

NATIONAL ANNUAL REPORT 2011

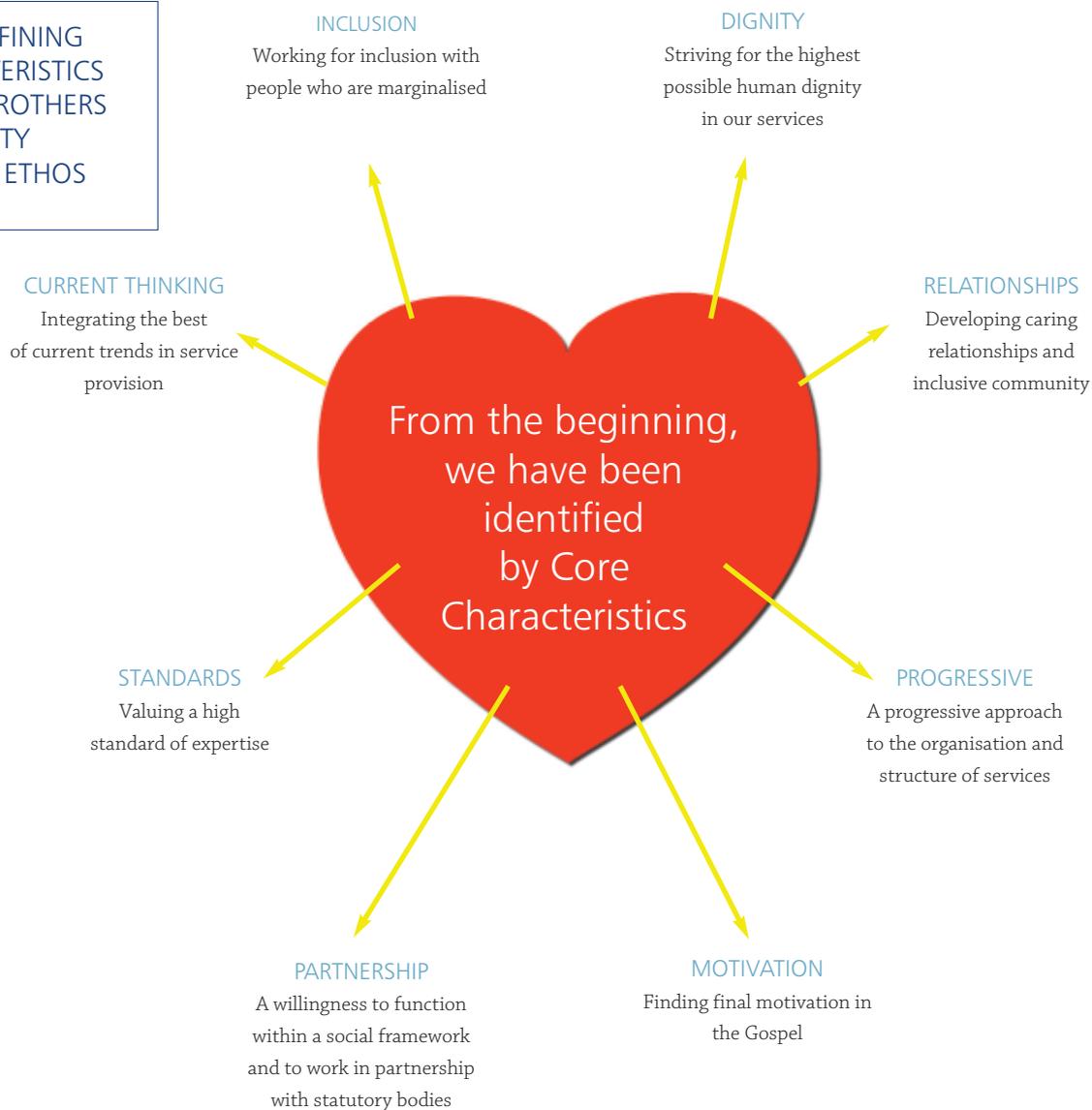
BROTHERS OF CHARITY SERVICES
IRELAND





MISSION STATEMENT

EIGHT DEFINING CHARACTERISTICS OF THE BROTHERS OF CHARITY SERVICES ETHOS



“ *The Brothers of Charity, rooted in the values of the Christian Gospel, engage with all people of good will in building a better world for every human being, especially those who are in danger of being marginalised. 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.* **”**

CONTENTS	PAGE
INTRODUCTION TO SERVICES	6
• Management Structures	6
• Service Provision	7
• Organisational Structure	8
• Company Board Membership	9
REPORT FROM EACH COMPANY CHAIRPERSON	10
• Brothers of Charity Services Clare	10
• Brothers of Charity Services Galway	12
• Brothers of Charity Services Limerick	15
• Brothers of Charity Services Roscommon	18
• Brothers of Charity Services South East	20
• Brothers of Charity Southern Services	22
REPORT FROM NATIONAL WORKING GROUPS AND STANDING COMMITTEES	24
• Chair & Chief Executive Forum	24
• Chief Executive Forum	24
NATIONAL STANDING COMMITTEES	25
• Quality & Evaluation	25
• Training and Development	26
• Human Resource Management	28
EMPLOYMENT STATUS 2011	29
NATIONAL ADVOCACY CONFERENCE 2011	31
NATIONAL ADVOCACY COUNCIL	32
A PROFILE OF THE PEOPLE WHO USE OUR SERVICES	33
MAIN RESIDENTIAL CIRCUMSTANCES	34
MAIN DAY SERVICE	35
FINANCE	
• Consolidated Income & Expenditure Account	36
NATIONAL WORKING GROUPS	37
VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES	38
LOCATION MAP OF COMPANIES	38
NATIONAL & LOCAL CONTACT DETAILS	39

DEAR FRIENDS

This Report sets out the achievements as well as some of the challenges faced by the Brothers of Charity Service Companies in 2011. The National Board would like to take this opportunity to thank our Local Boards for giving of their free time and for their hard work over the past year. We thank the Directors of Service, Management Teams and Staff who continue to strive to ensure a quality service for the people we support even in these changing times and amidst increasingly difficult economic circumstances. We express our appreciation of the co-ordinating role played by the National Chief Executive in support of the National Board.

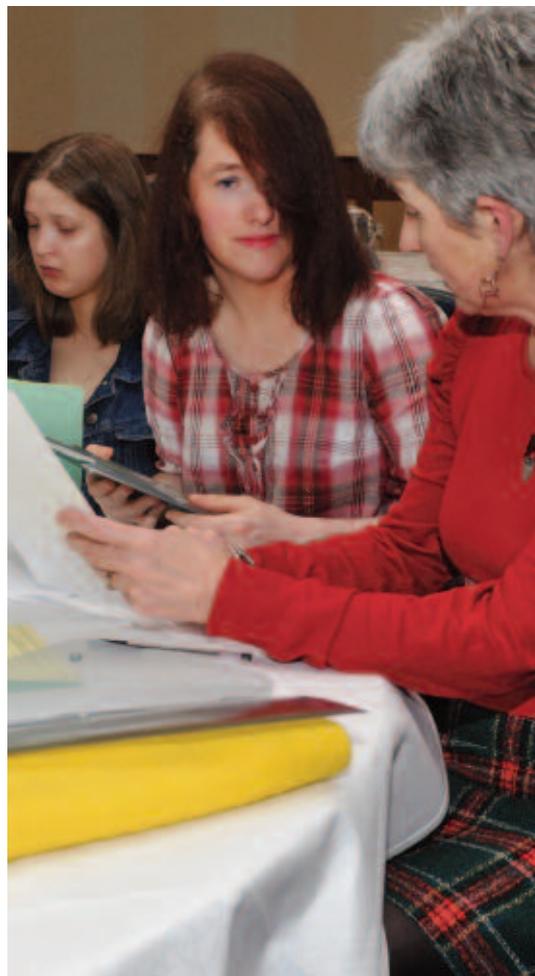
We continued in 2011 to promote our vision and values as a Christian organisation in which we seek to show a deep pastoral concern for one another. Consequently, our attempt to ensure a very personal response to the wishes, hopes and dreams of each individual we support remains central to the service we offer despite the severe pressure arising from the continued diminution in resources. Persons with intellectual disability entertain the very reasonable expectation of achieving much greater choice and control in their own lives. If this goal is to be more fully attained there is a vital need for greater flexibility in the structures and systems through which they are supported. There are issues involved here that require much serious consideration at the national level by all of the parties involved.

We are grateful to the statutory authorities for the supports they provided during 2011 and for the resources they allocated, acknowledging the difficult times in which we live. We seek, within the parameters available to us, to be as creative as possible in the use of these resources. We aim to source, as many as possible of the additional supports that are needed from within families and local communities and wish to see as many as possible of the barriers to volunteerism that currently exist removed.

Finally we want to express our deep appreciation to the people we support and to their families and advocates for the confidence they place in us. It is in experiencing the joys and sorrows, the challenges and successes of our daily lives together that we will continue to achieve our goals and build a better world for all.

Brother Alfred Hassett

On behalf of the National Board





FOREWORD FROM THE NATIONAL CHIEF EXECUTIVE

DEAR FRIENDS AND COLLEAGUES

It gives me great pleasure to present the Brothers of Charity Annual Report for 2011. Once again it was another extremely busy year for the Brothers of Charity Services. 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 approximately 6,000 people with intellectual disability and their families during 2011. We continued 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.

