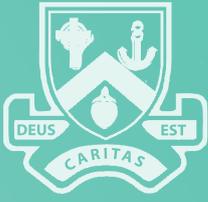




BROTHERS OF CHARITY SERVICES IRELAND
Annual Report
2019

IRELAND BROTHERS OF CHARITY SERVICES



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 2019. The Board wishes to express its appreciation to all associated with the Brothers of Charity Services Ireland especially to the many individuals we support, their families and advocates, for the confidence and trust they continue to place in our Services. It is in sharing and experiencing the joys and sorrows and the successes and challenges of our daily lives that we continue to learn to achieve our goals and together build a better world for all citizens.

We work to deliver innovative, quality, and safe services despite the seriously challenging financial and regulatory environment in which we operate. We are concerned about people on waiting lists, school leavers, and those with changing needs; and we highlight these issues with our funders. We in the Intellectual Disability Sector are being asked to deliver more services and comply with more regulations with less resources; it is an impossible situation and the Board is very concerned about the level of financial pressure we are under as a company despite some reassurances from our funder.

During 2019 the Services through the inventiveness and commitment of our staff continued to offer the individuals we support every opportunity to live and enjoy ordinary lives in their local communities. We value the myriad of community connections and natural supports that assist us in fulfilling our mission to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens.

The Board values the expertise, flexibility, and creativity of our staff. We recognise that they are the core strength of our services and extend our deep appreciation to all for their unfailing energy and continuing commitment to the people we support and our mission. I want to extend a warm word of thanks to the many volunteers attached to our Services who give of their time freely to support us to fulfil our mission. On behalf of the Board I want to express our sincere thanks to Michael Hennessy our Chief Executive and the members of the National Leadership Team who work diligently to lead, promote, drive, and support the operation of the Services.

I would like to take this opportunity to wish our former Chief Executive, Johanna Cooney a very happy retirement. I want to thank her on behalf of those we support and the BOCSI for her fantastic commitment over many years. Johanna came into the Galway Services as an Occupational Therapist in 1977 and worked her way up to Chief Executive in 2013. The Services will forever be grateful for her contribution.

Finally, I wish to acknowledge and thank the many Government Departments, the Health Service Executive, as well as the many Statutory Bodies who gave us ongoing support and assistance throughout 2019, and we look forward to our continued partnership with them during 2020.

Brother Alfred Hassett
Chairman,
On behalf of the BOCSI Board



CHIEF EXECUTIVE

Michael Hennessy

Welcome to Brothers of Charity Services Ireland (BOCSI) 2019 Annual Report. Once again we are delighted to share with you a report of the activities of our services during the past year. This report contains information and reports on the challenges and achievements in 2019 from the Directors of Service, National Function Heads, Internal Teams, Working Groups, the National Advocacy Council, along with some service statistics.

We have supported 8,441 children and adults during 2019 of whom 5,030 received services from BOCSI only. The BOCSI places huge value on quality of service and we continue to work on our national quality control through the implementation of the Council of Quality and Leadership (CQL) standards throughout the Services. The standardisation of our operational policies and procedures including risk management and our ICT systems support our Service quality aims.

During the year our Services underwent 111 HIQA inspections with a total of 2,125 outcomes tested. We achieved a compliance rating of 90.8%. We continue to strive for that last 9% and through the reallocation of resources and other inventive solutions to address the areas of non-compliance.

The National Advocacy Council (NAC) continue their work with external bodies and agencies on issues of concern to their membership and the wider disability sector. The Advocacy Structure has operated within the BOCSI for over 30 years and we continue to be awed by the work carried out by the advocates and their supporters at every level of the structure. The NAC meet with the National Leadership Team bi-annually to discuss and share objectives for the Services and to hear and address any national concerns the NAC raise on behalf of their members. At these meetings the Advocates also make proposals for the

improvement of our Services. These representations are reported to the Board.

The financial difficulty and resource shortages caused by historic funding cuts and the increased statutory requirements has put increasing pressure on our Board and on our staff and management.

I want to acknowledge the front line staff and managers who work tirelessly and innovatively to improve the quality of life for the people supported by our services. These efforts include nurturing community partnerships to enhance the life experiences of those we support and ensuring an individualised approach to services. I would like to thank the many staff who participate 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 shared learning and understanding. I wish to recognise the challenges the National Leadership Team continue to encounter and their efforts to produce quality services within available resources. I want to congratulate them on their continued drive and commitment to provide individualised person-centered services in fulfilment of our Ethos.

I wish to extend a very special word of thanks to our many volunteers who give of their free time, your engagement and contribution makes a very positive difference to many lives and for that we are truly grateful.

I wish to acknowledge the continued support and guidance given by our Board the members of which are all volunteers, and I extend a sincere thank you to the Congregation of the Brothers of Charity, in particular, Bro. Alfred Hassett, Chairperson of the Board, Bro. Noel Corcoran and Bro. John O'Shea, Regional Leader, for their generous support during 2019.

Finally, I offer a very sincere thank you to the many individuals we support 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.

Michael Hennessy
Chief Executive



INTRODUCTION TO SERVICES

The Congregation of the Brothers of Charity was founded by Canon Peter Joseph Triest, in Ghent, Belgium in 1807. A deeply spiritual and yet very practical man he inspired his young congregation to devote their lives to working with persons who were disadvantaged or marginalised. The Brothers of Charity opened their first Irish facility for people who 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 and parts of South Tipperary and Kilkenny. An overall total of 8,441 people and their families accessed our Services in 2019, supported by 4,359 staff (3526.84 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 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 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 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 own 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.



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).

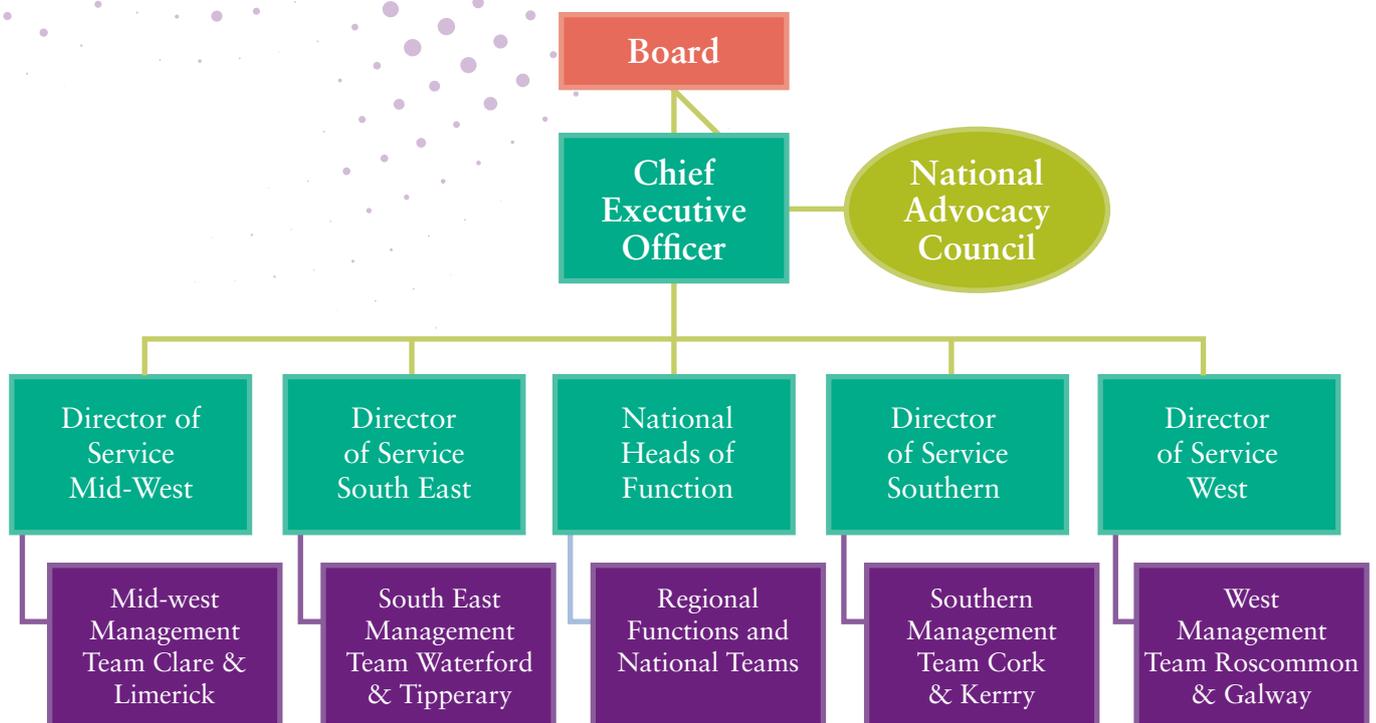
The Brothers of Charity Services adhere to and promote the ethos and principles of the Congregation of the Brothers of Charity in the management and delivery of the Services. The core values of our Services are the dignity and humanity of each person. In delivering our Service responses throughout the 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 Officer, the National Heads of Function (the Head of Finance; Risk and Regulation; Human Resource Management; ICT; Quality, Safety, Training & Advocacy; Procurement); and the PA to the Chief Executive Officer. The National Leadership Team led by the Chief Executive Officer consists of the members of the National Office and the four Directors of Services and currently one Service Manager.

