

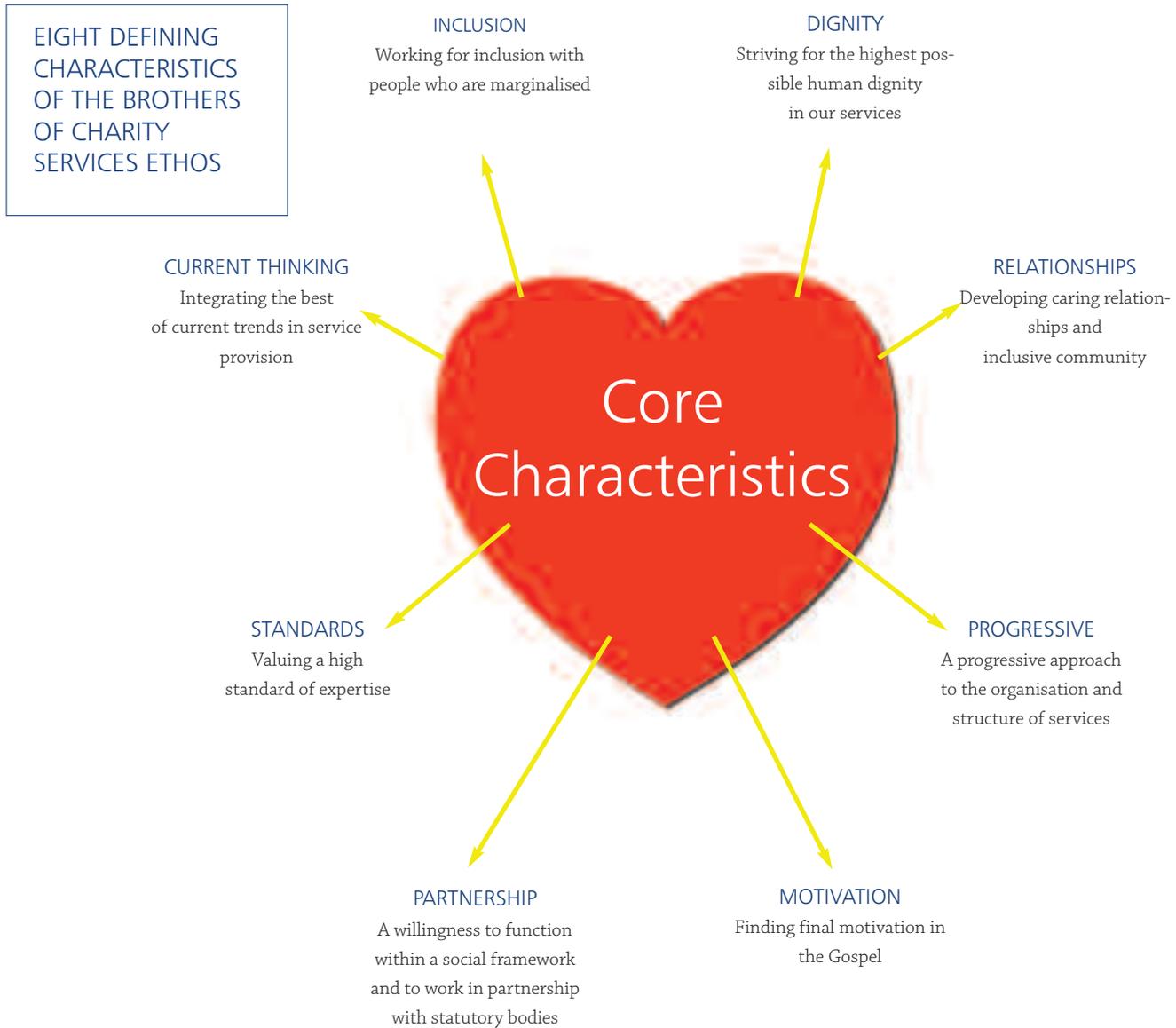


**NATIONAL ANNUAL REPORT 2012**  
BROTHERS OF CHARITY SERVICES IRELAND





# MISSION STATEMENT



*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

|  |    |               |
|--|----|---------------|
| INTRODUCTION TO SERVICES                     | 4  |               |
| • Management Structures                      | 4  |               |
| • Service Provision                          | 5  |               |
| • Organisational Structure                   | 6  |               |
| • Company Board Membership                   | 7  |               |
| REPORT FROM EACH COMPANY CHAIRPERSON         | 8  |               |
| • Brothers of Charity Services Clare         | 8  |               |
| • Brothers of Charity Services Galway        | 10 |               |
| • Brothers of Charity Services Limerick      | 14 |               |
| • Brothers of Charity Services Roscommon     | 16 |               |
| • Brothers of Charity Services South East    | 18 |               |
| • Brothers of Charity Southern Services      | 22 |               |
| NATIONAL ADVOCACY CONFERENCE 2012            | 24 |               |
| REPORTS FROM SERVICES                        | 25 |               |
| REPORTS FROM NATIONAL TEAMS                  | 38 |               |
| • Quality & Evaluation                       | 38 |               |
| • Training and Development                   | 39 |               |
| • Human Resource Management                  | 40 |               |
| • Finance                                    | 41 |               |
| • Advocacy Council                           | 45 |               |
| STATISTICAL INFORMATION                      |    |               |
| • Staff Figures                              | 40 |               |
| • Consolidated Income & Expenditure Account  | 41 |               |
| • Comparative figures between 2002 and 2012  | 42 |               |
| • Number of People who use our Service 2012  | 42 |               |
| • Main Day Services                          | 43 |               |
| • Main Residential Circumstances             | 44 |               |
| VOLUNTEERING IN BROTHERS OF CHARITY SERVICES | 47 |               |
| COMPANY OFFICES AND CONTACT DETAILS          | 48 |               |
| GOLDEN JUBILEE                               |    | INSIDE COVER  |
| LOCATION MAP OF COMPANIES                    |    | OUTSIDE COVER |

## NATIONAL CHAIRPERSON – BRO. ALFRED HASSETT

### DEAR FRIENDS

The National Board would like to take this opportunity to thank our Local Boards for giving voluntarily of their time and for their hard work over the past year. We thank the Directors of Services, 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 to the personnel of the National Office who have supported the Chair of the National Board in carrying the Services forward in the absence, through illness, of the Chief Executive to whom we wish a very speedy recovery.

We are grateful to the statutory authorities for the supports they provided during 2012 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.

We continued in 2012 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.

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

Chairman, On behalf of the National Board





# FOREWORD

## CHIEF EXECUTIVE - JOHANNA COONEY

### DEAR FRIENDS

Welcome to the Brothers of Charity Services Ireland 2012 Annual Report.

I would like to begin by acknowledging the staff of our Services who, throughout another difficult financial year, rose to the challenge of endeavouring to protect frontline services. In our fourth year of budget cuts, protecting services was not an easy task as once again we were unable to fill a substantial number of posts as staff retired or moved on; we had very limited resources made available for new places; the number of people to whom we supply service supports increased; and new posts were not approved. We acknowledge that this situation certainly did impact on the people we support, and on their families, but every effort was made to ensure that no person was in the position of not receiving a service. Despite the additional pressures on everybody the flexibility and creative thinking of our staff made this possible and I wish to acknowledge their continuing commitment to our Services in these very demanding times.

Approximately eight years ago the Brothers of Charity Services adopted a person centred approach to service delivery. Since then individuals who are supported by our Services are assisted to identify their goals through their individual personal plan and are supported to achieve these goals. In the midst of the on-going financial challenges the Services continue to explore new models of service response that will focus on the individual and in doing so build on the quality and individuality of his or her service.

Since the downturn of our national economy considerable public discussion has taken place on the high back office staffing levels in public services. The Brothers of Charity Services undertook a review of its back office functions throughout its six regions and can assure ourselves and the public that the levels within our organisation are lower than average. Increasing and continuous pressures are being placed on this small group of staff in Finance, Human Resources, Training, and Quality and I would like to acknowledge their hard work during the past year. 2012 was also the first full year of operation for the Brothers of Charity Services Ireland Pension Shared Service and by the end of 2013 all of the regional services will have joined this successful and efficient service.

Throughout 2012 each of our regional services focused on preparing for registration with the Health Information and Quality Authority. The Brothers of Charity Service Ireland welcome the introduction of these standards and look forward to working with HIQA to ensure that the people we support in residences receive the best quality service possible.

Throughout the regions Services applied for and were successful in receiving grants from Genio and Pobal. I would like on behalf of the

services, and the people supported by our services, to express thanks to these funding bodies for the opportunities these grants have funded. Thanks also to the many local Organisations and Bodies throughout the country that awarded grants to our Services around the regions which supported them in various projects promoting arts, culture and inclusiveness.

Critical to the on-going success of our work are the many Partnerships which have been developed throughout the regions. These Partnerships support the individuals supported by the Brothers of Charity Services to participate in, and contribute to, their local communities in a meaningful way. Without this willingness to engage with us our task would be much more difficult.

The highly valued contribution of the many volunteers across our Services could not be overestimated. This group of individuals give of their time freely and their involvement, which enhances opportunities for those with whom they share their time, is most welcomed by the Services and treasured by the people supported by our Services.

The guidance and support given to the staff of the National Office during 2012 by 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, and the members of the National and Local Boards, is deeply appreciated. I would also like to acknowledge the major contribution by Ms Winifred O'Hanrahan, Chief Executive, to our Services during 2012. The impact of her contribution particularly in progressing at such an early stage the person centred agenda has been a significant benefit to us as we prepare for registration with HIQA.

The continuing support received from the many Government Departments, the Health Services Executive, the members of the National Federation of Voluntary Bodies and the many Agencies, both Regional and National, that have shared their expertise and supported us during the year is deeply appreciated.

Finally, I would like to conclude by thanking the people who are supported by our Services and their families, all our staff members, management teams, and volunteers for their contribution to another year of growth and to progress towards our goal of creating opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in community.

**Johanna Cooney**  
Chief Executive



## INTRODUCTION TO BROTHERS OF CHARITY SERVICES

The Brothers of Charity Services in Ireland today are made up of an overall total of 5,975 people who use our services, and their families, and 2,758.34 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 chosen for their particular experience and expertise. 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 individual 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 Services 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. Services responses are designed around the

individual and are measured using an accredited quality system. Personal Outcome Measures focuses 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 service responses to the provision of, in as far as possible, individual supports for people, in order that they may achieve their personal life goals.

The National Company and the six Local Companies are supported by the National Office. The Chief Executive acts on behalf of the National Company Board and fulfils the role of Company Secretary. The National Office also supports the National Board, National Teams and Working Groups and the Chief Executive's Forum. It is responsible for the drafting, collation, circulation and publication of information on behalf of the National Board.