In response to the challenging times for the disability services in Ireland we took the opportunity in May to review how we could best provide our services and supports into the future. We hosted a workshop entitled "Driving the Transformation Agenda" attended by Board Members, Directors of Services and Senior Management Teams. We invited our British colleagues to present us with their experiences on how services are organised in Britain, Bairbre Nic Aongusa, Director of the Office of Disability and Mental Health, Department of Health & Children to provided us with the views of our funders. The National Chairperson, Bro. Alfred set the scene reinforcing the ethos of the person in the centre, the delivery of a quality service and the facilitation of partnerships. Bairbre Nic Aongusa spoke about Disability Policy in Ireland and indicated that individualised budgets were viewed as the way forward. The Chief Executive of Brothers of Charity UK, North West Services, Nigel Deane spoke about policy development over the last 15 years in the UK and Darron Grundy, Regional Director of Services Brothers of Charity Services UK, Merseyside spoke about the business model and the impact the transition into responding to tender had on the services.

After lunch round table discussions took place on the following subjects:

1. Governance & Management Issues, Marketing & Communications.
2. Finance & Management Information Systems.
3. Services and Staffing Issues.

The outcome of this day highlighted the fact that this would mean a radical change in the way in which we deliver services and in the way in which we are resourced and a full report is available from my office.

Despite the financial restrictions each of our service companies

have managed to continue to develop innovative and individual services through fundraising from sources outside the Health budget such as European Union funds Genio, the Department of the Environment, and philanthropic donations. We continue to move people who were accommodated in campus settings into the community with the support of our various housing associations. I would like to take this opportunity to congratulate the Galway services who won a National Award from the Irish Council of Social Housing, and the South East and Roscommon services, for achieving their accreditation from the Council for Quality & Leadership (CQL), for their work on Personal Outcomes Measures and Basic Assurances. The CQL is an external positive recognition of the high quality of the services delivered by our service companies. Further achievements and challenges are outlined in the reports from each Local Board Chairperson.

As a service we welcomed the launch of the Department of Health's review of Disability Policy and have examined our UK Services model and cost structure to identify how best we as a service might approach the change in Policy.

We are grateful for the flexibility shown by our dedicated staff and by the valuable voluntary input from local communities which help us to deliver individualised support which is a core part of our ethos, mission and values.

During the year I was grateful for the guidance and support of the Congregation of the Brothers of Charity in particular Bro. Alfred Hassett, Chairperson of the Brothers of Charity Services National Board, and Bro. Noel Corcoran, Regional Leader. As a Service Provider, we greatly value the continuing support received from the many Government Departments, the Health Service Executive, the Members of the National Federation of Voluntary Bodies, and the many Agencies, both regional and national, that have shared their expertise with us during the year. This shared expertise enables us to continue to provide services to people in a better and more responsive way.

I would like to conclude by thanking the people who use our service, and their families, all our staff, management, and volunteers for contributing to another year of growth and progress towards our goal of supporting people with an intellectual disability to live as full and as independent a life as possible within their local communities.

Winifred O'Hanrahan
National Chief Executive



INTRODUCTION TO BROTHERS OF CHARITY SERVICES

The Brothers of Charity Services in Ireland today are made up of an overall total of 6,000 people who use our services and their families, and 2,800 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 in the country.

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

The Brothers of Charity Services is governed and directed by a National Company whose directors are made up of Brother Members of the Congregation of the Brothers of Charity and lay members. The National Company acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. There are six subsidiary companies, one for each geographical region of the services, located throughout the West, Mid-West, South and South East of Ireland. The local companies were 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 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 and the six Local Companies. The National Chief Executive acts on behalf of the National Company Board and fulfils the role of Company Secretary. The National Office deals with all National issues, including supporting the many standing committees and working groups along with the Chair & Chief Executive Forum and the Chief Executive Forum. It is also responsible for the coordination and publication of national information, guidelines, governance statements, policies, statistics and research, shared services, advice on company legislation, and for monitoring corporate compliance. The National Office also supports the implementation of any Governance direction expressed by the National Board, for example the review of structures and the development of the National Strategic Plan.



SERVICE PROVISION

A General Overview of the Brothers of Charity Services

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

We offer a range of comprehensive day, residential, respite and multidisciplinary supports and services to adults and children with an intellectual disability, and their families. In delivering these services we are committed to a person centred approach.

The 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 Services
- ◆ Crisis Intervention
- ◆ Respite Care Services
- ◆ Service for Children and Adults with Autism
- ◆ Staff Training and Development Services
- ◆ Pastoral Care and Chaplaincy Service
- ◆ Care of Elderly Persons with Intellectual Disability
- ◆ Community School Age Support, and
- ◆ Integrated Leisure Activities.

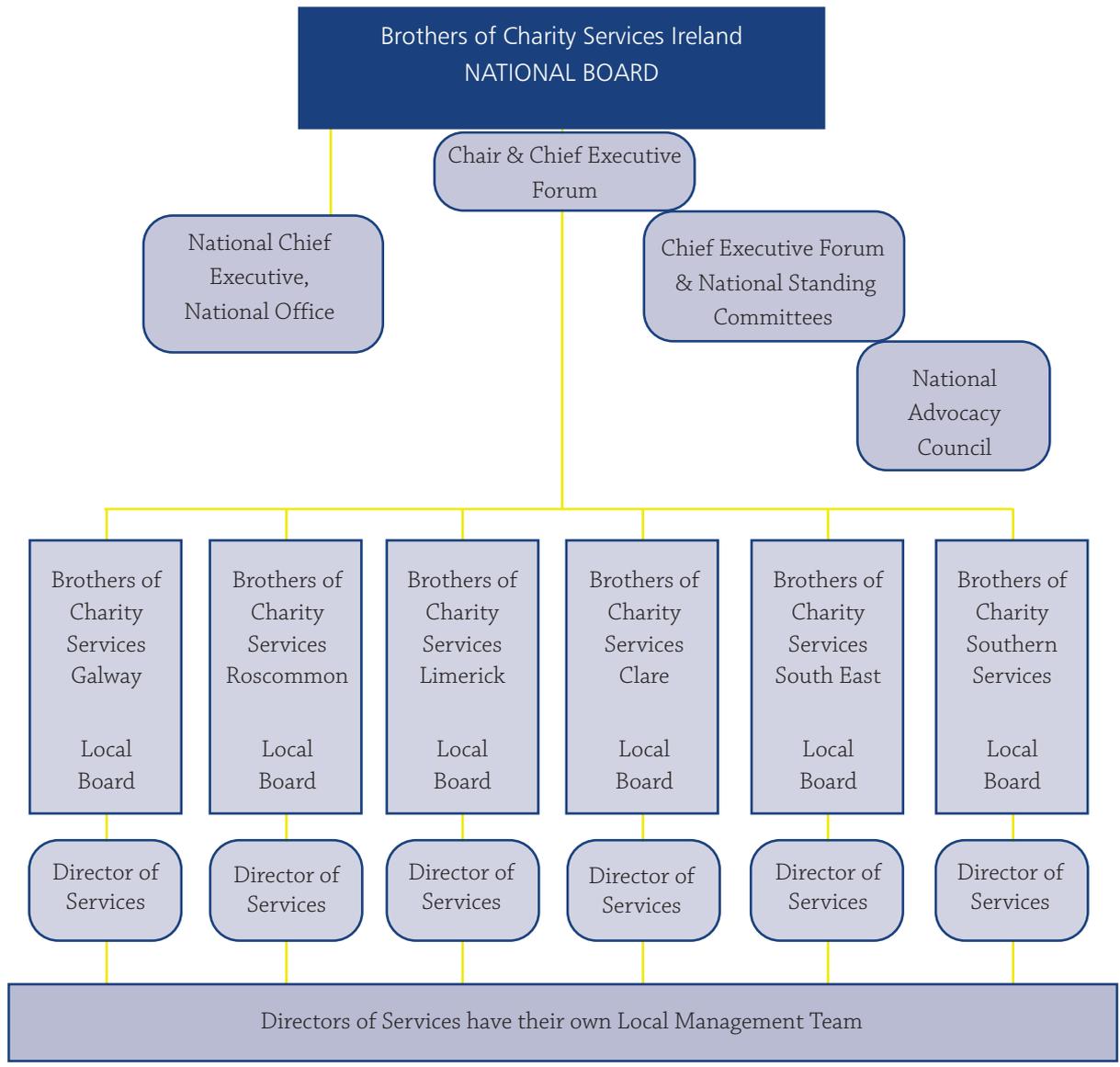
We also work in partnership with Brothers of Charity Housing associations, mainstream housing associations and local authorities in the provision of appropriate residential accommodation. During 2011, the Brothers of Charity Services, Ireland, provided a wide range of services and supports, with some Companies specialising in particular service areas.





ORGANISATIONAL STRUCTURE

The National Company, whose members are Brothers.





COMPANY BOARD MEMBERSHIP 2011

The Brothers of Charity Services are owned and directed by the National Company whose Directors are Members of the Congregation and lay people. The National Company acts 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 is the owner of the services and provides the ethos and guidelines which are to be followed by the Local Boards and have delegated 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 Company is a matter for the Director of Services and their Senior Management team.

