboration with the Acute and Community Services developed an information poster and a leaflet on the role of the Health and Social Care Professional in supporting people with Dementia, to support the person to live with dementia and to help the person connect with the right supports at the right time as close to home as possible. People with an intellectual disability are five times more likely to develop dementia than the general population. The poster and leaflet will be available as a downloadable resource to order from the Health Promotion website in 2019.

In September 2018, staff members from the Physiotherapy Department climbed Croagh Patrick in order to raise funds for Rebound Therapy equipment. Rebound Therapy is an innovative service and a first in the West of Ireland. It is an effective treatment involving the therapeutic use of a trampoline. The target of €8,500 to raise for the purchase of the equipment was reached with the generous support of staff and families and will result in the purchase of Rebound Therapy equipment for the Galway East services in Loughrea and for the Children’s services.

REPORT FROM EACH SERVICE REGION – WEST

Our Children's services continued to provide a much needed and necessary support to children and families throughout 2018. The Fairlands centre was chosen by the 26th Galway Kilcoona Scout Group as the focus for a community based project which culminated in the scouts developing a number of sensory & tactile activities which were introduced to the playground for enjoyment by the children in Fairlands and Rosedale schools. Children in Stepping Stone CDC continued to foster and enjoy connections with a local secondary school. Transition Year Students are supported to spend time in Stepping Stone and the children have been invited to attend music and dance recitals at the Mercy Secondary School. Opportunities for involvement in Galway's vibrant arts scene were numerous for the children during 2018. A number of classes won prizes for different competitions, including the Texaco art competition and the Galway Advertiser art competition. Accessing regular respite supports continues to be a primary service need for families. Funding was acquired to enable us to extend the opening nights of Crannóg Respite, and finalising the purchase of the Crannmór House was a hugely welcome outcome for children and families. Family support services continue to provide vital supports and engage children in regular community based activities including bowling, trips to the cinema, and to jump lanes always a popular outing.

During the year, our Dialectical Behaviour Therapy (DBT) programme, run in partnership with the Psychology Department and the HSE, had a number of people complete the 18 month course ending with a very successful graduation event held with families and friends in attendance. The programme is a comprehensive intensive therapy programme which helps individuals understand the

chain of events that lead to self-harming behaviour and to generate alternative more constructive and self-affirming ways of dealing with triggers or stressors. The DBT programme in the Galway services is in partnership with the HSE and is the national pilot for DBT involving people with an intellectual disability.

The Galway Advocacy Council worked on a tool kit with Inclusion Ireland to support people who communicate without words to express themselves and two workshops were held during 2018. Training on how to interview people for recruitment purposes was completed by 16 advocates during 2018 and a training pack was developed with the assistance of the Human Resource Management and Quality Departments. Fiona Weldon from Dublin City University facilitated the training of the Advocates. To date, the Advocacy Interview Panel have been involved in two very successful recruitment processes. In July 2018, a number of advocates took part in conjunction with the Irish Wheelchair Association in a campaign in Galway city highlighting the misuse of disabled parking bays with the permission of the City Council and An Garda Síochána. The initiative was to encourage motorists to consider the consequences of using accessible parking bays when they have no reason to do so. Members of the Roscommon Advocacy Council hosted a very successful consultation session with HIQA inspectors in June as part of the national consultation process by HIQA with people who live in designated centres.

The year 2018 was a busy one in the Galway East Sector. Through a combination of residential restructuring and new funding received from the HSE, we were able to offer a new residential service

to eleven individuals. We continued to develop our community outreach service and to support individuals who wish to live in their own homes or apartments. Two new houses in Gort were opened and the service is adapting a house in Craughwell for respite. A new day service location was opened in Loughrea and a new building is being made ready in Ballinasloe which will open in early 2019. We also continued to work on developing programmes in line with New Directions and continued to develop the 'Let's Get to Work Programme' and many other community initiatives. Harvest Studios launched a successful storytelling session where children from local preschools were hosted in Harvest Studios for a popular story telling session. A number of centres took part in a successful prize winning project which won the Garden Design Prize Bloom in Dublin. A number of individuals took part and enjoyed participating in a Social Farming Project.

In the West Galway sector, Horizon commenced a new directions programme at the Docks in Galway City. This is a skills based community support for more able adults who require a flexible individualised support in the community.

The Galway services received Social Reform Funding (SRF) for a two year period (2018-20) to support individuals in their transition from traditional day services to enable them to pursue alternative opportunities in training and/or employment. We have recruited two Resource Workers, one for the East and one for the West Sector. We continue to develop an individualised model of service to support adults to achieve their personal outcomes by providing them with more opportunities, choice, and flexibility in their lives in line with National Policy. The HSE have purchased a house in the

Knocknacarra area and once renovations are completed, four people will move from the John Paul Campus to a new home in the community. Lots of things happened around the Arts, and we were involved in most including a very successful Textile Exhibition in Carraroe called 'Mise'. We received funding from the Arts Council for a project involving local artists based on Local Folklore and art work will be exhibited in *Ionad Cultúrtha an Phiarsaigh*, Connemara in 2019. Some individuals continue to develop their love of art and held their own Art Exhibition in the Galway Library which showcased their artwork entitled 'Gone with the Wind'. The Four Seasons and the Ashling Centre have had a great year with one individual's painting winning the overall prize and featured on the front of the National Intellectual Disability Database (NIIDD) Report. All of the individuals have commenced work in their ASDAN modules. ASDAN is an education charity and awarding organisation whose curriculum programmes and qualifications help people develop knowledge and skills for learning, work, and living as independent a life as possible.