## SERVICE PROVISION

### *A General Overview of the Brothers of Charity Services*

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

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

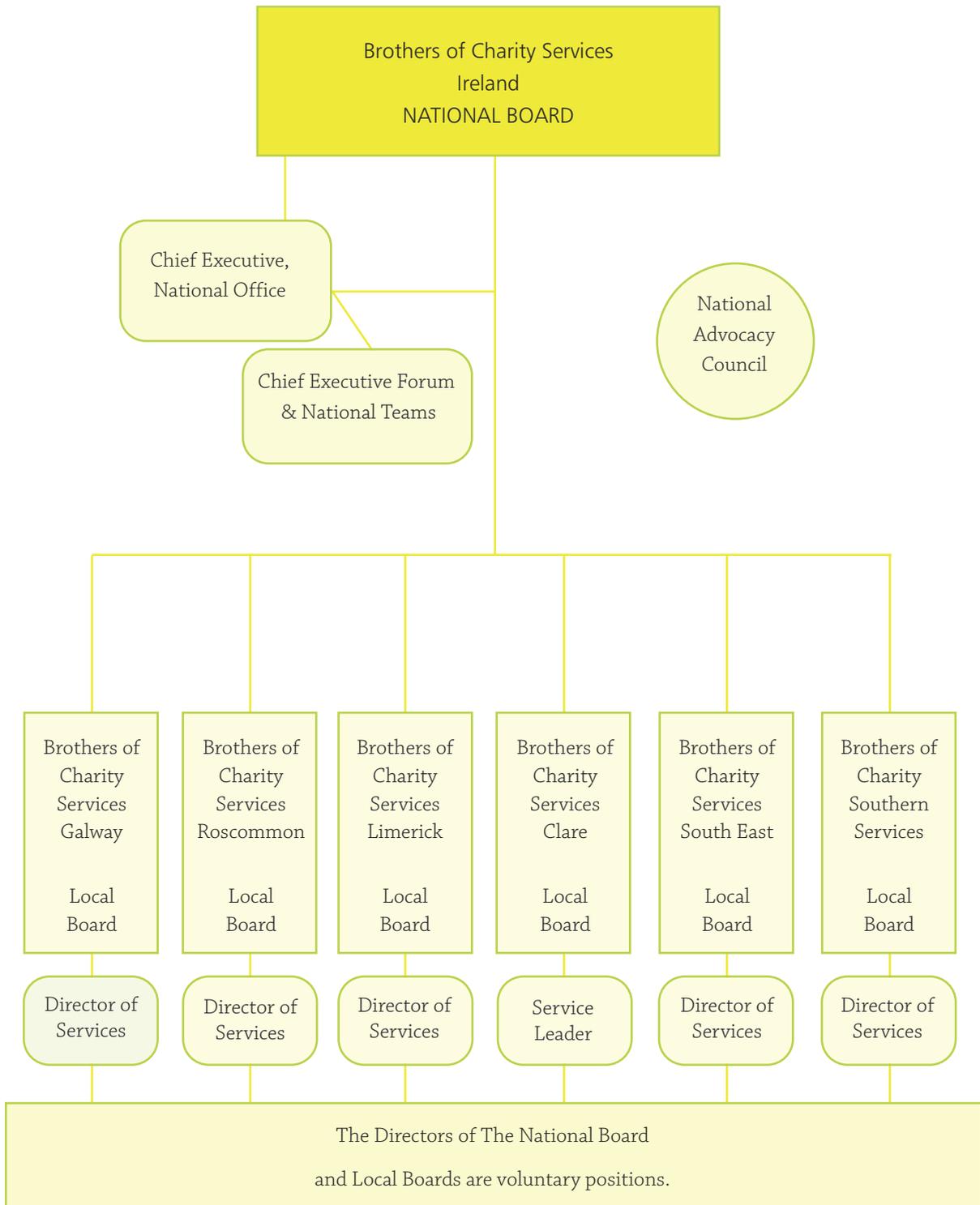
- ◆ Early Assessment Intervention
- ◆ Development and Pre-School Services
- ◆ Health Related Support Services
- ◆ Educational Services
- ◆ Residential Care
- ◆ Day Activation for Children and Adults
- ◆ Vocational Preparation
- ◆ Advocacy Support
- ◆ Supported Living Arrangements
- ◆ Personal Development Training
- ◆ Family and Sibling Support
- ◆ Supported Employment
- ◆ Crisis Intervention
- ◆ Respite Services
- ◆ Service for Children and Adults with Autism
- ◆ Staff Training and Development
- ◆ Pastoral Care
- ◆ 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.





## ORGANISATIONAL STRUCTURE





## COMPANY BOARD MEMBERSHIP 2012

The Brothers of Charity Services are governed by the National Company whose Directors include Members of the Congregation and Lay People. The National Company is a corporate entity representing 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 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 each 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. D. Kerins  
 Bro. V.W. Manning  
 Bro. J. Rackley  
 P. McGinley  
 M. Allen  
 K. Brennan

Bro. N. Corcoran (Regional Leader)  
 Bro. J. Killoran  
 Bro. J. O'Shea  
 J. Barry  
 A McNamara  
 S. Hayes  
 J. Stokes

### LIMERICK DIRECTORS

S. Hayes  
 P. Ryan  
 S. De Burca  
 G. Lyons(Chair)  
 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  
 E. Walsh

### SOUTH EAST DIRECTORS

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

### CLARE DIRECTORS

P. McGinley (Chair)  
 A. O'Connor  
 M. Moore  
 P. Grealley

### Chief Executive's Forum

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



## REPORT FROM EACH COMPANY CHAIRPERSON

### CLARE

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

2012 was a busy, eventful and challenging year for the Clare Services as we continued to explore support options for individuals to live a full and inclusive life in the community. The Service had to endure a further 3.7% cut in the allocation from the HSE at the start of 2012 on top of previous allocation cuts and the non-funding of increment payments to staff. In addition the Service was requested by the HSE in the Summer of 2012 to support a number of school leavers and RT exits in our day and Rehabilitative Training services with reduced, or in some cases, no funding. This presented a lot of challenges to both the Services and families to work out sustainable supports going forward.

The Senior Management team commissioned the National Development Team for Inclusion (NDTI) to conduct an independent, organisational review of services in 2012. This review was part of the services on going activity to review and understand the quality of supports offered to people using services and their families in keeping with Enhancing Quality – A Review of Services.

The reviewers undertook broad consultation with all key stakeholders including individuals, families, staff, management team, HSE, Clare Local Board in addition to members of the National Board. The main strengths and areas for development were highlighted under the headings of Person Centred Supports, Inclusion in the Community, Enabling Organisational Structures and included the following: The impact of the organisational vision of a full and valued life can be seen in the positive development of individualised and small housing options, jobs and community activity, alternatives to traditional short breaks and greater provision of supports and services.

- 26% of people have some form of employment.
- 30% of people engage in volunteering.
- The family leadership programme endeavoured to give families the knowledge and skills they need to take a greater and more informed role in the services received by their family member.
- Established a sub - regional structure that seeks to deliver local decision making.

#### **The development areas highlighted included;**

- To develop strategies for sharing best practice and challenging practice more widely across all levels of staff and includes how staff can use best practice to direct their work.
- Recommend that the Clare Services work with the HSE to embed the expectations for and availability of independent advocacy within the funding, planning and monitoring of individual services for the next 2 – 3 years.
- Recommend a process for monitoring quality and delivery of person centred planning.
- Recommend that the Services engage with the Funders in order to identify and support individualised budgets. This would enable people to take greater individual control and would enable wider decision making about continuing to deliver better services at a time of reducing budgets.

In addition to the Review of Services the quality committee prepared and implemented an organisational plan which included a county wide audit process in advance of implementation of the National Standards for Residential Services and registration with the Health Information and Quality Authority planned for 2013.

The Services commenced a one year action learning project, Let's Get Started, in November 2012, which sets out to complete and publish research on best practice for people with learning disabilities to set up a micro business. The project is to assist 8 people to develop plans for a micro business with support from family and community. The learning materials and experience from the participants will be published to help others take up the self-employment option. The project was funded with the help of Genio.

Banner Housing Association continued to make great progress in 2012 in the provision of housing options for the individuals we support in Clare. The Glensheen Court project was officially opened by the Minister for Housing, Ms Jan O Sullivan, in June 2012. The Association has also developed the Long Term Leasing option which is mutually beneficial to both Landlord and Tenant in providing long term



accommodation for individuals in our Services.

Phase 2 of the development in our Gort Road Premises was completed in June 2012. The Premises had been closed to staff and individuals for almost two years due to development work. Everyone is very pleased with the renovations. The Gort Road Premises will continue to be a great resource to the Services in Clare. Phase 3 of the development will commence in 2013 after the receipt of a Lotto Grant from the Department of Health in December 2012.

Home Share Clare continued to increase the respite options available to individuals during 2012. Almost 60 individuals, children and adults, availed of short breaks utilising Home Share Clare during the year. As in previous years the Services did not receive any dedicated funding to provide breaks and was reliant on fundraising and donations. The Service did receive Lotto funding in December 2012 for the purchase of specialised equipment for the provision of breaks with Host Families.

The Clare Board would like to thank all those people and



staff who make up and support the Services in Clare through very difficult economic times. I would like to take this opportunity to thank Mary Kealy, former Director of Services, who retired on 30th November 2012, for her contribution in the past 12 years and wish her well in her future endeavours.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### GALWAY

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

In 2012 the fourth consecutive year of budget cuts again presented enormous challenges to the Services which resulted in further reductions in staff numbers, back office and administration supports. We tried as far as possible to protect the direct frontline services; however, with cumulative cuts of more than €8 million, it was not possible to completely protect direct services. This was most evident in the non-filling of posts vacant due to maternity leave or sick leave, the delay in filling some vacancies and the reduction in staff numbers in some service areas, all of which had a direct impact on service users and their families.

Yet despite these challenges there were very positive developments during the year. We continue to focus on developing individualised services based on the expressed personal outcomes goals of service users. The Family Support Services, which includes contract families; home-sharing; in-home supports; school holiday time supports and projects, after-school and weekend supports, continues to find ways to meet needs in very individualised ways.

The Child Development Centres developed the First Steps Programme as a pilot project which offered sessional placements to children on the waiting list who did not get a Child Development Centre placement in 2012. The evaluation of this pilot project in December 2012 was very positive and resulted in an agreement to continue the project in 2013.

We were delighted to be successful in grant applications to both GENIO and POBAL. The GENIO funding will support the development of a very innovative shared living option with host families for a number of people who are currently living in a congregate setting in the John Paul Centre. This is a further development of the Contract Family Scheme, but in Shared Living the person will live fulltime with a family. The POBAL grant under the Disability Activation Programme is the Let's Get to Work Project which aims to support 40 individuals to develop the skills and opportunities to access work and maintain a job. A third project in partnership with DEAFHEAR was successful in obtaining a GENIO grant to develop home-sharing through the deaf community. The Family Support Service will provide the training and support for this project.

In the adult services we continue to promote the right of people using our Services to claim their full citizenship and to participate in their local communities as much as they would wish. There were lots of opportunities for very active social lives throughout the year and people participated in a huge variety of events including holidays and short breaks, concerts, day trips, festivals and sporting events. The highlight of the social calendar for service users in 2012 was the Valentine Ball which was held in Loughrea. This was a hugely enjoyable event filled with glitz and glam!



Arts Ability Awards



In Orchard Services, the Dolmen Centre marked their second year as stallholders in the Kinvara Farmers Market and we were very proud of them when they won the County Mayor's Social Inclusion Award for 2012. Arts Grants from the Galway City and Galway County Councils through the Arts Ability Abú programme supported a number of arts projects including a collaborative painting depicting emigration from the Gort area. Over the summer months Orchard and Clarin Services participated in the organisation of a photographic and environment competition entitled Dúlra under the Local Agenda 21 Environment Partnership. Entries from this were subsequently on display in the County Council Building.

Clarenmore Services supported people to participate in the many community group activities in their area and developed partnerships to offer opportunities for social roles. This included the production of a number of short films depicting the Croi na Gallimhe Knitting group, the Ballybane Community Choir, the Ballybane Community Garden and a

short film on social events and fun days in Clarenmore programmes in 2012.

In March a group of students from the Apple Tree Centre FETAC level 3 programme graduated from their training programme. Each person has been awarded Level 3 certificates in the areas of Mathematics, Communications, IT skills, Personal Development, Healthy living and the Arts. A wonderful and inspiring award ceremony was enjoyed by graduates and their families, staff, friends and community.

