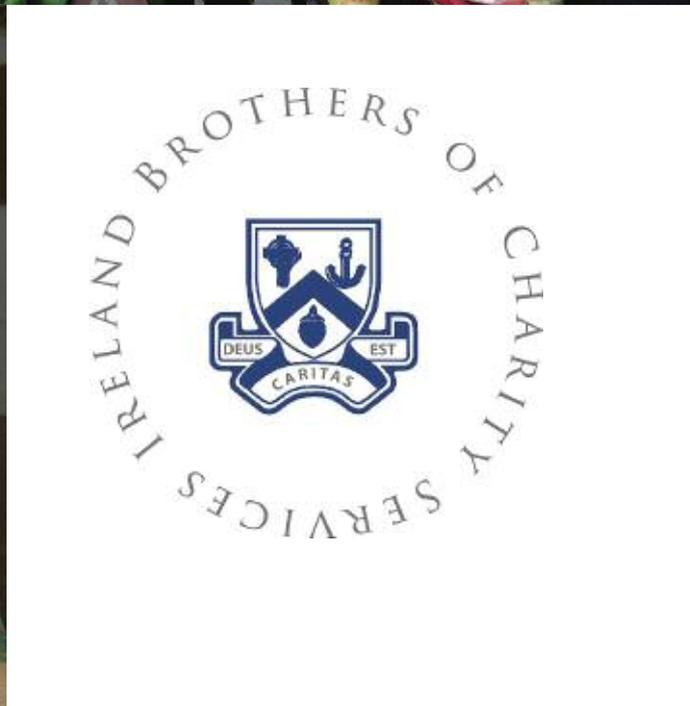




National Annual Report  
2008

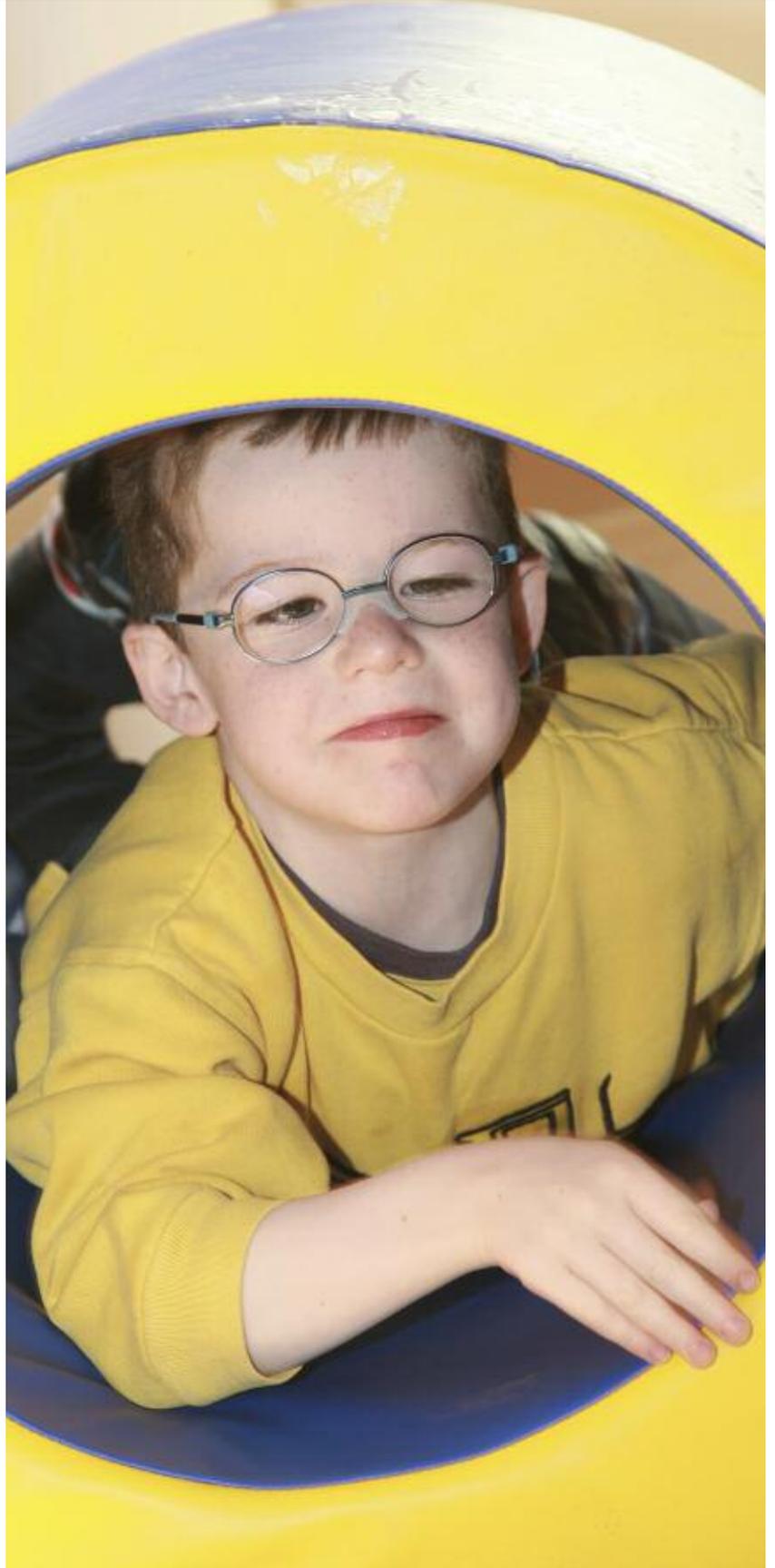
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IRELAND

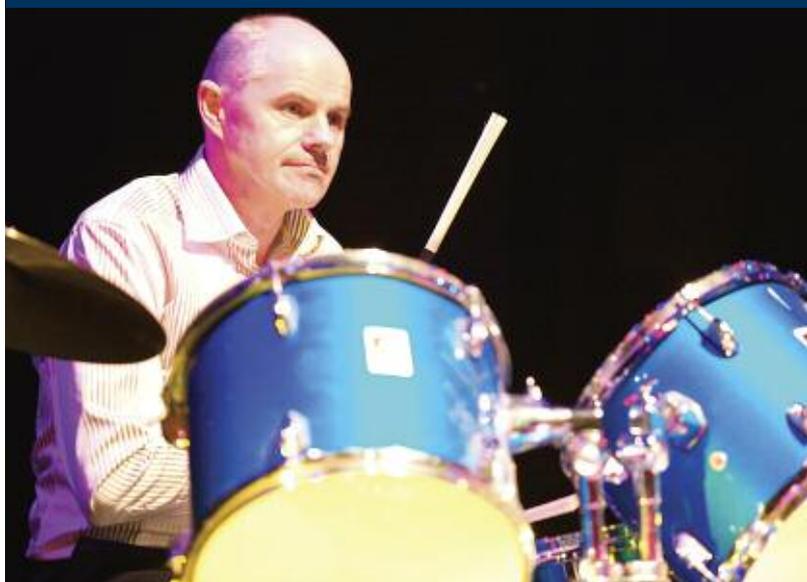
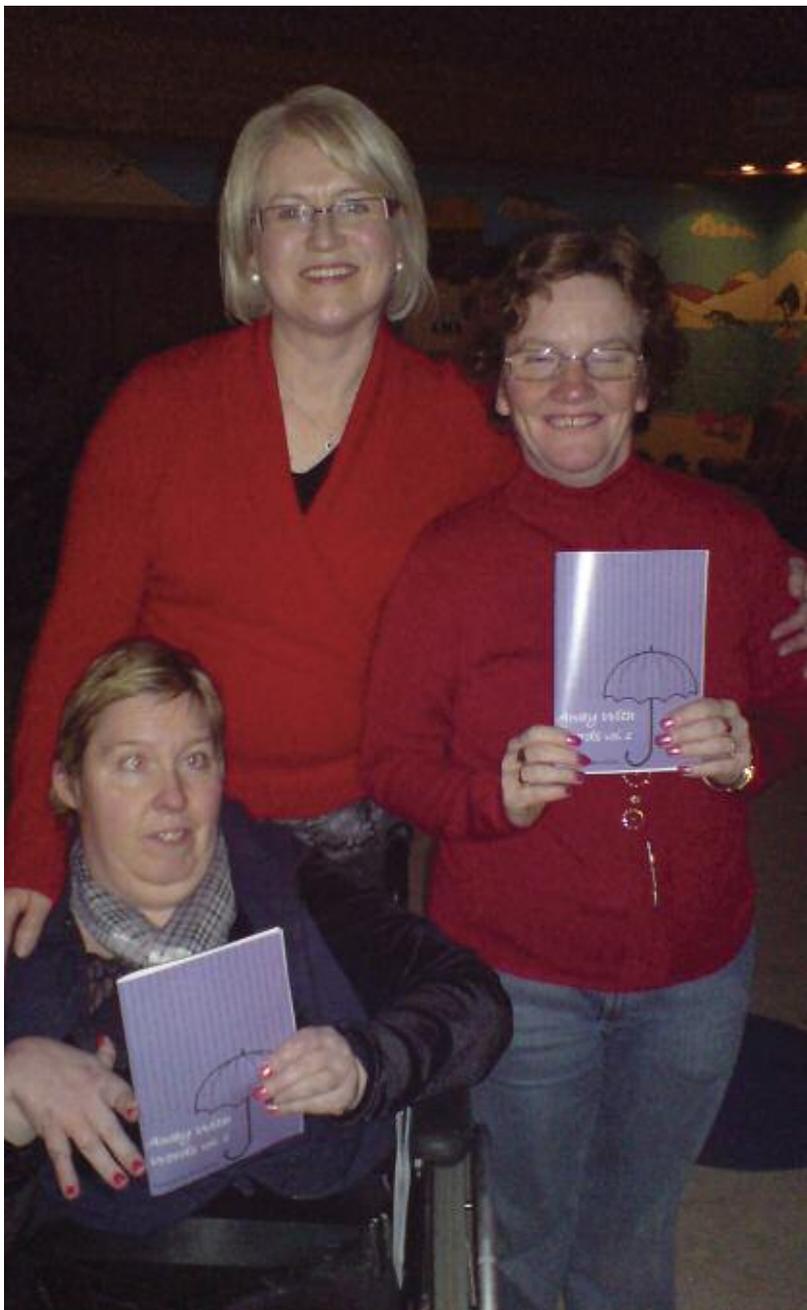




## MISSION STATEMENT

*The Brothers of Charity, rooted in the values of the Christian Gospel, engage with all people of goodwill in building a better world for every human being, especially those who are in danger of being marginalised. The Brothers of Charity Services are committed to working with people with intellectual disability to claim their rightful place as valued and equal citizens. In keeping with our Ethos, we work to develop individualised supports and services based on the needs and choices of each person.*





## DEAR FRIENDS

I am happy to present the Annual Report of the Brothers of Charity Service Companies for 2008. The Report sets out our achievements for the year as well as some of the challenges we faced.

There is no doubt that these are very difficult times and that our Companies are struggling to continue to deliver services within their current allocation.

I would like to take this opportunity to thank our six Local Boards for giving of their free time and for their hard work over the past year. I would also like to thank the Chief Executives, Management Teams and Staff who continue to strive to ensure a quality service for the people we serve even in these difficult economic and changing times. You are making great progress in responding to the support needs of a very wide range of people and I encourage you to continue to meet and adapt to the needs of the individual.

The way we deliver services has changed over the years. We have moved from a medical model, to a care model, to our current model of services which focuses on supporting people with intellectual disabilities. We are trying to enable and support people to identify and use a personal support network appropriate to their needs and wishes.

We are well on the way with plans to close our institutions and hope to complete this process in the near future. At all times the inspirational work of our founder; Canon Triest is linked with our strategy of providing a modern service based on our ethos and informed best practice.