The Roscommon Services had a busy year with a number of service developments in our adult services thus allowing for the restructuring of some services in West and Mid-Roscommon to better accommodate the needs of people supported. Funding from the Social Reform Fund allowed the restructuring of the day service in West Roscommon to bring it in alignment with the New Directions policy. Through the involvement of Roscommon Services with the Roscommon Leader Partnership, we were part of a successful group application for funding for County Roscommon. 'Ability' is a Department of Employment Affairs and Social

REPORT FROM EACH SERVICE REGION – WEST

Protection Programme that is co-founded under the European Social Fund for Employability, Inclusion and Learning Operational Programme 2014-2020. The group comprises of representatives from the Roscommon Leader Partnership, BOCSI, the Education & Training Board, Athlone Institute of Technology, Department of Employment Affairs and Social Protection, Roscommon Employability Service, and the Health Service Executive. The programme is open to work with young people who have a disability and are aged between 15 to 29 and can benefit up to forty five people over a 3 year period.

In March 2018, Anne Geraghty retired after serving nine years as the Director of Services in Galway and in October 2018, Margaret Glacken moved to the National Head of Quality, Advocacy, Training & Safeguarding post after eight years as the Director of Services in Roscommon. I want to wish Anne a happy and long retirement and wish Margaret the very best in her new post.

On behalf of the senior management of the services in the West Region, I wish to acknowledge what has been achieved during 2018. In addition I would like to take this opportunity to thank staff, members of the local communities, and families, who support us in our work and the staff from the HSE for their continued efforts to support individuals in the Services to have a good life. Above all I want to thank all those people who availed of our services during 2018.



2018 NATIONAL ADVOCACY CONFERENCE



The Brothers of Charity Services Ireland National Advocacy Council had the pleasure of hosting the 20th Annual National Advocacy Conference this year hosted by Limerick advocates on the 4th October in the Radisson Hotel Limerick.

This year's theme '*A lot done, more to do! Celebrating 20 years of Advocacy*' offered people supported by the services an opportunity to showcase how much life for people with disabilities in Ireland has changed for the better over the past 20 years and challenged us to think about what more we can all do to create inclusive communities.

Each BOCSI Region made a presentation to support this theme. The presentations were about the following.

- The UN convention on the rights of people with disabilities and the importance of making the convention real in the lives of the people we support in promoting community inclusion and accessibility.
- Advocates working in their local communities told their story.
- People who had been living in institutions and are now living and actively engaging in their local communities told their own stories about how their move had enhanced their lives.

- Advocates fighting for equality in relation to having the support to access the internet in all BOCSI residential and day services.
- The need for services to be able to change to meet the changing needs of the people supported.
- The important role advocacy plays in promoting positive changes in the lives of people.

This year's Conference proved successful for everyone involved, highlighting Advocacy as an integral part of the service. Advocacy provides a platform for people who are supported by the services to speak up for themselves and others on issues that affect their lives. It is a forum for people to highlight their achievements and hopes and dreams for the future and to be able to challenge the BOCSI to ensure equality and fair treatment in all aspects of their lives.

This year's conference was thoroughly enjoyed by approximately 400 people who attended from all over Ireland. It was a powerful day with many compelling messages and challenges delivered by advocates. We look forward to next year and hope there are many more conferences to come!



SERVICE STATISTICS 2018

A PROFILE OF PEOPLE WHO USE OUR SERVICES

The Brothers of Charity Services Ireland provided some level of Services to 7,851 people in 2018. These Services can be divided into Day Services, Residential Services, Respite, and Multi-disciplinary Services. Multi-disciplinary Services refers to interventions by psychologists, speech & language therapists, social workers, physiotherapists, consultant doctors, and many other therapeutic interventions. Some of the Children's Services are provided in partnership with the HSE and other service providers in the Children's Disability Network Teams.

The way in which we deliver Services has changed over time in response to those we support and to ensure we adhere to best practice. We are providing more supports into people's own homes to ensure that the people we serve continue to develop their own identity as functioning citizens within their community. As no two people are alike, the range of the ability levels of the people we service is vast. Some people need a very high intervention level and others a low, the higher the intervention level the higher the cost of service provision.

| Service | Child | Adult | Not Verified | Normal Range | Border line | Mild | Moderate | Severe | Profound | TOTAL NIDD | TOTAL |
|---------------|-------------|-------------|--------------|--------------|-------------|-------------|-------------|------------|-----------|-------------|-------------|
| Clare | 36 | 298 | 0 | 0 | 0 | 110 | 179 | 39 | 6 | 334 | 334 |
| West Region | 553 | 809 | 78 | 3 | 18 | 536 | 447 | 256 | 24 | 1362 | 1362 |
| Limerick | 319 | 355 | 50 | 238 | 8 | 96 | 187 | 77 | 18 | 674 | 674 |
| South East | 46 | 437 | 43 | 0 | 5 | 102 | 230 | 83 | 20 | 483 | 483 |
| Southern | 838 | 403 | 0 | 210 | 76 | 331 | 458 | 150 | 16 | 1241 | 1241 |
| TOTAL: | 1792 | 2302 | 171 | 451 | 107 | 1175 | 1501 | 605 | 84 | 4094 | 4094 |

Notes: Childrens Disability Network Teams (CDNT) made up of HSE & Voluntary Service Providers.

BOCSI provide services as part of these Network Teams in each Region.

Clare - A further 1044 Children are supported by the CDNT.

Limerick - A further 215 children are supported by the CDNT.

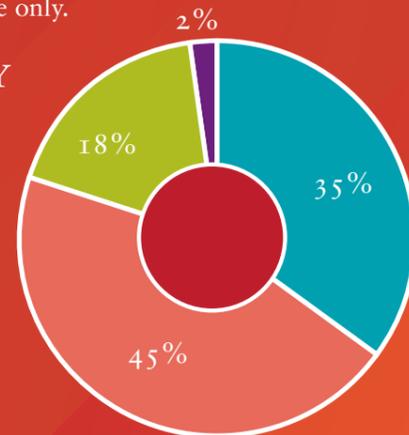
West - A further 1180 Children are supported by the CDNT

Southern - A further 758 Children are supported by the CDNT.