THE BROTHERS OF CHARITY SERVICES IRELAND

Bro. A.T. Hassett (Chair)	Bro. N. Corcoran (Regional Leader)
Bro. D. Kerins	Bro. J. Killoran
Bro. V.W. Manning	Bro. J. O'Shea
Bro. J. Rackley	Mr. J. Barry
Mr. P. McGinley	Ms. A McNamara
Mrs. M. Allen	Mr. S. Hayes
Mr. K. Brennan	Mr. J. Stokes

LIMERICK DIRECTORS

S. Hayes (Chair)
P. Ryan
S. De Burca
G. Lyons
G. O'Byrne
J. Roe

ROSCOMMON DIRECTORS

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

SOUTHERN DIRECTORS

J. Barry (Chair)
J. C. Riordan
M. Keogh
A. Leahy
T. O'Dwyer
G. O'Carroll

GALWAY DIRECTORS

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

SOUTH EAST DIRECTORS

J. Stokes (Chair)
C. Brazil
C. Egan
R. Fitzgerald
M. Freyne

CLARE DIRECTORS

P. McGinley (Chair)
A. O'Connor
M. Moore
P. Grealley
D. O'Crioda'in (Ret May 2011)





REPORT FROM EACH COMPANY CHAIRPERSON

CLARE

PATRICK MCGINLEY, Chairperson of the Clare Company Board of Directors reports.

Despite the financial restrictions various innovative programmes took place in 2011. The Family Focus project was funded by Genio until the end of 2011. The primary focus of the project was to empower families to develop a Vision for a good, meaningful and inclusive life for their family member with a disability and play a key role in achieving and safeguarding that vision. An example of a key outcome from the Family Focus project was a young man in his late 20s, moved out to live independently, with the support of his family, an unpaid housemate and a wider circle of support. He also accessed the rent allowance scheme, in the same way as other citizens, to make it financially possible. Through the process of empowering the family and working with them to use their own natural resources, it became possible for this young man to live independently, without residential funding.

Staff from the Ennis service worked in partnership with the Clare volunteer centre to develop a volunteer handbook. This was launched in September 2011 in conjunction with an awards ceremony for volunteers. Volunteers are an important and valued part of our organisation, together, staff and volunteers work towards supporting each person realise their goals and dreams.

Work continued on raising awareness with families and staff on the significance of informal social supports in the lives of children who have a disability. In particular, discussions with families focus on practical ways in which they address the social dimension of disability, in a meaningful, individualised and non-stigmatizing manner. Circles of Support were found to be particularly beneficial in this regard.

The concept of Circles of Support is gaining increased currency within the disability system, in recent times. Within the Children's Service in Clare, the definition is quite simple – a circle of support is a group of people who join together in solidarity with an individual in order to work together towards realising the dreams and vision of the 'focus person'. The 'focus person' is the person in charge, be they child or adult. They choose who is invited on board and it is their dreams which direct the activities of the circle. Essentially, Circles of

Support are not about paid support. Members of the circle are there because they enjoy directing their time and energy towards real and positive changes in the life of someone they care deeply about.

Families availing of our Services have been linked with families outside the services, both locally and nationally. These have proved particularly successful for families, who have welcomed the opportunity to share knowledge and become exposed to alternative approaches to service provision.

In 2011 Home Share Clare (HSC) provided short breaks to forty two individuals both children and adults. HSC continued to work closely with other agencies such as the Brothers of Charity Children's Respite Service, Enable Ireland and the HSE. A number of families whose children access Hazelwood House were identified who would like to avail of Home Sharing and host family placements were found for these children. Home Share Clare presented at the 7th International Short Breaks Conference which was held in Waterford and was featured on Nationwide as part of a programme on supports available to families in the Mid West Area. No dedicated funding was received by HSC to provide breaks and HSE was reliant on fundraising and charitable donations.

Research was undertaken with all families availing of the services, in relation to the transitional stage from childhood to adulthood for their child. It is quite evident that parents and family find this a very stressful and challenging period. The research will culminate in the development of a proposed framework for disability services, which aims to alleviate the stress experienced by young people and their parents during this key life stage.

A family feedback survey was devised and distributed to all family members in order to monitor effectiveness of the new approach. Survey results have been analysed. Key findings indicated high satisfaction rates among parents in being afforded greater choice in relation to dates and type of respite which they require.

At a practice level, staff team meetings regularly review the impact of this change to the children availing of respite.



Feedback from staff is found to be enthusiastic about increased engagement with parents. The main concern noted at this level is the challenge for staff to deliver both a child centred and family centred way of working in a group situation.

Five Families have transitioned from centre based respite to Home Share Clare over the past six months – resulting in a far more cost effective way of meeting the respite requirements of families. As a result of this – four requests from HSE for additional supports for families have been facilitated without the need for further funding.



In April and May volunteers carried out extensive internal and external works at Hazelwood House. Internally, walls were repainted and outside the garden was given a new lease of life with hedges being pruned back and outside furniture and play equipment being re-varnished. All of this work was carried out at no cost to the service.

Like all other sectors, social housing experienced severe cutbacks in 2011 and this may continue over the next five years due to the economic downturn. The budget continues to be reduced in the Voluntary Housing Sector and the Government introduced new schemes for Housing Associations to increase their housing stock. The Banner House Housing Association was approved a grant under the Capital Assistance Scheme to develop Glensheen Court. Banner Housing Association aims to provide equality of housing options primarily for people with an intellectual disability and this continued in 2011 with the completion of Glensheen Court.

The Clare services were one of the organisations to take part in the HSE self-assessment audit in 2011 to examine compliance with the National Standards.

The Clare Board would like to thank all those people who make up and support the services in Clare; and look forward to working together to continue to develop and deliver individually focused services in 2012.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

GALWAY

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

Our Board members were concerned by the extent to which an already very difficult 2010 funding situation worsened in 2011. No words can adequately describe the resolve and dedication shown by staff in their heroic efforts to continue to ensure that we deliver high quality services. If this level of commitment was not shown by a truly dedicated staff, under the leadership of our Director of Services, there would have been an extremely worrying ongoing situation. This aspect of service delivery must be set against the requirement that the Board is faced with signing-off on a Service Level Arrangement about which there is much concern.

However, despite the serious challenges to maintaining services, 2011 saw some very positive developments and outcomes. We continued our progress in providing accommodation in the community for people who had been living in congregated settings and one such development, a joint initiative by the Services together with Peter Triest

Housing Association, Galway City Council and the Department of the Environment, won the National Award from The Irish Council for Social Housing in the 2011 Community Housing Awards.

In 2011 in keeping with the goals set out in our strategic plan we continued to place a big emphasis on building community involvement and supporting the people who use our services to become active participants in their local communities. Right across the services people embarked on a variety of artistic and environmental projects in many cases in partnership with other community groups or schools

That's Life Programme launched the Javanese gamelan at the Town Hall Theatre - a unique event where the Galway audience was regaled by beautiful exotic music, dance and art work. Club Tropicana at the Black Box was a magical night where our own Soundscape was on the bill with the Fish Police band, and DJs and VJs from London.





We were very proud when participants from Away with Words won 1st 2nd and 3rd prizes in the Inclusion Ireland 50th anniversary poetry competition. From hundreds of entries, poets Theo Dorgan and Nuala Ni Dhomhnaill, and Irish Times Literary Editor Caroline Walsh chose 20 finalists, and in November three winners were announced by President Higgins at a ceremony in the National Gallery. David Cormican's poem I am a Tree won first prize. Very sadly David passed away before the results of the competition were announced. Second prize went to Sharon Murray for her poem Sad, and third prize went to Bernard Deering for his poem Man. Two other finalists were Peggy Kearney and Anne Marie Jordan. Congratulations to them all - we are so proud of them.

We were equally proud when Blue Teapot and Soundscape were invited to be the featured artists at the Arts Disability Ireland launch of its strategic plan in the Sean O'Casey Centre in Dublin in October. Blue Teapot also took to the Boards in Druid on Culture Night 2011 for the premiere reading of a specially commissioned short film screenplay '84' by Len Collin.

The year 2011 was a very exciting one for two young people who gained places in the new and innovative "Going to College" programme - an inclusive education initiative by NUI Galway to support civic engagement of people with an intellectual disability. One person is studying Marketing and the other is studying Engineering. We wish them every success.

This year the National Advocacy Conference titled 'Our Lives, Our Future' was held in Galway. Over 300 people from all over Ireland attended. Ten presentations told powerful stories about how they are pursuing a life of their choice. Delegates were addressed by Christy Lynch, Chairperson of the National Federation of Voluntary Bodies who said, "The conference was testimony to the abilities and capacities of people who have intellectual disability, and demonstrated that with the right supports they can participate as full and active citizens in Irish society."

In December we had our third successful review by the Council on Quality and Leadership. The Review focused on the maintenance of our safety and quality standards with a particular emphasis on how we are supporting people to make choices about their lives, and to participate in and be an integral part of their local communities.

The excellent teamwork of those participating in these projects was most uplifting. The Board greatly appreciates the extraordinary efforts of staff during a period when hopes seemed always to be under threat.

The Board is very aware that financial difficulties will continue to be a major worry in the year ahead. It has to be satisfied that the funding supplied must be capable of covering the costs of providing the services to be delivered as set out in the Service Level Arrangement. In conclusion, while thanking staff most sincerely, I urge them to continue with their splendid provision of care to the people who choose our services.







REPORT FROM EACH COMPANY CHAIRPERSON...contd

LIMERICK

SEAN HAYES, Chairperson of the Limerick Company Board of Directors reports.