The Chief Executive Officer reports to the Board of the Brothers of Charity Services Ireland and is the Company Secretary. The Chief Executive Officer 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 Officer, 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.

ORGANISATIONAL CHART 2019



The Directors of Service are the direct line managers to their regional management teams. The light blue line in the chart above represents the relationship between the National Heads of Function and the corresponding Regional Functions and relevant National Teams.

BOARD MEMBERSHIP 2019 AND BOARD COMMITTEES

Brothers of Charity Services Ireland CLG

Bro. A.T. Hassett (Chair)

Bro. J. O'Shea

Ms. M. Allen

Mr. J. Delahunty

Mr. J. Hayes

Mr. K. Brennan (ret July 2020)

Bro. N. Corcoran

Mr. P. McGinley

Ms. A Geraghty

Mr. J. Barry

Ms. G. Larkin

Michael Hennessy (CEO) - Company Secretary



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 BOCSI 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 BOCSI 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.

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 BOCSI.

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 BOCSI 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 are supported by the Services and our Staff is safeguarded.

APPROACH TO SERVICE PROVISION

A GENERAL OVERVIEW OF THE BROTHERS OF CHARITY SERVICES IN IRELAND

The BOCSI endeavours 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 are supported by the BOCSI.

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.

ENERGY EFFICIENCY

The BOCSI is required to report energy efficiency data to the Sustainable Energy Agency Ireland (SEAI) annually. 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 Energy Performance Indicators are showing a 33.8% better than base line performance and a 1.2% better efficiency than the target for 2020.

ENERGY STATEMENT

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

We are committed to:

- Reporting our energy efficiency data to the SEAI annually
- 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, and
- 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 on the following annually.

- 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 Authority
- 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
- Safeguarding Children: Policy and Standards for the Catholic Church in Ireland 2016
- Health Research Board (National Intellectual Disability Database).
- The Health & Safety Authority - Audits
- The Freedom of Information Act 2014 - 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 Commissioner
- Sustainable Energy Authority of Ireland (SEAI) Monitoring and Reporting
- State Claims Agency - National Incident Management System (NIMS)
- Incident and Accidents are required to be notified 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 Charities Code of Governance (from 2021)
- The Comptroller and Auditor General - Financial and Governance Audits
- Fundraising Guidelines

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

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND MID-WEST REGION – LIMERICK

Report from the Director of Service Norma Bagge

It is a welcome opportunity to look back on 2019 for this Annual Report and take time to reflect on all that has been achieved by the BOCSI Limerick Region over the course of the last 12 months. It is also an opportunity to recognise the advances made through our adult and children services as well as highlighting the ongoing challenges being experienced in respect of supporting an ageing population with changing needs as well as a growing demand for services for children in a highly financially constrained environment.

In this regard Advocacy continues to build from strength to strength within the Limerick Services. While the Community Advocacy structure is strong and stable and well supported there are challenges with embedding a similar structure in Services that are congregated and who support individuals with more profound needs. In order to shine a light on the circumstances of individuals living in one of these centres a “non-instructive” advocacy story was developed by the Advocacy group and shared with all governance levels of the BOCSI as well as the HSE at both local and national level. This was a significant exercise as it highlighted, in very real terms, the living circumstances of individuals who have no voice and whose service needs to change and transform in order to meet their needs in line with our Ethos, Government regulations and quality standards. The Limerick Advocacy group also presented at the National Advocacy conference in Waterford and were actively involved in progressing the requirement for WIFI in all homes and day centres run by BOCSI Limerick during the year.

Linked to this advocacy piece a submission was made to the HSE during 2019 in respect of a plan to partly de-congregate our campus in Bawnmore, in line with the HSE policy on Time to Move on from Congregated Settings. This plan also included

a submission in respect of upgrading a number of residential homes on site recognising that residents will continue to live in these homes until alternative community based homes are secured. This plan was presented to both local and national HSE in the latter stages of 2019 and was positively received. As a Service we continue to pursue the approval of this plan in 2020. In the meantime, three houses in the community have been secured and upgraded, with the support of the HSE, and are ready for occupancy by people currently living in Bawnmore. All that is required to progress is the final funding approval from the HSE.

During 2019 we progressed the planned replacement of a number of homes in our Community Services with the support of Limerick Council and the Department of Environment. This means that residents will move to new homes in 2020 that have been built to the highest of standards and are located in communities that will afford access to amenities and transport that will promote choice and freedom for the individuals living in them.

Our Community Services team developed and promoted a forum for promoting creativity and talent as well as collaboration between Day Services in the region through the “Glas project”. This resulted in two service-wide events taking place during 2019 that were an example of how we can celebrate the talents and ability of the people we support. The Community team will look to build on this endeavour in 2020 as we recognise the importance of providing a platform for the creative talents of the people we support. The community services team also engaged with the HSE on the rollout of their “Easi tool” which is informed by the New Direction policy of the HSE.

We welcomed new people into our service under the School Leaver process. Securing appropriate

REPORT FROM EACH SERVICE REGION

building locations in which to provide a base for our day services is a continuing challenges based on price and availability. The HSE continue to support the Services in addressing this challenge.

The Children Services Team continued to manage an increasing caseload and demanding work environment during 2019. The Team has embraced the model of Family Centred practice and have developed care pathways to ensure that they are providing supports and interventions that are valued by the family and aligned to what their priorities as a family are. The team continues to explore innovative means for maximising to use of a finite resource given the demand that exists for these supports. The roll out of the new management information system during 2019 will support this work.

We continue to work with the University of Limerick in providing placements for psychology graduates which offers our services opportunities in terms of progressing specific projects, enhanced therapeutic supports and research. Members of our Multidisciplinary Teams (MDT) were involved in the provision of training to promote independence and autonomy, supporting group work in relation to safeguarding and sexuality, carrying out assessments many of which showed the urgent need to secure resources for services, as well as supporting transitions to new ways of working in line with best practice. A member of the MDT was also involved in a national working group that focused on developing a proposal in respect of the provision of MDT supports to school leavers in a shared model of support. This proposal, which was published by the National Federation of Voluntary Bodies in 2019, has resulted in increased funding being prioritized for MDT supports within disability services in 2020.

We continued to be inspected by the Health Information and Quality Authority during 2019 and learnings from inspections have been shared and used to improve the quality of the supports we are providing to people being supported in our Residential Services.

We hosted a meeting of the BOCSI Board and we were delighted to have the opportunity to make a presentation to the Board bringing them up to date with the developments and opportunities, and some challenges faced by the Limerick Region.

In April 2019 we commenced, in partnership with the Clare Region, a project to achieve CQL (Council on Quality and Leadership) accreditation over the course of the next three years. This requirement for accreditation has been set by the Board of BOCSI and a number of other regions have already achieved this CQL quality mark. Essentially this accreditation process will enable all staff within the Services, through training and new progressive processes and structures, to become more person centred in how we provide supports to individuals availing of our services. This project is fully in line with the Ethos of the BLOCSI and will reinforce this Ethos in every aspect of the work we do. We look forward to this journey and also working collaboratively with the Clare Services.

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND MID-WEST REGION – CLARE

Report from Service Leader Martina Rynne

The year 2019 was another year of growth for BOCSI Clare Region, with 17 new school leavers coming into the services for supports.

The Rehabilitative Training Programme funded 4 of the school leavers who receive supports from ‘Streetwise Ennis’ and a further 2 from the ‘Project Me’ service in Kilrush. The remaining 11 individuals had services designed to meet their needs utilising the funding made available through the HSE for day supports. Many of these individuals have high and very specific needs and required funding for the purchase of new vehicles and rent for new properties. The HSE funded BOCSI which made it possible to provide highly individualised services for each person. BOCSI Clare commenced supporting another 6 people to live in their own home through a variety of housing options from Banner Housing Association.

We had a busy and positive year with HIQA, with eight Designated Centres renewing their registration. Two more Designated Centres were registered with changes to the original centres and one new additional Designated Centre received registration.

We have renewed our focus on our advocacy structures to ensure that advocacy representation reaches everyone within our services. Elections to the Advocacy Council have taken place in all areas of our Services and all positions have been filled. Specific training has been developed for staff and individuals supported to enable them to carry out their Advocacy roles and this training will start in 2020. The advocates will be involved in providing this training to staff. This is recognised as a very important strategy and the aim is to reaffirm the message that advocacy is everyone’s responsibility within BOCSI.