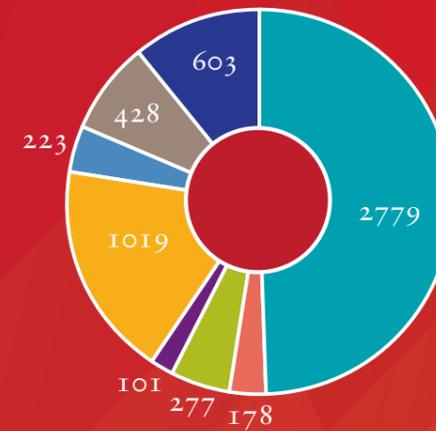
South East - A further 560 Adults and Children receive a Multi-D Service only.

SERVICES DELIVERED BY RANGE OF ABILITY

- Mild
- Moderate
- Severe
- Profound

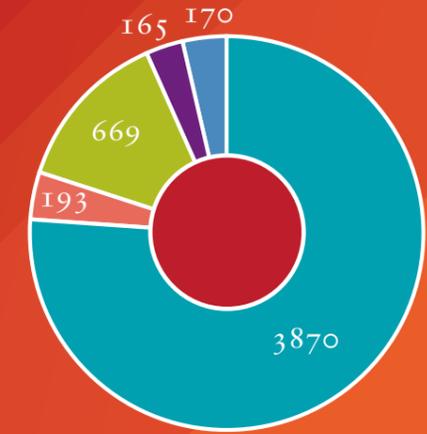


DAY SERVICES



- Education
- Training
- Employment
- Programme for the Elderly
- Activation Centre
- High Support
- Community/Outreach
- Multi-d Services Only

RESIDENTIAL SETTING



- Home
- Independent Setting
- Community/Integrated Living
- Residential Care
- Other/Special Intensive/Crisis/Nursing Home



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, 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 Service runs as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, Human Resource Management, Training & Development, Quality & Evaluation, Risk & Regulation, Safety, Health and Welfare, Policy Development, 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 our Staff, the Chief Executive, and National Leadership Team, to inform the Service, and Governance, to undertake specific projects, and to develop Policies and Procedures on issues relating to the Teams' particular area of expertise. The work of each National Team is on-going. Each Team reports to the Chief Executive and the relevant Board Committee annually or as projects determine.

THE NATIONAL LEADERSHIP TEAM MEMBERSHIP

| | |
|---|---|
| Norma Bagge | Director of Services, Limerick Region |
| Johanna Cooney (Chair) | Chief Executive |
| Ronan Coy | National Head of ICT |
| Kenneth Gavin | National Head of Procurement |
| Margaret Glacken | National Head of Quality, Advocacy, Training & Safeguarding |
| Michael Hennessey | National Head of Finance |
| Julia Kelly | Director of Services, South East |
| Brian Leahy | National Head of HRM |
| Eamon Loughrey | Director of Services, West Region |
| Gina Magliocco | National Head of Risk & Regulation |
| Una Nagle | Director of Services, Southern Region |
| Martina Rynne | Services Manager, Clare Region |
| Mary Comer (PA to the Chief Executive) | Recording Secretary |

The National Leadership Team (NLT) comprises the Chief Executive, each Regions Director of Services, the National Heads of Functions and the Services Manager. It acts as an executive co-ordinating link between Regions. The National Board's strategy is implemented throughout the Regions and the NLT supports the development and implementation of the strategy. It also facilitates shared service functions between Regions. This Team meets a minimum of six times annually and also meets with the National Advocacy Council twice annually. All other National Teams report to the NLT via the Head of Function or the Chief Executive. One of the main undertakings of the NLT in 2018 was advancing the restructuring of the Services.



NATIONAL TEAMS

NATIONAL QUALITY & EVALUATION TEAM MEMBERSHIP

| | |
|--------------------------|---|
| Margaret Glacken (Chair) | National Head of Quality, Advocacy, Training & Safeguarding |
| Fiona Coffey | West Region (Galway) |
| Jodie Healy | West Region (Roscommon) |
| Brenda Hutton | Southern Region |
| Liz Phelan | Limerick Region |
| Mary Rowan | Clare Region |
| Kaye Whelan | South East Region |

The work of the National Quality Team is informed by national and international best practice, quality systems, policies and reports including HIQA (overarched by the Health Act 2007), The Council for Quality and Leadership (CQL), HSE New Directions Interim Standards 2015, Time to Move on from Congregated Settings Report 2011, Value for Money and Policy Review of Disability services in Ireland Report 2012. The Team focuses on supporting the implementation of recommendations and requirements from these processes to ensure continuous quality improvements and a creative response to people who use our services across the regions. The team met six times during the year.

ACHIEVEMENTS 2018

- The Nationally agreed Six Monthly Unannounced Inspection template was reviewed and amended to reflect the new HIQA Enhanced Monitoring Approach (based on regulations) and is now in use in all regions.
- Galway and Roscommon successfully gained CQL Re-accreditation in the 'Quality Assurances'.
- The South East, Galway and Roscommon commenced implementation of their CQL Accreditation Review Action Plans.

- We supported Persons in Charge (PICs) and Persons Participating in Management (PPIMs) throughout the HIQA registration and renewal process for Designated Centres.
- All Regions are now using the HIQA portal.
- New Directions EASI tool Theme 1, Individualised Services and Supports completed in all regions.
- Initiated a pilot project in Galway services with Cher Nicholson to develop staff facilitation skills in supporting people to practice supported decision making and to identify ambitious hopes and dreams.

OBJECTIVES FOR 2019

- Support all regions to become familiar with the new HIQA Portal functions.
- Commence the process of consistent approach to documentation which will be informed by best practice and underpinned by national policy and legislation.
- Re-engage with CQL to arrange a POMS workshop for the National Leadership Team and to train six new POMs trainers across regions to aid collaborative capacity.
- South East and West regions will implement the CQL Accreditation Review Action Plans.
- Southern and Mid-West regions will commence the process towards CQL accreditation.
- Roll out a self-assessment process on the New Directions Interim Standards in Day Services.
- Commence populating and a review of the updated Aspire (with support of the BOCSI National ICT office) and the six-monthly inspection templates in line with the new HIQA Enhanced Authority Monitoring Approach.
- Explore the development of the Annual Review process to better reflect the HIQA National Standards and to support continuous quality improvement across all BOCSI designated centres.