The challenge for the Board and Management of the Brothers of Charity Services Limerick in 2011 and the future is great. It is about how best we can provide quality Services in the context of diminished resources, significantly reduced staffing levels and changing needs of the individuals we support while also achieving the best possible outcomes for the individual. Themes such as effective Person Centred Planning, effective Advocacy, investment in appropriate infrastructure, investment in staff training and development, exploration of alternative and innovative models of Service delivery, introduction of performance appraisal, risk taking and improving communication with all stakeholders are all emerging. Our Service Plan for 2011 set out key target areas that guided us in meeting this significant challenge.

To support the planning process the Board and Management carried out an extensive Risk Management review during 2011 which resulted in the development of our Risk Strategy and Risk Register. This Risk Management review took account of all perspectives of the Services including the Board, Senior Management, Middle Management, Frontline staff, Support Staff and Multidisciplinary Teams. Overall this was a very worthwhile and valuable process that will support us in the discharge of our duties and responsibilities.

A significant risk to our Services achieving our objectives however is in relation to our funding base. Over the past 3 years, the level of change within the Services has been unprecedented, driven to a large degree, by the need to adjust to a significantly reducing budget. For the period 2009 to 2011 the Brothers of Charity Services Limerick's funding allocation from the Health Services Executive has been reduced, under the headings of Value for Money and Moratorium adjustment, by €2.3 million. This reduction, to an already inadequate core funding allocation, has been managed through efficiencies, reconfiguration, redeployment, changes in skill mix and to the model of service provision which is reflected in the reduction of whole time equivalent staff (WTE) of approximately 13% since 2008.

The allocation of €1.5 million by JP McManus to fund two

important capital projects forms a key element for service delivery into the future. During 2011 progress was made in respect of identifying a suitable site for the construction of houses for individuals who currently reside in Bawnmore as well as identification of a suitable Day Resource Centre in Limerick. Both projects are very worthwhile and will certainly improve the quality of the buildings used in the provision of Services to Adults with Intellectual Disability in the Limerick area. In relation to our Children's Services, the Board and Executive continued to progress the Team Base Project in West Limerick.





REPORT FROM EACH COMPANY CHAIRPERSON...contd

With regard to other Fundraising initiatives, I wish to acknowledge the fundraising income generated on behalf of our Services throughout Limerick City and County. This fundraising income gives the Services the opportunity to improve facilities that will directly improve the quality of life of the people who use our Services. The Services also welcome the commencement of a Family Fundraising Committee.

The National Review of Structures is welcomed by the Limerick Services and we look forward to its recommendations.

Internally the Enhancing Quality Organisational Review took place in the latter stages of 2011. The aim of this Review was to gather information on the Quality of service provision from the perspective of individuals who use our services, family members and staff as well as to gather documented evidence of compliance with organisational and national best practice standards, guided by the HIQA standards and Personal Outcome measures. The recommendations from this review will inform the Service Plan for 2012. I wish to thank everyone who was involved in this review process.

I would like to acknowledge the valuable contribution made by our Management and our Staff in the delivery of supports to the people who use our Services throughout 2011. Our Services experienced significant changes in 2011 and Staff met these changes and challenges in a very positive and focused manner. We would not have been successful without their cooperation.

While we are living and operating in a climate of uncertainty we remain committed to providing quality supports and services to individuals with Intellectual Disability into the future. It is clear that the model of service will continue to change over time. We have demonstrated year after year that we can implement and embrace this change. We will continue to work in partnership with the people who use our services, families, volunteers, other voluntary agencies and the HSE in order to maintain services into the future. However, I would caution that the sustainability of the quality of services into the future is coming under threat and this should be recognised and addressed by all involved in the delivery of services.







REPORT FROM EACH COMPANY CHAIRPERSON...contd

ROSCOMMON

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

2011 was a busy and challenging year for the Roscommon Services as we continued to develop and expand alternative options for individuals with disabilities and their families in order to support them to enjoy a valued and inclusive life in their communities. This was despite a further 3.7% reduction to our budgets, in addition to no funding being given for the cost of increments, and very little funding for people progressing to adult supports, school leavers or superannuation income. Again, the moratorium on recruiting staff caused the most difficulty in maintaining services in 2011, as it is particularly difficult to provide individualised quality supports that people require.

Despite this challenging environment all parts of our Services continued their work of endeavouring to improve the quality of life offered to people who use our services.

We were one of the agencies selected nationally by the National Disability Unit in the HSE to carry out a self assessment audit of the draft residential National quality standards. We completed this audit on 4 homes in the county with people across the disability spectrum. As a result of our accreditation by CQL and our work through Personal Outcomes Measures and Basic Assurances, we found that we have a lot of work done towards compliance with the draft standards.

We were involved in a number of Community Partnerships during the year.

- We participated in the development of "My Hospital Passport" in conjunction with Roscommon County Hospital. The document will be used to support persons with communication difficulties, using acute care services in the Hospital. The information for hospital staff shall be completed by a person who knows the individual well, before admission – "things you must know about me, things that are important to me & my likes and dislikes."
- Our partnership with Youth Work Ireland (Roscommon) in the Hub Café in Strokestown continues to be a very positive model of working with the community. A number of young people locally, young adults from Open Doors Roscommon,

School Age Services and students in the local secondary school enjoy the café for socialising.

- We hosted a conference on "Capacity for decision making and Individualized supports" in the Property Registration Authority Offices, Roscommon Town on November 14th last. The Keynote speaker Mary Keys, Law Lecturer from NUI Galway spoke about capacity in respect of its definition, mental capacity, the law and who decides legal capacity, the UN Convention on the Rights of Persons with Disabilities and supported decision making, and much more.
- We are delighted to announce the recent opening of the Time Out Cafe in Ballinlough, in partnership with the Ballinlough Youth Committee. The Cafe opened in October 2011, and is open Monday to Friday from 10am to 4pm. Support is provided to people with disabilities to run, develop and work in the coffee shop. Customers can avail of free Wi-Fi while they enjoy a coffee.
- We are currently supporting 2 persons going to 3rd level College. One person is attending a course in Trinity College Dublin called Certificate in Contemporary Living, since September 2011 and the course is for 2 years. The aim of the course is to promote lifelong learning for individuals with intellectual disability, to promote inclusion in the third level environment, to develop skills for modern society for individuals, to develop social skills of individuals through peer interaction, to fulfill personal educational interests, to broaden the horizons for individuals with intellectual disability and to enhance individual employability. The other person we are supporting is on the "Going to College" pilot project "Community Knowledge Initiative" at NUI Galway. This is a two year Course which started in September. She is Studying Human Rights and has just finished the 2nd semester.

A very interesting new development during the year was the formation of the supported living network currently running in the Monksland area of South Roscommon, called StepIn Network. It is helping to open the door to independent living



by offering an alternative to residing with family or in residential group homes. The network is made up of ten members, nine people with a disability and the tenth member is a supported living volunteer. Three members are already living in their own homes in Monksland, Athlone, and two more are about to move. It is hoped to expand the service to other parts of the county in the near future.

School Age services Outreach have been involved a number of community initiatives during 2011.

As well as their regular activities – they ran workshops which covered a wide range of subjects including drama, ceramics, drumming, new media workshops, stop-motion animation and video expression. Both the drumming and new media workshops culminated in a performance and public viewing respectively. The animation “aero-bubbles” can be viewed on youtube.com under creative network.

Lean Ar Aghaidh and Siamsa Resource Centres (Early Childhood Services) hosted the inaugural National Networking Forum in November 2011, with funding secured through the Nurse Midwifery Practice Development Unit. The Network group consisted of 18 other agencies who work with pre-school children with additional needs throughout the country. This proved to be a very informative day where each service gave a presentation on how they delivered their service.

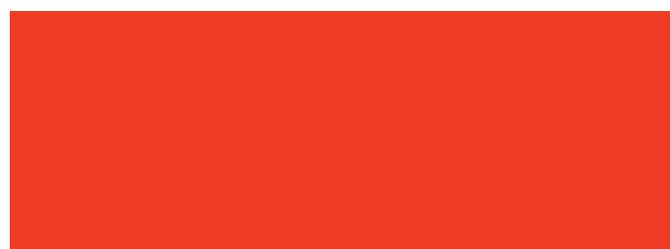
The Roscommon Services are continuing to avail of the Daisychain Foundation Hotel Breaks scheme on an ongoing basis. The Daisychain Foundation has operated the “Time For You” Respite Programme over the past 4 years in conjunction with Choice Hotels Ireland with the assistance of the National Parents and Siblings Alliance. In 2011, the programme offered numerous complimentary hotel stays to people and their families availing of our services.

The year 2011 was a relatively successful year for The Roscara Housing Association, with the sanction and development of two new developments in the county. The purpose built development at Ardshallaghmore, Roscommon Town is now at a very advanced stage and it is envisaged that this development will be completed in the summer of 2012. In addition, one new house was bought in Lisroyan (Strokestown).

Sadly during 2011 we said goodbye to some long standing members of staff. They included a number of members of our senior management and staff who had over the years

contributed greatly to the development of services in Roscommon. To all who retired we extend our sincere thanks and good wishes for a long and happy retirement. As a result we have had a change of management and mentors in the Boyle & Mid Roscommon Services, along with restructuring within these services. These include the opening of a drop in base called Coogee Lane in Roscommon town centre, the Peter Triest Building being sub-divided between Triest Press Printing and Ros Fm radio. There are also tentative plans to use Cherry House as a volunteer base, as well as a drop in Centre.

We wish to acknowledge the continuing and ongoing support from our partners, The Roscommon Association Support People with Special Needs, for their financial support. Finally, The Board of Directors would like to express its thanks to the management team and each staff member for their commitment and dedication to their work in 2011.