It is my hope that the economic climate will not undo the progress we have made to date with regard to developing a safe, quality, and relevant service.

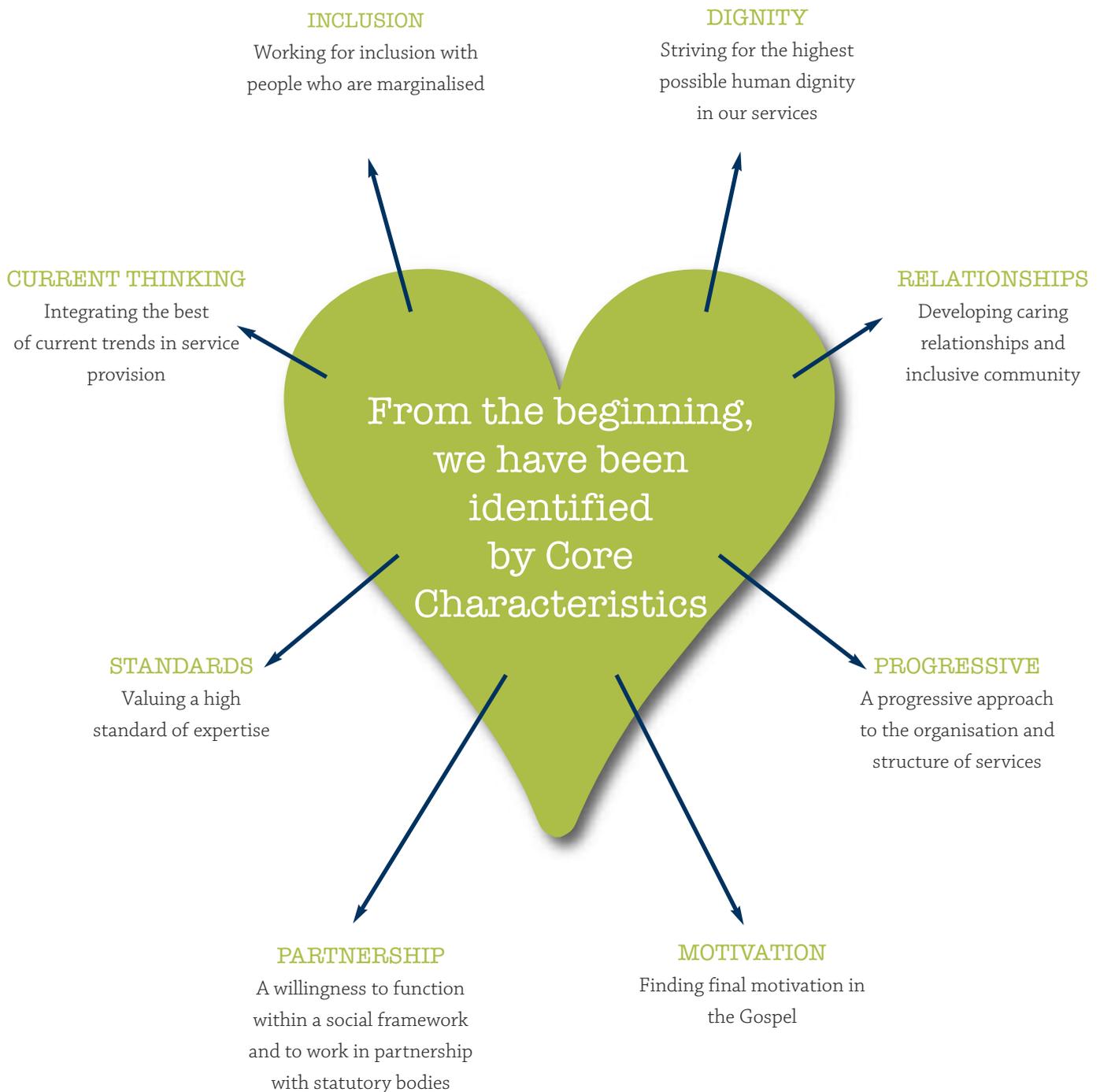
God bless and keep you.

**BRO. NOEL CORCORAN**

**Regional Leader &  
Chairman of National Board**



# EIGHT DEFINING CHARACTERISTICS OF THE BROTHERS OF CHARITY SERVICES ETHOS



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## REPORT FROM THE NATIONAL CHIEF EXECUTIVE

### DEAR FRIENDS AND COLLEAGUES,

It gives me great pleasure to present the Brothers of Charity Annual Report for 2008. During the year progress continued on the implementation of our Strategic Plan and I wish to acknowledge the work of staff and board members in our six subsidiary companies in this regard.

The Brothers of Charity provided services to 3,506 people with an intellectual disability and their families during 2008. We continue to focus our efforts in the four key areas which underpin our Strategic Plan namely, person centeredness, inclusion, partnership, and the development of enabling service structures.

Those who use our service and their families require a greater range and diversity of supports and services to meet their individual needs and circumstances and these are co-ordinated through our individual planning process. This provides each person with a plan and in addition gives us information which is used to inform future service development needs and identify the current gaps and challenges. It has enabled us to create individualised supports and services which have resulted in increased opportunities for individuals to explore alternative options and more personalised life styles. It has enabled many people to move to alternative accommodation of their choice with the support of our associated Housing Companies. Many people were facilitated to gain work opportunities in their local communities and small enterprises were established in many locations such as the opening of the Chapel Gate Café in Ballincollig Cork employing ten people who use our services. The ongoing development of community partnerships such as these has resulted in opportunities for individuals to fulfil valued social roles.

The work of the Contract Families project in Galway during the year is of particular note. This project has made an exceptional contribution throughout the county. It has now been expanded in partnership with Ability West and has been awarded grant aid from An Pobal.

We continued our focus on advocacy services during 2008. The Brothers of Charity Services Roscommon hosted a very successful National Advocacy Conference during the year. The



Limerick Citizen Advocacy project, a partnership between the Citizen's Information Board and the Brothers of Charity Services Limerick held a one day conference entitled "Who's Rights? Who's Responsibility?"

Another very welcome development was the setting up of the Advocacy Leadership course in partnership with the Limerick Institute of Technology and the Citizen Information Board in Limerick. Service quality continued to be a focus of our efforts during the year. The Brothers of Charity Quality Review system continued to be implemented within the services throughout the year.

Further work was undertaken in supporting teams at local level to ensure that all planning whether at an individual level through person centred planning or at a team level through the team based performance management process, is integrated and results in the achievement of Personal Outcomes goals for individuals.

In June, the Brothers of Charity Services Roscommon were awarded a four year accreditation by the Council on Quality Leadership in recognition of quality and excellence in their services. The Brothers Charity Services Limerick were awarded the FAS Excellence Through People award.

To enhance our governance standards, the South East Services undertook a Risk Management pilot project. This process, completed during 2008, raised awareness across the



organisation of the importance of assessing risk in a positive manner as a means to create a better life and environment for the people using our services.

During the year work continued on the introduction of a new draft manual and electronic filing system to manage the records of people using our services. Work on this was initiated in the South East Services and hopefully given the necessary resources, it will be extended throughout all Companies. A consistent manual and electronic Record System has many advantages including ease of access to people's records by the individuals themselves and those supporting them and increased confidentiality.

An Pobal grant aid was awarded in 2008 for a National Action Research project on transitions to inclusive living. Four researchers have been employed to work with the six Brothers of Charity Companies. Forty eight people who use our services are involved in the research which will conclude this year. It is hoped that the research findings will impact on government policy regarding accommodation provision for people with an intellectual disability.

Another very exciting initiative involved individuals with an intellectual disability telling their life story and conducting research through inclusive research projects – this has led to a number of publications and book launches and our services in Clare have done significant work in this area.

The right to an assessment of need for children under five years of age came into effect during 2008 and it was welcomed as a positive development by all services. In each Brothers of Charity Company, there are plans in place or plans already implemented in relation to the development of partnerships between the Brothers of Charity Services and other organisations to provide multi-disciplinary services to children with special needs. We dearly hope that the changes that this model of service brings about will deliver more effective and more efficient services to children who have ensuring needs.

The Report of Dr. Kevin McCoy on the Western Health Board Inquiry into the Brothers of Charity Services in Galway was published in November 2007. During 2008 all Brothers of Charity Companies worked on implementing the

recommendations in co-operation with the HSE at national and local level. Our Policies and Governance Statements were reviewed and updated to ensure that the services we provide are safe and a responsive environment is available for all persons with a disability.

The year 2008 was a challenging year financially. A one percent budget cut imposed on the Disability Services by the HSE required cuts across the services. Some services had to provide supports over and above funding levels due to the changing needs of a number of people who use our services. We earnestly hope that during the coming year a secure funding base will be agreed between the HSE and our services to enable us to support individuals with a disability and their families to receive the quality in services which they deserve.

At a national level the work of the Brothers of Charity could not continue without the commitment and work from our internal National Standing Committees and Working Parties and in particular without the dedicated support of each of our Companies, their Directors and Chief Executives. During the year I was grateful for the guidance and support of the Congregation of the Brothers of Charity, in particular, Bro. Noel Corcoran, Chairperson of the Brothers of Charity Services National Board and Bro. Alfred Hassett.

As a Service Provider, we greatly value the continuing support received from the National Federation of Voluntary Bodies and the many Agencies both regional and national that have shared their expertise with us during the year.

I wish to express my gratitude to the many Government Departments and to the Health Service Executive as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout the year and enabled us to support people with an intellectual disability in a better and more responsive way.

I would like to conclude by thanking the people who use our service, their families, our staff and volunteers for contributing to another year of growth and progress.

**WINIFRED O'HANRAHAN**  
National Chief Executive



# INTRODUCTION TO BROTHERS OF CHARITY SERVICES

The Brothers of Charity Services in Ireland today are made up of 3,506 people who use our services and their families, and 3,015.06 whole time equivalent staff members. Our Services have their origin in the vision and dynamism of Canon Peter Triest (1760-1836) who founded the congregation of the Brothers of Charity in 1807. The Brothers came to Ireland in 1883 and today are one of the largest service providers for people with intellectual disability.

The core values of our services have always been the dignity and humanity of each person. How these are expressed has evolved over time with our greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of everyone associated with our services.



## MANAGEMENT STRUCTURES

From January 2007 the Brothers of Charity Services has been governed and directed by a National Company whose directors are Brother Members of the Congregation of the Brothers of Charity. The National Company has been established to act as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland.

There are six subsidiary companies one for each region of the services, located throughout the West, Mid-West, South and South East of Ireland. The local companies have been established to provide for the management of the services delivered up to now by the Brothers of Charity Congregation in Ireland. Each Company has responsibility for the day to day management and provision of the services in the geographical region where that Company is based. Each Company has its own annual budget received mainly from the Health Service Executive.

The National Company and each of the Local Companies adhere to and promote the ethos and principles of the Brothers of Charity Congregation in the management and delivery of the services.

Service delivery is influenced by the needs of people who use our services. Services are designed around the individual and are measured using an accredited quality system. Personal Outcome Measures focus on the items and issues that matter most to individuals in their lives. Recognising this means that our role has changed from the provision of generic programmes to the provision of individual based support for people, in order that they may achieve their own life goals.

The role of the National Office is to support the National Company. The National Chief Executive acts on behalf of the National Company Board and fulfils the role of Company Secretary.



## SERVICE PROVISION

During 2008, the Brothers of Charity Services, Ireland, provided a wide range of services and supports, with some Companies specialising in particular service areas.