NATIONAL TRAINING & DEVELOPMENT TEAM MEMBERSHIP

| | |
|---------------------|-------------------------|
| Kaye Whelan (Chair) | South East Region |
| Jodie Healy | West Region (Roscommon) |
| Jonathan Lerner | Southern Region |
| Regina O'Donovan | Limerick Region |
| Mary Rowan | Clare Region |
| Mairead Vaughan | West Region (Galway) |

The National Training & Development Team comprises representatives from each of the regions. The Team endeavours to reflect and deepen the shared ethos, values and vision of BOCSI 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. The BOCSI recognises that its staff members are a highly significant resource in providing our innovative and quality services and we continue to develop a consistent national approach towards supporting employee progression and service development.

NATIONAL HUMAN RESOURCES (HRM) TEAM MEMBERSHIP

| | |
|---------------------|----------------------|
| Brian Leahy (Chair) | National Head of HRM |
| Judith Conway | Southern Region |
| Kieran Foley | Limerick Region |
| Colette Geoghegan | Clare Region |
| Bernie Grace | West Region |
| Elizabeth Tyrrell | South East Region |

The National Human Resources Team comprises HR representatives from each of the regions and is led by the National Head of HRM. Its primary

NATIONAL TEAMS

objective 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. The HR Team held formal discussions several times during 2018 focusing particularly on:

- Recruitment and Retention
- Standardisation of Terms and Conditions across Regions
- HRM Leadership Development
- Employee and Industrial Relations
- Safeguarding, Employee Performance, Disciplinary & Grievance
- Advocating on behalf of the Services in relation to major Staffing issues such as the European Working Time Directive Compliance, and
- Staff Handbook.

This National Head of Human Resource Management Chairs this Team and reports to the Chief Executive and directly to the Board as a member of the Remuneration Committee to the Board.

NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM MEMBERSHIP

| | |
|---------------------|------------------------------------|
| Julia Kelly (Chair) | Director of Services South East |
| John Armstrong | West Region (Roscommon) |
| Catherine Kennelly | Southern Region |
| Ann Loughney | West Region (Galway) |
| Gina Magliocco | National Head of Risk & Regulation |
| Brian Muldoon | Limerick Region |

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

NATIONAL TEAMS

organisation as a whole is compliant with the requirements from various statutory bodies. In 2018 the Team reviewed and/or developed the following National Policies & Procedures.

- National Risk Management Policy & Procedure
- National Policy on Visitors
- National Policy for Developing Policies, Procedures, Protocols and Guidelines.
- Procedure for Fuel Card Management
- Social Media Policy & Procedure
- Positive Behaviour Supports Policy & Procedure
- National Complaints Policy
- Recruitment Policy & Procedure
- Personal Development Policy
- Transport Policy & Procedure
- Policy on the Use of Credit Cards, and
- Policy on Social Engineering Fraud.

NATIONAL ADVOCACY COUNCIL OFFICERS

| | |
|--------------------------------|-------------------|
| Claire Power South East | Chairperson |
| Claire Nagle Clare | Vice Chairperson |
| Roscommon and Galway | Treasurer |
| Limerick | Venue Coordinator |
| Cork | PRO |

The role of Secretary alternates from Region to Region by agreement

MEMBERS

| | |
|------------------------|------------------|
| Tom Mulqueen | Southern |
| John Collins | Southern |
| Pat Buckley | Southern |
| Paul Matthews | Southern |
| Aoife Hegarty | West (Roscommon) |
| Linda Beirne | West (Roscommon) |
| Muireann Murray | West (Roscommon) |
| Clare Power | South East |

| | |
|-----------------------|---------------|
| Clare Meagher | South East. |
| Orla McMahon | Clare |
| Lisa Acheson | Clare |
| Sean Donovan | Limerick |
| Bernie Bourke | Limerick |
| Martin Dooher | West (Galway) |
| Majella Jordan | West (Galway) |
| Lorraine Mahon | West (Galway) |

FACILITATORS (STAFF WHO SUPPORT ADVOCATES)

| | |
|----------------------|------------|
| Ann Holden | Southern |
| Emma Corcoran | Roscommon |
| Sarah Mears | South East |
| Rob Hopkins | Clare |
| Sarah Meek | Limerick |
| Jackie Moran | Galway |

The National Advocacy Council, which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on six occasions during 2018. The Council also had two meetings with the Central Leadership Team in March and November 2018. In 2018 there was an election of officers for the next 4 years

The main issues discussed this year are as follows.

- The development of the National Policy Action Group.
- National Advocacy Conference hosted by Limerick.
- The NAC continued to lobby for all regions to be involved in interviewing.
- Consulting with Senator Kelleher on the Safeguarding Bill.
- Promoting Internet access for all people in the services.
- Changing the Name “Service User” to “People Supported”

- UN Convention on the Rights of persons with Disabilities
- Social Rights
- Disability Rights
- Transport Public and BOCI
- Inclusive Research Group and other Research being undertaken within the BOC Services
- New Directions
- Work was done on the Assisted Decision Making Bill
- Strengthening advocacy structure across the organisation
- Getting each region to be more involved in Induction training and Personal outcomes training and to get paid for their work.
- Data protection and GDPR
- Designing a National job description for new staff
- HIQA
- Working with The National Platform of Self-Advocates, and
- Human Rights Committees.