BOCSI Clare commenced the process toward accreditation with the Council of Quality and Leadership (CQL) within the BOCSI Mid-West Structure. A Steering Group has been established with representatives from both the Clare and Limerick Services and is tasked with progressing the work of CQL accreditation in the Mid-West. This Group will draw on the experiences of other BOCSI Regions who have successfully achieved CQL accreditation. BOCSI key staff attended a four-day workshop during the summer on Personal Outcomes Measures and work has started on the development of a new Personal Planning tool which will encompass existing good practice and elements that are included in the accredited Regions’ practices.

On the 10th September 2019, sixteen of our support workers received a QQ1 Level 5 Certificate in Intellectual Disability Practice. BOCSI Clare hosted the training programme and it was delivered by the Open Training College, a Quality Approved Third Level Institute of Education.

BOCSI offers a Vocational Training Programme to people with intellectual disabilities, who are unemployed and who wish to avail of further education and training. The two year programme focuses on both ‘on the job’ training working on specific skills for practical and personal use and directed training. In 2019, the Vocational Training Programme relocated to the heart of Ennis town, with easy access to shops, cafes, restaurants, businesses, as well as the bus and rail station. This move ensures that students from Shannon and Kilrush can access the course without supports as it is only a four-minute walk to the training centre from Ennis bus/train station. The relocation is also a visible presence in the community and enables participants’ access to community facilities and the business sector for work placements.

REPORT FROM EACH SERVICE REGION

The Service continues to develop and nurture networks of supports across the county as we respond to emerging needs. We collaborate with housing, education providers, leisure facilities, and employers to provide supports that are local and build lasting relationships. We are very grateful to the communities who welcome us with understanding and support and work with us to develop new initiatives.

We are working with architects, planners and families to see how we can create a community space that will enable the people we support to flourish. In Killaloe/Ballina individuals are being supported to realise their dreams of their own home in a familiar location that is close to their family. Our new building in Killaloe has secured planning permission and we are now in the phase of securing finance. We are very grateful to the families who have been working with us to identify fundraising opportunities.

In Sixmilebridge we opened a new day support base which allows us access to the local community and education facilities through the Limerick and Clare Education Training Board. People form relationships based on common areas of interest not on ability and this organic growth of local supports enables us to meet emerging needs. Delivering supports using community facilities is the preferred choice of families as it allows those with younger children to plan for a future that is inclusive. The HSE School Leavers Fund supported the opening of this day service.

To conclude, I would like to take this opportunity to thank the staff and management of BOCSI Clare, for their hard work and commitment. I also want to thank all the individuals supported for their direction and clarity to management through organised advocacy, but also as individual citizens.

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND SOUTH EAST REGION

Report from the Director of Service Julia Kelly

The following is a synopsis of the activities, achievements and challenges of the South East Services for 2019.

We welcomed the Ballytobin Service to the BOCSI family in 2018 and it has gone from strength to strength in 2019. We undertook a very successful recruitment campaign for the Ballytobin Services to reduce its reliance on agency staff. We hosted a number of social gatherings to forge links with the families and friends of those individuals who live in Ballytobin and in September we hosted a party to celebrate our first anniversary together.

As is the case every year a HSE prescribed level of funding for places for school leavers was made available and we welcomed a number of new entrants to our services, nine in Waterford and two in South Tipperary. We once again highlighted the issue to the HSE of the inadequacy of funding to provide multidisciplinary supports and non-pay costs for school leavers. Funding for places for these individuals was subject to a number of appeals to the HSE, not all of which were successful.

In June last year we were advised by the HSE that there was no funding for the Summer Camp provided by South Tipperary Respite Services for twenty children (July & August) as the HSE had allocated that funding elsewhere. Families were hugely disappointed which resulted in a public outcry that culminated in a reversal of the decision by the HSE. At very short notice the camp proceeded as planned alleviating the concerns of many families. This Summer Camp is for a niche group of very special children and there are no alternatives available so families depend on it; more and more parents are requesting access to this camp and we can foresee the numbers rising annually.

In line with what had been planned by the HSE under the National Programme for Progressing Disability Services (PDS), a social work post in Waterford, which became vacant during the year, was transferred to the HSE. This ended a forty year involvement of the BOCSI Waterford Services in the provision of social work support to special schools. We hope that the changes that are envisaged with the PDS program will ultimately result in an improved services to all children with disabilities in Waterford.

Reconfiguration of services and expansion led to the creation of a new service area in Waterford city – Nova Services. This development went some way towards addressing the issues in Waterford regarding the ratio of designated centres to Persons in Charge (PICs). Throughout 2019 we had twenty-five HIQA inspections and by and large we achieved high levels of compliance at 84%. We had previously reported that our main non-compliance is in relation to an inadequate number of PICs. Through reconfiguration of staff we have managed to address this for a number of centres. There is however one remaining service area where the PIC has three centres and it is our intention to have this addressed in 2020.

In the latter part of the year we had a Quality Assurance Review with the Council on Quality and Leadership (CQL). We were commended by CQL for the work undertaken towards addressing individuals' Basic Assurances Plans and Personal Outcome Measures Plans. Data collated will ensure that we are continuing to monitor our improvements in our service delivery system. We have put an action plan in place to implement the recommendations of the review. Following completion of a successful off site review we are delighted that our accreditation continues for a further three years.

REPORT FROM EACH SERVICE REGION

In 2019 we carried out an Employee Survey to seek the views of staff on their experience of working in the Service, requesting that they identify positive aspects, challenges, and opportunities for improvement. The purpose of this was to build a better working environment for all and ultimately to provide enhanced services to the individuals we support. We were delighted with the response rate of 62% and that there were a great deal of positive aspects identified. There were challenges identified as well and a joint working group of both management and staff has been set up to develop an action plan to address these challenges. A series of open sessions have been set up for the first quarter of 2020 where staff will have an opportunity to drop in and meet members of the working group to contribute their ideas to the creation of the action plan.

In the 2018 annual report I reported on our concerns in relation to our financial position and that we had undergone a service review by the HSE and that the outcome of the review was positive. I am happy to report that in mid-May we were informed that an amount of €750k was added to our ongoing funded base. This will address the more significant issues which we had and hopefully allow us to enter 2020 with a balanced budget.

Other areas of the Service still suffer due to inadequate funding. Residential waiting lists continue to grow and currently the only possibility of individuals securing a residential place is by being deemed a priority by the HSE based on a strict prioritisation criteria system. There is no indication that this situation will change anytime soon.

Our respite service in Tipperary is funded as a part-time service and provides respite to 63 individuals. There is a growing waiting list for this service and there are ongoing expressions of concern over the limited number of adult respite places available.

As the economy improves, we continue to struggle to recruit suitably qualified staff as well as retaining our own frontline staff. This has led to an increase in spending on agency staff which goes against our aim of maintaining consistent staffing within services to support the building of relationships and trust.

On a more positive note I wish to share some of our achievements during the year. Our major highlight in 2019 was that the South East Advocacy Council hosted the BOCSI National Advocacy Conference. This was held in the Tower Hotel and attended by 270 delegates from across all regions of the BOCSI. The theme of the conference was Walk in my Shoes. A full report of the conference can be found as a stand-alone article in this publication. I wish to thank the Regional Advocacy Council and their supporters for their excellent work in sourcing and facilitating the presenters, workshops, and delegates, and for ensuring that the conference ran smoothly on the day. It was a tremendous day and night enjoyed by all which was a testament to the huge amount of work that went into making it a success.

In February we held a function to celebrate seventeen individuals who have been in receipt of supports from the South East services for over 50 years, seven individuals who have been in receipt of supports for 40 plus years, and two staff who have been with us for 40 years. We also had a number of staff who had retired in the previous two years and we used this opportunity to say farewell and celebrate their retirement. Included in this number was Johanna Cooney, Chief Executive and former Director of Services in Waterford who retired in May.

Our Social and Recreation Department had another busy year. We were ably represented in

REPORT FROM EACH SERVICE REGION

Dubai at the World Games with our successful soccer team, the goal scorers making national headlines at home! In November the Theatre Royal in Waterford had a full house for “Strictly Abba” and not to be outdone, the South Tipperary Services’ production of “Our Lonely Planet” in the Bru Brou Centre in Cashel was a great success. I would like to acknowledge the huge commitment of all involved in these productions.

We are actively working to acquire houses to replace those which are no longer fit for purpose due to the changing needs of their residents and for any new residential places. I am pleased to report that Belmont Park Housing Association was successful this year in acquiring three houses with CAS Funding, two in South Tipperary and one in Waterford.

During the year we were successful in recruiting a consultant psychiatrist on a half time basis. This development has had a positive impact for people within our own services and for adult mental health services managed by the HSE. We also recruited a senior psychologist for our multi-disciplinary team in Waterford - this is a much needed resource for individuals in our services.