REPORT FROM EACH COMPANY CHAIRPERSON...contd

SOUTH EAST

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

As we go through the year we become engrossed in the work we are doing and seldom take the time to reflect on the activities of the year. As Chairperson of the Board I welcome this opportunity to share with you the 2011 achievements and challenges of the South East services.

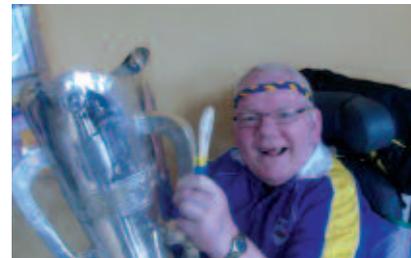
The year 2011 began on a very positive note with our successful accreditation by the Council on Quality and Leadership. The commitment of all in the services, over a number of years, has led to many positive changes which can be experienced and witnessed at all levels throughout the organisation. We welcomed the objective view of this external body whose feedback keeps us focused on our organisation's strategic plan. The CQL award is a positive recognition of the work of the Services to date and offers all involved the opportunity to recognise and celebrate their personal contribution to the mission of the Brothers of Charity Services in the South East.

A major contributor to our Accreditation are the many positive partnerships that have been developed throughout the organisation, some of which were mentioned in our 2011 publication 'Connected Lives'. These partnerships continue to develop and bring increasing opportunities for the people who are supported by our services. We were very fortunate during the year to be in a position to allocate a post, funded through the Genio Trust, to concentrate on developing and co-ordinating community connections that support individuals live their lives in society.

During the year the Services participated in the HSE pilot of the National Quality Self Assessment project in which a number of residences were assessed against the NQS: Residential Services for People with Disabilities. While the task was time consuming the Services' audit team, led by the chairperson of the Quality Framework Team and comprising staff members from across the services, worked hard and submitted the completed work on schedule. While, as yet, a formal report on our performance has not been received, the team reported that the hard work being put in by everybody to develop a person centred service, was evident.

For some time the Services have been working

collaboratively with Waterford Institute of Technology (WIT) to introduce the Certificate in Contemporary Living



to WIT. Following successful completion of the pilot in April 2011, the steering group, having reviewed the course content and the outcomes for the students, made application for, and were granted, FETAC level 3 accreditation for a new course called Certificate in Skills for Independent Living. Eleven people, who are supported by the Brothers of Charity Services, acquired places on this course and, in December 2011, were half way through their first year. The course, which takes a rights based approach to education with the emphasis on the full inclusion of students in college life amongst their peers, is regarded as a major success and, at this early stage, the cohort of students are looking forward to graduation day.

In the course of 2011

- We were pleased to facilitate the enrolment of school and RT leavers in both Waterford and South Tipperary who sought varying supports from the services.
- The Belmont Park Housing Association acquired eight houses through the Department of the Environment which facilitated a number of individuals to move into living arrangements of their choice.
- Work continued on a three phase plan to relocate individuals who are living or working on the Belmont site and part two of that plan will be accomplished during the coming year.

The increasing involvement of volunteers continued to be a major support to the services during 2011. A more structured and formal approach to attracting and retaining volunteers resulted in the numbers doubling in the course of the year. Our volunteer group is highly respected and valued by the people they support, the families with whom many have built up their own special relationships, staff members and the Board of the Brothers of Charity Services.



A very welcome development during the year was that of the Human Rights Committee. In preparation, rights training was delivered to people supported by the services, staff, and families which set the scene for a rights based approach to service delivery. In the course of the year the committee dealt with 41 referrals in all and we welcome the members' commitment to this very important development.

In the course of the year the Board of Directors met with the Regional Advocacy Council and heard about the many developments in hand. The Board was particularly impressed with and warmly welcomed the development of Peer Advocacy. People who are experienced in self advocating or representing self advocates, carried out a pilot project in representing people who are non verbal or who find it difficult to communicate. On account of its success it is now proposed to embed this in the organisation.

In addition, during the year all advocacy groups acquired their own email address which the chairperson of the Regional Advocacy Council appreciated as a help to better communications, an aid to planning and scheduling meetings and co-ordinating transport to and from meetings. The continuing work of this council is of great importance and we, the Board members, will continue to support their work as a priority.

In January four individuals, supported by our services, participated in a European funded International Youth Exchange trip to Spain. In this project called 'They can on Equal Terms' the individuals were partners with representatives from Spain, Italy and Greece. The venue for the exchange trip was Bergondo in Spain where a week filled with activities and visits was shared. Despite the busy schedule and long days the experience was enjoyed by the participants who since their return set challenges for themselves to raise the barriers in their lives.

In July six men, Joseph, Eddie, Christy, Joseph, Martin and Kevin, who have been part of the south east services for forty years, celebrated their 40th anniversary with the services. Surrounded by their families and many friends, they were guests of honour on the day which started with mass celebrated in the local church and was followed up with a celebration in the local hall hosted by the Ferrybank Parish Committee. The men were each presented with a watch to mark the occasion. This day was an opportunity to publicly

recognise the privilege it has been for all associated with the services to share in the lives of these men and to wish them continued health and happiness.

Once again, in July, there was a definite festival feeling around Belmont as the grounds were transformed into a place of song, dance and lively activity for the third Ferrybank Community Fun Day with the lovely weather bringing record crowds. This initiative is a result of collaboration between the Services and many local community groups and has become a much looked forward to annual event.

We are fully aware of the continuing serious economic climate and the resulting pressures that continued to impact on us throughout the year. On a positive note, despite reduced resources and staffing levels, we were very pleased to be able to avoid reducing our quantum of services. This was achieved by a combination of skill mix savings, restructuring service areas, an increased focus on procurement, and cuts to discretionary spending. For this, the goodwill and flexibility of our staff members must be recognised and praised as they, in increasingly difficult times, focused on providing the supports to individuals in the best way possible and, in doing so, remained true to the core values of our services.

In addition the Services faced a developing pension deficit which was difficult to establish until late in the year when we had confirmation of the numbers taking retirement. As we head into 2012 this remains a concern for us and we are in ongoing communication with the HSE on the matter.

The lack of resources brings its own frustrations but, on a positive note, it also is an impetus to explore different approaches and responses. On behalf of the Board of Directors I extend our appreciation to our management team who continually seek to identify innovative and cost efficient responses. Regrettably we said goodbye to a number of individuals who retired during the year. These individuals served the organisation well over many years and we wish them good health to enjoy long and happy retirements and thank them for their valuable contributions to our services.

Finally, as we look forward to the coming year we know that we will continue to face further challenges, however, I hope and pray that, as we deal with these challenges, we can continue, in partnership with families, funders, staff and community members, to support the people who use our services to lead full and active lives.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

SOUTHERN

JOHN BARRY, Chairperson of the Southern Company Board of Directors reports.

The development of sustainable supports for persons with a disability has been the key to the success of our model of support to date. The ongoing and increasing funding cutbacks poses a very real threat to the security and quality of the supports we offer. With this in mind our approach our Services in 2011 saw us positioning ourselves closer to preparing for fundamental changes on how services will develop into the future.

We supported individuals to live more independent lives as follows.

- We welcomed the launch of Department of Health's Review of Disability Policy. This Policy statement supported our ongoing work in person centred planning and in identifying key cost drivers in the Services. We examined our UK Services model and cost structure to identify how best we might approach the change in Policy.
- We reviewed our achievements against our Strategic Plan 2009-2011 and commissioned a whole service review against the National Governance Statement on Quality to be completed in early 2012. We commissioned a gap analysis of our children's residential and respite services against HIQA standards and we met with HIQA on our management structures. We rolled out key worker training and our SLT department continued to develop accessible programmes.
- We presented a home security access system to support independent living at the NFVB Assistive Technology Conference.
- We piloted a new Volunteer Programme in a cross section of services and developed a Multidisciplinary Volunteer Intern Programme. We also enhanced our Student Placement Programme with The Social Science Department in UCC. Our ASD Services piloted the ADEST Files management system.
- We worked closely with the HSE in Kerry on the roll out of an Integrated Model of Services for Children aged 0-18 years.
- Our Behavioural Standards Committee led on a review of all restricted practices and rolled out a training programme for

staff. We also advanced training for people who use our Services on Relationships and Sexuality, established a Rights Review Committee, reviewed our Complaints System and started the review of our advocacy and pastoral support structures.

- We supported 22 individuals to move from Lota and Upton Campus settings to community living in line with the National Policy on Congregated Settings.
- Our Community Occupational Support Services continued to forge greater links with community groups and employers as a Largas Youth Project.

We continue to highlight the high level of demand for supports in all service areas as a key part of our ongoing discussions with the HSE. We were significantly challenged to manage the 2011 funding cutbacks and the increased pension costs arising from the Public Sector Early Retirement Scheme. The cumulative revenue deficit at the year end was €700,000. The knock-on effect of these issues and of the further funding cuts in funds in 2012 is impacting significantly on our ability to maintain service levels. The Services continue to review all elements of service to identify alternative models of delivery and has prioritised a full review of residential, respite and day service delivery for 2012.

The Board of Directors met on eight occasions during the year. This frequency was in response to the serious financial situation that the Southern Services face. The Board is very supportive of the efforts of the Director of Service and the Senior Management Team in the very difficult task they face in maintaining services and at the same time reducing costs.