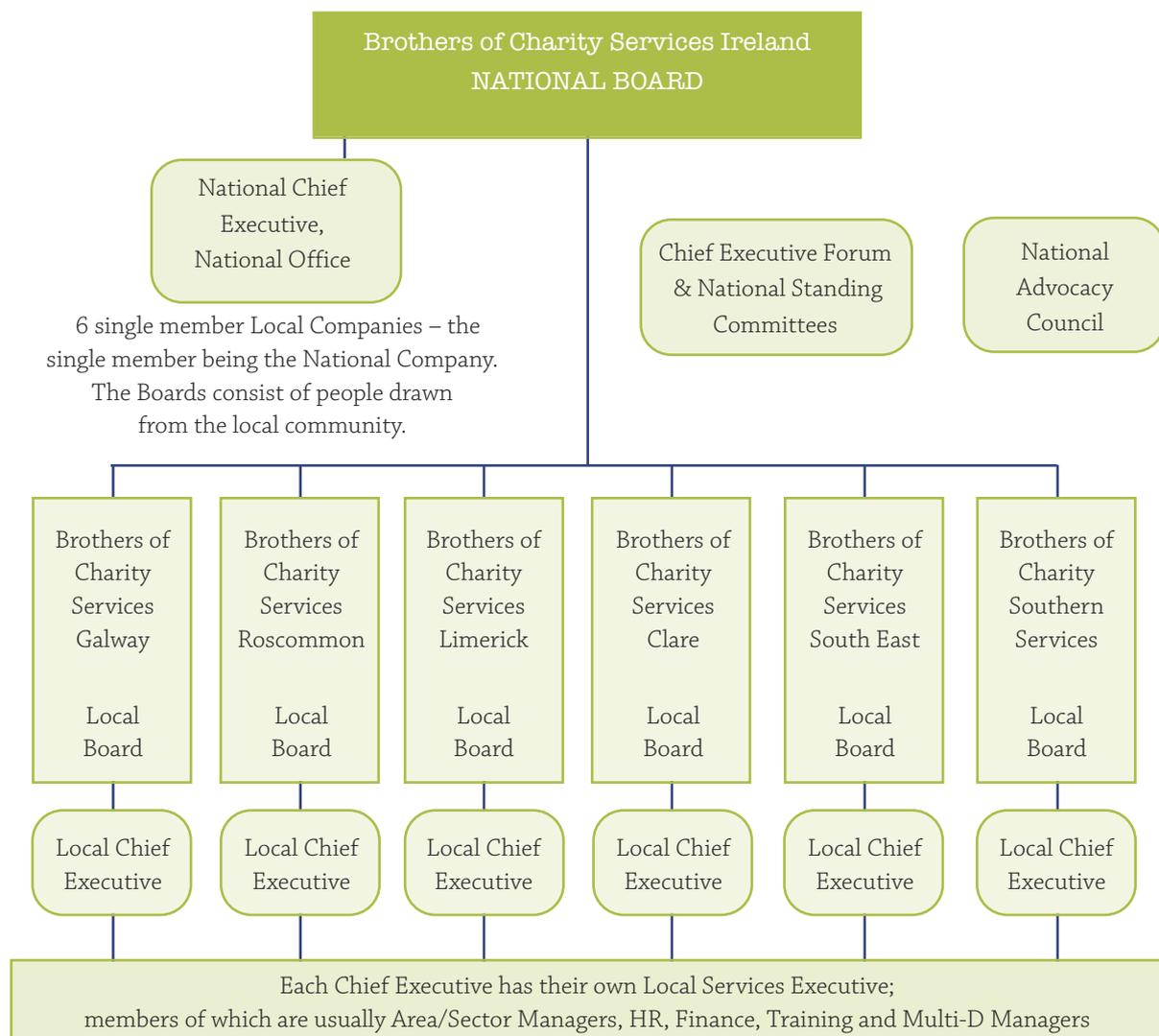
- ▶ Early Assessment Intervention
- ▶ Health Related Support Services
- ▶ Day Activation for Children and Adults
- ▶ Advocacy Support
- ▶ Personal Development Training
- ▶ Family and Sibling Support
- ▶ Crisis Intervention and Respite Care Services
- ▶ Staff Training and Development Services
- ▶ Care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





# ORGANISATIONAL STRUCTURE

The National Company, whose members are Brothers.





## COMPANY BOARD MEMBERSHIP

The Brothers of Charity Services became incorporated as Companies on the 1st January 2007. This is the result of five years of planning and hard work by many people within the organisation. The Congregation appointed each Company Board's Directors and appointed the Chief Executives as Company Secretary. Each Company has their own Corporate Strategy, based on the National Company (Brothers of Charity Services Ireland) Strategy and Vision, which will determine the direction of the services into the future.

The Brothers of Charity Services are owned and directed by the National Company whose Directors are members of the Congregation. The National Company has been established to act as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. There is one National Board and six Local Boards – one for each geographical region of the services. The National Board will provide the ethos and guidelines which are to be followed by the Local Boards and will delegate the task of overseeing compliance with such ethos/guidelines to the Board of Directors of each Local Company. The day-to-day management of the Services provided by the Company is a matter for the Chief Executive.



### THE BROTHERS OF CHARITY SERVICES IRELAND

Bro. N. Corcoran (Chair)  
Bro. A. T. Hassett  
Bro. D. Kerins  
Bro. J. Killoran  
Bro. V. W. Manning  
Bro. J. O'Shea  
Bro. J. Rackley

### LIMERICK DIRECTORS

S. De Burca (Chair)  
M. Browne (resigned)  
S. Hayes  
G. Lyons  
G. O'Byrne  
J. Roe

### ROSCOMMON DIRECTORS

D. O'Donnell (Chair)  
M. Ahern  
M. Allen  
T. Farrell  
D. Morris  
P. Naughton

### SOUTH EAST DIRECTORS

J. Stokes (Chair)  
C. Brazil  
C. Egan  
R. Fitzgerald  
M. Freyne  
D. O'Carroll

### SOUTHERN DIRECTORS

C. Riordan (Chair)  
T. P. Crosbie  
M. Keogh  
A. Leahy  
T. O'Dwyer  
R. Piersie

### CLARE DIRECTORS

S. Costelloe (Chair)  
R. Crimmins  
D. Ó Criodáin  
G. Quinn  
A. Haverty  
A. Malone

### GALWAY DIRECTORS

M. Reen (Chair)  
A. Broderick  
D. Hannon  
M. Keys  
M. O'Grady  
E. Walsh



# REPORT FROM EACH COMPANY CHAIRPERSON

## CLARE

SIOBHAN COSTELLOE, Chairperson of the Clare Company Board of Directors reports.

In 2008 the number of individuals living in their own homes increased. For the first time in the Clare services people had the opportunity to share their home with a member of the community in a housemate/companion arrangement. This initiative is very successful internationally and is increasingly becoming an option for people with intellectual disability in Ireland.

The vocational training project providing individualised and integrated training and work placements made a huge impact on the lives of the individuals involved. In relation to employment options a number of individuals were supported to develop small businesses and enterprises in their local community. For all citizens, employment is a significant role bringing increased confidence, status, value, and income, a sense of contribution to the community, social networks, friends and much more. Therefore this is particularly significant at a time when unemployment numbers are rising.

Ongoing development of community partnerships have resulted in opportunities for individuals to fulfil valued social roles and experience a quality of life in their local communities comparable to that experienced by their peers. One such partnership between the Health Service Executive, Jack and Jill Foundation and Enable Ireland - Home Share Clare grew from strength to strength in 2008. Seven children and seven adults, some with significant and challenging needs, had the opportunity to build relationships with families that can be nurtured for years to come, evident in the strong bonds and attachments that have developed over the year.

Another very exciting initiative involved individuals with intellectual disability telling their life story and conducting research through inclusive research projects. This has led to a number of publications and book launches. In addition people with an intellectual disability in Clare through inclusive

research are championing issues locally, regionally, nationally and internationally.

One of the highlights of 2008 was the conference held on the 15th September Transforming Services – Our Journey so Far which included a public address by President Mary McAleese, in which, the President referred to the journey

disability services have made to a “*much more sophisticated, personalised, individualised focus with greater availability of community based services, growing support for independent living, greater provision of places in mainstream schools, growing emphasis on employment and training opportunities and a shift from “disability to ability”*”. President McAleese also complimented the Clare Services in their efforts to transform services with the “*determination to avoid complacency and to remain ever fresh, ever curious about improving services.*”

Our biggest challenge for 2009 and the future, particularly, in the current economic climate with uncertainty regarding the level of funding for services, is the need to be flexible and to explore

creative and innovative ways of ensuring people’s needs are met in the most effective and efficient way possible.

The Board would like to thank our Chief Executive, Mary Kealy, and the management and staff for their continued commitment to create individualised supports and services which has resulted in increased opportunities for individuals to explore alternative options and more personalised lifestyles.

*This initiative is very successful internationally and is increasingly becoming an option for people with intellectual disability in Ireland.*





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### GALWAY

MICHAEL REEN, Chairperson of the Galway Company Board of Directors reports.

The year 2008 was a challenging year financially. A 1% cut imposed on the Services by the HSE required budget cuts across the Services. I wish to express my appreciation and the appreciation of our Board of the deep commitment and professionalism of staff that ensured the reduction in funding impacted as little as possible on all of our front-line services. Our Board was disappointed that expected new funding did not materialise during the year. Had it done so, it would have facilitated the movement of the people currently living in congregated settings to community living. Sadly, this resulted in a curtailment of a very important priority action of our Strategic Plan, which was published in 2007.

The right to an 'assessment of need' for children under five years of age came into effect, and while our Board welcomed this positive development, we are concerned that the obligation to carry out a large number of assessments within the tight statutory time-frame and without additional resources that has impacted on service delivery in our Early Intervention Services. As part of the HSE 'Transformation Programme,' there is a proposal to change the way services are delivered for young children who have enduring needs. Their plan is to enter into a partnership with ourselves and with Enable Ireland to provide multi-disciplinary services to children with enduring needs from seven separate bases. We dearly hope that this significant change of model will indeed deliver more effective and more efficient services to children who have enduring needs. We remain concerned at the extent of the changes that have been called for from our Early Intervention Services, and it will be especially important for us to see that an appropriate evaluation can identify significant gains for children in County Galway arising from the changes.

*The work of the Contract Families Project in 2008 is of particular note.*



Despite the financial challenges, our Board was happy to note a number of very positive initiatives within the Services in 2008. The continued focus on supporting people to articulate their Personal Outcomes and the many individuals who were able to realise their personal goals was especially gratifying. Some were facilitated moving to more appropriate accommodation, and there was a great deal of involvement in arts projects – like painting, the development of a mosaic in the garden at Kilcornan, creative writing, participation in local festivals, celebrations and sporting events, holidays, and attendance at many concerts.

The work of the Contract Families Project in 2008 is of particular note. This project has made an exceptional contribution throughout the County, and I compliment everyone associated with this project – particularly, the contract families themselves.

The graduation of happy young people from the Apple Tree Rehabilitative Programme in Gort was attended by their families and friends and was an uplifting and joyful occasion for everybody. Indeed, a number of other uplifting projects and occasions were organised by the Pastoral Care Programme during the year, as it celebrated its 15th anniversary with a mass and liturgical service held in Barna Church, celebrated by Bishop Martin Drennan.

The Board would like to thank the Chief Executive, Patrick McGinley, and Anne Geraghty, who acted-up in this role for six months, and the Management Team for their help and support during 2008. Our Board expresses its appreciation to each and every staff member for the dignity and respect shown to everyone who uses our Service; and our appreciation of everyone in a position of leadership within the Services, for the dignity and respect shown to every staff member, to all who use our Services and to their families.



## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### LIMERICK

STIOFÁN DE BURCA, Chairperson of the Limerick Company Board of Directors reports.