Drama and song featured strongly in Cois Cuain during the year with neighbours and friends invited to a performance entitled Each of us is a Flower performed through song and Lámh signs. An arts partnership with the transition year students from Scoil Chuimsitheach Chiaran, An Cheathrú Rua resulted in a beautiful painting on the wall outside Cois Cuain. Ionad Cois Cladaigh opened a sensory garden which is available to all the community to enjoy.

Sanctuary by Blue  
Teapot Theatre





The SUAS Programme in Ballinasloe was officially launched by the Deputy Mayor of Ballinasloe during Social Inclusion week. The launch was attended by a wide variety of people from the local community who heard some of the participants in the programme telling their own personal stories of achievement. SUAS with a deliberately upbeat name standing for Support, Up skill, Advocate, Socialise aims to support people to live the lives they want by promoting their safety, independence, choices and opportunities using a person centred approach.

Comhghairdeas to EmployAbility Services Galway who were the Overall Winners of the Gradam Sheosaimh Uí Ógartaigh 2012. EmployAbility, based in Fáilte House, is a consortium of the Brothers of Charity Services, Ability West, Enable Ireland and National Learning Network. Their vision is to facilitate the

integration of people with a disability into paid employment in the open labour market, leading to independence and career progression. Gradam Sheosaimh Uí Ógartaigh is an annual bilingual business award that aims to recognise, honour and celebrate all the great bilingual work done in Galway in order to gain Bilingual Status for the city. Eleven Businesses and organisations were shortlisted for this prestigious award from a variety of sectors in Galway City.

Arts and Disability Ireland invited That's Life to present Jessica Casey and Other Works as part of Dublin's Culture Night on 21 September. There were readings from Jessica Casey and Other Works by professional actors at various locations in Temple Bar with a full screening of Jessica Casey the Film.

Petal Piley, Artistic Director of Blue Teapot Theatre Company, was invited to participate in the International

Convening of Thought Leaders in Theatre, Dance, and Disability & Inclusion, hosted by the John F. Kennedy Centre for the Performing Arts in Washington, DC. The Kennedy Centre invited "thought leaders from theatre, dance, and disability who have demonstrated achievements, interest, or expertise in two or more of these areas, and have an interest in contributing to meaningful discussions, setting goals for the future of the field, and creating tools to help achieve those goals."



Blue Teapot's commissioned play, Sanctuary, ran for nine performances to great critical acclaim during the Galway Theatre Festival. Sanctuary explores the issues faced by people who have intellectual disability when they want to have the same kind of intimacy in relationships as the population who do not have intellectual disability can have. It

was a wonderfully bitter sweet production that was completely credible and compelling, and left the audiences with a great deal to think about.

Soundscape Music Project won the Allianz Community Arts Award at the 2012 Business to Arts Awards. The Allianz Business to Arts Awards recognise businesses, artists and arts organisations that develop creative partnerships, bringing the arts and artists into mutually beneficial relationships.

We continue to advance the relocation of people from congregated settings to more appropriate accommodation in the community, and by year-end two further houses had moved from Kilcornan with eight individuals still living on the campus.

For the Human Resources Department the highlight of the year was the successful development and implementation of a training programme for service users who wished to be



involved on interview panels for staff selection. The training programme ran over the calendar year and involved modules which covered confidentiality, equality, job descriptions and interview skills. The participants gained practical experience through a series of mock interviews with existing staff, including senior managers.

Throughout the year we placed a focus on preparation for registration with HIQA once the National Standards are finalised and regulations published and enacted. All staff received training on the draft standards. We developed a self-audit tool and each service area was required to benchmark their service against the draft standards and develop an action plan based on the outcome of the self-audit.

As we approach 2013 four members of the Board of Directors are coming to the end of their term of office. On

reflecting over the involvement with the Services over these difficult and challenging years what is remarkable has been the truly Christian response in attitude and commitment of all the staff. It was most inspiring. During this ongoing period of crises the staff have been heroic in efforts to ensure that programmes, projects and social activities are maintained at an acceptable level. Opportunities to make progress in these important areas were availed of. On behalf of all members of the Board, I wish to express our sincere thanks and appreciation to the Senior Management Team for their help and guidance to the Board. In particular, Board members are grateful to Anne Geraghty for her acceptance of and very skilled performance in the role of Director of Services. In conclusion, the incoming Board of Directors are wished every success during their term.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### LIMERICK

GERARD LYONS, Chairperson of the Limerick Company Board of Directors reports.

Arising from the requirement to adjust our cost base in order to meet the reduced level of funding allocated to our services, 2012 was another challenging year for the Brothers of Charity Services Limerick. To a large extent we have been successful in managing this very difficult situation thanks to the commitment of staff, the flexibility of service users, the support of families and the co-operation of unions. In financial terms our budget has reduced by over €4 million since 2008 which represents a 17% reduction in total, our staffing levels have fallen by 20% which equates to approximately 80 full time staff, while the number of people we are supporting has remained relatively static.

During 2012 we undertook a review of services in order to determine how the company was performing from a number of quality perspectives. This review was guided by the Council of Leadership Personal Outcomes tool and involved consultation with service users, families and staff. We also completed a gap analysis and commenced work in preparation for the introduction of the National Standards for Residential Services for Children and Adults with Disabilities.

In line with the Company's mission, and guided by the "Time to Move on from Congregated Settings Report", we successfully transitioned 10 residents from the Bawnmore Centre to the Community. We also built on past success with the use of assistive technology to introduce a new model of supporting residents at night in their homes.

During 2012 the Company also made changes in Day Service provision. In line with New Directions which promotes the development of smaller day service centres in the community the Company closed a large day centre and replaced it with an alternative model of day service within existing community centres in the Limerick area. Plans were also drawn up and agreed to update the remaining day service buildings to ensure they offer service users the best facilities possible.

Construction of our West Limerick Children's Services building commenced during 2012. This is a very positive development and we welcome the support of the HSE and JP McManus Fund who have allocated funding in the past to support this worthwhile project. Over 300 children and their families access this service. The development of the new





management information system, in partnership with the HSE, Enable Ireland, St Gabriel's and the Daughters of Charity Services has helped to support and inform the model for the delivery of Children's Services.

As a Board and Executive we are aware that the realities of the economic climate we operate in will continue to have an impact on the funding our Services receive into the future. This reality is now embedded in our planning process. A focus on quality will continue to take centre stage in 2013 and we will look to ensure our Services are being provided in line with best practice and recognised quality standards.

In presenting this Chairman's report I wish to acknowledge what has been achieved in 2012 and to thank the Director of Services, Norma Bagge, management and staff of the Brothers of Charity Services Limerick for their dedication to the people they support, their commitment to the mission and ethos of the Brothers of Charity and the flexibility they continually demonstrate as we reorient our services to ensure that we deliver a valued, meaningful and effective service to the people we support.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### ROSCOMMON

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

During 2012 the Brothers of Charity Services Roscommon remained focused on building vibrant satisfying futures for the people we serve. In this time of uncertainty looking to the future has required courage and vision.

A belief that inclusive community connectedness and partnering are critical in this ongoing journey.

A severe financial cut of 3.7% in 2012 in addition to the previous year's reduction in budget is continuing to be managed by stringent cost containment measures. A number of successful funding applications have assisted in addressing some of the unmet needs which arose from the financial cuts over the last few years. The Roscommon Services was fortunate in securing funding for innovative projects from Government bodies and from the Genio trust fund which enabled further development of inclusive community partnerships.

The Roscommon Open to Work Opportunities (ROWO) is a disability activation project funded through a consortium of government bodies. This project aims to use innovative approaches to facilitate a range of employment opportunities within inclusive settings. The targets for this initiative are to support individuals to have meaningful employment in local businesses, self-employment, micro businesses and social enterprises.

The increasing involvement of volunteers has a major role in creating opportunities for people in their local communities. Genio trust funding was granted to offer respite services as community based supports using the support of volunteers.

The main aim of this project is to establish and embed a new model of community-based respite as a credible alternative to traditional respite and to reconfigure existing respite services towards enabling independent living for individuals who wish to either remain in current living arrangements or progress to living independently.

Step In- Supported Living Networks was an initiative set up originally from Genio trust funding. This has supported seven people in the Athlone area to support each other as part of an independent living network. Based on the success of the initiative it has now extended to Roscommon town with plans

to set up networks in other areas of the County.

Roscommon Advocacy Council members have explored other options of being involved in Advocacy. More experienced members have been shadowing the new member in their new roles of presenting at conferences and being involved in research. "Out of hours" advocacy meetings have been arranged to facilitate those who cannot attend during the day due to work or study commitments.

Members presented at a number of conferences throughout the year which included an Independent Living Conference hosted in Roscommon in April.

Advocacy Council members have participated in the National Inclusive Research Network Group and are participants on the National Advocacy Platform. As a follow on from their research on bullying in 2011 the research group facilitated four workshops and designed a leaflet to encourage discussion and educate people about the effects of bullying.

The Roscara Housing Association continued to develop housing based on the expressed wishes of the individual seeking a new home. The main housing developments in 2012 were concentrated in Roscommon town. Under the Capital Assistance Scheme a bungalow for two people at the Walk, Roscommon was purchased. Two houses at Woodview Court, Ardsallaghmore, Roscommon, were purpose built with 3 people residing in each house. A project commenced to assess and implement the use of assistive technology in ten houses. This will ensure that people are supported appropriately in their efforts to be more independent.

As the 4 Year accreditation agreement with the Council on Quality and Leadership (CQL) was completed in November 2012 we welcomed the CQL team on a visit to carry out an onsite validation visit. This is the next phase of our accreditation agreement with CQL as our external evaluators and it is called "What Really Matters" – Person Centred Excellence. Person Centred Excellence is about each person having a vision for what really matters in their life and that this vision flows from their particular life history, their experiences and emotions, unique dreams and goals. The visit assessed both Quality Assurance and Quality Enhancement.



There were a number of meetings facilitated by CQL over the visit consisting of people receiving supports, their families, volunteers, staff and management teams, board members, public officials and community representatives. It was truly an inclusive process. The HIQA standards, while not finalized, have been embedded in the existing Quality framework in their current state.

The Eucharistic Congress provided an opportunity for people to demonstrate their lived experience of sharing the earth. Supported by the Social Farming initiative the workers displayed their plants in a prayer garden designed specifically for the Congress. They also attended the presentation at the

Congress at which the Roscommon Social Farming experience was shared.

I, on behalf of the Services, wish to acknowledge the continuing and ongoing support from our partners, The Roscommon Association Supporting People with Special Needs whose dedicated efforts in raising much needed funds have ensured continuity of supports for many people. I would also like to thank the staff and management of the Roscommon Services, along with the Director of Services, Margaret Glacken, for their innovation, flexibility, and dedication through tough times in the delivery of quality person focused services.



Adult Learning  
Festival



## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### SOUTH EAST

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

I welcome this opportunity to share with you the Brothers of Charity Services South East achievements and challenges of 2012.

Having reflected on the achievements and challenges of 2012 the contributions of all staff members in these very difficult times was clearly evident. As we know, over more recent years, there has been considerable discussion about the high cost of services such as ours. We acknowledge that the most costly element of the services is staff costs due to the nature of our work. Value for money continues to be a major focus at Government and organisational level, and within our services we continuously review what we are doing and how we do it to ensure that we give value for the money we receive.