A man who has attended the day services for 30 years ‘resigned’ from the service as he has taken up full-time paid employment. This proved to be a very proud moment for this man and his family as his goal had been to seek and maintain employment within his community. He returns to visit and reports that although he misses staff and his colleagues, he is enjoying the independence and sense of achievement that work life is giving him.

Our Nagle Services in Tipperary were successful in acquiring National Lottery Funding to commence work on a garden and walk way in Cashel. They

were also able to install a multi-sensory room in the centre in Cashel through a generous donation from a local company.

In September we hosted a meeting of the BOCSI Board and we were delighted to have the opportunity to make a presentation to the Board bringing them up to date with the developments and opportunities, and some challenges faced by the South East Region. Board members also took the time to visit some of the Waterford services and meet with staff and individuals supported.

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 here. These achievements are significant for the individuals involved and I wish to congratulate everyone who achieved so much during the year. These achievements also reflect on the staff whose efforts make them possible and I thank them for their continued commitment to ensuring that the hopes, dreams, and aspirations of the people we support are met.

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. We thank them for their years of hard work and dedication, and wish them all a very happy retirement. Sadly during the year five individuals we support passed away, and we also lost a member of staff following illness. Their loss is felt by those who knew them – may they rest in peace.

I would like to extend my thanks to members of the local communities, families, community organisations, and the HSE personnel at local level, with whom we work closely, for their continued

REPORT FROM EACH SERVICE REGION

efforts on our behalf. Finally I would like to acknowledge all that has been achieved in 2019 and to thank the management team at local and national level, and staff of the South East Services for their continued support and dedication as we face into 2020 and to acknowledge the individuals supported by our services who push us to continuously improve the quality of our services.



REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND SOUTHERN REGION

Report from the Director of Services Una Nagle

From the outset, with the upturn in the economy and the air of optimism for 2019, we set to work on future strategic plans at National and local level. The local HSE Disability Office and all voluntary agencies commenced the development of a multiannual plan to capture and plan for the changing and unmet needs for the region. This is a very detailed exercise and will take until 2020 to complete. It coincided with the Department of Health's new planning database the National Ability Supports System (NASS) designed to record the current and future health support services for the people we support and to gather information to aid planning, development and the organisation of disability funded services.

The year 2019 saw numerous events and initiatives in the Region which I have endeavoured to set out in the following.

The Regional ASD Team and Regional Positive Behaviour Support Services presented to the steering Group on Progressing Disability Services (PDS) for Children and Young People Steering on the continued requirement for Challenging Behaviour Services and for Autism Specialist Services in the region to support Primary Care Teams and Children's Disability Teams under the PDS framework.

The Senior Management Team met with the Board and presented on Clinical Risk and Clinical Governance structures. The Head of Psychology presented an example of Good Practice when dealing with individuals who may display high risk 'sexualised behaviours'.

The Residential services continued to score good outcomes under the Health Act regulations monitored by HIQA and fared very well in the HIQA Thematic Inspections on restrictive practices which evidence our ethos in action.

Four men relocated from Lota to their new home in Blarney under the services of our de-congregation project. Their fantastic new home is a spacious bungalow in the village renovated to the highest standard by the HSE. We wish them every happiness in their new community.

ASD Assessment and intervention waitlists for children continued to present challenges but progression is being made and the HSE continue to support a waitlist initiative in this regard. Our Kerry Children's Services Network Teams (KIDS) continue to deliver high-end services and have developed a number of clinical pathways to support family-centred practice. The biggest challenges for the teams include providing replacements for core team members for maternity and other leave, and the buildings being too small. Facilities in Killorglin were made available as an outreach base to alleviate some of the pressures. Bawnleigh Children's Respite Centre established an innovative youth advocacy group which we hope can be sustained and developed over the years.

Demand for adult respite services continues as a key pressure. We are delighted that the HSE identified funding late in 2019 for developments in after-work and homeshare respite for adults with priority needs.

Chapelgate Café hosted an evening to honour the work and commitment over the past 30 years of three founder members of the BALANCE organisation with whom we formed a strategic alliance. BALANCE volunteers run the charity shop adjacent to the café to fund their excellent annual Summer Camp.

We hosted a Personal Outcomes Workshop for members of the National Leadership Team in Lota. This was delivered by CQL from the US. It proved very successful and a CQL self-assessment was completed following the visit.

REPORT FROM EACH SERVICE REGION

New Staff Representatives were elected and trained on the Health & Safety Committee. All members continue to contribute enthusiastically to the work of the Committee which included two ‘Staff & Person Supported Wellness’ events hosted in the autumn which were a great success. Plans are in place to continue this exciting programme to include the Kerry Services in 2020.

Day Services formed links with Cork Sports Partnership and the Irish Heart Foundation to arrange Sli na Slainte walking tours for individuals who attend day services. The individuals attending Aisling Community Access Programme signed up to the Today FM Dancer for Cancer. They were joined by the BOCSI LAMH Choir. This was a wonderful fun event and both groups were determined to raise valuable funds for the cause.

The Cork Regional Advocacy Group embarked on a brilliant project to showcase at the National Advocacy Conference. It comprised a series of interviews with well-known personalities on ‘What’s different about You’. The interviews were conducted by members of the Advocacy Group with politicians, film and sport celebrities including Jeremy Irons and Donal Lenihan. Well done to all involved.

The Speech & Language Department always has some innovative projects on the go and 2019 was no exception. The Department focused on augmentative and alternative communication (AC). It linked with the Cork City Rotary Club who raised over ten thousand euro for an ACC device that can be loaned to families to trial or pending funding for their own devices. Special thank you to the Rotary Club members. The Department then went on to form the AACtivate Club. This club commenced in October and meet one Saturday morning a month for the academic

year 2019/2020 at the Scoil Triest building. The club is facilitated by Speech and Language Therapists and is supported by University Student volunteers (SLT and OT invited), The AAC user will experience being immersed in an environment where AAC is the norm. The users’ families will meet other families with whom to share experiences, gain access to a supportive, private social media forum in which to share ideas and experiences, have regular opportunities to practise implementation strategies such as Aided Language Input, and to see a demonstration of strategies and activities that are appropriate for their children. University students will gain experience spending time with people with disability and their families during meaningful activities, liaise with and learn from professionals, learn about Total Communication, AAC systems and effective implementation strategies, as well as particular disabilities.

We welcomed 33 School leavers/Rehabilitative Training Graduates into adult day and RT Services, some with very complex support needs.

On the financial front a revenue deficit was incurred to the amount of €90,000 which included pay cost overruns in residential services due to the changing needs of residents especially in the Bandon community houses and in campus locations. These are being closely monitored. We continue to work with the National Office on a deficit recovery plan which cumulatively stands at over €2.5 million. We envisage this recovery will be slow and will require significant monitoring by our Senior Management Team in the Region. We thank the Congregation for assisting us in financing a premises at Mayfield for day services. The HSE provides annual funding to run the service and to repay this finance.

REPORT FROM EACH SERVICE REGION

I wish to pay a special thank you to all who have raised and donated to the Services during the year both financially and in kind. We also continued to benefit from Corporate 'Giving Back' days including a visit of 12 volunteers to Castlehyde Courtyard by Sanmina in Fermoy. Thanks to all those who have given so freely of their time to voluntary work on the Boards of Special Schools and associated companies including Castlehyde Trust and Upton Cork Housing Association. I want to express my gratitude to all the staff and management in the region for their dedication to those we support. Together, all of these measures add to the overall health of the organisation and the wealth of knowledge and experience so valued by the people we support and their families.



BROTHERS OF CHARITY SERVICES IRELAND WEST REGION

Report from the Director of Services Eamon Loughrey

I am pleased to present a summary of the activities and challenges arising in the West Region (Galway and Roscommon) during 2019. The West Region continued on its path of restructuring and integration. For example, the year saw the development of a single senior management team (WRSMT) and work has commenced on the integration of the Finance, Human Resource, and Payroll functions, which will be completed by the middle of 2020.

The year 2019 was another challenging, exciting, and busy year for the services, staff and people we support in Galway and Roscommon. The major challenges included responding to the changing needs of the individuals we support, emergencies arising from individuals living at home with elderly parents in bad circumstances who are now requesting access to residential services, and the increased demand for respite places, all of which we endeavour to support within our existing funding allocation. In contrast to 2018, no major additional funding for residential services was allocated for emergency residential cases, and this will cause further hardship for individuals and their families. There was a large increase in the number of school leavers/graduates joining our day services which while very welcome, put pressure on the service as we did not receive adequate funding to cover the provision of multi-disciplinary supports, transport, and rental costs. Unfortunately, the services did not achieve a breakeven financial outturn due to ongoing and legacy deficits in one of the sectors, which will take a substantial funding injection to rectify in the years ahead.