2008 was a year of significant challenges to our Services. It was also a year of many achievements. The challenges arose mainly from historical needs and responses which have been raised with the statutory agencies on a regular basis. For example, the Services had to provide supports over and above its funding levels on a short, medium and long term basis due to the changing needs of a number of people who use our Services. This is the major driver of cost in our Services and is reflected in the fact that our deficit at the end of 2008 was €1.2 million. With a deteriorating financial position the Management Team invested considerable time and resources in 2008 in the development of a contingency plan in the event that the shortfall in our funding was not secured from the HSE. Unfortunately, despite significant engagement with local politicians and HSE personnel, the required funding was not

realised. 2009 will therefore be a challenging time when the contingency plan, approved by the Board, will be rolled out in order to address the 2008 deficit of €1.2 million together with an additional projected deficit for 2009.

We nevertheless report many successes.

In 2008 different models of Residential Living were developed in Limerick such as waking cover for residents was provided within existing resources as well as providing Independent Living for 5 people in the West Limerick Services. The development of different residential models of service delivery will continue to be explored in 2009.

The Children's Services in West Limerick provided support to 120 children in the West Limerick Area in 2008 compared to 65 children in 2007. That service also secured funding for a Speech and Language Therapist, Occupational Therapist and Psychologist. Children are now offered a service by the team up until the age of 8 years as opposed to 6 years. This is a welcome development in these Services.

In Bawnmore, the high support needs of two people were addressed in conjunction with HSE personnel.

Capital projects commenced in Feohanagh, Bruff and Foynes. The Feohanagh and Bruff developments will benefit people who require different types of residential support into the future. These are being developed in partnership with the Thomond Housing Association. The Capital Project in Foynes is being funded in part by the HSE and the JP McManus Pro-Am Fund and will provide a Day Service for people currently residing in Foynes.

In April 2008 the Chief Executive, Robert Sillery, and Staff representatives of the Brothers of Charity Services Limerick were awarded the FAS Excellence Through People Award by Mr. Micheál Martin TD, Minister for Enterprise, Trade & Employment at a Ceremony hosted by FÁS in Dublin. The achievement of this Excellence Through People Standard offers the services a solid foundation on which to continue to grow in a structured, planned and coherent way. It provides a baseline for the Organisation's standards and operating procedures.





In May 2008 the Limerick Citizen Advocacy Project, a partnership between Citizen Information Board and the Brothers of Charity Services Limerick held a one day conference entitled 'Whose Rights? Whose Responsibility?' The purpose of the event was to raise awareness of rights issues for people with disability, to provide information on fundamental rights, and to initiate discussion on how to ensure that individual's rights are upheld. This conference was attended by people who use our services, staff and family representatives.

A very welcome development was the setting up of the Advocacy and Leadership Course in partnership with the Limerick Institute of Technology, The Citizen Information Board, and Service Providers in the Mid West Region. The Board hope that people who use our services in Limerick will attend this very beneficial course.

A Quality Review of our Services was conducted during 2008. The Review was guided by the Health Information and Quality Authority (HIQA) Draft Standards, National Draft Standards of the National Disability Authority and current

trends in Service Delivery. The output of this Review is a Quality Report which outlines a number of recommendations for quality enhancement and these are targeted to be rolled out in 2009. This review and resulting actions will ensure quality within our Services and prepare us for any external review that may take place in the future.

The Board acknowledges and fully supports the Management Team's plan to manage the current and predicted deficit with a goal of no reduction in Service Provision. The Quality of Service Provision is of prime importance to both the Board and the Management Team and every effort will be made to ensure that service quality is not compromised and that the care and support of the people who use our Services is maintained.

I wish to thank the Chief Executive, Bob Sillery, Management and Staff of the Brothers of Charity Services Limerick, for their unfailing dedication and commitment in providing a quality person-centred Service. We look forward to guiding the Services through the difficult and challenging times ahead.

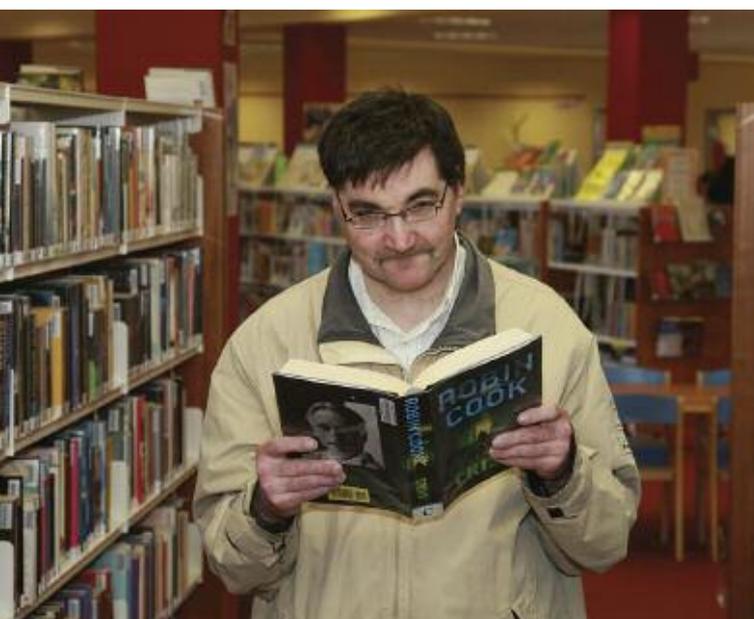


## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### ROSCOMMON

DERRY O'DONNELL, Chairperson of the Roscommon Board of Directors reports.

Our Company hosted the Brothers of Charity Services' National Service Users Conference in the Hodson Bay Hotel, Athlone. The theme was "Making it Happen". It was a great success and well attended by people who use our services, staff and company directors from every company of the Brothers of Charity Services as well as some external Services.



#### Council of Quality and Leadership (CQL).

In June 2008 The Brothers of Charity Services Roscommon were awarded a four year CQL Accreditation in recognition of quality and excellence in service delivery. This has been achieved by the organisation's commitment to the principles of person-centred services through:

- ▶ Shared Values,
- ▶ Basic Assurances,
- ▶ Personal Outcomes, and
- ▶ Responsive Services and Community Life.

#### Capital

Two capital refurbishment projects were completed. Ivy House was refurbished and the children's respite service resumed back in the premises in the Autumn. The Board worked closely with the Roscommon Association Supporting People with Special Needs and the HSE. We greatly appreciate the support we received with this project. The Peter Triest premises were also renovated to facilitate the future setting up in 2009 of a new company "Triest Press".

The Board was represented at the IASSID Conference in Cape Town, South Africa in August 2008. This was a six day





world conference with research presented on various themes. John Caslin from Roscommon had a poster display at the conference and Dr. Brian McClean presented research on reducing and managing challenging behaviour. It was a very informative conference for all concerned.

### REIS

Roscommon Early Intervention Services (REIS) got under way in 2008. This is a service for children under 6 years of age who require assessment and intervention services due to significant disability. The HSE and Brothers of Charity are jointly providing this service. The team was established in 2008 and their first task was to find a suitable building. The partnership approach is working very well and the service is being delivered in a seamless and effective manner. Our thanks to the Steering Committee who have worked very hard to get this service up and running in 2008.

### Cuts with continuing progress

A 1% cuts has been imposed on our service this year. While this causes great concern and challenges, the enthusiasm of management and staff to deliver and develop high quality services remains. A number of interesting projects were started in 2008.

A small rural based service was started for four individuals at Lowberry, Ballinlough. These individuals wanted a rural/agricultural lifestyle.

One girl has been supported to live independently in her own house in her local area. The rehabilitative training programme has been restructured in order to facilitate training in her home and at a local animal refuge centre, where she would like to work. The Roscara Housing Association has placed individuals in various rented accommodation and a number of new development projects are close to completion. The Roscommon Company appreciates greatly the work of the Housing Association and is delighted to report that the number of people living in circumstances of their own choice has increased.

A Pobal grant was awarded in 2008 for a National Action Research project on Transitions to Inclusive Living with

Roscommon taking lead responsibility.

Four researchers have been employed to work with the six Brothers of Charity Companies. Forty-eight people who use our services are involved in the research which will conclude in mid 2009. It is hoped that the research findings will impact on Government Policy on accommodation provision for people with Intellectual Disabilities.

The Board would like to thank the Chief Executive, Marian Keigher, management and staff for all their dedicated work and personal commitment during 2008.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### SOUTH EAST

JOE STOKES, Chairperson of the South East Company Board of Directors reports.

On behalf of the Board of Directors I am very pleased to report on the work carried out in the South East services during 2008.

Good governance enhances the ability of the people using our services to develop better and more dignified lives, greater opportunities for choice and options from which to choose, and ensures transparency in administration. As we work towards achieving our goals set out in our Strategic Plan, which aims to support people who use the services in their local communities rather than in congregated settings, good governance becomes increasingly important. Good governance is reflected through out the organisation and impacts on the success of the services to deliver quality services at local community level.

To enhance our governance standards we undertook to carry out a Risk Management Pilot project commencing in 2007. In 2008 we developed a risk register and action plans which support the management of identified potential threats thereby supporting risk taking in a positive and proactive manner throughout the organisation. This process was valuable in itself as it raised awareness across the organisation of the risk management process; threats to the organisation; opportunities to create protocols, procedures and policies; or simply reiterate existing ones. It also created an awareness of

assessing risk in a positive manner and the means to create a better life and environment for the people using the services. The risk management and governance process has and will continue to support the achievement of our objectives.

In 2007 work commenced on the development of a consistent manual and electronic system to manage records held within the services as identified in our Strategic Plan. During 2008 work continued on the introduction of a draft Physical Filing System in two pilot sites followed up by a review and evaluation of the pilot areas. This supported the completion of the Physical Filing System design and the creation of a Physical Filing System Procedure Manual. Work also commenced on the design of a draft Electronic Record Management System and the creation of a draft Record Management Retention Schedule. During the year work was also completed on the creation of a Record Management Policy, the creation of a Register of People using Services, and Record Management Training Plans and Schedules.

We developed a Code of Practice for all staff working in the services. In addition, a comprehensive two – day training package was developed to accompany the introduction of this Code. The delivery of this training is seen to be of paramount importance in ensuring that all staff members are clear and unambiguous in their understanding of the standards that are expected of them as employees and as supporters of the people who use the services.

Extensive work was undertaken in further developing an Integrated Quality Enhancement Framework to support teams at local level in maximising their contribution to ensuring the quality of the services and supports provided. This framework supports teams to ensure that all planning, whether at an individual level through person centred planning, or, at a team level through the team based performance management process, is integrated and results in the achievement of personal outcomes/goals for the individuals being supported.

The local Quality Framework is supported by the Regional Quality Enhancement Team, which was established during the





year, who, using the Brothers of Charity National Quality Framework audit tool along with the South East Services Strategic Plan, support and monitor the achievement of the goals set out in the strategic plan, the achievement of the Team Based Performance Management objectives, and ultimately the achievement of individuals personal outcomes.

A number of persons who use our services participated in the 'A Story to Tell' Life stories project carried out by the National Institute for Intellectual Disability, Trinity College Dublin. This project supported older persons with an intellectual disability to tell their life stories and develop a web site to share their stories. The participants from the South East greatly enjoyed the experience of sharing their personal stories knowing that their thoughts and recollections were being recorded for posterity.

#### Further events

- ▶ In November 2008 the Social and Recreation staff, their corps of volunteers and families produced 'Grease the Musical' which was performed over four nights to rave reviews, in Garter Lane theatre in Waterford. The production involved 29 men and women who use our services throughout Waterford and South Tipperary.
- ▶ The Waterford Institute of Technology, in partnership with our Social and Recreation staff, developed a very successful Adaptive Physical Activities Programme and Weight Training programme which expanded opportunities for users of the services and for the college students who worked alongside them. Many of those who completed the programmes, with newly gained confidence, went on to join local gyms.
- ▶ The Ciorlach drama group produced a DVD 'After I'm Gone' which has been requested for use by the Irish Hospice for their 'Forum on End of Life' in 2009.
- ▶ Building commenced on 6 apartments at Lisduggan, Waterford and New Development Funding was received to provide residential supports to people in Waterford.
- ▶ A Planning Group was established to commence planning

the closure of two day activity centres on the Belmont site and the establishment of a community based resource centre in Waterford city. By the end of December work has progressed well with the date of closure agreed for July 2009.