For many years quality has been a major focus of our services, not just in the South East but at a Brothers of Charity Services national level. In the mid 90's an internal evaluation system 'How are we Doing' was developed at national level and latterly we have embraced an external quality system, Council on Quality and Leadership Personal Outcomes Measures. In this economic environment, which has brought with it decreasing staff numbers and resources, the maintaining and enhancing of quality standards is a major challenge. The staff members of the Services, through their motivation, their flexibility and commitment, rise to both these challenges and continue to contribute, in innovative ways, to the realisation of our Mission. They have made it possible for our Services to continue its work supporting individuals to live independent and self-determined lives while being included in the communities of their choosing.

A major focus of our Services is to build inclusive and supportive networks that support the individuals who are supported by our Services to participate in, and contribute to, their local communities as equal and valued citizens. What is vital to achieving this is an openness to work in partnership, building on existing successful partnerships and developing new ones, all of which widen opportunities for those we support. Looking back over 2012 many such partnerships contributed to positive outcomes for individuals supported by the South East Services.



In 2012 the Brothers of Charity Services, Millenium Family Resource Centre, Glengoole, developed a Community Integration Plan and Community Map which showed their connections to the local community and goals for future connections. The plan was officially launched in March in conjunction with the Millenium Centre's Strategic plan. This occasion brought together members of the local community, public representatives, community leaders and service providers, and highlighted how local services enrich both the lives of individuals and the local communities.

In April 2012 members of the Millenium Resource Centre with the Brothers of Charity Services came together with local schools, businesses and community volunteers to record and



celebrate the Slieveardagh area. The result of this was the development, with the voluntary input of a local artist, of the Slieveardagh Community Mosaic which celebrates the history and traditions of the area. The mosaic was unveiled by Minister Frances Fitzgerald who praised the integrated approach to serving all members of the local community.

Under the leadership of the Speech and Language Therapy Department, and supported by staff throughout the Services, 2012 saw the formation of a Lámh signing choir in Waterford, called Music in Motion. Music in Motion works in collaboration with singers and other choirs from around Waterford city and their many performances during the year included the opening presentation for the CQL visit in March, an Easter Service with the Belmont choir, participation in International Music Day with the Tramore Gospel Choir at a public performance in Waterford Regional Hospital, the Ferrybank Fun day with soprano, Chloe McGrath and Winterval Christmas Festival with students from De La Salle college.

For a number of years our Services have worked closely with many local community groups which has led to a number of the buildings at Belmont Park, which are no longer used by the Services, now being used by local community groups to offer skills training and educational courses to the wider community. The Services, in partnership with the Ferrybank Development group, were nominated by Waterford City Council for the All Ireland Pride of Place competition, in the cities category for which they won first place. At the awards ceremony in Limerick the judges commented on the significant leadership shown by the Services and the level of social integration that was achieved within the overall campus. At a reception in City Hall to mark the achievement, the Mayor of Waterford acknowledged both the spirit and generosity of both the Services and the Congregation of the Brothers of Charity in reaching out to the community and making the resources at Belmont Park available to the diverse groups who use them.

In continuing our work in reaching out and contributing to local communities, Parkside Farm developed and launched the Parkside Educational Open Farm. Representatives of 40 Primary schools around Waterford and South Kilkenny attended the launch. The visits to the farm, which are hosted by a number of individuals who are supported by the Services, are linked to 6 modules of the Science Revised Primary

Curriculum delivered in primary schools. Visits are held weekly and at the end of December tours were booked out until summer 2013.

During 2012 the Services continued to support individuals to relocate to their local communities. In collaboration with the community of Kilmacow eight individuals, supported by services staff, became integrated into the local community centre and arising from that move have become an integral part of the local community's activities and events.

In April 40 individuals were supported to take part in the National Job Shadow Initiative in partnership with the Irish Association of Supported Employment which has led to an increased number of individuals gaining employment throughout the south east.

A number of individuals, supported through the Tory services, worked with Waterford City Council and the Waterford Grow It Yourself group in the redevelopment of a





city park. They were allocated four raised beds to plant and maintain and through their efforts they have contributed to the development of an inner city park to be enjoyed by all and continue to maintain their plots.

During 2012, in line with their team based performance management objectives, Comeragh Services which operated out of a large day centre set about creating a number of smaller units where individuals could receive a more individually focused service response. At the end of the year they succeeded in creating a new smaller Comeragh Centre, a new Oasis Centre and Shalom, a centre base for older and retired individuals who access local active retirement groups. In the course of the year Oasis developed formal links with Waterford GIY who now share our facilities and work alongside the individuals supported by that Service in the Oasis garden. One of the many positive outcomes is that many of the GIY group have now become volunteers to that Service.

Making real the Report 'Time to move on from Congregated Settings' formed the focus of the Cairdeas Services during 2102. The services reconfigured a post to support phase two of their decongregation plan, invited expressions of interest from staff related to changing roles in the new service, and successfully, with the inclusion of the people supported by the service, selected and relocated to a new community setting. In July a person supported by the Services who moved to his new home presented at the National Federation Forum, Next Steps, with his support staff. The Cairdeas Services valued the support of Next Steps which facilitated them to learn from others on the same journey and plan to continue with phase three of their plan during 2013.

In course of the year individuals supported by the START services undertook a drama project with transition year students from St Paul's Community College. The project, which was facilitated by Waterford Youth Arts and Kenneally Films, resulted in a short film called All The Little Things, which





focuses on the kindness that people show to each other and touches on the themes of friendship, opening up, building bridges and inclusion. The film, which was a great success, is now shown in a number of schools to transition year students.

The contribution of volunteers is highly valued by our Services. The volunteers give of their time freely; their involvement is welcomed by the Services and treasured by the people supported by the Services. Their involvement has widened opportunities for those with whom they share their time whether it is in small groups or on an individual basis. In 2012 a concerted effort was made to attract, train and retain volunteers. In the course of the year a number of Volunteer Training evenings were held, a Volunteer Support Committee was established, a Volunteer face book page was set up to facilitate communication between volunteers, regular formal communications between the Services and the volunteers were introduced and a Volunteer database was developed. At the end of 2012, 120 volunteers were involved with the South East Services. It is a challenge to the Services to maintain and build on the number of volunteers as people emigrate or relocate for work or family reasons. Plans are in place to further develop the volunteer service during 2013.

In May a number of individuals supported by the Services, accompanied their support workers, made a range of

presentations at the Mind Change conference in Villach, Austria. The conference, which was hosted by Mind Change organisation in collaboration with the Carinthia University of Applied Sciences, had as its theme Social Inclusion. At the conference the Services was presented with an award for its work on promoting the inclusion of the people it supports in society. The financial contribution from the Nagle Centre Committee made it possible for participants to travel and is very much appreciated by the Services.

Once again during 2012 we said farewell to a number of staff who had served the Services well over many years. We wish them good health to enjoy a long and happy retirement, and thank them for their invaluable contribution to the Services. We welcome the continued involvement of those who retired over recent years as volunteers with the Services.

Finally, on behalf of the Board of Directors, I extend our appreciation to the Director of Services, Johanna Cooney, senior management team and to the staff of the Services for their continuing commitment to developing inclusive services. As we look to 2013 we know that we will face further challenges, but we know that our increasing partnerships with local communities and groups will enable us to continue to support the individuals who use our services to lead valued lives in their communities.



## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### SOUTHERN

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

The Strategic Development of Supports on an Individualised basis continues to guide our Service Planning.

The National Disability Strategy, the Department of Health's Strategy "Time to Move on from Congregated Settings, New Directions in Work opportunities for individuals and the national and local strategies of the Brothers of Charity Group companies are all positive supports to advancing the rights of the individual to be recognised as a valued and equal citizen.

We continue to update our November 2011 plan to move from Lota and Upton whilst recognizing the specific support needs of the individuals who currently enjoy the benefits of the grounds and facilities these campus settings offer them. We are challenged to source suitable alternative environments and with funding such future developments.

As part of our on-going Value for Money Review we conducted a full review of all Day Services and compared the findings with the National VFM Review of Disability Services.

The National Implementation of the HSE Strategic Framework for Progressing Disability Services for Children Aged 0-18 years advanced significantly in Kerry. The national roll out of this Strategy is welcome in that it will provide access for all children and will therefore support greater mainstreaming options for those children. We are cautious in relation to ensuring service provision is not significantly diluted and the model of support will require further detailed discussion and debate in 2013.

The impact of further funding cuts in our State funding from the HSE continues to dominate the work of the Board. Funding cuts of over €2.4 million in 2012 added to cuts every year since 2003 bring total funding reductions in the past 9 years to over €6m. We incurred deficits in an attempt to reduce costs in an orderly fashion and lessen the impact on the individuals using the supports. The 2012 deficit was €2,505,370 and a cumulative Revenue Deficit on our balance sheet of €1,628,462 having exhausted all of our Fundraising Reserves. Our financial auditors have again insisted that the notes to the accounts emphasize the serious cash flow concerns and place an emphasis on the note regarding Going Concern.



Detailed cash projects are received by the Board who are most grateful to our Finance Manager for his clear guidance in this respect.

Despite the overall difficulties on finance wonderful initiatives continue right across the Services including:

- The relocation of respite from Ashford house to Bawnleigh which offers greater leisure and recreational areas for the children
- The continued development of Semi-Independent living models
- The grant from the GENIO Trust for the development of Alternative Respite Models for Children and Adults including Home Share
- The variety of social groups developed by the ASD Services in response to the social skills development of their teenagers
- The wonderful projects developed by multidisciplinary staff throughout the services to support individuals using latest technology
- The development of CAMHS Services with the appointment of new staff by the HSE to these teams.

The proposed CAMHS Transfer to the HSE continues to be negotiated.

We met over 400 families in October as part of the National Pre-Budget campaign against further cuts in the budget. It was heartening to get such warm responses from families and the



people who we support and we want to thank them for their wonderful work in highlighting with their political representatives the difficulties that further budget cuts would pose to services.

The Board marked the occasion of Brother Alfred Hassett's Golden Jubilee. We had the pleasure of thanking him in September and we reflected on the great inspiration and change leader he has been to us all. We again thank him for his large part in influencing the New Disability Strategy and for his on-going visionary work with the Services both in Ireland and the UK. Finally the Board extends their appreciation to the Director of Services, Una Nagle and the management and staff of the Services, for their continuing work to maintain frontline services and develop new models of service responses.





## NATIONAL ADVOCACY CONFERENCE 2012

The 2012 National Advocacy Conference, organised by the Limerick Regional Advocacy Council, took place in the Radisson Hotel, Limerick, on November 8th.

The theme for the conference *'I'm here as well.....Advocacy for all'* was chosen by the Limerick Advocacy Group. The conference presented the opportunity to show the work being done to find a meaningful way of including people with higher support needs in advocacy and to share learning. There were over 250 people in attendance on the day with representatives from all regions of the Brothers of Charity Services as well as from external agencies.

The Master of Ceremonies for the day, John Quiligan, who is a member of the Limerick Advocacy Council, welcomed everyone to the conference and introduced all of the speakers and presentations throughout the day.

James McCarthy, Team Ireland Paralympics, London 2012, in his keynote speech, spoke about his experience growing up

with a disability, overcoming the obstacles he faced and achieving his goals. James pointed out that while we may not all become international athletes, we should all have goals and dreams and that once we can look at ourselves in the mirror every day and know that we have done all we can towards achieving our goals, we all have something of which to be proud.

Throughout the day we heard from advocates from the Brothers of Charity Services across the country and the Muiriosa Foundation who spoke about their experiences trying to support 'Advocacy for All'.

While the conference day ended at 4:30p.m., the fun was only beginning! Many people stayed on and danced into the early hours of the morning to the wonderful music provided by The Ryan Sisters (Winners of TG4 Feis and Blood, 2012), The Mad Hatters and DJ Johnny Fortune!