On a positive note the Quality Department in Galway continued to support frontline staff and Persons in Charge with HIQA inspections. The Services in Galway has consistently achieved a

high level of compliance in HIQA inspections with great credit due to the frontline staff and managers for their hard work and dedication to the people supported by our services. In total twenty seven monitoring inspections took place in Galway throughout 2019 with an overall compliance rate of 98%. Some designated centres in Roscommon continued to have compliance issues due to the lack of resources to enable us to meet the stringent fire regulations and staffing numbers. We will continue to work with the HSE and HIQA to resolve these deficits in 2020.

A representative from the Council for Quality and Leadership conducted an interim accreditation review in both Roscommon and Galway in November 2019. The reviews involved focus groups with people supported and a teleconference review during which staff from the 'Basic Assurance' working groups presented a progress report on the Quality Plans. The Human Rights Committee (HRC) developed procedures to review the use of psychotropic medication as well as easy-read HRC self-referral forms and rights review recommendations forms for people supported. The Services produced a pictorial booklet of the three year quality plan which was circulated across the services.

Staff training continued on the "Supported Decision Making" programme which gives staff the skills to support individuals on a one-to-one basis to identify their own key life priorities and to assist them to make effective changes to reach their goals. The objective is to build capacity with people supported so that they can confidently make decisions about their lives. Day service Staff and people supported completed the remaining six themes in the New Directions self-assessment "Easitool" and associated annual action plans.

REPORT FROM EACH SERVICE REGION

Two residential services participated in a HSE National Demonstration Project where they piloted a Self-Assessment tool, which evaluates an organisation's Person Centred Planning Practice against the newly developed HSE National Framework for Person Centred Planning for persons with a Disability.

Blue Teapot, our performing arts school, had another very successful and exciting year. In conjunction with the Abbey National Theatre, the school launched a new initiative called the 'Blank Page' which assists individuals to develop their writing and script writing skills. A new production has been developed called Into the Dark Woods by one of the theatre members which plans to have its premiere in the 2020 Galway European City of Culture. In addition a lot of planning and work commenced in 2019 for the Crossing the Line International Theatre Festival which will take place as part of the City of Culture activities.

That's Life facility continued to offer rich opportunities for musicians and performers to contribute to the arts life of Galway City and County exposing them to new audiences. The inclusive 'Gamelan Ensemble' received much praise for the beautiful performances of 'In Flow' at the Galway Jazz Festival and the Arts Council 'Places Matter' conference. The 'Electric Dreams band' and 'Bounce DJs' crew played at the Button Factory as part of the Dublin Dance Festival and were very well received.

The Advocacy Councils had a very busy and eventful year. In January, advocates had a meeting with the Minister of Disabilities, Mr Finian McGrath, in Leinster House as part of an event organised by the National Platform of Self Advocates. Items discussed at the meeting included housing, employment, and transport issues facing

people supported in services. Advocates attended the launch of the "Doctors and Us" report in November, an event organised by the Inclusive Research Network. The HSE Quality Improvement Team held a National Disability Services Sharing day in September in Dublin. The day highlighted examples of good practice around Ireland in meeting the nine outcome domains from the Quality Framework. There were two examples presented from BOCSI West, the Accessibility Ballinasloe project and the Roscommon project on Mr John Tobin's journey to reach the top of Croagh Patrick.

The Galway Advocacy Council celebrated the 30th anniversary of its formation at a special regional advocacy meeting in November, which was attended by the Minister of Disabilities, the Mayor of Galway, and the HSE General Manager for Disabilities. The Minister made a number of presentations at the event to five advocates in recognition of the work they have completed since the inception of the Galway Advocacy Council.

During the year the Advocacy Council in Roscommon designed an interactive workshop Walk in my Shoes to raise awareness and give insight into the experience of people with different disabilities. The workshop consists of four experiences - Obstacle Course, Blindfold experience, Hearing experience and Easy Read Experience. The workshop was first presented at the National Advocacy conference in Waterford and then presented locally in Roscommon, where it was attended by a wide audience including county councillors and a local TD.

The Physiotherapy Department continued to roll out and develop the Rebound Therapy service across East Galway to allow for both children and adults supported by the services to access this valuable and enjoyable treatment modality closer to their home

REPORT FROM EACH SERVICE REGION

base. Rebound Therapy is an effective treatment involving the therapeutic use of a trampoline. During 2019, the department finalised the purchase and installation of the equipment into the Starling centre for adult services and St Brendan's for the Early Intervention services.

The Psychology Department following interagency collaboration and professional training in the area of forensic psychology embarked upon the provision treatment. The SOTSEC-ID cognitive behavioural group treatment, considered as the most evidence based treatment for persons with intellectual disability who engage in sexually harmful behaviours towards others, was provided for the first time by the services. An individualised intervention The Good Lives model was also provided as an alternative treatment for whom group treatment was not feasible. Initial treatment outcomes have been promising to date.

The year 2019 was a busy year for the East Galway Sector with a number of new day and residential services opening for persons supported in Gort, Ballinasloe, Athenry, and Clarinbridge. Tope Printing in Ballinasloe moved its printing operations to a new central location in the town which has increased accessibility and customer foot fall. The Starling Centre in Loughrea opened a training room, which has hosted training events and meetings for the entire Service.

The highlights for the year for the West Galway sector include the opening of the much needed 'Waves' hydrotherapy pool in the John Paul Services in February. The pool is a state of the art facility which we view as a centre of excellence for the provision of therapeutic hydrotherapy sessions. Opening the 'Carra Services', based in Knockacarra in November was a major achievement for the services and we look forward to it being of great

value to people in that part of the city. The services in Bruach na Mara participated in an animation project with 'GRET'B' and a local animator. The animation titled "Finsceal" launched in Ionad Culturtha an Phiarsaigh in Ros Muc and was featured on a TG4 news programme.

Roscommon continue to be very busy with a number of very positive service developments. A number of persons supported moved from a traditional workshop centre to a new service hub based in the centre of Castlerea. The hub formed links with the local community initiative An Chistin and a cookery tutor which gave participants the opportunity to achieve HACCP training and cookery lessons in a professional kitchen. This project has supported individuals to develop food products and marketing skills with the aim of setting up a micro enterprise to sell their product in the local community. Roscommon Services are also a stakeholder in the Abalta Ros Comain initiative, which is a new pilot ability programme supporting young people with disabilities. The aim of the initiative, officially launched by the Minister for Social Protection in October, is to provide supports for potential entrants to the labour market such as education and training, volunteering opportunities, and work placements.

The Children's services continued to provide quality services and the 'Family Support Service' is the umbrella term for in-home supports, clubs, camps, and host families. The mixture of centre based and the community model of respite continues to enable hundreds of families to care for their children, who present with complex medical and/or behaviours which challenge, at home. Planning permission was received during the year for the construction of a replacement to the present building for Rosedale school on the Woodlands campus.

REPORT FROM EACH SERVICE REGION

The new school will cater for both pre-school and school age children and will offer state of the art classrooms and recreational spaces, it is planned that building works will commence before the end of 2020.

On behalf of the senior management of the services in the West Region, I wish to acknowledge what has been achieved under challenging circumstances during 2019 by our staff. I would like to thank all those who contribute to the success of our services, staff, members of the local communities, families who support us in our work, HSE staff, and our National Supports. Above all, I want to thank all those people who availed of our services during 2019 and for their continued trust in us.

REPORT FROM EACH SERVICE REGION



2019 NATIONAL ADVOCACY CONFERENCE

Walk in My Shoes



The Brothers of Charity Services Ireland National Advocacy Conference 2019 *Walk in My Shoes* was hosted by the South East Region. The conference was held in the Tower Hotel Waterford on the 24th October. Two hundred and seventy delegates attended from all Regions. It was wonderful to see so many of the BOCSI Board and the National Leadership Team in attendance.

This year's conference differed from the past number of years as it included 10 workshops which were held in the afternoon. The guest speaker was Damien Vereker, a member of the Irish Paralympic Team based in Waterford city, and he set the stage for a vibrant and engaging day.

BOCSI Regions had the option of presenting during the morning or to deliver a workshop in the afternoon. The Southern and the Mid-West (Clare & Limerick) Regions gave emotional and thought

provoking presentations on various aspects of the theme during the morning and the West Region (Galway and Roscommon) facilitated workshops in the afternoon.

Topics covered in the workshops were the Human Rights Charter; Film; Employability; Lámh; Artist Corner; Circus Skills; Chair Yoga; Drumming; Craft Workshop; and Obstacle Course. These workshops allowed for very serious issues to be discussed, new skills to be explored, new ways of learning examined, and even led to some hilarious moments which will remain in memory for some time to come.

The 2019 Conference was a great success and delegates enjoyed the variety of presentations and workshops. The Conference hosts, South East Region, wish the hosts of the 2020 Conference West Region (Roscommon) the very best of luck.



SERVICE STATISTICS 2019

A PROFILE OF PEOPLE WHO USE OUR SERVICES

The Brothers of Charity Services Ireland provided some level of Services to 8,441 people in 2019. These Services can be divided into Day Services, Residential Services, Respite, and Multi-disciplinary Services.