- ▶ In August 2008, the Board of Directors, current and retired staff members, representatives of the regional and national executive teams, families, volunteers and friends united in a day of celebration to honour 33 men who have used the Belmont services for 40years. Mass was concelebrated by the Bishop of Ossary, Most Rev Seamus Freeman and Fr. Raymond Dempsey, CC, Ferrybank. After mass guests were invited to the Ferrybank Community Hall where the local ladies club provided refreshments and the day ended with a dance in Jack Meade's on the Cheekpoint Rd. Each of the 33 men was presented with a watch to mark the occasion.

*The risk management and governance process has and will continue to support the achievement of our objectives.*

- ▶ During the year we successfully completed discussions with the Department of Education to relocate children with ASD to new classes in the local schools in South Tipperary thereby facilitating our services to deliver enhanced early development services to others.
- ▶ Developed a joint project with the Millennium Resource Centre in Glengoole to deliver services in the local area.
- ▶ A number of successful fundraising events, including a Valentine's ball, were organised by the local community in South Tipperary with the proceeds going to our Children's' services. Staff of Abbot Vascular factory in Clonmel donated their time voluntarily throughout summer 2008 to prepare and build the base for a new playground for which they funded the equipment.

On behalf of the Board of Directors, I wish to thank Johanna Cooney, Chief Executive for her support during the year and commend the dedicated staff of the South East Services for their ongoing commitment to building new, and enhancing existing networks which continually expand life opportunities for the people who use our services.



## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### SOUTHERN

DR. CASHEL RIORDAN, Chairperson of the Southern Company Board of Directors reports.

The Board of Directors is pleased to outline the key events in the Brothers of Charity Southern Services in 2008.

The year commenced with major difficulties in balancing the activity plan with the funds available from the HSE, and with further cutbacks included in our 2008 allocation. This has been augmented in our 2009 funding allocation which is truly challenging the roll-out of person-centred services. We are working in partnership with the HSE to establish how models of service provision and funding for on-going support services can be married with and maintained into the future.

*We are working in partnership with the HSE to establish how models of service provision and funding for on-going support services can be married with and maintained into the future.*

The first seven months of 2008 were dedicated to preparing our Strategic Action Plan 2008 - 2011 which was widely consulted on with people who use our services, staff, the HSE South and our National Company in a series of open consultation days and web based questionnaires. In all, 935 submissions were received, which in turn led to 47 Projects being identified for completion in the period of the plan.

Of these projects, 23 centred on looking at models of service for children and adults, national issues (mainstreaming, influencing national policy, and

funding mechanisms). The balance of the projects centred on various procedural enhancements and operational issues surrounding the delivery of our 49 residential services, 3 respite services, 11 adult day, and 11 child development services. Our Child and Adolescent Mental Health Services undertook to develop its own strategic plan and this will be finalised in 2009.

Other service highlights included the following:

- ▶ The opening of the Chaplegate Café at Time Square Ballincollig, employing 10 people who use our services, by

Mr. Batt O'Keeffe TD, Minister for Education and Science.

- ▶ The relocation of some day services from Upton to a new base in Kinsale.
- ▶ The relocation of some day service supports from Lota to the Castlehyde Courtyard, Fermoy. This was celebrated by a fun day and market in June.
- ▶ The acquisition of a new facility at Bawnleigh House near Kinsale to provide greater respite facilities for children.
- ▶ Development funding for a new residential facility for children.
- ▶ Development funding for day service supports for school leavers and training graduates, albeit at only 50% of the minimum required funding.
- ▶ The official opening of the rebuilt Early Intervention Centre at Countess Grove Killarney by An Ceann Comhairle, John O'Donoghue TD and Bishop William Murphy, Bishop of Kerry.
- ▶ Construction is underway at Mill Place as part of the Clúid Housing Project.
- ▶ The commencement of the National Pobal Action Research Project on residential support options which will follow the plans of six people in their choice of living and will provide a guiding template for future moves for people, including those on the waiting list.
- ▶ Fr. McKenna, Chaplain retired after many years of association with the services. He will be greatly missed by all.
- ▶ Linking with the joint HSE/National Federation of Voluntary Bodies on the future service provision for those services currently provided in Congregated Settings and finalising negotiations with staff on the relocation of 20% of residential services from Lota. Two project groups, under the Strategic Action Plan were established to identify our local plans in this respect.

All in all this has been a very busy year for staff, management and the Board. Special thanks to the Chief Executive, Una Nagle, and all who contributed to the varied activities in the year and we hope for your continued input in finalising the Strategic Action plan in the coming year.





## NATIONAL WORKING GROUPS AND STANDING COMMITTEES

The Brothers of Charity Services recognise that a significant amount of background support is required to enable our front line services deliver quality care to the people who use our services. The role of background support is about developing management, clinical and administrative processes that are efficient, easy for people to access and understand, evidence-based, monitor performance, and deliver continuous improvement and value for money. Our core support services work to ensure that our services run as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, HR, Training & Development, Evaluation & Quality, and Administration all work together to continuously improve our infrastructure. The work of these functions, while not overtly evident, directly impacts on the quality of the service delivered.

### CHIEF EXECUTIVE FORUM

The Chief Executive Forum determines the number of National Standing Committees and National Working Groups in operation within the Services. It drafts and agrees the terms of reference for each Committee and Group and appoints its members. The Chief Executive Forum (CEF) is made up of the National Chief Executive, the six Local Chief Executives and the National Development Executive. The forum acts as a co-ordinating link between Companies. It facilitates and co-ordinates the National Board's strategy, assisting the implementation of this strategy throughout the six Companies. It also facilitates shared service functions within the Companies. The Chief Executive Forum meets a minimum of six times per year.

In 2008 the main focus of the CEF was responding to the McCoy and O'Farrell Reports from the HSE.

The following Governance Statements, Guidelines and National Policies & Procedures were revised or drafted in 2008.

- National Procedures on the Welfare & Protection of Vulnerable Adults
- The Investigation of Allegations against a Staff Member of Incidents of Abuse
- National Procedures on the Welfare & Protection of Children
- Code of Practice for all persons who support adults using the Brothers of Charity Services
- Code of Practice for all persons who support children using





the Brothers of Charity Services

- Governance Statement on Advocacy
- Governance Statement on Financial Reserves
- National Guideline on the Induction of New Staff Members in Relation to Advocacy
- National Policy on Alcohol & Drugs

### NATIONAL WORKING GROUPS

The role of National Working Groups is to produce guidelines or governance statements on specific areas such as The Welfare and Protection of Vulnerable Adults, Good Practice in the Handling of Adult Service Users Personal Assets, Confidentiality in Respect of People who Use our Services and their Families, and Research within the Services. The Groups are set up as and when required and are made up of people who have expertise from each Company in the area of focus. Once the work is complete the group disbands.

### NATIONAL RESEARCH WORKING GROUP

The Brothers of Charity Services recognises the importance of high quality ethical research. In order to promote and ensure best practice when undertaking research within our services the Chief Executive Forum have convened a research working group. The main task of the working group is to formulate and recommend a National Research Strategy to the Chief Executive Forum. This strategy will be in keeping with the ethos of the organisation and the law. It will have the following functions.

- Review the current guidelines surrounding the practice of research within the Brothers of Charity Services,
- Ensure the communication of research approaches and projects throughout the Services,
- Explore ways to offer support and training to those wishing to undertake research,
- Review all available relevant literature and policy documents on best practice in this area,
- Consult with relevant internal and external agencies,
- Complete a draft/interim report which will be submitted to the Chief Executive Forum for comment.

The working group has issued its first report to the Chief Executive Forum.

### NATIONAL STANDING COMMITTEES

The role of National Standing Committees is to act as a support for staff, to inform the services, and to develop guidelines or governance statements on issues relating to the standing committees' particular area of interest – such as Finance, Human Resource Management, Training and Development, and Quality and Evaluation. The national standing committees are on-going and are made up of representatives from each Company.

### NATIONAL QUALITY & EVALUATION STANDING COMMITTEE

The members came together for four meetings in 2008. One of the main outcomes for the team is the sharing of best practice based on national and international standards in the provision of a person focused, person directed service. The following is an overview of the activities supported and developed in the different companies for the year.

The completion of the National Brothers of Charity Services internal audit system which is a tool used to review services locally. This system of review reflects proposed HIQA standards for reviews and also includes other international recognised audit systems such as the Council on Quality and Leadership (CQL) and Quality Measures 2005.

The following reviews were carried out in 2008.

- An internal audit was implemented in Limerick.
- Roscommon services received accreditation from the American Council on Quality and Leadership.
- Galway worked on preparing themselves for an Accreditation Review in June 2009. Self assessment was completed in 2008.
- Other Companies have engaged international expertise in a variety of ways in supporting quality and organisational change. The sharing from these events has been a valuable resource to the committee.

#### Personal Outcomes Database

The National group were actively engaged with the National Information Technology Services in redeveloping the Database. This is now completed and all Companies have it in place. It is a user friendly database that will furnish reports on the priorities of people using services which are identified in



their Individual Plans. It will also record feedback on the quality of services received from reliable scoring of Personal Outcomes interviews.

Committee members supported the organisation of and delivered presentations at the 'Delivering Outcomes to People' Conference in Tullamore on 'Quality and Individualised Services'.

The standing committee recognises the value and importance of networking both within our organisation and also with other organisations in gaining the best knowledge to inform service provision for the individuals supported by the services. The value of gaining support from international experts working in service provision has been of immense support to the Brothers of Charity Services and the standing committee will continue to strive to provide this level of interaction into the future.

### NATIONAL INFORMATION & COMMUNICATIONS TECHNOLOGY STANDING COMMITTEE

The role of the Committee is outlined in the terms of reference below.

- Provide vision and strategic leadership to the ICT function.
- Prioritise key projects, plans, work programmes, resources and expenditure for ICT services.
- Determine ICT policies and standards and resolve policy issues and conflicts that may arise.
- Identify priority conflicts in respect of competing resources for projects;
- Empower the ICT team to maximise their potential within the Brothers of Charity Services.
- Ensure that commercial contracts and commitments are fully discharged, and to authorise changes to same.





- Establish organisational arrangements and related procedures to monitor the development, implementation and safe operation of the Brothers of Charity Services information systems.

Each Company has a representative on this committee. The first meeting of this committee took place on 9th April 2008 with subsequent meetings in May, June and November.

### NATIONAL TRAINING & DEVELOPMENT STANDING COMMITTEE

The Training and Development Committee agree best practice with regard to major training issues in the various Companies of the Brothers of Charity Services. They represent the training dimension in the planning of services and develop appropriate training strategies both nationally and locally. They act in an advisory capacity to the services on training matters and source advice on issues relating to training. The Committee promotes best practice within the Brothers of Charity Service Companies in training, organisation and management. It keeps abreast of issues related to training and development nationally and internationally. It liaises with other agencies and bodies on matters of information relating to the training function.