## REPORTS FROM SERVICES

### ROSCOMMON

#### The Hub Community Cafe, Strokestown

The Hub Community Cafe is a new facility for the community of Strokestown to come along and socialise, by having a cup of tea/coffee and meeting up with other people. The opening hours are Monday to Friday, 10.00am - 4.30pm. We sell fresh pastries, chocolate cake, cupcakes, apple pie, toasted sandwiches, soup, teas, coffees, hot chocolate and lots more. We will be having an official opening on September 6th, all welcome. Don't forget when you are passing through Strokestown to call in and chill out for a while.

The Hub  
Community  
Cafe



Participants in the Life Stories Group Project which was co-ordinated by Róisín Hunt. The project took place in The Quad, Roscommon on Wednesdays from 2 - 4 and ran for 8 weeks. The participants produced their own DVD which showed their own photos, music, dreams, goals and achievements. The group gained immense benefit from their participation in the project.



## REPORTS FROM SERVICES...contd

### CLARE

**Let's Get Started** is a one year action learning project led by Brothers of Charity Services Clare and funded by The Genio Trust. The pilot project, based in County Clare, is supporting individuals with a disability to explore and plan a micro business or social enterprise in their local area, with family and community involvement. The project's steering group, which includes EmployAbility Clare, Obair Newmarket on Fergus, East Clare Community Cooperative, Clare Volunteer Centre and advocates, plays a major role in ensuring that community inclusion, engagement and networking are key features of the project

Let's Get Started is adopting a person centred approach to business planning and developing a support network drawing on community and business sector resources, facilities and expertise. People with disabilities are empowered, with supports and ongoing assistance, to run their own business.

*The focus is on:*

- Individuals' interests, gifts and talents
- Helping people to earn an income
- Working with families, services and community partners
- Providing a network of business supports and mentors to offer advice
- Showcasing ideas for micro business and social enterprise across the county

Research conducted by Helen McQuillan, Let's Get Started project leader, explored whether self-employment is a viable option for people with disabilities; what types of small business people have set up and what is needed to support entrepreneurs with disabilities. The research report 'Self employment Options for People with Disabilities: Good Practice Review' examined successful programmes in the UK, US and Canada, whose business support models and resources could be adapted for the Irish context. The research shows that supported self-employment is a real option for people with disabilities, with wide ranging benefits.

A small number of participants for the pilot phase of Let's

Get Started have been selected; some supported by Brothers of Charity Services and others supported by family and community. Over the next few months individuals will be guided through a discovery process, which will help them set personal as well as business goals, based on their interests, talents, experiences and dreams. Each individual will have a business planning and support programme, guided by

mentors. Let's Get started is using an action research

framework for the project evaluation,

encouraging ongoing questioning and

reflection on project outcomes. Clare

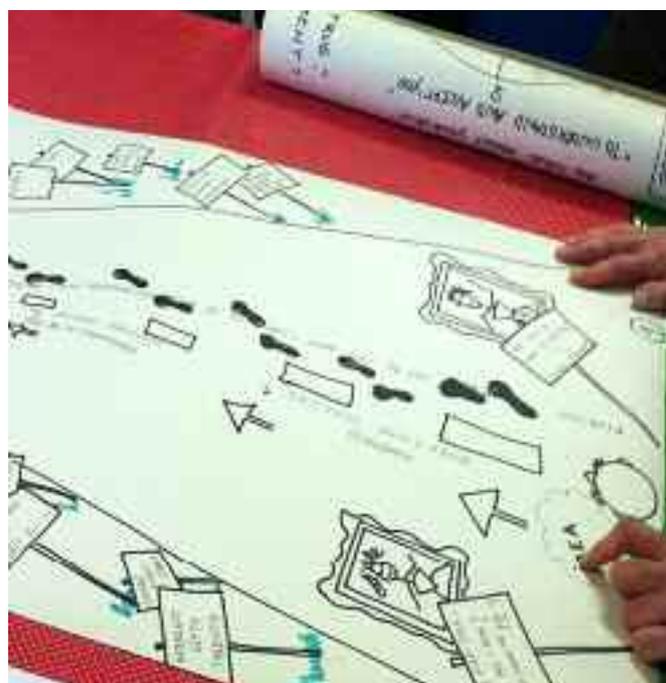
Inclusive Research group are advising on how to ensure that participants' stories are heard and their experiences are valued.

In the final phase of the project, learning materials and resources will be developed based on the learning from Let's Get Started and other successful projects around the

world. This information will encourage, guide

and enable others to set up a small business or

micro enterprise, or develop a supported self-employment programme for people with disabilities.







## REPORTS FROM SERVICES...contd

### SOUTHERN

#### **Initiatives from the South Lee Autism Team, Cork**

The South Lee Autism Team is a multidisciplinary team providing diagnostic services and autism specific intervention services to children in mainstream schools and preschools. The team conducted approximately 120 diagnostic assessments during the last year. The intervention caseload is currently approximately 550 children with Autistic Spectrum Disorders, between the ages of 2 and 18 years. They engage in a multiplicity of interventions including individual and group therapy, parent and school training and community awareness. The projects featured are just 3 of many events that happened during the last year and they give a flavour of work of the team.

#### **Friends Program**

From our work with children with Autism Spectrum Disorders (ASD) on the middle year's team (first class to the end of fifth class) it was very apparent to us that there was a large prevalence of anxiety amongst the children. Recent research actually indicates that 39.6% of young people with an ASD diagnosis have at least one co morbid DSM-IV anxiety disorder (Van Steensel F., Bögels S., Perrin S. 2011).

During the 2012, we began to research evidence based intervention programmes to address this issue. While there are many intervention programmes in existence, we discovered that one programme stood head and shoulders above the rest in regards an evidence base and that programme was the Friends for Life programme. The FRIENDS for Life programme helps young people cope with feelings of fear, worry, and depression by building resilience and self-esteem and teaching cognitive, behavioural, and emotional skills in a simple, well-structured format.

A wealth of research and practical experience has shown that exposing students to a complete 10-session FRIENDS programme can reduce their risk of developing a disorder for up to six years (research data is only available up to six years currently – we hope the skills learned will stay with them for life). It was also very important to note that the FRIENDS for Life is the only such programme acknowledged by the World Health Organisation for its 12 years of comprehensive evaluation and practice.

The work on this intervention programme was multidisciplinary in nature, with social work, speech and language therapy, occupational therapy, psychology and home support involved in the planning preparation and delivery of the programme. We began by inviting parents of children on our case load with a tendency to have some anxiety tendencies to an information night about the programme and then invited individual children themselves to ensure the children were giving informed consent prior to attending the group.

Children attended a two hour session once per week for ten weeks, with a second parent information night half way through the course. We employed ASD specific strategies to support the delivery of the programme such as visuals, scheduling, social stories, whole group sensory breaks, and a quiet sensory break area. The children learned about whom their support network people are, problem solving skills and relaxation strategies, to name some of the skills acquired.

The general feedback from children who attended the group was that it was a lot of fun and they made many friends at it. One boy fed back to the group that he was able to come up with a plan for how to do a school science presentation in front of his whole class, something which he would not have been able to do prior to learning the skills he acquired in the programme.

We plan to meet as a team within a number of weeks to complete the formal evaluation of the programme. Undoubtedly this programme involved a lot of hard work from the team, but informal feedback from parents, schools and teachers is very positive, so we feel it was worth it.

#### **Being Well Program for parents**

Two 'Being Well' courses were facilitated during this year. This 'Caring for the Carers Group' provided opportunities for parents to meet and connect together while also promoting knowledge and awareness around their own needs. There is an awareness of the importance of meeting these needs in a holistic manner that would include emotional, social, physical, mental and spiritual. All of these needs are present in everyone but can be neglected when parents are focusing on the needs of their child with a disability. The program focuses on stress



management, relaxation, healthy eating and physical exercise. A pampering morning at the end of the course is especially enjoyed by participants.

The sessions were facilitated by social workers and care workers. It has been very well received by parents and we plan to continue it into the future.

### **Transition Groups for children starting primary schools**

In the words of a child attending the Early Years Transition group,

I am 5 years old and am starting primary school in September. In May I attended a transition group with 4 other children, run by the Early Years South Lee Autism team. The aim of the group was to help to prepare me for my move to big school and for the staff to gain information about my strengths and needs and ways to support me when I start school. The groups were run by the Speech and Language Therapist, Occupational Therapist and Educational Psychologist. The group sessions end with a parent drop in night, for my parents to bring up any concerns they might have themselves about the transition, equally new and possibly daunting to them as well.

Throughout the group I am constantly being observed by the watchful eyes of the three therapists, who see how I attend to instructions, how I organise myself to sit, move, have a break, tidy up, write, cut, eat and play. They compile notes on how I engage with others in a group and on what might be a difficulty for me in school with a potentially bigger group.

They give me a unique passport after the sessions, which is information for my new teachers. It will tell them about the things that I am good at and things that I have more difficulty with. There are also some tips on ways to help me to learn in my new mainstream classroom. Teachers in my mainstream school will find it easier to implement the strategies when they are presented in this friendly format. They often are much more equipped to welcome me into school when they know that I work well with a type of visual schedule or turn taking rota and they are then happy to organise these in advance. The Speech and Language Therapist tells my teachers what aids may be required to help me start a conversation, talk to new friends and hence improve my communication. The Occupational Therapist gives me tools such as pencil grips to help me start off with the right foundation, besides strategies to implement 'sensory breaks' that keep me just right and alert to focus and learn. From these small sized group sessions, the Psychologist passes on gems to my new teacher such as the type of behaviour charts or reward systems I need. They also tell my parents what systems can be developed at home to do chores around the house in the summer before school. The therapists also invite my new teachers to a daylong training session before the summer holidays to train them in Autism specific strategies.

What works for me is so different from what others need, so the fact that all these three therapists are working together with me in these transitioning groups means that I have a head start with lasting benefits for this new phase of my life.





## REPORTS FROM SERVICES...contd

### GALWAY - CHILDREN'S SERVICE

#### Patrick & Rory's Story - "Best Buddies"

Patrick and Rory started in Springfield CDC in September 2011. Two energetic 3 year old boys full of fun and merriment! Both characters with big personalities!

Patrick's Mum Christine described the common link between herself and Rory's Mum Maggie to be the genuine care, love and devotion of the boys. The common link between the boys (as we call them affectionately) was Barney! Within weeks of meeting, a strong and supporting friendship developed between parents Maggie, Christine and Tony and within months the boys were visiting each other's homes. This friendship extended to the siblings, and Sophie became friends with Ellen, Katie and Gareth. They attended each other's birthday parties and went on a trip to Tayto Park for Down's Syndrome Day.

Christine met Bernie Gower in her role as Community Nurse at an early stage and was moved by "the great love a stranger can have for your family" and, as a result, her daughter Katie wants to be a Community Nurse when she grows up.

Patrick and Rory travelled to school together on the bus and always had to sit side by side. They constantly look out for each other, and if one of the boys was not at school he would be missed by the other and receive a great welcome on his return.

When visitors come to Springfield, typically Patrick would go under the table while Rory would put his feet on the table in the hope that Gail (key worker) couldn't do anything about it! Both boys have big hearts and during the morning break will share the food from their lunch boxes. At the end of each day both Patrick and Rory will give Gail a big hug regardless of the number of requests she has put on them during the day, and even following the odd squabble! They also insist on saying good bye to everyone.

The boys started in Ahascragh Playschool part time in September 2012 with the support of Gabrielle (PA) and Gail and both settled into school very quickly. They have made lots of new friends and enjoy play school very much. Springfield also moved location in September 2012 and the boys took both of these significant changes in their stride.