Multi-disciplinary Services refers to interventions by paediatricians, psychiatrists, psychologists, speech & language therapists, social workers, physiotherapists, 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.

Our day services range of early intervention, education and training programmes, supported employment, activation and high support services, community outreach and multi-disciplinary services only.

Our residential services include supporting people in independent settings, community integrated living settings, full residential and temporary respite services along with crisis and special intensive and nursing home services.

Each Region updates the National Ability Supports System (NASS) which replaced the National Intellectual Disability Database in 2019 to support the Government in planning for disability services.

A PROFILE OF THE PEOPLE WHO CHOOSE OUR SERVICE 2019

| Service | Child | Adult | Not Verified | Normal Range | Border line | Mild | Moderate | Severe | Profound | TOTAL |
|--------------|-------------|-------------|--------------|--------------|-------------|-------------|-------------|------------|-----------|-------------|
| Clare | 67 | 303 | 10 | 0 | 0 | 108 | 172 | 35 | 7 | 370 |
| West Region | 596 | 945 | 158 | 0 | 20 | 593 | 485 | 262 | 23 | 1541 |
| Limerick | 603 | 366 | 70 | 435 | 3 | 158 | 208 | 89 | 18 | 969 |
| South East | 100 | 441 | 45 | 0 | 5 | 98 | 231 | 77 | 20 | 541 |
| Southern | 1188 | 421 | 32 | 458 | 65 | 401 | 477 | 152 | 15 | 1609 |
| TOTAL | 2554 | 2476 | 415 | 893 | 93 | 1358 | 1573 | 615 | 83 | 5030 |

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 1079 Children are supported by the CDNT.

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

West - A further 1079 Children are supported by the CDNT

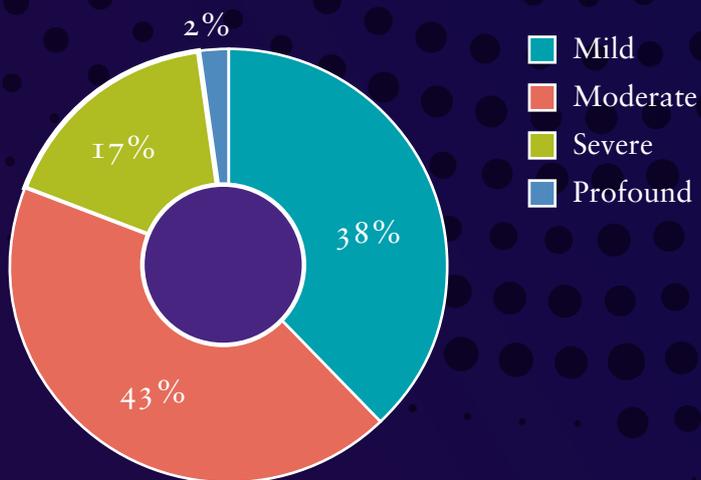
Southern - 478 Children are supported by CDNT - childrens figures where Southern Region is the lead Agency.

South East -An additional 289 Adults receive a Multi-D Service only and we support, 271 children through the CDNT.

A total of 8,441 Children & Adults received services from the BOCSI in 2019.



SERVICES DELIVERED BY RANGE OF ABILITY



HOUSING – WORKING IN PARTNERSHIP WITH CLARE COUNTY COUNCIL

Over a number of years, BOCSI Clare has fostered a very strong working partnership with the local authority in West Clare. This has enabled us as a service to support people with intellectual disabilities to secure cost effective housing in their local community. We support anyone in need of housing to complete the housing application form, as an initial step. Applicants are then assessed by the County Council in accordance with the housing need identified.

Colette's story gives a sense of how housing can be accessed through the local authority in a very successful and person centred way.

Colette, had rented through the HAP scheme for the previous three years. This house was a two storey building which did not meet her mobility needs. There was no garden and Colette was confined to the ground floor.

The services supported Colette to highlight her issues to the Council. The Council approached Colette, through our services in September

2019 to inform her that they had two potential houses available to meet her needs. Colette was supported to visit both houses and she chose the house that best met her mobility needs. Some refurbishment work was required and this was funded by the Council.

Colette is now enjoying her new home and the beautiful view of the River Shannon which is visible from her front door.

Colette's story is not unique as we have many such examples around the county. But it is a reminder to us to look to all the agencies in our communities, voluntary, state, and private as the first response to meeting people's needs.

As a Service we cannot be the experts in all areas of life but we should be the conjunct for ensuring people have the same access to services as the rest of the community.

It is through partnerships such as these that the people we support can live their own lives as equal citizens.



NATIONAL TEAMS & REPORTS FROM FUNCTION HEADS

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 Officer, 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 ongoing. Each Team reports to the Chief Executive Officer and the relevant Board Committee annually or as projects determine.

THE NATIONAL LEADERSHIP TEAM MEMBERSHIP

| | |
|--------------------------|--|
| Michael Hennessy (Chair) | Chief Executive Officer |
| Norma Bagge | Director of Services, Mid-West Region (Limerick) |
| Laura Coyne | National Head of Finance |
| Ronan Coy | National Head of ICT |
| Kenneth Gavin | National Head of Procurement |
| Margaret Glacken | National Head of Quality & Safety |
| 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 | Service Leader, Mid-West Region (Clare) |
| Mary Comer | (PA to the CEO) Recording Secretary |



The National Leadership Team, (NLT) 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 within Regions. This Team meets a minimum of six times annually and it meets with the National Advocacy Council twice annually. All other National Teams report to the NLT via the Head of Function or the CEO. One of the main undertakings of the NLT in 2019 was to continue advancing the restructuring of the Services.

NATIONAL TEAMS

NATIONAL ADVOCACY COUNCIL

The National Advocacy Council, which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on six occasions during 2019. The Council also had two meetings with the National Leadership Team in March and November 2019.

Current elected roles NAC:

| | |
|-------------------|---------------------------------------|
| Chairperson | Claire Power, South East Region |
| Vice Chairperson | Claire Nagle, Mid-West Region (Clare) |
| Treasurer | West Region |
| Venue Coordinator | Mid-West Region (Limerick) |
| PRO | Southern Region |

The role of Secretary alternates from Region to Region by agreement.

MEMBERS

Tom Mulqueen, Southern
John Collins, Southern
Nora Healy, Roscommon
Killian O’Gara, Roscommon
Claire Power, South East
Claire Meagher, South East
Lorraine Mahon, Galway
Majella Jordan, Galway
Pat Flattery, Galway
Bernie Bourke, Limerick
Sean Donovan Limerick
Lisa Acheson, Clare
Claire Nagle, Clare

FACILITATORS – STAFF WHO SUPPORT ADVOCATES

Ann Holden, Southern
Emma Corcoran, Roscommon
Siobhán Flynn, South East
Jackie Moran, Galway
Sarah Meek, Limerick
Rob Hopkins, Clare

The main issues discussed this year are as follows.

- The development of guidelines for the National Policy Action Group.
- National Advocacy Conference hosted by Southeast.
- The NAC continued to lobby for all regions to be involved interviewing and being paid for interviewing.
- Development of an easy to read CV for new candidates coming for interview.
- Promoting Internet access for all people in the services.
- Strengthening advocacy structure across the organisation.
- Getting each region to be more involved in delivering training and to get paid for their work.
- Designing a National job description for new staff & ETR CV.
- HIQA.
- Working with The National Platform of Self-Advocates.
- Human Rights Committees.
- Intimate Care workshop with HSE which led to NAC ETR policy being shared with HSE.
- HSE - Disability Sharing Day.
- Development of Human Rights Charter.
- Agreement that NAC can forward on ETR policies that were developed by NAC policy group.
- NAC presented to St John of Gods Dublin on the role of the NAC.
- Workshop with Sarah Boland St John of Gods on Assistive Technology.
- NAC Reps presented at Inclusion Housing conference.
- NAC Reps worked with Inclusion Ireland on developing an advocacy pack.
- NAC Reps worked with Co Action Cork to set up advocacy group.

NATIONAL TEAMS

- NAC Reps attended consultation with other disability groups on “Incitement to Hatred” Department of Justice and Equality.
- UN Convention on the Rights of persons with Disabilities.
- Social Rights.
- Disability Rights.
- Inclusive Research Group and Research being undertaken within the BOCSI.
- New Directions.