DESIGNATED OFFICERS GROUP MEMBERSHIP

| | |
|------------------------------|-------------------------|
| Michael Flood (Chair) | West Region (Galway) |
| Kieran Barrett | Southern Region |
| Michael J Carroll | South East Region |
| Karen Lyons | Limerick Region |
| Martina McGrath | West Region (Roscommon) |
| Jo Rynne | Clare Region |

The role of Designated Officers Group within the Brothers of Charity Services is to ensure compliance with Children First Act 2011 and the HSE’s Safeguarding Vulnerable Persons at Risk of Abuse National Policy and Procedures 2014, in relation to safeguarding the welfare and protection of children and vulnerable adults. The Designated Officers (DO) act as a source of support, advice and expertise

NATIONAL TEAMS

to staff on matters of child protection and adult safeguarding and ensure a common and shared assessment and reporting process.

NATIONAL FINANCE TEAM MEMBERSHIP

| | |
|--------------------------|----------------------------------|
| Michael Hennessey | National Head of Finance (Chair) |
| Larry Boyce | Clare Region |
| Mary Dundon | Limerick Region |
| Seamus Durkin | West Region (Galway) |
| Sunniva O’Brien | South East Region |
| Pat Keaveney | Southern Region |
| John Walker | West Region (Roscommon) |

The National Finance Team (F Team) is made up of the National Head of Finance and the Head of Finance from each of the BOCSI Regions and reports to the Head of Finance and the Chief Executive. The ongoing purpose and benefit of the F Team meetings is the sharing of information, advice and support regarding funding, costing, cost cutting, and budgeting, throughout the Service. Through the sharing of information it tries to achieve conformity in replying to the numerous templates requested by the HSE and other Statutory Bodies. The purpose is also to keep the Chief Executive informed of financial developments and matters nationally.

The F Team has had a busy 2018. Two new members were welcomed to the F team in the Southern and Clare Regions. Other F Team members gave generously of their time in training the new arrivals. We also welcomed a temporary new member in Limerick due to a maternity leave. The F Team met formally on seven occasions in 2018 with numerous informal contacts between meetings. Major areas of focus for 2018 were as follows.

- Preparing service level agreements and dealing

NATIONAL TEAMS

- with the challenges of funding deficits
- Filing an annual financial monitoring return (AFMR) with the HSE for the first time in 2018
- Working with our ICT colleagues in reworking our payroll system. This was to prepare for the Revenue Commissioners PAYE modernisation project
- Developing “My Money” - an online system to assist in managing the finances of people we support
- Responding to the first reports from our newly established internal audit service
- Developing a number of new national financial policies
- Working on a national costing methodology for new services, and
- Assessing the cost impact of Storms Emma and Ophelia.

HIQA PROVIDER NOMINEE WORKING GROUP

MEMBERSHIP

| | |
|--------------------------|---|
| Johanna Cooney | Chief Executive BOCSI (Chair) |
| Norma Bagge | DoS Limerick Region |
| Fiona Coffey | Quality, West Region (Galway) |
| Margaret Glacken | National Head of Quality, Advocacy, Training & Safeguarding |
| Jodie Healy | Service Manager Roscommon |
| Michael Hennessey | National Head of Finance |
| Brenda Hutton | Quality, Southern Region |
| Julia Kelly | DoS South East Region |
| Brian Leahy | National Head of HRM |
| Eamon Loughrey | DoS West Region |
| Gina Magliocco | National Head of Risk & Regulation |

| | |
|---------------------------|---------------------------------|
| Una Nagle | DoS Southern Region |
| Liz Phelan | Risk & Quality, Limerick Region |
| Mary Rowan | Quality, Clare Region |
| Martina Rynne | Service Manager Clare Region |
| Kay Whelan | Quality, South East Region |
| DoS = Director of Service | |

The Brothers of Charity HIQA Provider Nominee Working Group reviews the progress of compliance with HIQA Standards throughout the BOCSI Regions. It identifies national themes and liaises with National Teams as appropriate to address any particular issues which arise from its review. The development by ICT and the Quality Team of a National electronic recording system for the monitoring of HIQA Inspections and Action Reports was supported by this Group. This Group reports to the Board through the Chief Executive who chairs this Group.

FREEDOM OF INFORMATION TEAM MEMBERSHIP

| | |
|------------------------------------|------------------------------------|
| Gina Magliocco | National Head of Risk & Regulation |
| Ann Donoghue | West Region (Galway) |
| Mary McMahon | Clare Region |
| Marianne Murphy/ Ciara Dowd | West Region (Roscommon) |
| Brian Muldoon | Limerick Region |
| Kathleen O'Reilly | Southern Region |
| Margaret Ryan | South East Region |

The National Freedom of Information Team (FOI Team) is made up of the FOI Officers from each of the BOCSI Regions. It reports to the Head of Risk & Regulation and the Chief Executive. The ongoing purpose and benefit of the FOI Team is

NATIONAL TEAMS

the sharing of information, advice and support, regarding compliance with the FOI Act 2014 and the model publication scheme. Through the sharing of information it strives to achieve conformity in responding to FOI requests and the FOI template requested by the Central Policy Unit via the National Federation of Voluntary Bodies. The purpose of this Team is also to keep the Chief Executive informed of trends in FOI requests and any related legislative developments and matters nationally.

DATA PROTECTION TEAM MEMBERSHIP

| | |
|--------------------------|------------------------------------|
| Gina Magliocco | National Head of Risk & Regulation |
| John Casey | West Region (Roscommon) |
| Ann Donoghue | West Region (Galway) |
| Colette Geoghegan | Clare Region |
| Brian Muldoon | Limerick Region |
| Kathleen O'Reilly | Southern Region |
| Margaret Ryan | South East Region |

The Data Protection Team (DPT) was established to support the BOCSI in meeting the compliance requirements of the Data Protection Act 2018 and to coordinate the implementation of the General Data Protection Regulations (GDPR) which came into effect on 25th May 2018. This Team is made up of the Data Protection Representative from each Region and reports to the Data Protection Officer and the Chief Executive. In 2018 the Team concentrated on working towards compliance with the requirements of GDPR by coordinating the issuing of privacy notifications to all our stakeholders, highlighting the importance of complying with the GDPR to staff, and focusing

particularly on how and why we receive, use, share, and store data. The Team agreed to an IT Privacy Tool solution to record and monitor our compliance and developed a plan to populate and manage the tool. The Team also drafted, agreed and implemented both a national Subject Access Request and a Breach Notification Procedure. This Team members continue to support one another to achieve compliance within their Regions within the available resources.