In September 2013 Patrick and Rory will be starting in their local mainstream schools. Although they are going their separate ways there will always be an unbreakable bond between the boys and their families. We wish them ever happiness for the future. We have lots of great memories of the boys over the past two years and we will remember them with great fondness.

Patrick Cunniffe, Rory O'Brien and their families, Springfield Child Development Centre, Ballinasloe.





## GALWAY – ADULT SERVICES – ACCESS TO THE MAINSTREAM COMMUNITY

### JOE'S STORY – “NEW OPPORTUNITIES”

My name is Joseph Toher. I like to be called Joe. I was born in 1950. I am from Dunmore. I moved to Kilcornan in 1987 and lived there until I moved to a community home in February 2010. I live in a house with four other men; I have my own bedroom with an en-suite. There is a lovely view from my bedroom window where I love to look out at the hens, sheep, lambs and cows. There is a lot more space in my new home and this helps me to relax as I enjoy my own space. I especially enjoy the living room. We have our own transport which allows us to attend social activities and outings in the local community. Since moving to my new home I have been supported to source and buy hens and a dog. I do daily chores, setting the table, feeding Birdie our dog, feeding the hens and collecting eggs from them. I am involved in self advocacy and I meet monthly with my friends from other community homes. I enjoy going to new places as I am a very social person. I love going to the G Hotel for breakfast or lunch where the staff

know me and are familiar with my likes and dislikes.

I attend a weekly computer and an art class in the activity centre run by the tutors from the Iris Centre. This programme is supported by Galway County V.E.C. I exhibited my art at an exhibition in a local community centre in Ballindereen and the Poppy Seed Café in Clarenbridge during “Social Inclusion Week”. I enjoy going to local GAA matches with my house mates and the people who support us.

When I moved to my new home, I was encouraged to organise a family day. My family were very impressed and as a result my family contact has increased. I have attended my niece Orlagh’s wedding which I enjoyed immensely and I got the opportunity to meet my grand nieces and nephews for the first time. All in all, living in the community has had a very positive impact on my life, and I have been afforded many new opportunities and experiences.





## GALWAY – CLARIN SERVICES, CLARENBRIDGE.

### DEIRDRE'S STORY - "MY LIFE NOW"

My name is Deirdre Kennedy, I am 37 years old and I am from Galway City. I have lived at home with my parents all my life. About two years ago we all felt it was time that I moved out and got my own place. I started on my journey with the help of my parents, key worker, and people who know me well. We had lots of meetings to plan what type of accommodation I might want, who I would live with and what skills I needed to learn. I said "I didn't want to share with anyone and wanted to live close to shops and my family". I have a visual impairment so any new home would have to be adapted to meet my needs.

Last April my wish came through, I got news that an apartment was available very close to my family home. I went



to see it with my parents and we all thought it was absolutely perfect, it was exactly what I was looking for – close to the shops, café, pharmacy, ground floor level, safe, and could be adapted to suit me. I was very happy and excited but also a little nervous.

Some work needed to be done on the apartment before I moved in so that I could live as independently as possible. I got a keypad on the door which enables me to get in and out easily. The kitchen appliances have special tactile buttons and the microwave is at a level so that I can use it safely. Initially I spent time in the apartment during the day and got to know my way around the local area and I went back to my parent's house each night. Within a short space of time I was happy spending more time in my apartment but I was still a little scared to stay overnight. With encouragement and support from family and supporters I spent my first night in my apartment on the 14th June 2012. I was delighted with myself!

I have learnt a lot over the last nine months – I do my shopping in the local shop, I manage my own medication, I do my own washing and housework - I'm not very fond of the housework though! I use community catering for my dinner but I hope to learn to cook some simple meals this year. I have also got to know some of my neighbours and the people who work in the local shops. I find living on my own can be lonely at times but I am building my circle of friends and I sometimes go to the Friendship Club. I had a volunteer and I hope to have a new one again soon to meet for coffee and to go on outings. I go to visit my friends in their houses and they have been to my apartment to visit.

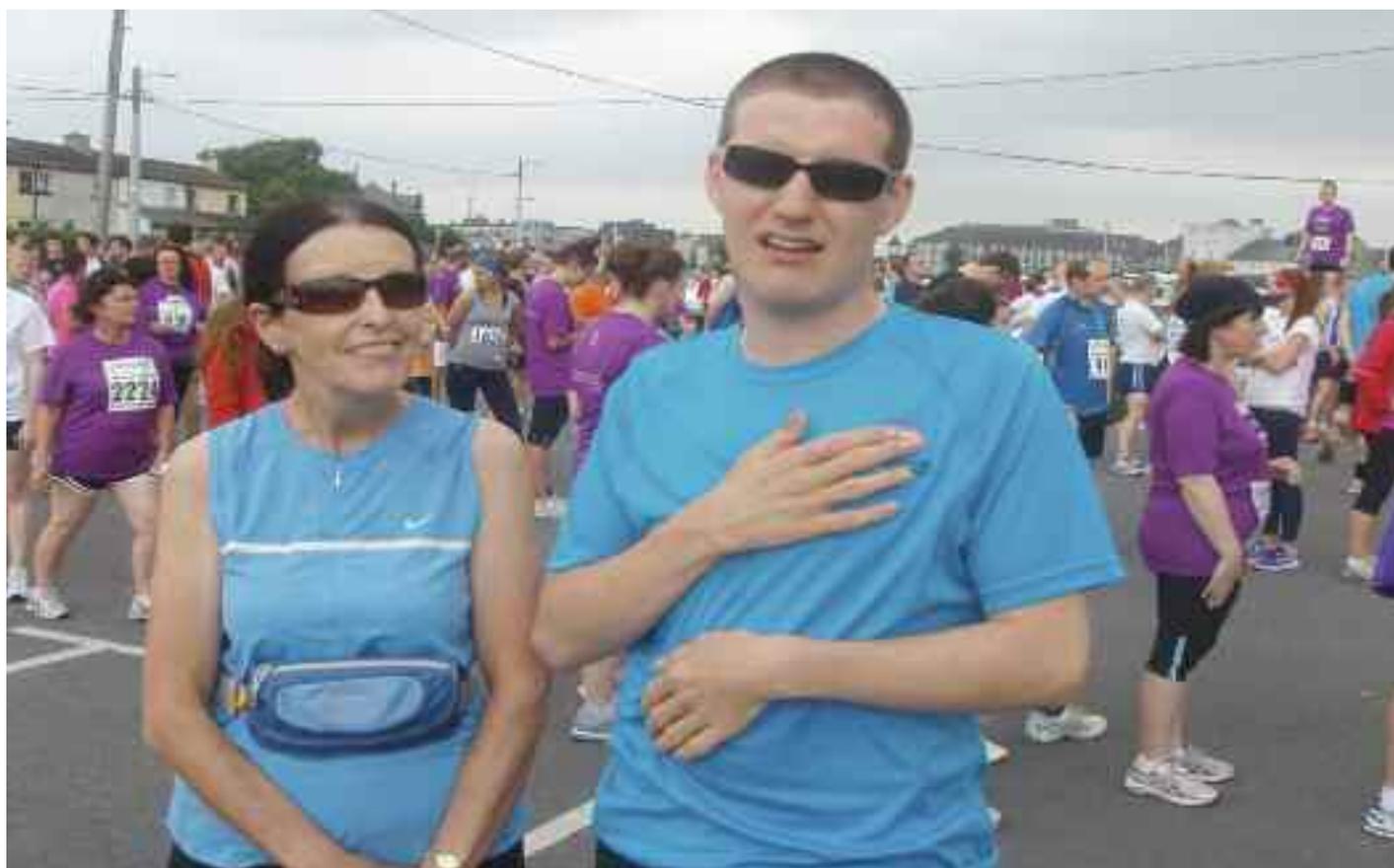
This year I hope to have a house warming and have my friends and family over. I am living life by my rules and enjoying my new found independence. My confidence is growing and I am learning lots. I have a lot of support from my family, key worker and other people who work with me. I don't let my visual impairment prevent me from doing the things I want to achieve. Living on your own can be tough sometimes. Mom isn't there to cook and clean up after me - I have to do it myself but I wouldn't change it for the world!



## DOUBLE DELIGHT FOR THE LOUGHNANE FAMILY

On Saturday August 11th at 7pm as news filtered through that Olive Loughnane finished 13th in the final of the 20km walk in the 2012 Olympics, her cousin Neil, accompanied by his mother Martha (pictured below with Neil) and cheered on by his aunts Ann and Brenda, embarked on his debut run, the 8km 'Streets of Galway'.

Neil attends the 'Aisling Centre' daily Monday – Friday. He is an avid walker, cyclist and swimmer. As a new challenge he decided to undertake this 8km run with the support of his mother. They did exceptionally well, completing the run in just over one hour. Like his cousin Olive who completed her race in a season's best of 1:29:39, this was a personal best for Neil, who completed the course only once before in one hour and ten minutes. He was placed 1885th overall out of a total of 2500 participants which is excellent for a first timer. Congratulations to Neil, his mum Martha and his cousin Olive for their wonderful achievements. As Olive bows out gracefully from her Olympic walking career, it appears that Neil is only getting started!





## REPORTS FROM SERVICES...contd

### LIMERICK - ASSISTIVE TECHNOLOGY PROJECT

In early 2011, the Brothers of Charity Services Limerick began to explore the possibility of using assistive technology to support residents who live in a congregated setting. In identifying areas where independence could be promoted it was agreed to focus on how our residents were being supported at night where the majority of residences had a full time night staff.

Following research into various technologies consultation commenced with staff, service users, families and union representatives. A risk assessment process commenced for all residents in the identified houses where it was proposed that assistive technology could be introduced. A pilot project commenced in early 2012, and a phased

introduction followed in order to ensure safety for residents and support for staff. A number of devices, primarily motion detectors, door alarms and sensors were installed based on the individual needs of the resident as identified through risk assessment. These are monitored through a mobile phone alert held by staff on duty on the campus. Hourly supervision continues as a support to the technology.

The result of the introduction of this technology has been improved sleeping pattern for residents, increased productivity from staff, a positive attitude change towards increased independence in a care setting as well as significant cost savings. Risk reviews of this new model of support continue which support staff and the resident.





## REPORTS FROM SERVICES...contd

### SOUTH EAST – COMMUNITY ACCESS INITIATIVE

A number of years ago the Brothers of Charity Services South East embarked on an initiative to support people with an intellectual disability who were living in the Slieveardagh area of South Tipperary to remain in their local communities. Eight individuals from this area had been travelling up to 70 kilometres each day to the large day centre and, as a result, they had very limited opportunities for engagement in their local communities. The Brothers of Charity Services approached the Millennium Family Resource and Community Centre in their local village of Glengoole about becoming partners in the Services goals to support these individuals to remain in their own community.

In making this approach the Brothers of Charity Services South East wanted to:

- Support people to maintain existing, and make new, connections through engagement in their local communities
- Do this in an inclusive setting
- Identify and create partnerships in the community with a view to developing social capital for all members of the community
- Support people to assume valued social roles – neighbour, co-worker, volunteer, committee member.

The outcome was that the eight individuals left the large centre and are now supported in their own community using the Millennium Resource Centre as their base.

Since moving to the Millennium Resource Centre the two staff members employed by the Brothers of Charity Services have experienced their roles evolving from that of service provider to service broker. They now support the eight individuals to develop their personal plans, set their goals, support them to make initial contacts and offer the level of on-going support as required by each of them.





The individuals continue to develop and maintain connections and friendships autonomously which has broadened their circles of support significantly beyond 'paid supports' to more naturalistic, family, friendship and community supports. Individuals who experienced difficulties while received services in the larger centre have benefited enormously through the experience of a sense of place and belonging in their own locality.