NATIONAL QUALITY & EVALUATION TEAM

MEMBERSHIP

| | |
|------------------|----------------------------------|
| Margaret Glacken | National Head of Quality (Chair) |
| Fiona Coffey | West Region (Galway) |
| Jodie Healy | West Region (Roscommon) |
| Brenda Hutton | Southern Region |
| Liz Phelan | Mid-West Region (Limerick) |
| Mary Rowan | Mid-West Region (Clare) |
| 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, and 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 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

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

NATIONAL TEAMS

The National Training & Development Team comprises of 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 recognise that their 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 | Mid-West Region (Limerick) |
| Colette Geoghegan | Mid-West Region (Clare) |
| Bernie Grace | West (Galway & Roscommon) |
| Elizabeth Tyrrell | South East Region |

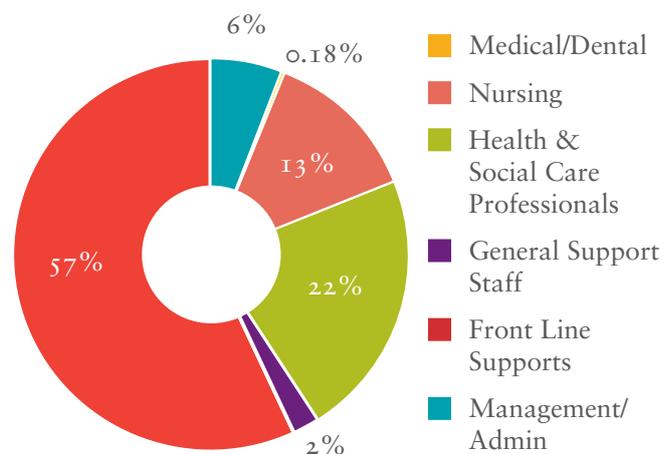
The National Human Resources Team comprises HR representatives from each of the regions and is led by the National Head of HRM. Its primary objective is to act as a co-ordinating function for the development of best practice in Human Resource Management and in addressing Industrial Relations Issues and those of Employment Law.

This National Head of Human Resource Management Chairs this Team and reports to the Chief Executive Officer and directly to the Board as a member of the Remuneration Committee to the Board. Each Region is supported by a team of dedicated and dynamic HR staff.

STAFFING AT A GLANCE

The BOCSI employed 4,359 staff as of December 2019.

Staff Breakdown



The whole time equivalent (wte) number of staff posts at the end of 2019 was 3526.84. Approximately 6% of our staff is attributed to Management and Administration, this percentage includes many managers of services. Over 94% work directly with the people we support. The low administration figures continue to impact us negatively as we have increased compliance requirements and as we seek to make our services more responsive and effective.

HR HIGHLIGHTS OF 2019

Client Protection. HR lead, in conjunction with the Services' Designated Officers, a review of our current internal procedures for the investigation of Trust in Care Allegations and plans to deliver training on this during the course of 2020.

Recruitment. The year 2019 was a busy one for recruitment with the Services recruiting approximately 526 staff. Additionally, the regions are adopting a common recruitment process

NATIONAL TEAMS

supported by a computerised Applicant Tracking System which should improve the speed and efficiency of recruitment.

Industrial Relations. The management of the 2019 Nurses strike posed significant challenges to Services management and HR during the early part of 2019. The implementation of the Labour Court Recommendations that resolved this dispute continue to pose significant challenges however we are working towards resolving all issues as quickly as possible.

Leadership Development. HR developed and piloted a training programme for newly promoted managers and also training on how managers can have ‘learning conversations’ with staff in relation to difficult issues.

Staff Survey. A staff Survey was completed across numerous regions over the course of 2019 and the information received from this survey will be incorporated into HR planning for 2020 and beyond.

Employee Handbook. The Services new employee handbook was finalised during the course of 2019.

NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM MEMBERSHIP

| | |
|---------------------|--|
| Julia Kelly (Chair) | Director of Services - South East Region |
| John Armstrong | West Region (Roscommon) |
| Brenda Hutton | Southern Region |
| Ann Loughney | West Region (Galway) |
| Gina Magliocco | National Head of Risk & Regulation |
| Brian Muldoon | Mid-West Region (Limerick) |
| Mary Rowan | Mid-West Region (Clare) |

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 standardised practice throughout the Services. This team monitors new requirements from various statutory bodies and ensures that BOCSI national policies and procedures support and promote compliance with any new legislation. In 2019 the Team reviewed and/or developed the following National Policies & Procedures.

- National Policy, Safe Driving for Work
- National Vetting policy & Procedure
- Confidentiality Policy
- Policy on Unacceptable Behaviour
- Policy and Procedure on the Completion of the Annual Compliance Statement
- Data Breach Procedures (Revision 1)
- Subject Access Request (Revision 1)
- Staff Handbook.

DESIGNATED OFFICERS GROUP MEMBERSHIP

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

The role of the Designated Officers Group within the Brothers of Charity Services is to create an environment whereby the safety of everyone we support is at the top our agenda. The Designated Officers Group advises BOCSI on compliance with the statutory requirements set out in Children First Act 2011, and the HSE’s Safeguarding Vulnerable

NATIONAL TEAMS

Persons at Risk of Abuse National Policy and Procedures 2014, and develop best practice and procedures in relation to safeguarding the welfare and protection of children and vulnerable adults. The Designated Officers act as a source of support, advice and expertise to staff on matters of child protection and adult safeguarding and ensure a common and shared assessment and reporting process throughout BOCSI.

NATIONAL FINANCE TEAM MEMBERSHIP

| | |
|-----------------|----------------------------------|
| Laura Coyne | National Head of Finance (Chair) |
| Larry Boyce | Clare |
| Mary Dundon | Limerick |
| Seamus Durkin | Galway |
| Sunniva O'Brien | South East |
| Pat Keaveney | Southern |
| John Walker | Roscommon |

The National Finance Team comprises the Head of Finance from each of the BOCSI regions and reports to the National Head of Finance. In February 2019, Michael Hennessy, the previous National Head of Finance, was appointed as Chief Executive Officer of BOCSI. Laura Coyne was appointed as his successor as National Head of Finance in June 2019. The National Head of Finance reports to the Chief Executive and is a member of the Audit Committee to the Board. The team met 10 times in 2019.

Its primary objective is to share information and best practice across all aspects of the finance function including:

- reporting/management information
- budgeting, costing and cost control
- transaction processing and procedures
- internal controls, governance and compliance
- cash management

- relevant legislative, pension, payroll and tax changes, and
- introduction of new systems/system changes.

In addition to their ongoing duties and responsibilities, the team also committed significant time and resources to the following projects in 2019:

- Significant engagement with the HSE on the IFMS SAP roll out,
- Preparing for the amalgamation of the Roscommon and Galway regions' systems into a single West region system in early 2020, and
- A number of submissions were made to DPER in respect of extensive historical pension data.

Most of these key projects required significant collaboration with and resources from our ICT colleagues.

FREEDOM OF INFORMATION TEAM MEMBERSHIP

| | |
|--------------------------------|--|
| Gina Magliocco | National Head of Risk & Regulation (Chair) |
| Ann Donoghue | West Region (Galway) |
| Mary McMahan | Mid-West Region (Clare) |
| Marianne Murphy/ Ciara Dowd | West Region (Roscommon) |
| Brian Muldoon | Mid-West Region (Limerick) |
| 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. The ongoing purpose and benefit of the FOI Team is 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.

NATIONAL TEAMS

The purpose of this Team is to ensure that BOCSI comply in a standardised way with the relevant legislation and to keep the Chief Executive Officer informed of trends in FOI requests and any legislative developments and matters nationally.

HEALTH & SAFETY TEAM MEMBERSHIP

| | |
|------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| Sean Gallagher | Mid-West Region (Limerick) |
| Bryan Galvin | Southern Region |
| Fran Keating | South East Region |
| Anna Nolan | West Region (Roscommon) |
| Carol Madden | West Region (Galway) |
| Louise Skerritt | Mid-West Region (Clare) |

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 Officer. The main objective of the National Health & Safety Management Team is to support the CEO 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.

The BOCSI was subject to a National Health & Safety Authority Audit in 2018 and the Team drafted a Corporate Health & Safety Statement for the BOCSI. Each site within BOCSI has its own Site Specific Safety Statement. The Risk Management Policy and Procedure and associated training includes Health and Safety Management. A sub-group of this team are currently working on finalising the National Corporate Safety Statement.

DATA PROTECTION TEAM MEMBERSHIP

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

The Data Protection Team (DPT) was established to support the BOCSI Data Protection Officer 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 a Data Protection Representative from each Region and reports to the National Head of Risk & Regulation who in turn reports to the CEO and the Board.

In 2019 the DPT undertook further data protection related communications, training, and the installation of a Data Privacy System to support BOCSI's compliance with GDPR. Allocated Data Protection resources are more scarce in some Regions which impacts on individual regional compliance, however, the DPT continues to support each Region towards achieving full compliance. The DPT and the DPO produced the following guidelines and templates during 2019.

- Data Protection Handbook - A Practical Guide for BOCSI Staff
- Data Protection Breach Procedures and Form
- Data Protection Subject Access Request Procedures
- Data Protection Impact Assessment Tool & Form
- Data Protection Audit Tool
- Data Protection Checklist
- Data Processing Agreement Template
- BOCSI Privacy Engine User Guide.