RISK MANAGEMENT TEAM MEMBERSHIP

| | |
|--------------------------|------------------------------------|
| Gina Magliocco | National Head of Risk & Regulation |
| John Armstrong | West Region (Roscommon) |
| Colette Geoghegan | Clare Region |
| Carol Madden | West Region (Galway) |
| Eugene O'Loughlin | Southern Region |
| Liz Phelan | Limerick Region |
| Margaret Ryan | South East Region |

The National Risk Management Team (RMT) is made up of representatives from each Region and reports to the National Head of Risk & Regulation and the Chief Executive. The main objective of the RMT is to review the Risk Management System and ensure a standardised clear and effective National Risk Management System is in place throughout the Services. This ensures best practice for our Services and complies with the requirements of various State Bodies. The National Head of Risk & Regulation chairs this committee and reports to the Chief Executive and directly to the Board as a member of the Risk Management Committee to the Board.

NATIONAL TEAMS

In 2018 the Risk Management Team reviewed the National Risk Management Policy & Procedures and produced a standardised National Policy and Procedure on Risk Management and it developed accompanying training to support its implementation throughout the BOCSI in 2019.

HEALTH & SAFETY TEAM MEMBERSHIP

| | |
|------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| John Casey | West Region (Roscommon) |
| Sean Gallagher | Limerick Region |
| Bryan Galvin | Southern Region |
| Colette Geoghegan | Clare Region |
| Carol Madden | West Region (Galway) |
| Margaret Ryan | South East Region |

The Brothers of Charity Services Ireland (BOCSI) National Health & Safety Management Team was convened following the merging of the 6 Service Delivery Companies with the National Company to form the BOCSI in January 2017. The members of this team were appointed by the Chief Executive. The main objective of the National Health & Safety Management Team is to support the Chief Executive and the Board to identify a clear and effective Health & Safety Management system throughout the BOCSI and to support those in the Regions appointed with the management of Health & Safety. This team responded to a BOCSI National Health & Safety Authority Audit and drafted a National Health & Safety Statement for the BOCSI.

INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) REPORT 2018

The Brothers of Charity Services Ireland developed and progressed its ICT strategy during 2018. The ICT strategy sets out our vision to: *“Deliver a secure and responsive information service that facilitates Brothers of Charity Services Ireland to share and engage with our stakeholders.”*

The ICT strategy has three core themes of (1) Improving ICT Services, (2) Reducing ICT Complexity and (3) Increasing the Value of ICT.

1. IMPROVING ICT SERVICES

A number of initiatives were implemented and improved during 2018.

- Our new high security datacentre was commissioned and critical servers and data migrated from our Galway region. This work will continue to consolidate all locations. This new infrastructure is more stable, resilient and supportable and facilitates more efficient front line services.
- A number of additional security measures were installed to prevent vulnerabilities in systems and to prevent malware attacks. A Security Operations Center (SOC) with the implementation of advanced threat analysis and Security information and event management (SIEM) was deployed to alert on potential attacks on our infrastructure.
- PAYE modernisation was implemented by our application developers and enabled compliance with new legislation. Our Client Relationship Management System has been enhanced to enable greater levels of care for the people we support. In addition, adoption of Microsoft Cloud technologies has enabled BOCSI to benefit from low-cost and scalable infrastructure as we become a more integrated organisation.

2. REDUCING ICT COMPLEXITY

The organisation has a number of legacy systems and technologies throughout the country. Several initiatives have helped reduce our ICT infrastructure, application and service landscape.

- To reduce data backup and restore complexity all data backups are now consolidated from multiple legacy systems to one central resilient and secure system.
- Legacy applications based on different standalone databases have been merged into one highly available enterprise database system. This allows greater flexibility and management of financial and HR data.
- Shared services using a modern Service Desk ticketing tool were enhanced to allow tracking and monitoring of all ICT incidents and change requests. The ICT team dealt with almost 10,000 ICT incidents during the year.