#### Achievements 2008

- 1 A proposal was put forward for the provision of an integrated staff Training & Development database that would meet the needs of the organisation and is in line with international best practice.
  - Research was completed on 'off the self' databases to ensure that needs of each company would be met by the databases in question.
  - Research completed on the compatibility of these systems with our HR and Payroll Databases.
  - Researched the ability of both the above named systems to provide Human Resource Management specific data to ensure a holistic and integrated system could be provided.
  - Report completed and sent to both the Chief Executive Forum and the National Chief Executive in October, 2008.
- 2 Examined the McCoy Report Recommendations regarding:
  - Roll-out of the McCoy Report Recommendations and supports required by individual Training & Development



functions, and

- Ways of implementing recommendations in conjunction with Designated Persons Group and the Human Resource Management Standing Committee.
- 3 Reviewed the Brothers of Charity Services National Strategic Plan in order to respond to relevant sections related to training and development.
  - 4 Reviewed the Governance Statement on Training & Development
  - 5 Examined Cost Saving measures in T&D functions regionally
- #### Focus 2009
- 1 Progress T&D Database Development
  - 2 Review of SKILLS modules – conceptualisation of modules and new module development
  - 3 Examine Transfer of Learning
  - 4 Examine External Funding Opportunities and/or joint funding/partnership opportunities

### NATIONAL HUMAN RESOURCES (HRM) STANDING COMMITTEE

The National HRM Standing Committee met on 5 occasions during 2008.

The terms of reference for the group are as follows.

- Define a common approach in line with best practice to major HR issues in the various companies of the BOC services.
- Unify the HR policies and procedures across companies as far as possible.



- Disseminate information in relation to HR policies and procedures.
- Promote good practice in HR organisation and management throughout the Companies.
- Act in an advisory capacity to the organization on HR matters.
- Source and advice on issues relating to employment legislation.
- Liaise with other agencies and bodies on matters of information relation to the HR function.
- Represent the HR dimension in the planning of services, and develop appropriate HRM strategies.

During 2008 a number of key issues arose at a national level which required consistent application across our services. These included the following.

- Local discussions in Companies took place with trade unions to agree and implement the reduction in nurse's hours from 39 to 37.5 per week in line with the NIB agreement.
- The HSE requested returns in relation to absenteeism in companies.



- Attendance management policies and procedures were implemented.
- Implementation of the Fixed Term Work Act required the introduction of Contracts of Indefinite Duration for long term temporary workers.
- Disciplinary procedures were reviewed to include an internal appeal mechanism to the Chief Executive.
- Towards 2016 (Social Partnership Agreement) required that specific pay increases would be subject to Performance Verification. Performance Verification Reports were completed and sent to the National Federation of Voluntary Bodies as part of this process.
- Under the McCoy and O'Farrell recommendations, the National Governance Statement on the Welfare and Protection of Vulnerable Adults was reviewed. The HR team updated Appendix 5 – Guidelines for the Investigation of Allegations against Staff Members of Incidents of Abuse in line with the HSE Trust in Care Policy.

The HRM committee continued to liaise and co-operate on approaches to particular Industrial Relations issues in individual companies.





# EMPLOYMENT STATUS 2008

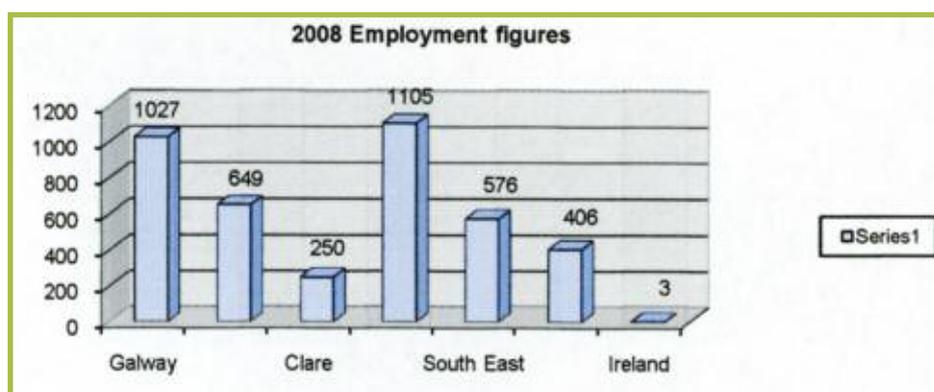
## EMPLOYMENT STATUS

W.T.E. = Whole time equivalent

| Service Company | Perm FT     | Perm PT    | Job Share  | Temp. FT   | Temp. PT    | Locum      | Training | Total No.   | Total WTE      |
|-----------------|-------------|------------|------------|------------|-------------|------------|----------|-------------|----------------|
| Galway          | 398         | 218        | 48         | 46         | 240         | 74         | 3        | 1027        | 847.3          |
| Limerick        | 224         | 0          | 0          | 23         | 254         | 148        | 0        | 649         | 493.03         |
| Clare           | 45          | 115        | 0          | 8          | 31          | 51         | 0        | 250         | 178.31         |
| Southern        | 405         | 72         | 60         | 56         | 512         | 0          | 0        | 1105        | 778.79         |
| South East      | 228         | 130        | 1          | 62         | 147         | 8          | 0        | 576         | 442.82         |
| Roscommon       | 79          | 250        | 0          | 6          | 60          | 11         | 0        | 406         | 271.81         |
| Ireland         | 3           | 0          | 0          | 0          | 0           | 0          | 0        | 3           | 3              |
| <b>TOTAL</b>    | <b>1382</b> | <b>785</b> | <b>109</b> | <b>201</b> | <b>1244</b> | <b>292</b> | <b>3</b> | <b>4016</b> | <b>3015.06</b> |

## 2008 EMPLOYMENT FIGURES

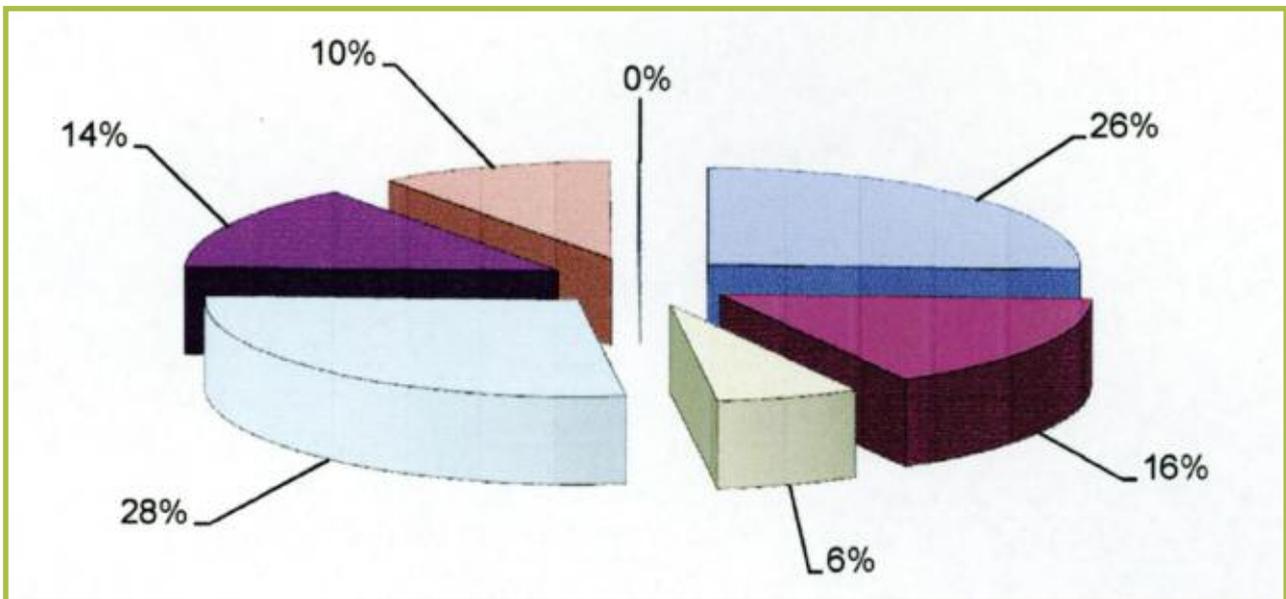
|            |      |
|------------|------|
| Galway     | 1027 |
| Limerick   | 649  |
| Clare      | 250  |
| Southern   | 1105 |
| South East | 576  |
| Roscommon  | 406  |
| Ireland    | 3    |





% EMPLOYED BY COMPANY

- Galway
- Limerick
- Clare
- Southern
- South East
- Roscommon
- Ireland







# National Advocacy Council

The National Advocacy Council is made up of representatives from each Company, people who use our services, advocates and supporters. It is a direct link between people who use the services and the owners of the service. The Council meet with and are consulted by the Chief Executive Forum on a regular basis, with two formal meetings taking place annually.

The following issues emerged from discussion at meetings in 2008.

## CHOOSING STAFF

- Staff Training – the provision of basic training in how to support the individual and what is required in providing a person Centred Service.
- It is very important that all new staff are aware, and informed on what is expected of them when they work in our services.
- Induction for staff should focus more on the needs of the individual.
- People would like to participate in interviews when new staff are hired to work with them.

## HOLIDAYS

- Some people who can would like to pay for their own holiday. The Council also suggested that a fund should be set up to help those who cannot afford holidays.
- People would like to choose where they go and with whom they holiday.
- Flexibility – to take holidays at off peak times, this would make them more affordable.
- Some people found that the 3 weeks they had off over the summer too long.
- The VEC runs no programmes over the summer. This leaves some people isolated for the holiday period.

## HOUSING

- More options are needed some people do not want to live in a community house.
- People want to be included in discussions.
- Some want to be supported to live and remain at home.

## BROTHERS OF CHARITY LOCAL BOARDS

The Council would like to know why people who use the services are not allowed to join these boards.

## EMPLOYMENT

Increase Employment Options for People.

There is concern that there is not a system of matching the skills people are developing within the services with what is required in the Workforce.

## RELATIONSHIPS

The Council requested that more training be given to people on the policy developed for staff about Relationships.

## NATIONAL ANNUAL CONFERENCE

We are currently planning the Annual Conference to follow the 2008 Conference held in Athlone themed “*Making it Happen*”.

The theme for 2009 will be “*Back to Basics*”.

## ACHIEVEMENTS

- 1 A member of the National Advocacy Council is on the Board of Management of Inclusion Ireland.
- 2 Pre-interview meeting and formal interview panels are in place in some Companies.
- 3 Leadership and Advocacy Courses were established in the Limerick Company.
- 4 Web site is more accessible and each Company manages its own input.
- 5 Completion of report on Accessible Communication.
- 6 The National Advocacy Council evaluated its meetings with the Chief Executive Forum and a set of ground rules were agreed for attendees.





# A PROFILE OF THE PEOPLE WHO USE OUR SERVICES 2008

## COMPANY AND INDIVIDUAL ABILITY RECORDED ON DATABASE

| Service       | total no.   | Child       | Adult       | not verified | normal range | borderline | mild        | moderate    | severe     | profound  | TOTAL Database |
|---------------|-------------|-------------|-------------|--------------|--------------|------------|-------------|-------------|------------|-----------|----------------|
| Galway        | 930         | 417         | 513         | 52           | 2            | 15         | 372         | 261         | 204        | 24        | 930            |
| Clare*        | 224         | 31          | 193         | 5            | 0            | 0          | 57          | 138         | 23         | 1         | 224            |
| Limerick **   | 387         | 0           | 387         | 0            | 0            | 4          | 72          | 193         | 93         | 25        | 387            |
| South East*** | 392         | 53          | 339         | 28           | 0            | 7          | 84          | 163         | 86         | 24        | 392            |
| Southern      | 1197        | 858         | 339         | 106          | 214          | 64         | 337         | 313         | 152        | 11        | 1197           |
| Roscommon**** | 376         | 168         | 208         | 30           | 5            | 14         | 120         | 149         | 52         | 6         | 376            |
| <b>TOTAL:</b> | <b>3506</b> | <b>1527</b> | <b>1979</b> | <b>221</b>   | <b>221</b>   | <b>104</b> | <b>1042</b> | <b>1217</b> | <b>610</b> | <b>91</b> | <b>3506</b>    |

FIGURES NOT INCLUDED – NOT RECORDED ON NIDD

NOTE:

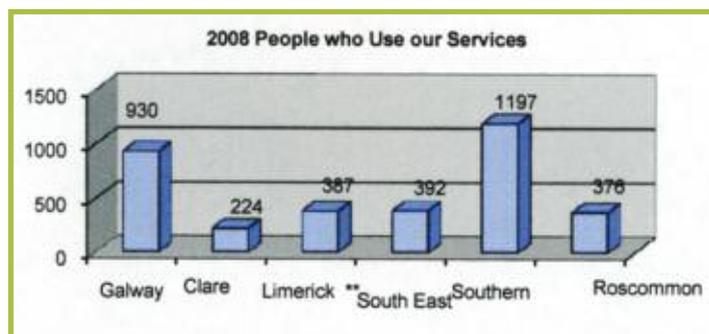
\* Clare – 701 Children receive part services from Clare's Early Intervention Team in partnership with Enable Ireland, Clare Fed and the HSE.