The Board continued the practice of holding their meetings in different locations and of having an input on an aspect of the Services before each meeting.

In 2011 meetings were held in:

- The Child and Family Clinic Moyderwell Tralee
- The Rosmini Resource Centre Bandon
- Castlehyde Courtyard Fermoy, and
- Chapel Gate Ballincollig.



These visits give the Board a strong appreciation of the work of the Southern Services. We hope that it makes the Board more visible. Dr Cashel Riordan retired as a Director at the end of 2011. Cashel had been a member of the Board since incorporation and his experience and wise counsel will be greatly missed. I would like to thank the Board members for their input and support during 2011 and together we thank the Director of services, management and staff for their dedication to the people we service during very difficult times.





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 to develop management, clinical and administrative processes that are efficient, evidence-based, and easy for people to access and understand; that monitor performance and deliver continuous improvement and value for money.

Our core support services work to ensure that our Services run as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, HR, Training & Development, Evaluation & Quality and Administration all work together to improve our infrastructure. The work of these functions directly impact on the quality of the service delivered.

CHAIR & CHIEF EXECUTIVE FORUM

The role of the Chair & Chief Executive Forum (C&CEF) is to act as a unifying and coordinating link between each Local Company and the National Company.

The C&CEF is chaired by the National Board Chairperson and its membership is made up of the Chairperson of each Brothers of Charity Company, the National Chief Executive and each Company Director of Service together with the National Development Executive. The C&CEF Chairperson can invite other relevant board members, and staff members to attend this forum from time to time in order to assist its function. It can also establish sub committees to work on particular issues as the need arises. The Forum meets on average four times annually. The C&CEF has currently four Sub Committees in operation,

1. Media & Communications,
2. Chief Executive Forum,
3. National Review of Structures, and
4. National Strategy 2012 – 2014.

CHIEF EXECUTIVE FORUM

The Chief Executive Forum (CEF) is made up of the National Chief Executive, each company's Director of Service and the National Development Executive. The forum is a sub committee of the C&CEF and 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 CEF meets four to six times per year as deemed necessary by the National Chief Executive. The CEF also 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, it appoints committee members and directs and monitors reports.





NATIONAL STANDING COMMITTEES

The role of a National Standing Committee 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. These Committees operate by sharing knowledge and operating services. The work of National Standing Committees is on-going and they report annually to the National Chief Executive.

NATIONAL QUALITY & EVALUATION STANDING COMMITTEE

The National Quality & Evaluation Committee is made up of representatives from each Company. Two meetings were held

in May and October of 2011. The following is a list of actions and achievements led and supported by the National Quality & Evaluation Committee in 2011.

Galway successfully completed final Review with the Council for Quality & Leadership (CQL) Accreditation Process.

Waterford successfully achieved CQL Accreditation in Quality Measures.

Roscommon successfully completed final assessment with CQL.

Limerick commenced a service review using Brothers of Charity 'Enhancing Quality – A Review of Services'.

All companies were involved in HSE National Quality Audit self assessment process.

Training, review and preparation were arranged towards meeting Health Information and Quality Authority (HIQA) National Standards for children's services.

Training, audits, establishment of regional quality





NATIONAL WORKING GROUPS AND STANDING COMMITTEES

committees and the ongoing work of regional Quality management committees were reviewed in preparation for meeting national standards for residential services.

Ongoing Personal Outcome Measures Training and associated elements such as rights, relationships and sexuality were implemented.

Organisation and contributions to conferences, seminars and national networks were agreed.

Achievements and endeavours in individualising supports and services for individuals were noted across regions.

NATIONAL TRAINING & DEVELOPMENT STANDING COMMITTEE

The National Training & Development Standing Committee is comprised of staff directly involved in training and development, one representative from each company. Meetings take place quarterly, alternating location between the companies. The Chairperson is appointed for a one-year period.

This committee agree the best practice with regard to major training issues in the various companies of the Brothers of Charity Services and 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 company on training matters and promote best practice in training organisation and management throughout the group.

The following is a list of areas the Training & Development Committee focused on in 2011.

1. Training Publications and Resources

Each region has explored cost saving methods to ensure cost savings and efficiencies in the regions during the course of 2011. These included:

- Negotiating reduction in prices for venues and trainers,
- Networking & Exploration of external funding opportunities,
- A greater amount of outreach training,





- Increased level of on the job training,
- Partnerships and collaboration with other learning and education providers in provision of training, learning and education opportunities,
- Exploring alternative models of learning, education and development, and
- A review of current programmes to explore alternative delivery methods whilst ensuring the quality of learning and development despite budgetary constraints.

2. E-Learning

The Brothers of Charity are involved with a sub group of the National Federation of Voluntary Bodies in the development of an online Manual Handling Refresher Course. Brothers of Charity Services Clare and Ability West have agreed to be pilot sites in 2012 where a group will be involved in completing the theory component on line and completing a practical session with a trained instructor in Manual Handling.

3. Health Information Quality Authority (HIQA)

Training, learning and development departments within the different regions were involved in a number of initiatives and steps in preparing services to meet compliance with the National Standards for Residential Services and the commencement of regulation and inspection of services by Health Information Quality Authority (HIQA)

These have included:

- Attendance at briefing sessions around the standards, registration and regulatory process,
- Membership of Brothers of Charity Services regional HIQA committees,
- Raising Awareness of the standards, registration and regulatory process,
- Providing training, education and learning opportunities for management, staff and individuals,
- Preparing regional action plans,
- Conducting Self Assessments and Developing audit tools,
- A number of regions were included in the HSE National Quality Standards for People with Disabilities Self Assessment Process.





NATIONAL HUMAN RESOURCES (HRM) STANDING COMMITTEE

The National Human Resources Standing Committee comprises Human Resources representatives from each company. Its primary objective and benefit is to act as a co-ordinating function for the development of best practice in Human Resource Management and in addressing Industrial Relations Issues and those of Employment Law.

The standing committee also disseminates information from the various companies in addressing strategic approaches to the ongoing development of the Services, staffing skill mix,

models of service, industrial relations and employment law, and acts as an advisory group to the Organisation in this regard.

There are a total of 19.8 HR Staff spread across six Companies, the industry ratio is 100 staff to 1 HR person, our ratio is 197.9 staff to 1 HR person, which shows that the HR Function is operating very efficiently.

The HRM standing committee met on four occasions in 2011. The Human Resources Standing Committee continues to liaise on a regular basis to share information and offer support regarding all aspect of Human Resource Management.





EMPLOYMENT STATUS 2011

EMPLOYMENT STATUS

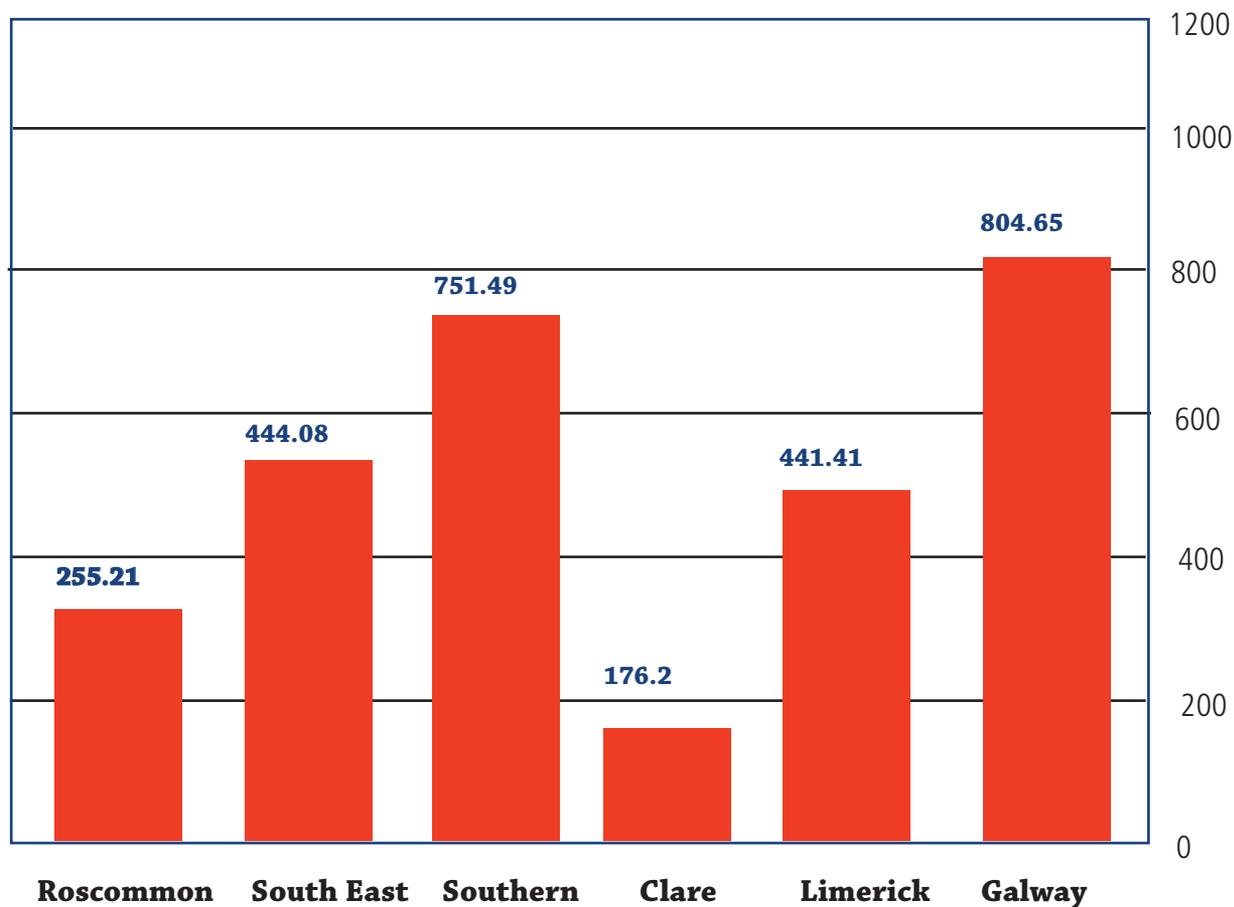
W.T.E. = Whole time equivalent

Service Company	Perm FT	Perm PT	Temp. FT	Temp. PT	Locum	Training	Total No.	Total WTE
Galway	387	324	13	202	12	32	970	804.65
Limerick	198	196	13	136	0	0	543	441.41
Clare	40	146	1	51	1	10	249	176.2
Southern*	362	236	32	21	7	242	900	751.49
South East	235	161	18	21	1	127	563	444.08
Roscommon	87	248	0	0	0	0	335	255.21
TOTAL	1309	1311	77	431	21	411	3560	2873.04