NATIONAL TEAMS

RISK MANAGEMENT TEAM MEMBERSHIP

| | |
|------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| John Armstrong | West Region (Roscommon) |
| Colette Geoghegan | Mid-West Region (Clare) |
| Carol Madden | West Region (Galway) |
| Eugene O'Loughlin | Southern Region |
| Liz Phelan | Mid-West Region (Limerick) |
| 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 Officer. 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 Officer and directly to the Board as a member of the Risk Management Committee to the Board.

In 2019 the Risk Management Team produced a standardised National Policy and Procedure on Risk Management and an accompanying training package to support its implementation throughout the BOCSI by the end of 2020. The training of the trainers took place in September 2019, and this will allow each Region to have trainers in place to deliver training to all staff within BOCSI by mid-2020 to ensure we meet our deadline of full implementation by end of 2020.

INFORMATION & COMMUNICATIONS TECHNOLOGY REPORT 2019

The Brothers of Charity Services Ireland continued to develop and progress its ICT strategy during 2019. The ICT strategy sets out our vision to: *“Deliver a secure and responsive information service that enables 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.

IMPROVING ICT SERVICES

A number of initiatives were implemented during 2019 to improve our ICT services.

- A number of old email systems were decommissioned during the year and we have moved almost 3,000 email mailboxes to Microsoft Office 365. This is a modern secure service to protect our email data. We have consolidated multiple legacy spam filtering technologies to a single cloud based system which has blocked 1.5 million spam and malicious emails during the year. This new infrastructure is more stable, resilient and supportable and enables more secure front line services.
- A new Information Security Administrator was hired in 2019 to ensure that our security standards are continuously reviewed and upgraded. Several firewalls have been upgraded, intrusion detection has been proactively reviewed and new security reviews have been initiated. This work will ensure we improve data privacy, security and compliance in line with regulatory requirements.
- Our Client Relationship Management system has been enhanced to enable new features to support the National Ability Support System requirements and also provide greater levels of care for the people we support.

NATIONAL TEAMS

REDUCING ICT COMPLEXITY

- Our ICT projects have continued to provide greater standardisation and reduced complexity. Several legacy firewalls were replaced and this improved our security. We are committed to standardised firewall deployment as we aim for great efficiency in ICT.
- With the introduction of ICT automation, we now meet the needs of the BOCSI more effectively. New staff accounts, email, online desktop and applications can be deployed in minutes using automation. Modern dynamic email features have also allowed automation of previous manual tasks and improved ICT backend services. These new processes will continue to evolve as we reduce ICT complexity through automation.
- 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.

INCREASING VALUE OF ICT

- The ability for ICT to transform our organisation and enable new services is of the greatest importance. In October 2019, we promoted our ICT efforts with Business Chief Europe Magazine, an online e-Magazine, and built strong online engagement.
- We continued to improve our web portal called ASPIRE for managing and tracking HIQA inspections. This portal provides real-time information and dashboards with the objective of increasing front line efficiency. New recording and reporting features were released in ASPIRE Cloud V2 which recorded almost 1,600 new HIQA Judgements in 2019.
- Our ICT development team improved our systems to manage new DPER requirements for pensions and also implemented numerous

changes arising from national circulars during the year. As we become a more integrated organisation, several system consolidation projects were completed during the year. Our development team merged data in key database systems to reduce the number of systems being managed and to improve efficiency.

- New communications technologies like Microsoft Teams continue to be adopted to enable more modern ways of working. This will continue to evolve as we move to cloud enabled technologies.
- Our focus on ICT value, security and automation will be key areas in 2020 as BOCSI focuses on becoming a modern and technology based organisation.

Ronan Coy
National Head of ICT

SUMMARY OF CONSOLIDATED REVENUE INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST DECEMBER 2019

| Income | |
|--------------------------------|--------------------|
| Health Service Executive | 206,947,637 |
| Other HSE Grants & Funding | 16,980,175 |
| Other Income | 13,539,064 |
| Deferred Income | (885,716) |
| Designated Funds Released | 2,826 |
| Total: | 236,583,986 |
| Expenditure | |
| Pay and Associated Expenditure | 200,416,334 |
| Non Pay | 37,729,962 |
| Total: | 238,146,296 |
| (Deficit) for the year | (1,562,310) |

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



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

The BOCSI is working towards compliance with the GDPR which came into effect 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 Subject Access Requests, 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 ‘public task’, ‘legal obligation’ and ‘vital interest’ in relation to data belonging to people who are supported by our Services and ‘under contract with the individual’ and ‘legal obligation’ in relation to data belonging to our employees and volunteers. We use 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

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Brothers of Charity Services Ireland CLG. Registered Address: Kilcornan House, Clarinbridge, Co. Galway, H91 K2E9, Ireland. Company Registration No: 344780 Registered in Dublin, Republic of Ireland. Charity Regulation Authority No: 20064853. Charity Registration Number: 17440. www.brothersofcharity.ie

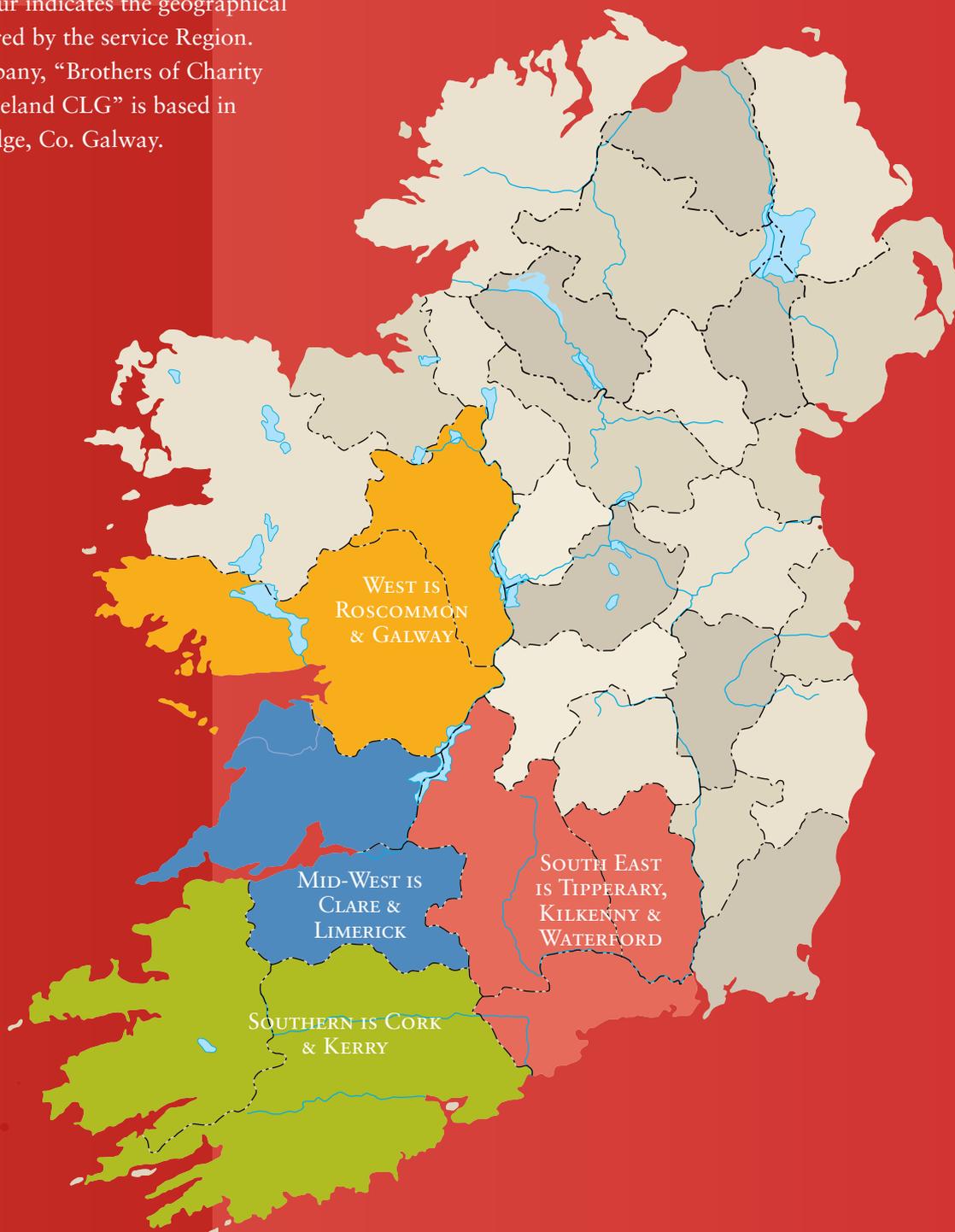
IRELAND BROTHERS OF CHARITY SERVICES



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.



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