In the mind and eyes of the local community these eight individuals no longer 'attend a disability service'. They are included in the everyday commercial, social, interpersonal and cultural connections and networks that make up a local community. Reflecting on the success of this initiative, it is

the shared goals, vision and values of the Brothers of Charity Services South East and the Glengoole Millennium Family Resource Centre, such as enhancing community life, participation, integration, inclusion and building social capital, that made it possible.

Following on from the success of this partnership approach, the Brothers of Charity Services South East have since entered into a similar partnership with the Elm Tree Community Centre in Clonmel and the Kilmacow Community Centre in Kilmacow, Co. Kilkenny, as we continually strive to break down larger day centres to enable people to be supported through inclusive settings in their own local communities.

**Inclusive Community Fundraising Initiative – Individuals with an intellectual disability supported to contribute meaningfully in their local community.**





## Joe O'Keefe

When I was born I lived with my grandparents in Co Waterford. I went to a local school in the town where they lived but the school didn't understand about my epileptic seizures. I didn't like the school. When my grandfather died I went to Cork to the Brothers of Charity Services – I was 7 and a half. I spent 8 years in Cork in St. Michael's School, Glanmire. I had great teachers and my grades started to improve.

I came back home to Waterford in 1977 when I was 17 and a half and went to St. Patrick's Hospital, Ferrybank as it was known then - the name was changed to Belmont Park later. I lived in the big building off St. Michael's for 15 years with 70 others. Every weekend we would go down to the old canteen and get our sweets and lemonade and some of the lads would buy the cigarettes off Josie or Joan, they were in charge of the canteen then. When I was living in Belmont I, and four other lads, used to help clean the St. Michael's building and make beds.. That's just the way it was at that particular time. Some of us were happy - some weren't. When St. Michael's closed I moved to the chalets for five years. At the time houses were being bought for the lads and people moved out gradually. I had to wait five years.

My first house was the Dell - there were a lot of staff in the Dell. I then moved to a few different houses with only one staff before I settled in an apartment attached to Elka House. I always wanted my own house and had a few meetings with staff to see how I could get this.

I now have my own house in a new housing development in Waterford. I have three bedrooms, two televisions, all my bills are sorted out for me on direct debit. I don't have to worry about anything at all. I only have to pick up the phone if I need help and staff will come over to the house to see that I am ok or I can contact the manager Paddy Shore. I am very happy living there and wouldn't swap it for the world. It is my home and my dream come true.

I was away from my family for most of my life. I got back in touch with my brothers and sisters about 6 years ago. I now see them very often - I have four sisters and two brothers and I am the oldest. They come to my house and we sit and have tea and chat. I also visit their houses.

I was in the Comeragh Centre for 10 years - then I moved to Pathfinders for about 8 years which is a day service in town. In Pathfinders I did computers, bowling, going down town, shopping and other things. I have always been interested in music and films and have a very big collection of TV series and films – about 5,000 films plus 642 CDs. I love all the old films - Clint Eastwood, John Wayne, all the great old detective ones. I have box sets of Rockford Files, Streets of San Francisco and



lots more. When Louis took over in Pathfinders that's when my music career began. He helped me to get started and to get my own equipment. I am now on the road four years as a top DJ. People know me as Joe's Magic Disco – I have played 40 venues around the town over the past four years. I am available to play anywhere for any occasion. I have my own leaflets as well which I distribute. I have had articles written about my work as a DJ in the local paper.

Now I spend my days doing my own thing – I still call in to Pathfinders and do a few things, have a bit of lunch, have a laugh and a bit of fun. I also run a film club every

Thursday and everyone loves it. I go down town checking the music shops for CDs and DVDs, anything I might be able to afford. Sometimes when I have a chance I take a trip to Cork, Kilkenny or Dublin - I go by bus or train.

I used to get epileptic seizures but they cleared up and I haven't got one in 14 years. Now I am independent, can go wherever I want to go and never have to worry about anything. I like being independent because I am happier in myself. I don't have to answer to anyone but can call if I need help. As I get older, looking back on it all, it has been a long journey to get to where I am today. I am 43 years in the services so I hope to God to reach 50 years. I only want the best for myself. I have a lovely home and no one can take that from me. As you get older you start to realise what you are doing and get wiser. I have things now I never had before – that's why I am a different person. It gives me an opportunity to have a good life until eventually someday I will close my eyes.

**Joe O'Keefe**



## NATIONAL TEAMS

The Brothers of Charity Services recognise that significant back office supports are required to enable the functioning of our front line services. The role of back office supports is to develop management, clinical and administrative processes that are efficient, evidence-based, are easy for people to access and understand; that monitor performance and deliver continuous improvement and value for money. Our core support services work to ensure that our Services run as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, 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 services being delivered.

The role of the National Teams is to act as a support for staff, to inform the Services, and recommend to the National Board guidelines or governance statements on issues relating to the teams' particular area of expertise – such as Finance, Human Resource Management, Training and Development, and Quality and Evaluation. The work of National Standing Teams is on-going and they report to the Chief Executive.

### National Quality & Evaluation Team

The National Quality & Evaluation Team is made up of representatives from each Company. In June 2012 a two day information sharing and resources sharing on HIQA and National Standards took place. The work of the National Quality & Evaluation Team is informed by national and international best practice, quality systems, policies and reports including HIQA, The Council for Quality and Leadership (CQL), HSE New Directions, Time to Move on from Congregated Settings Report 2011, Report of Disability Policy Review and the Value for Money Review Report 2012. The Team focuses on supporting the implementation of recommendations and requirements from these reports to ensure continuous improvements and creative responses in local service delivery across the regions.

### The following includes some of the quality initiatives in 2012:

- Roscommon Services achieved another 4 years accreditation with CQL under the new Person Centred Excellence Programme and completed a PCE plan as part of the process.
- The South East Services had an onsite visit from CQL covering the 2nd phase of their 4 year accreditation, Responsive Services and Community Life. They continue to implement CQL recommendations and to prepare for the final phase and on site visit Integrated Quality Management.
- Galway Services continued their preparation for a CQL Person Centred Excellence Review in 2013. They also concentrated on auditor training using the HIQA draft residential standards and developed a self-assessment audit tool to be implemented locally in their residential services.
- Limerick and the Southern Services completed an internal review of Services using Enhancing Quality – A Service Review and the Clare Services completed an external review of Services modelled on Enhancing Quality – A Service Review.
- All regions were involved in initiatives and projects to support Services to comply with the Draft National Quality Standards: Residential Services for People with Disabilities. This included training, auditing, conducting self-assessments, development of local and organisational action plans and reviews in both children and adult services.
- The National Quality & Evaluation Team worked together throughout 2012 to develop resources and share information to support regions to comply with the National Standards. This included a number of key documents and templates such as Statement of Purpose, Personal Profile, Audit Tools, Risk Assessment and Risk Management Tools.



## NATIONAL TEAMS ...contd

- Clare, South East & Roscommon Services were involved in the National Disability Authority's Feasibility Study of Resource Allocation Tools SIS & RAS.
- Clare, Galway, Roscommon and South East Services were involved and participated in the National Federation of Voluntary Bodies Next Steps Project.
- Team members participated in meetings and initiatives of the Outcomes Network of Ireland.
- The Personal Outcomes Database was updated and the Enhancing Quality Database was cross referenced with the HIQA standards.

### **National Training & Development Team**

The National Training & Development Team is comprised of one representative from each company directly involved in training and development. In keeping with our Ethos, the National Team on Training & Development works to support Services to develop individualised supports and services based on the needs and choices of each person.

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

### **ACHIEVEMENTS 2012**

- Engaged in the consultation process of the H.I.Q.A. disability standards
- Impact analysis and strategic review of L&D function, systems and future organisational requirements given drivers and stakeholder requirements.
- Developed actions points for 2013 on the leadership and management themes of H.I.Q.A. disability standards
- E-learning pilot, research and evaluation completed with a further view to developing a strategy for 2013. Clare services participated in the N.F.V.B. Learning Pilot of the Back Care & Manual Handling Refresher Blended Learning Course. An in-depth evaluation has been completed which stimulated discussion, potential further exploration and research opportunities e.g. Moodle & H.S.E. Hub.
- Identifying the issues and solutions to further enhance and update the Training & Development database for management access and liaison with I.T. on same. This is a continual process which will roll-out in 2013
- Links have been forged with local educational bodies to maximise training, education, and funding opportunities for people with disabilities and staff members. These have resulted in the provision of cost-neutral and low-cost learning and development opportunities.
- Cross-organisational cost study of N.C.I. materials involving four regions completed, with a view to centrally ordering materials in 2013, which would result in a net cost saving for the organisation.



## NATIONAL TEAMS ...contd

### National Human Resources (HRM) Team

The National Human Resources Team 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 HR Team was represented on the Pensions Shared Services, the National Payroll Shared Services, the NFVB Strategic HR and the NFVB Operational HR Committee.

During 2012 the Team commenced the review of the NP2(09) The Investigation of Allegations against a Staff Member of Incidents of Abuse, and the development of a common Employee Handbook Template, Garda Vetting Protocol and a HIQA file checklist.

### *The following topics were raised and a common implementation of changes agreed in 2012.*

|                                 |                                       |
|---------------------------------|---------------------------------------|
| Information & Consultation Act  | Deduction of Social Welfare at Source |
| 2012 Changes to Annual Leave    | Unsocial Hours Payments               |
| Use of Agency Staff             | Public Service Agreement 2010-14      |
| Serious Assault Scheme          | E-mail Policies                       |
| PUS Reduction                   | Occupational Injuries                 |
| HSE Circulars: 1,2,3,4,8,14/12  | Lone Workers                          |
| Garda Vetting of Existing Staff | Admin of Force Majeure Leave          |
| Allowances                      | CID                                   |
| Investigations                  | Performance Management                |
| Recruitment Moratorium          | Changes to Sick Leave Entitlements    |
| E-learning                      | Sleep-overs                           |
| Care Average Pensions           | Accrual of Annual and Sick Leave      |
| Dignity at Work Practices       | Criminal Justice Act 2012             |
| HIQA Employee Checklist         | On-call Allowances                    |
| Expressions of Interest         | Various Regional IR Issues            |

The management of attendance and cost containment were standing items on the Team's agenda in 2012. Successful initiatives were implemented regionally to reduce the level of absenteeism within the Services and reduce costs.

### 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          | 388         | 388         | 5         | 200        | 12        | 24         | 967         | 766.14         |
| Limerick        | 186         | 226         | 10        | 17         | 0         | 70         | 509         | 405.49         |
| Clare           | 40          | 163         | 1         | 11         | 0         | 42         | 257         | 186.72         |
| Southern        | 327         | 252         | 23        | 28         | 6         | 219        | 855         | 688.43         |
| South East      | 228         | 178         | 14        | 132        | 0         | 0          | 552         | 454.63         |
| Roscommon       | 82          | 277         | 1         | 0          | 0         | 0          | 360         | 246.93         |
| <b>TOTAL</b>    | <b>1251</b> | <b>1434</b> | <b>54</b> | <b>388</b> | <b>18</b> | <b>355</b> | <b>3500</b> | <b>2758.34</b> |



### National Finance Team

The National Finance Team is made up of the Head of Finance from each Company. The on-going purpose and benefit of the team meetings, for each member, is the sharing of information and advice and support regarding funding, costing and finance throughout the Services.