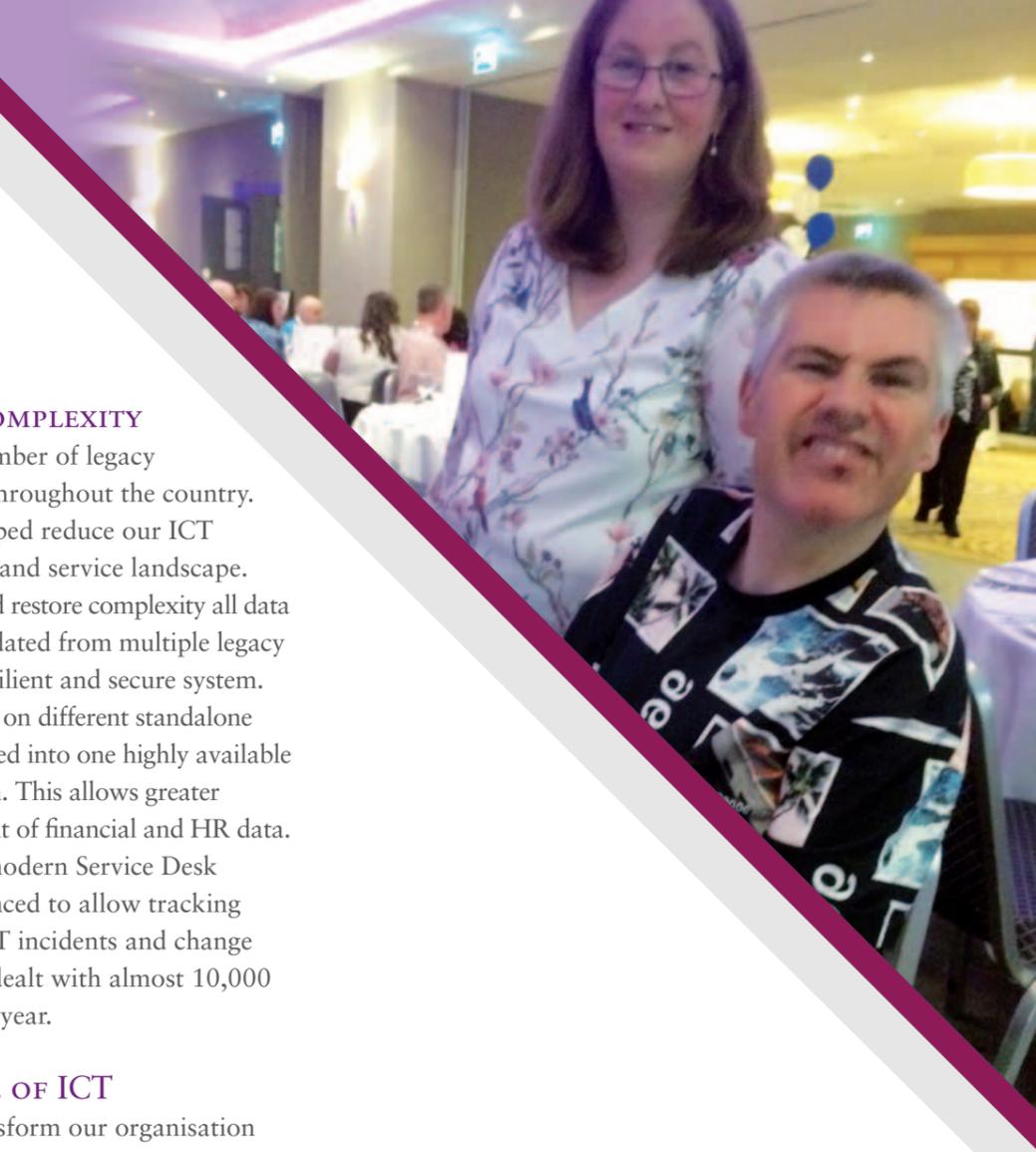
3. INCREASING VALUE OF ICT

The ability for ICT to transform our organisation and enable new services is of greatest importance.

- A new web portal called ASPIRE was launched for managing and tracking HIQA inspections. This portal provides real-time information and dashboards and increases front line efficiency. This portal has been demonstrated to the HSE and the National Federation of Voluntary Bodies as a potential Shared Service.
- New communications technologies like Skype for Business and MS Teams are being deployed to enable more efficient and modern communication systems. This will continue to evolve as we move to cloud enabled technologies.

The main barrier to our progress is the allocation of resources. Our focus on ICT consolidation and simplification will continue in 2019 as BOCSI focus on becoming a more modern and technology driven organisation.

Ronan Coy
National Head of ICT



SUMMARY OF CONSOLIDATED REVENUE INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST DECEMBER 2018

| Income | |
|--------------------------------|--------------------|
| Health Service Executive | 194,876,884 |
| Other HSE Grants & Funding | 13,230,914 |
| Other Income | 13,630,402 |
| Deferred Income | (1,434,144) |
| Designated Funds Released | 1,304 |
| Total: | 220,305,360 |
| Expenditure | |
| Pay and Associated Expenditure | 190,337,761 |
| Non Pay | 33,954,740 |
| Total: | 224,292,456 |
| (Deficit) for the year | (3,987,096) |

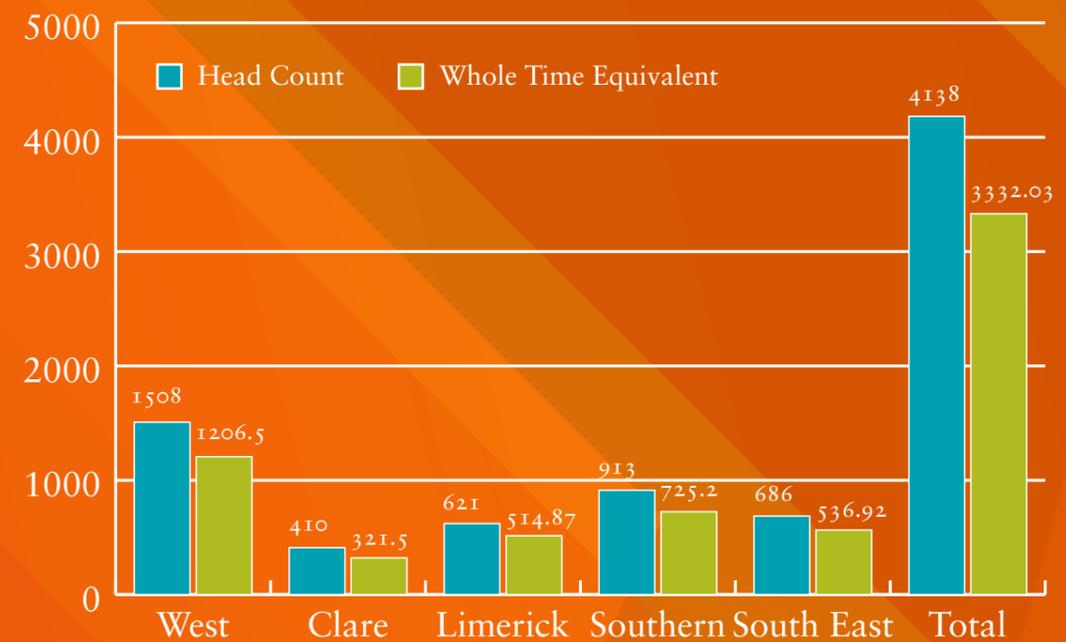
(Figures received with thanks from our external Auditor Tony Brazil, MK Brazil)