* 9.3 wte medical staff are attached to CAMHS which function separately from Disability Services

EMPLOYMENT FIGURES

Total staff numbers 2011







NATIONAL ADVOCACY CONFERENCE 2011

In November 2011 the Galway Service Users Council hosted the thirteenth National Advocacy Conference in the Radisson Blu Hotel in Galway.

This venue was chosen because it provides excellent facilities for people with disabilities, and is very central for people who are travelling into Galway by bus or train.

Over three hundred people took part in the days activities, and presentations were delivered by representatives from services throughout the country. The theme of this event was "Our Lives, Our Future", and many of the sessions focused on the experience of living more independent lives.

The day was opened by Galway Brothers of Charity Services, Director of Services, Anne Geraghty, and Service User Council Chairperson, Anne Mahon. Donal Toolan was the Chair for the day, and ensured the smooth running of a packed schedule of extremely interesting and varied presentations. The National Advocacy Conference is a unique event that it is all about the people who use disability services coming together to plan and deliver topics of interest from a variety of different perspectives.

The programme consisted of individuals and groups

presenting their information using a wide range of methods including Powerpoint, DVD, Drama, and personal life stories. Amongst the topics that were addressed on the day were examples of how lives have changed in keeping with dreams and goals that people have expressed in their lives. Some people have achieved their desires and are living alone in their own home; others spoke of foreign travel, and managing their own money. Whilst for others going to college, and meeting people was the most important thing for them.

Being listened to and taken seriously was expressed as a vital response for people to feel confident and empowered to make their own decisions. Many said that they were more satisfied, and their lives were happier as changes took place according to their own wishes.

In the evening there was a banquet dinner, and entertainment was provided by a group of Irish dancers, as well as the Soundscape Disco, and a very lively band called The Jive Buddies.

The 2012 conference will be held in November in Limerick, and a number of people are already preparing for the event.





NATIONAL ADVOCACY COUNCIL



The National Advocacy Council is made up of people who receive a service from the Brothers of Charity Companies spread nationwide. The Council meets five times a year to discuss various issues both national and local such as transport, accessibility, education, training, relationships, money, employment, disability legislation, human rights and services.

Two of these meetings also involve meeting with the Directors of Service. These meetings are held over two days. Over the

course of the first day the agenda is put together and on the second day the group is joined by the Directors of Service from each Company, including the National Chief Executive and the National Development Executive. This forum is a direct link between the people who use the services and the people who have the responsibility of providing that service. Over the years this forum has strongly influenced the way the services operate and the type of services delivered by the Brothers of Charity Services.



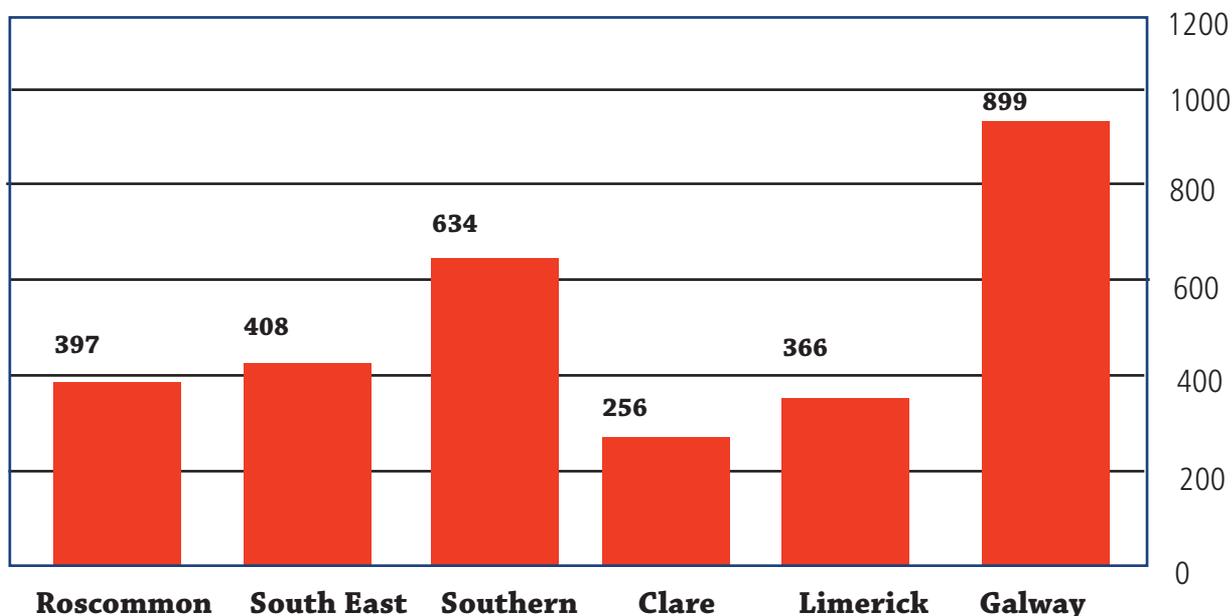
A PROFILE OF THE PEOPLE WHO USE OUR SERVICES 2011

Service	Child	Adult	not verified	normal range	borderline	mild	moderate	severe	profound	TOTAL NIDD	TOTAL Database
Galway	395	504	65	7	8	354	241	200	24	899	899
Clare	47	209	0	0	0	64	159	31	2	256	256
Limerick	0	366	0	0	3	69	185	86	23	366	366
South East	44	364	33	1	6	78	178	90	22	408	408
Southern	1227	341	149	482	83	242	213	53	5	634	1568
Roscommon	168	229	31	6	15	121	159	59	6	397	397
TOTAL:	1881	2013	278	496	115	928	1135	519	82	2960	3894

NUMBERS WHICH ARE NOT RECORDED ON THE NATIONAL INTELLECTUAL DISABILITY DATABASE (NIDD) BUT INCLUDED IN TOTAL FIGURES

- Galway - 412 children received a secondary service and are not included in the above table
- Clare - Early Intervention Team: 677 children receive services in partnership with the Clare Federation, Enable Ireland and the HSE.
- Limerick - 308 Children in partnership with the HSE receive services from Brothers of Charity Services Limerick.
- South East - Multi-d Supports: 628 children & adults received multi-d supports only in Waterford & Tipperary.
- Roscommon - 56 Children & Adults receive a secondary Service
- Southern - 593 total no of children in mainstream 40% with ID and 60% ASD only

THE TOTAL NUMBER OF PEOPLE WHO RECEIVED A SERVICE IN 2011 WAS 5,975





MAIN RESIDENTIAL CIRCUMSTANCES

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
Home							
At home with parents		71	402	48	135	1086	210
At home with one parent		35	136	35	52	217	66
At home with sibling		8	11	15	12	4	9
At home with other relative		4	4	2	3	2	1
Lives with non relative		1	0	0	0	0	1
Adoption		0	0	0	0	5	0
Foster Care		1	6	3	1	20	9
TOTAL:	2615	120	559	103	203	1334	296
Independent Setting							
Lives semi-independently		2	27	7	27	32	13
Lives independently		3	47	10	6	3	12
Vagrant or Homeless		0	0	0	0	0	0
TOTAL:	189	5	74	17	33	35	25
Community Integrated Living Situations							
5 day community group home		12	10	0	0	5	7
7 day community group home		19	28	33	5	104	0
7 day (52 week) group home		39	157	118	135	6	36
TOTAL:	714	70	195	151	140	115	43
Residential Care							
5 day residential centre		0	1	0	0	1	0
7 day residential centre		0	1	14	0	35	0
7 day (52 weeks) residential centre		0	46	75	20	41	0
TOTAL:	234	0	48	89	20	77	0
Other							
Special intensive placements		4	12	4	10	0	32
Full time residential care -crisis/respice crisis and relief centre*		0	0	0	0	0	0
regular part time care*		35	74	0	0	1	51
de-designated unit		3	19	0	0	1	14
Nursing Home & Mental Health		0	0	0	0	0	0
Holiday Residential Placement		0	5	0	2	0	1
Shared Care		0	0	0	0	0	0
Occasional Respite with Host Family		19	2	0	0	5	0
Other		0	48	0	0	0	0
TOTAL:	345	61	163	4	12	7	98
OVERALL TOTAL:	4097	256	1039	364	408	1568	462