\*\* Limerick – provide services to 112 Children in partnership.

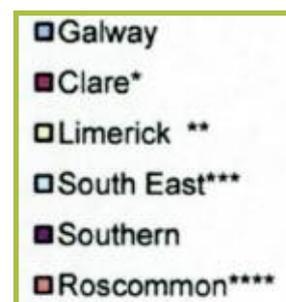
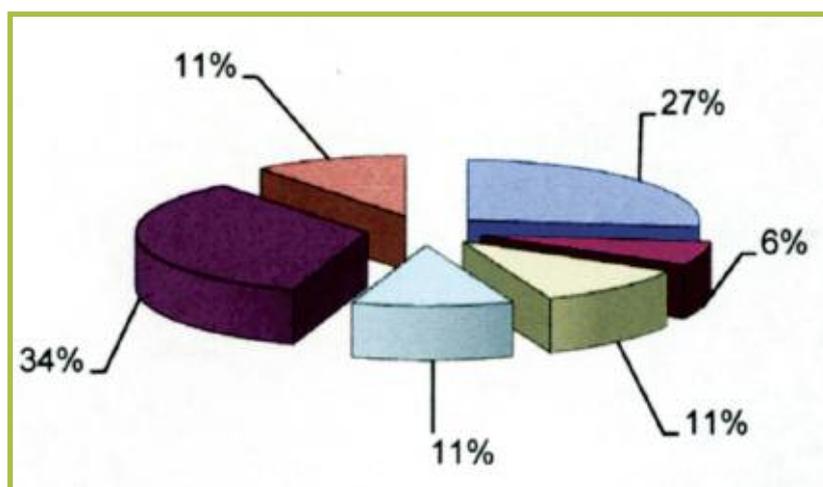
\*\*\* South East – 33 children received respite only - Also 195 Children & 245 Adults received multi-disciplinary supports only .

\*\*\*\* Roscommon provide part services to a further 66 people in respite and secondary day services.

Database Figures up 18 and non-database figures up 210 on last year.



## 2008 – PERCENTAGE OF PEOPLE WHO USE OUR SERVICES BY COMPANY





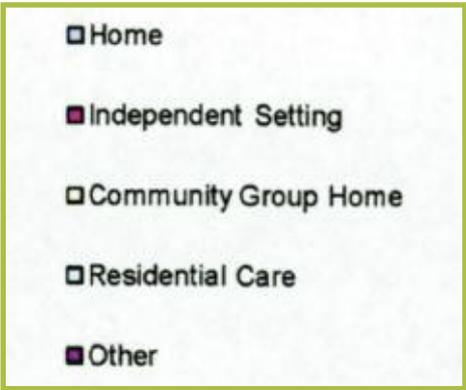
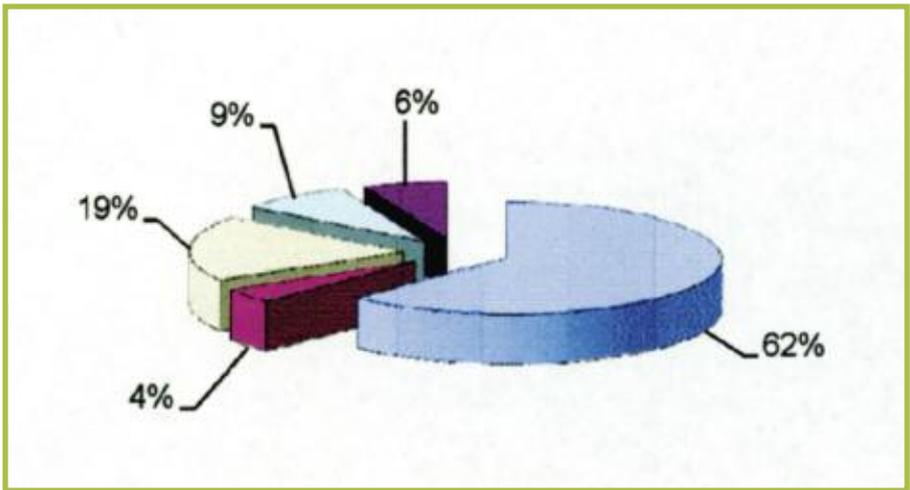
## MAIN RESIDENTIAL CIRCUMSTANCES 2008

|   | TOTAL       | Clare      | Galway     | Limerick   | South East | Southern   | Roscommon  |
|---|-------------|------------|------------|------------|------------|------------|------------|
| <b>Home</b>   |             |            |            |            |            |            |            |
| At home with parents  |             | 90         | 438        | 54         | 132        | 815        | 195        |
| At home with one parent   |             | 35         | 132        | 34         | 46         | 128        | 58         |
| At home with sibling  |             | 7          | 14         | 16         | 11         | 1          | 6          |
| At home with other relative   |             | 3          | 7          | 2          | 2          | 4          | 3          |
| Lives with non relative   |             | 1          | 0          | 0          | 0          | 1          | 0          |
| Adoption  |             | 0          | 0          | 0          | 0          | 8          | 0          |
| Foster Care   |             | 1          | 3          | 3          | 1          | 6          | 5          |
| <b>TOTAL:</b>   | <b>2262</b> | <b>137</b> | <b>594</b> | <b>109</b> | <b>192</b> | <b>963</b> | <b>267</b> |
| <b>Independent Setting</b>  |             |            |            |            |            |            |            |
| Lives semi-independently  |             |            | 29         | 0          | 14         | 26         | 7          |
| Lives independently   |             | 2          | 42         | 13         | 5          | 4          | 6          |
| Vagrant or Homeless   |             | 1          | 1          | 0          | 0          | 0          | 0          |
| <b>TOTAL:</b>   | <b>150</b>  | <b>3</b>   | <b>72</b>  | <b>13</b>  | <b>19</b>  | <b>30</b>  | <b>13</b>  |
| <b>Community Group Home</b>   |             |            |            |            |            |            |            |
| 5 day community group home  |             | 14         | 9          | 3          | 1          | 10         | 11         |
| 7 day community group home  |             | 25         | 32         | 36         | 6          | 38         | 0          |
| 7 day (52 week) group home  |             | 40         | 122        | 110        | 133        | 57         | 41         |
| <b>TOTAL:</b>   | <b>688</b>  | <b>79</b>  | <b>163</b> | <b>149</b> | <b>140</b> | <b>105</b> | <b>52</b>  |
| <b>Residential Care</b>   |             |            |            |            |            |            |            |
| 5 day residential centre  |             | 0          | 0          | 0          | 0          | 2          | 0          |
| 7day residential centre   |             | 0          | 3          | 22         | 0          | 6          | 0          |
| 7 day (52 weeks) residential centre                                     |             | 0          | 81         | 84         | 27         | 85         | 0          |
| <b>TOTAL:</b>   | <b>310</b>  | <b>0</b>   | <b>84</b>  | <b>106</b> | <b>27</b>  | <b>93</b>  | <b>0</b>   |
| <b>Other</b>  |             |            |            |            |            |            |            |
| Special intensive placements  |             | 3          | 6          | 5          | 9          | 0          | 19         |
| Full time residential care -crisis/respite<br>crisis and relief centre* |             | 0          | 0          | 0          | 0          | 0          | 0          |
| regular part time care*   |             | 0          | 84         | 0          | 0          | 1          | 4          |
| de-designated unit  |             | 1          | 23         | 0          | 1          | 2          | 20         |
| other (Nursing Home)  |             | 0          | 1          | 0          | 0          | 0          | 0          |
| Holiday Residential Placement   |             | 1          | 3          | 2          | 4          | 0          | 1          |
| Shared Care   |             | 0          | 0          | 0          | 0          | 0          | 0          |
| Not Applicable  |             | 0          | 30         | 3          | 0          | 3          | 0          |
|   |             | 0          | 2          | 0          | 0          | 0          | 0          |
| <b>TOTAL:</b>   | <b>228</b>  | <b>5</b>   | <b>149</b> | <b>10</b>  | <b>14</b>  | <b>6</b>   | <b>44</b>  |
| OVERALL TOTAL:  | 3638        | 224        | 1062       | 387        | 392        | 1197       | 376        |
| TOTAL DATA BASE   | 3506        | 224        | 930        | 387        | 392        | 1197       | 376        |



## RESIDENTIAL SETTING

|                      |      |
|----------------------|------|
| Home                 | 2262 |
| Independent Setting  | 150  |
| Community Group Home | 688  |
| Residential Care     | 310  |
| Other                | 228  |



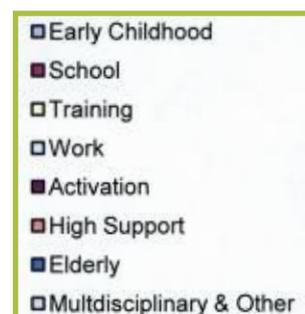
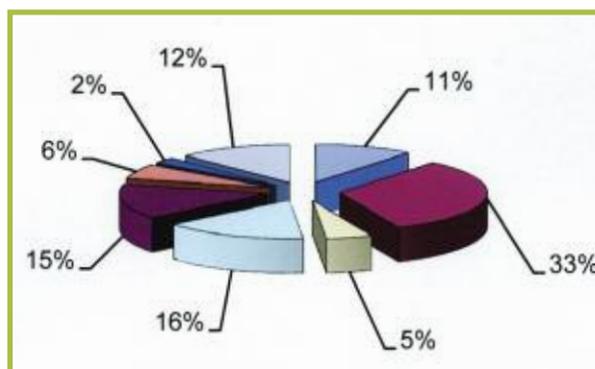