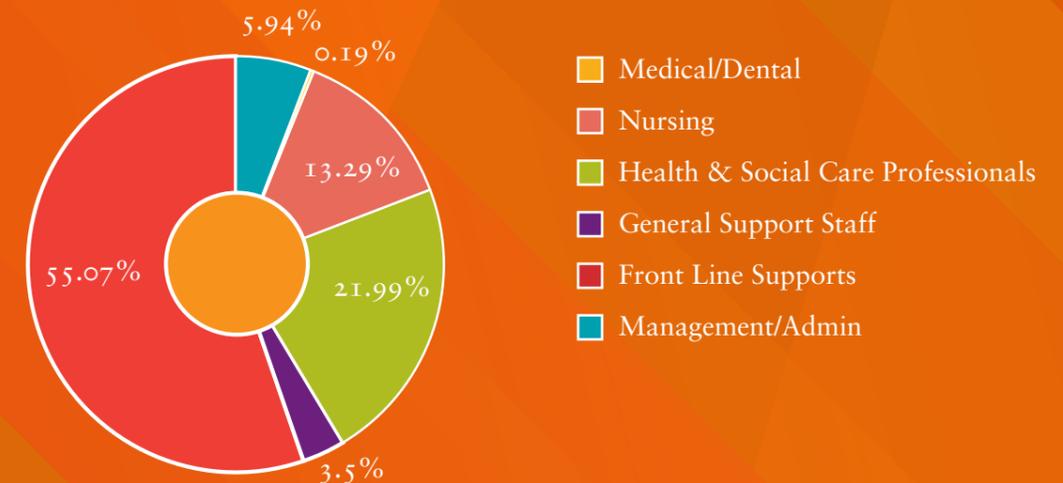
EMPLOYMENT FIGURES 2018

The Brothers of Charity Services Ireland employ 4,138 staff full-time and part-time. The whole time equivalent (w.t.e.) number of staff posts for 2018 is 3,332.03. Less than 6% of our staff is attributed to Management and Administration and the other over 94% work directly with the people we support. These low administration figures continue to impact us negatively as we operate in an ever increasing atmosphere of compliance and regulation.

NUMBER OF STAFF 2018



STAFF BY PROFESSION



VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY

The Brothers of Charity Services Ireland (BOCSI) deeply appreciates the many individuals who volunteer their time throughout our Regions. The aim of the volunteer service is to offer individuals who are supported by our Services the opportunity to pursue their individual interests and goals and widen their circle of friends. In general, volunteers are matched with an individual with the aim of befriending that person. A number of our volunteers also participate in the Citizen Advocacy Programme.

The types of support that volunteers are currently involved with include,

- Supporting individuals to engage in social and recreational outings and activities such as attending dances, social gatherings, shopping and swimming;
- Volunteer Buddy Scheme - volunteers buddying with individuals and supporting them to establish and maintain friendships;

- Supporting individuals to attend sporting occasions or to visit their family; and
- Individuals with particular skills and expertise in, for example, Information Technology, Gardening, Arts and Crafts choose to volunteer their time in day Services.

There are currently approximately 300 volunteers supporting people throughout our Services. All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the Safeguarding Policies and Procedures of the BOCSI and the Service Region. For further information please log onto our website or phone the Brothers of Charity Service closest to you.
www.brothersofcharity.ie/volunteers.php

DATA PROTECTION & GENERAL DATA PROTECTION REGULATIONS (GDPR)

The Brothers of Charity Services Ireland is working towards compliance with the GDPR which came into effect Europe wide on 25th May 2018. We have appointed a Data Protection Officer (DPO) because we carry out large scale processing of special categories of data in order to fulfil our role in providing Services to people with an intellectual disability. We have appointed a Data Protection Representative in each of our Regions to support the management of SARs, implement the national plan for GDPR compliance, and to report Data Breaches to the DPO. The main GDPR lawful basis under which we operate is 'vital interest' in relation to data belonging to people who are supported by our Services and 'under contract with the individual' in relation to data belonging to our employees and volunteers and in some cases 'compliance with a legal obligation' when sharing data with other State Bodies such as Revenue, the

Health Service Executive, TUSLA or An Garda Síochána. Please see our web site for further details of Data Protection and GDPR.

www.brothersofcharity.ie/data-protection.php



BROTHERS OF CHARITY SERVICES IRELAND CLG, COMPANY OFFICE AND REGIONAL SERVICES CONTACTS



BOCSI COMPANY

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Chief Executive
Brothers of Charity Services Ireland
Kilcornan House
Clarinbridge,
Co Galway
H91 K2E9
Tel: 091 796623

MID-WEST REGION

(Limerick & Clare)
Norma Bagge
Director of Services
BOCSI Mid-West Region
Blackberry Park,
Dock Road,
Limerick
V94 PRR8
Tel: 061 308149

SOUTH EAST REGION

(Waterford, Tipperary & Kilkenny)
Julia Kelly
Director of Services
BOCSI South East Region
Belmont Park,
Ferrybank
Waterford
X91 NCX7
Tel: 051 833400

WEST REGION

(Galway & Roscommon)
Eamon Loughrey
Director of Services
BOCSI West Region
Woodlands Centre
Renmore
Galway
H91 KN20
Tel: 091 721400

SOUTHERN REGION

(Cork & Kerry)
Una Nagle
Director of Services
BOCSI Southern Region Services
Lota,
Glanmire,
Cork
T23 PW59
Tel: 021 4556200





LOCATIONS OF BROTHERS OF CHARITY SERVICES 2019

Each colour indicates the geographical area covered by the service Region.
The Company, “Brothers of Charity Services Ireland CLG” is based in
Clarinbridge, Co. Galway.



Produced by the National Office,
Brothers of Charity Services Ireland

Brothers of Charity Services Ireland CLG.
Registered Address: Kilcornan House,
Clarinbridge, Co. Galway, H91 K2E9.
Company Registration No: 344780
Registered in Dublin, Republic of Ireland.
Charity Regulation Authority No: 20064853.
www.brothersofcharity.ie

Graphic Design & Printing by Swift Print & Design
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IRELAND BROTHERS OF CHARITY SERVICES