MAIN DAY SERVICE

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
Early Childhood Services/Special Pre School	383	1	74	0	41	240	27
Ordinary Pre School	16	1	7	0	0	3	5
Child Education and Development Centre	48	0	48	0	0	0	0
Mainstream Education	728	5	114	0	0	505	104
Special Schools	406	33	40	0	3	311	19
Special Class in Mainstream School	162	3	25	0	0	113	21
Resource Teacher	129	0	72	0	0	56	1
Training	152	26	52	0	27	20	27
Sheltered Work Centre/Employment	436	1	30	142	180	20	63
Support Employment/Open Employment	187	16	47	11	0	91	22
Activation/Adult Day Centre	516	7	189	88	92	134	6
High Support/Intensive Services	219	20	47	31	34	32	55
Programme for the Elderly	136	8	45	31	10	32	10
Home Support	17	1	11	0	1	1	3
Other Day Service-Community Integrated living	38	0	35	0	3	0	0
No Day Service	14	0	13	1	0	0	0
Day Respite	4	0	1	0	0	3	0
Outreach Programme	2	0	2	0	0	0	0
Full time Residential - Day Programme elsewhere	57	0	0	57	0	0	0
Full time Residential - No Day Programme	24	0	0	0	17	7	0
Multidisciplinary Support Services	202	134	45	0	0	0	23
Generic Day Services	15	0	11	0	0	0	4
Third Level Education			2				
TOTAL FIGURES	3893	256	910	361	408	1568	390





THE NATIONAL FINANCE STANDING COMMITTEE

The National Finance Team Standing Committee (the F- team) is made up of the Head of Finance from each Company. The Team had four meetings in 2011. 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 following is a list of the main activities undertaken by the F-team in 2011.

- Reviewed and discussed the introduction of a Pension Shared Service for a number of regions in 2011.
- Discussed the ongoing work on the treasury management procedures of each company and developed procedures to increase returns from the management of cash with our bankers.
- Discussed the work involved for the finance department of each company due to the requirements of the Charities Act 2009.
- Discussed the review of the Corporate Structures of the Service carried out during the year.
- Discussed and worked on the non pay procurement and tendering process in the Service.
- Reviewed and discussed the impact of the HSE allocation cuts imposed in 2011 and proposed for 2012 in order to seek solutions to the funding gaps created by the cutbacks.
- Discussed and worked on the purchase of a commercial off-the-shelf payroll system to replace the present bespoke system.

CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

Year ended 31st December 2011

(extracted from 2011 Audited Accounts)

Income	€
Health Service Executive	158,147,342
Other Income	26,276,786
Total Income	184,424,128
Expenditure	
Pay	162,584,277
Non Pay	26,960,068
Total Expenditure	189,544,345
Deficit for the year	5,120,217



NATIONAL WORKING GROUPS

NATIONAL WORKING GROUPS

National Working Groups are established to gather information, develop policy in a particular area, and drive the implementation of that policy. Working groups operate for a specified limited period of time. They would normally produce reports or national guidelines on specific areas such as Shared Services, the Welfare and Protection of Vulnerable Adults, Good Practice in the Handling of Adult Peoples' Personal Assets, the Welfare and Protection of Children, and various Information Leaflets. The Groups are set up as and when required and are made up of experts from each Company in the area of focus. Once the work is complete the group disbands.

SHARED SERVICES

Since the beginning of 2010 the economic situation nationally has deteriorated putting pressures on our funding from the HSE. The idea of adopting a "shared service approach" has gained traction, as organisations recognise it as an appropriate model for gaining scale advantages of organisational support service functions without losing autonomy. The Brothers of Charity already have shared services in place in relation to Audit, Pension, IT and Insurance functions. Further advancements into the shared service operation style have been made in relation to the area of Payroll in 2011.

QUALITY SERVICES

Personal Outcomes Measures

In line with the organisation's commitment to change and development the Brothers of Charity Services have adopted a Personal Outcome Measures quality model to reflect our vision, mission and values. It is an internationally recognised quality system. It was developed in the United States by the Council on Quality and Leadership for use with people with a disability and it is used extensively in Ireland.

The model is used to ask people who use our services what they want and how they would like to be supported. Using the measures we focus on the choices people have in their lives. Priorities to improve the individual's quality of life are clarified. A Person Centred Individual Plan is drawn up which clearly identifies personal goals and the supports required to achieve them.

The Brothers of Charity Services view Personal Outcome Measures as a very effective tool for ongoing continuous evaluation, influencing how we as an organisation individualise supports to facilitate a measurable outcome for the people who use our services.





VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY

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.

The aim of the volunteer service is to offer people who use services an opportunity to pursue their individual interests and goals. In general, volunteers are matched with an individual with the aim of befriending the person and forming a friendship with him/her over time. We train a number of our volunteers to participate in the Citizen Advocate Programme.

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

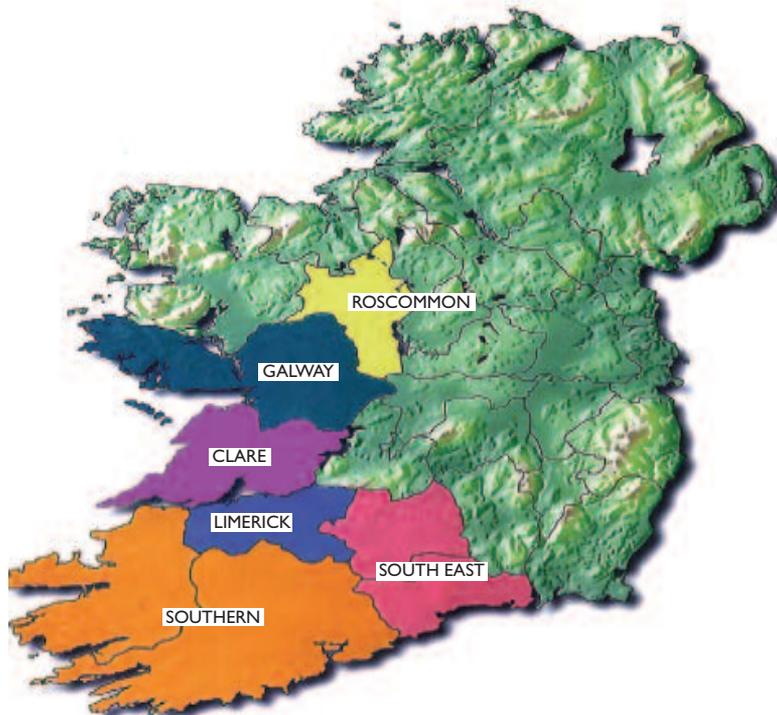
- Supporting individuals to engage in social and recreational outings and activities such as attending dances, meeting up socially in town on a Saturday, shopping, and swimming,
- Volunteer buddy scheme - volunteers buddying with individuals and supporting them to establish and maintain friendships,
- Supporting individuals to attend matches or to visit their family, and
- Some volunteers with particular skills and expertise in for example Information Technology, gardening, knitting, and art have opted to provide support to particular day centres including providing some computer training.

There are currently approximately 300 volunteers supporting people throughout our Services.

For further information please log onto our web site or phone the Brothers of Charity Company closest to you.

www.brothersofcharity.ie/volunteers.php

LOCATIONS OF BROTHER OF CHARITY SERVICE COMPANIES



Each colour indicates the geographical area covered by the service company.

The National Company, "Brothers of Charity Services Ireland" is based in Clarinbridge, Co. Galway.

The Southern Services provide services in both Cork and Kerry while the South East Services provide services in both Waterford and Tipperary.



NATIONAL & LOCAL CONTACT DETAILS

NATIONAL COMPANY	Winifred O'Hanrahan National Chief Executive Brothers of Charity Services Ireland Ltd Kilcornan House Clarinbridge, Co Galway	091 796623
CLARE	Mary Kealy Director of Services Brothers of Charity Services Clare Ltd Banner House Clare Road Ennis, Co Clare	065 6849400
GALWAY	Anne Geraghty Director of Services Brothers of Charity Services Galway Ltd Woodlands Centre Renmore, Galway	091 721400
LIMERICK	Norma Bagge Director of Services Brothers of Charity Services Limerick Ltd Blackberry Park, Dock Road, Limerick	061 308149
ROSCOMMON	Marian Keigher/Margaret Glacken Director of Services Brothers of Charity Services Roscommon Ltd Lanesboro Street Roscommon	0906 628500
SOUTH EAST	Johanna Cooney Director of Services Brothers of Charity Services South East Ltd Belmont Park Waterford	051 832211
SOUTHERN	Una Nagle Director of Services Brothers of Charity Southern Services Ltd Lota, Glanmire Cork	021 4556200

PRODUCED BY THE NATIONAL OFFICE

Room in your Home for one more?

Home Sharing is a family based short break scheme which involves an ordinary family in the community taking a child or adult with an intellectual disability into their home for a short break and caring for that person as a member of their family. Expenses are paid to Host Families

Contract Family or Shared Living s where a family offers substantial time to a person with an intellectual disability who has extra requirements. Contract and Shared Living Families receive a modest payment and expenses.

No particular experience or qualifications are required. Training and support are provided.



Brothers of Charity Services Ireland Ltd. Registered Address: Kilcornan House, Clarinbridge, Co. Galway.
Company Registration No: 344780 Registered in Dublin, Republic of Ireland.

www.brothersofcharity.ie