## MAIN DAY SERVICE 2008

|   | TOTAL       | Clare      | Galway     | Limerick   | South East | Southern    | Roscommon  |
|---|-------------|------------|------------|------------|------------|-------------|------------|
| Early Childhood Services/Special Pre-School     | 335         | 0          | 55         | 0          | 44         | 213         | 23         |
| Ordinary Pre-School                             | 46          | 0          | 35         | 0          | 0          | 3           | 8          |
| Child Education and Development Centre          | 40          | 0          | 40         | 0          | 0          | 0           | 0          |
| Mainstream Education                            | 528         | 31         | 102        | 0          | 7          | 294         | 94         |
| Special Schools                                 | 368         | 3          | 70         | 0          | 0          | 265         | 30         |
| Special Class in Mainstream School              | 109         | 0          | 19         | 0          | 0          | 76          | 14         |
| Resource Teacher                                | 89          | 0          | 89         | 0          | 0          | 0           | 0          |
| Training  | 175         | 25         | 48         | 0          | 28         | 45          | 29         |
| Sheltered Work Centre/Employment                | 462         | 9          | 40         | 158        | 160        | 35          | 60         |
| Support Employment/Open Employment              | 189         | 16         | 53         | 13         | 3          | 80          | 24         |
| Activation/Adult Day Centre                     | 517         | 8          | 205        | 106        | 102        | 89          | 7          |
| High Support/Intensive Services                 | 218         | 21         | 41         | 21         | 25         | 64          | 46         |
| Programme for the Elderly                       | 86          | 6          | 37         | 18         | 1          | 14          | 10         |
| Home Support                                    | 39          | 1          | 11         | 0          | 9          | 12          | 6          |
| Other Day Service                               | 71          | 52         | 14         | 1          | 0          | 0           | 4          |
| No Day Service                                  | 21          | 3          | 13         | 2          | 0          | 3           | 0          |
| Day Respite                                     | 3           | 1          | 2          | 0          | 0          | 0           | 0          |
| Annual Review                                   | 2           | 0          | 2          | 0          | 0          | 0           | 0          |
| Full-time Residential – Day Programme elsewhere | 6           | 0          | 0          | 2          | 0          | 4           | 0          |
| Full-time Residential – No Day Programme        | 66          | 0          | 0          | 66         | 0          | 0           | 0          |
| Multi-disciplinary Support Services             | 77          | 0          | 43         | 0          | 13         | 0           | 21         |
| Generic Day Services                            | 59          | 48         | 11         | 0          | 0          | 0           | 0          |
| <b>TOTAL:</b>                                   | <b>3506</b> | <b>224</b> | <b>930</b> | <b>387</b> | <b>392</b> | <b>1197</b> | <b>376</b> |

### DAY SERVICE

|                            |      |
|----------------------------|------|
| Early Childhood            | 381  |
| School                     | 1144 |
| Training                   | 175  |
| Work                       | 551  |
| Activation                 | 517  |
| High Support               | 218  |
| Elderly                    | 86   |
| Multi-disciplinary & Other | 434  |





## THE NATIONAL FINANCE STANDING COMMITTEE

The National Finance Standing Committee is made up of a finance representative from each Company. The ongoing purpose and benefit of the Standing Committee meetings, for each member, is the sharing of information and advice and support regarding funding, costing and finance throughout the Service.

The Standing Committee had two meetings in 2008.

The following is a list of the main activities undertaken by the Standing Committee in 2008:

- Work on the introduction of the reduced working week for nursing staff and its implication for pay costs and service delivery,
- Discussions and work on the Terms of Reference for the F-Team together with a review of a number of National Governance Statements,
- Work and discussion on the implementation of a change in the pay date for the Service,
- Review and discuss the information technology requirements for the Services and agree on some practical solutions including the implications of Shared Services across the various companies including updates on aspects of the payroll system, and
- Review and develop possible solutions to the introduction of funding cuts in our allocations introduced during the year by the HSE.

### CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

#### **Year ended 31st December 2008**

(extracted from the 2008 Audited Accounts)

| <b>Income</b>             | <b>€</b>                  |
|---------------------------|---------------------------|
| Health services Executive | 167,298,923               |
| Other Income              | <u>27,189,261</u>         |
| <b>Total Income</b>       | <b><u>194,488,184</u></b> |
| <b>Expenditure</b>        |                           |
| Pay                       | 164,499,342               |
| Non Pay                   | <u>31,295,386</u>         |
| <b>Total Expenditure</b>  | <b><u>195,794,728</u></b> |
| <b>Deficit for year</b>   | <b>(1,306,544)</b>        |



## VOLUNTEERING AS A CITIZEN ADVOCATE IN THE BROTHERS OF CHARITY SERVICES

A Volunteer is someone who gives of his/her free time, talents and energy freely for the benefit of others. The Brothers of Charity would formally like to express their grateful appreciation to all those who volunteer throughout our six Companies. All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the policies and procedures of the Brothers of Charity Services Company.

Citizen Advocacy is one of the areas where volunteers are vital. It calls for the establishment and support of a one-to-one relationship between the volunteer and the person who has a disability. An Advocate is a person who is free from conflict of interest and makes a personal voluntary commitment to provide some of the emotional and/or material supports required by the individual they are partnered with. The focus of this partnership is matching the individual to the volunteer; therefore it is essential that we have volunteers of both genders and all ages.

Advocates participate in an orientation process and are then matched with a person who uses the services. The nature of each Advocacy relationship is very individual and is based on the needs of the Advocacy partner and the Advocate's ability to meet these needs. The two people in the relationship together decide the terms of the relationship. The scope of Citizen Advocacy relationships may be as diverse and different as the individuals involved in them. The range of functions that a Citizen Advocate performs for and with their Advocacy Partner are endless, some examples are as follows.

- Assist their partner to grow and develop their skills, abilities, image and status by challenging the person's own expectations and those stereotypes to which the person may be subject.
- Introduce them to new experiences, resources and networks within the community be it a sport or social club or just being around, whatever the age appropriate activity.
- Speak out for their advocacy partner's interests and welfare.
- Make sure that their advocacy partner's requirements and wishes are taken seriously by the people and services paid to support them.
- Ensure that the advocacy partner's right to make choices and decisions about their own life is encouraged, developed and recognised.
- Ensure that personal information about their advocacy partner is kept confidential.
- Stay in touch with the Citizen Advocacy Coordinator and ask for support and advice as needed.

The skills necessary to be a good Citizen Advocate include:

- A sense of right and wrong,
- A sense of fair play,
- To be able to put yourself in someone else's place,
- To be a good listener,
- Patience, and
- Confidence to speak up for someone else.

For information on volunteering in the Brothers of Charity Services please contact the relevant Company or see our website on

[www.brothersofcharity.ie/volunteers.php](http://www.brothersofcharity.ie/volunteers.php)



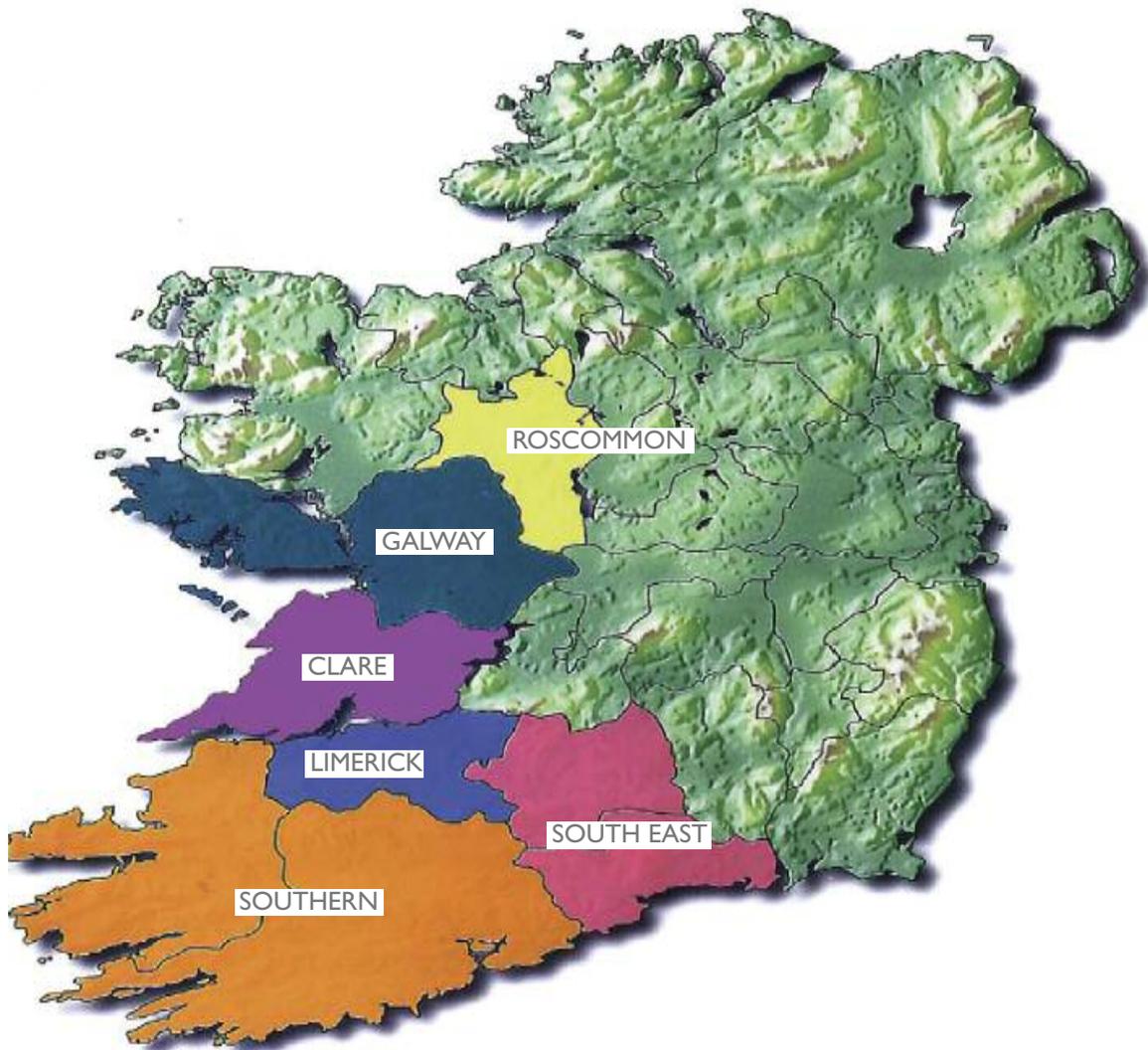


## BROTHERS OF CHARITY SERVICES IRELAND, COMPANY OFFICES AND CHIEF EXECUTIVES

|                         |  |             |
|-------------------------|--|-------------|
| <b>NATIONAL COMPANY</b> | <b>Winifred O'Hanrahan</b><br>National Chief Executive<br>Brothers of Charity Services Ireland Ltd<br>Kilcorman House<br>Clarinbridge, Co Galway | 091 796623  |
| <b>CLARE</b>            | <b>Mary Kealy</b><br>Chief Executive<br>Brothers of Charity Services Clare Ltd<br>Banner House<br>Clare Road<br>Ennis, Co Clare                  | 065 6849400 |
| <b>GALWAY</b>           | <b>Patrick McGinley</b><br>Chief Executive<br>Brothers of Charity Services Galway Ltd<br>Woodlands Centre<br>Renmore, Galway                     | 091 721400  |
| <b>LIMERICK</b>         | <b>Robert Sillery</b><br>Chief Executive<br>Brothers of Charity Services Limerick Ltd<br>Blackberry Park, Dock Road,<br>Limerick                 | 061 308149  |
| <b>ROSCOMMON</b>        | <b>Marian Keigher</b><br>Chief Executive<br>Brothers of Charity Services Roscommon Ltd<br>Lanesboro Street<br>Roscommon                          | 0906 628500 |
| <b>SOUTH EAST</b>       | <b>Johanna Cooney</b><br>Chief Executive<br>Brothers of Charity Services South East Ltd<br>Belmont Park<br>Waterford                             | 051 832211  |
| <b>SOUTHERN</b>         | <b>Una Nagle</b><br>Chief Executive<br>Brothers of Charity Southern Services Ltd<br>Lota, Glanmire<br>Cork                                       | 021 4821012 |



## LOCATIONS OF BROTHERS OF CHARITY SERVICE COMPANIES



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

PRODUCED BY THE NATIONAL OFFICE GM2009



Brothers of Charity Services Ireland Ltd. Registered Address: Kilcormán House, Clarinbridge, Co. Galway.  
Company Registration No: 344780 Registered in Dublin, Republic of Ireland.  
Directors: Bro. N. Corcoran, Bro. A. T. Hassett, Bro. D. Kerins, Bro. J. Killoran,  
Bro. V. W. Manning, Bro. J. O'Shea, Bro. J. Rackley.

[www.brothersofcharity.ie](http://www.brothersofcharity.ie)