The following is a list of the main activities undertaken by the team in 2012:

- Review and discuss the impact of the HSE allocation cuts imposed in 2012 and proposed for 2013 in order to develop solutions to the on-going funding gaps created by the cutbacks.
- Review and discuss the implications of the Value for Money Report for each region and its impact on future funding streams from the HSE.
- Discussion on the on-going work on the non-pay Procurement procedures and policy of each company resulting from the National Efficiency Report completed by the Service in 2012.
- Discussion and the work involved on the Superannuation account deficit of each company and obtaining an agreement from the HSE to cover the deficit.
- Discussion on the on-going review of the Corporate Structures of the Service carried out during the year.
- Work and agreement on the standardisation of the Annual Leave entitlement to staff across each company.

## CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

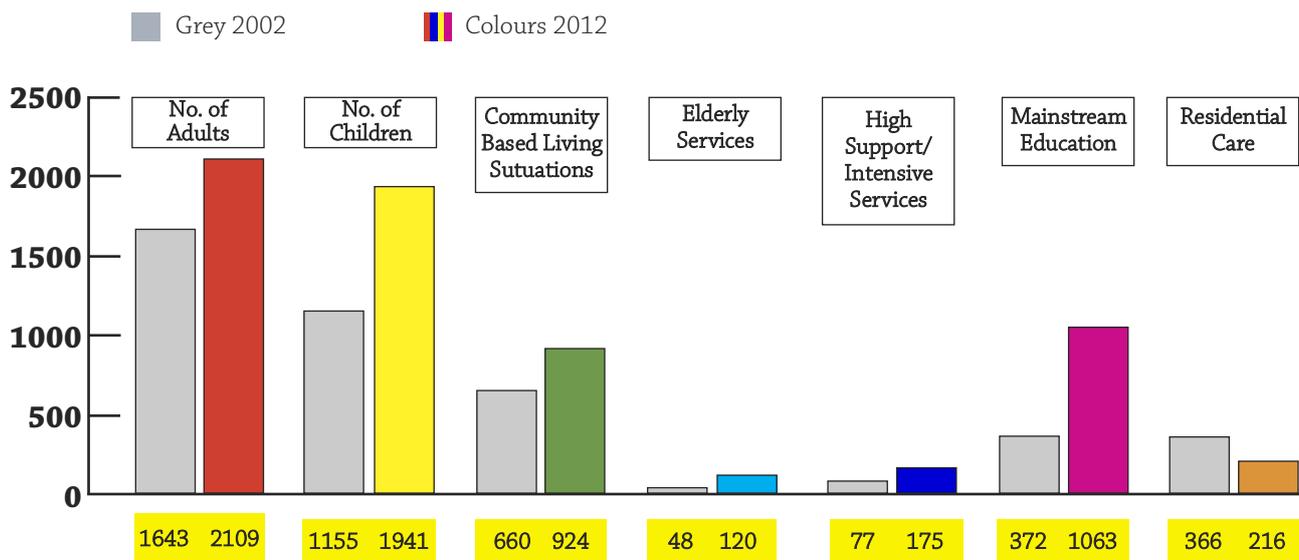
### Summary of consolidated Accounts year ended 31st December 2012

| <b>Income</b>               | €                  |
|-----------------------------|--------------------|
| Health Service Executive    | 163,827,678        |
| Other Income                | 19,330,724         |
| Deferred Income Released    | 287,673            |
| Designated Funds Released   | 92,336             |
| <b>Total Income</b>         | <b>183,538,411</b> |
| <b>Expenditure</b>          |                    |
| Pay                         | 160,740,047        |
| Non Pay                     | 26,901,962         |
| <b>Total Expenditure</b>    | <b>187,642,009</b> |
| <b>Deficit for the year</b> | <b>(4,104,598)</b> |



## STATISTICAL INFORMATION

### COMPARISON FIGURES IN RELATION TO SERVICE DELIVERY – 2002 - 2012



### A PROFILE OF THE PEOPLE WHO USE OUR SERVICE 2012

| Service       | Child       | Adult       | Not Verified | Normal Range | Borderline | Mild        | Moderate    | Severe     | Profound  | TOTAL       | TOTAL       |
|---------------|-------------|-------------|--------------|--------------|------------|-------------|-------------|------------|-----------|-------------|-------------|
| Galway        | 367         | 562         | 74           | 10           | 15         | 348         | 260         | 198        | 24        | 929         | 929         |
| Clare         | 44          | 218         | 0            | 0            | 0          | 71          | 159         | 30         | 2         | 262         | 262         |
| Limerick      | 0           | 361         | 0            | 0            | 3          | 67          | 184         | 84         | 23        | 361         | 361         |
| South East    | 41          | 378         | 28           | 1            | 6          | 85          | 191         | 88         | 20        | 419         | 419         |
| *Southern     | 1338        | 357         | 177          | 556          | 89         | 390         | 330         | 148        | 5         | 635         | 1695        |
| Roscommon     | 151         | 233         | 25           | 5            | 12         | 114         | 161         | 60         | 7         | 384         | 384         |
| <b>TOTAL:</b> | <b>1941</b> | <b>2109</b> | <b>304</b>   | <b>572</b>   | <b>125</b> | <b>1075</b> | <b>1285</b> | <b>608</b> | <b>81</b> | <b>2990</b> | <b>4050</b> |

\*Southern: Only 635 of the 1695 Service users are on the NIDD. Of these over 400 attend our ASD Services and do not have an intellectual disability. People who are not recorded on the National Intellectual Disability Database but are receiving a service from Brothers of Charity Services in partnership.

Galway: 157 children & Adults receive crisis and relief and regular part time care from the Galway services.

Clare: A total of 749 children are supported in partnership with Enable Ireland, Clare Federation, the HSE and Clare Services.

Limerick: 308 children in partnership with the HSE receive services from the Limerick Services.

South East: 636 children and adults receive multi-d supports from Waterford & South Tipperary Services.

Roscommon: 75 people receive a secondary service from Roscommon

THE TOTAL NUMBER OF PEOPLE WHO RECEIVED A SERVICE IN 2012 WAS 5,975



## MAIN DAY SERVICES

|   | TOTAL       | Clare      | Galway     | Limerick   | South East | Southern    | Roscommon  |
|---|-------------|------------|------------|------------|------------|-------------|------------|
| Early Childhood Services/SpecialPre School      | 344         | 1          | 50         | 0          | 38         | 248         | 7          |
| Ordinary Pre School                             | 40          | 0          | 11         | 0          | 0          | 20          | 9          |
| Child Education and Development Centre          | 49          | 0          | 44         | 0          | 0          | 0           | 5          |
| Mainstream Education                            | 818         | 6          | 135        | 0          | 0          | 579         | 98         |
| Special Schools                                 | 404         | 25         | 53         | 0          | 3          | 301         | 22         |
| Special Class in Mainstream School              | 177         | 2          | 18         | 0          | 0          | 132         | 25         |
| Resource Teacher                                | 68          | 0          | 66         | 0          | 0          | 0           | 2          |
| Training  | 169         | 28         | 61         | 0          | 38         | 21          | 21         |
| Sheltered Work Centre/Employment                | 422         | 4          | 34         | 133        | 160        | 28          | 63         |
| Support Employment/Open Employment              | 187         | 15         | 42         | 11         | 0          | 99          | 20         |
| Activation/Adult Day Centre                     | 578         | 10         | 196        | 98         | 87         | 176         | 11         |
| High Support/Intensive Services                 | 175         | 21         | 29         | 31         | 31         | 10          | 53         |
| Programme for the Elderly                       | 120         | 8          | 52         | 28         | 11         | 11          | 10         |
| Home Support                                    | 27          | 0          | 13         | 0          | 6          | 4           | 4          |
| Other Day Service-Community Integrated living   | 121         | 2          | 26         | 1          | 29         | 58          | 5          |
| No Day Service                                  | 35          | 0          | 24         | 0          | 0          | 0           | 11         |
| Day Respite                                     | 20          | 0          | 20         | 0          | 0          | 0           | 0          |
| Outreach Programme                              | 2           | 0          | 2          | 0          | 0          | 0           | 0          |
| Full time Residential - Day Programme elsewhere | 12          | 0          | 0          | 5          | 0          | 0           | 7          |
| Full time Residential - No Day Programme        | 6           | 0          | 2          | 0          | 1          | 3           | 0          |
| Multidisciplinary Support Services              | 121         | 0          | 37         | 54         | 15         | 5           | 10         |
| Generic Day Services                            | 153         | 140        | 12         | 0          | 0          | 0           | 1          |
| Third Level Education                           | 2           | 0          | 2          | 0          | 0          | 0           | 0          |
| <b>TOTAL FIGURES</b>                            | <b>4050</b> | <b>262</b> | <b>929</b> | <b>361</b> | <b>419</b> | <b>1695</b> | <b>384</b> |

*Note: 54 adults resident in the Limerick Services have no funded day place.*



## MAIN RESIDENTIAL CIRCUMSTANCES

|  | TOTAL       | Clare      | Galway     | Limerick   | South East | Southern    | Roscommon  |
|--|-------------|------------|------------|------------|------------|-------------|------------|
| <b>Home</b>  |             |            |            |            |            |             |            |
| At home with parents   |             | 76         | 423        | 46         | 144        | 1209        | 200        |
| At home with one parent  |             | 40         | 137        | 33         | 52         | 225         | 63         |
| At home with sibling   |             | 11         | 13         | 15         | 11         | 6           | 9          |
| At home with other relative  |             | 4          | 2          | 2          | 3          | 1           | 1          |
| Lives with non relative  |             | 2          | 0          | 0          | 0          | 0           | 0          |
| Adoption   |             | 0          | 0          | 0          | 0          | 16          | 0          |
| Foster Care  |             | 1          | 8          | 3          | 2          | 12          | 10         |
| <b>TOTAL:</b>  | <b>2780</b> | <b>134</b> | <b>583</b> | <b>99</b>  | <b>212</b> | <b>1469</b> | <b>283</b> |
| <b>Independent Setting</b>   |             |            |            |            |            |             |            |
| Lives semi-independently   |             | 1          | 44         | 5          | 30         | 27          | 12         |
| Lives independently  |             | 3          | 29         | 12         | 6          | 3           | 14         |
| Vagrant or Homeless  |             | 0          | 0          | 0          | 0          | 0           | 0          |
| <b>TOTAL:</b>  | <b>186</b>  | <b>4</b>   | <b>73</b>  | <b>17</b>  | <b>36</b>  | <b>30</b>   | <b>26</b>  |
| Community Integrated Living Situations                                 |             |            |            |            |            |             |            |
| 5 day community group home   |             | 11         | 10         | 0          | 1          | 5           | 7          |
| 7 day community group home   |             | 21         | 28         | 37         | 4          | 70          | 0          |
| 7 day (52 week) group home   |             | 39         | 177        | 119        | 134        | 40          | 35         |
| <b>TOTAL:</b>  | <b>738</b>  | <b>71</b>  | <b>215</b> | <b>156</b> | <b>139</b> | <b>115</b>  | <b>42</b>  |
| Residential Care   |             |            |            |            |            |             |            |
| 5 day residential centre   |             | 0          | 1          | 0          | 0          | 0           | 0          |
| 7day residential centre  |             | 0          | 0          | 11         | 0          | 0           | 0          |
| 7 day (52 weeks) residential centre                                    |             | 0          | 38         | 71         | 17         | 78          | 0          |
| <b>TOTAL:</b>  | <b>216</b>  | <b>0</b>   | <b>39</b>  | <b>82</b>  | <b>17</b>  | <b>78</b>   | <b>0</b>   |
| Other  |             |            |            |            |            |             |            |
| Special intensive placements   |             | 6          | 10         | 5          | 13         | 0           | 31         |
| Full time residential care -crisis/respice<br>crisis and relief centre |             | 0          | 0          | 0          | 0          | 0           | 0          |
| regular part time care   |             | 21         | 0          | 0          | 0          | 1           | 0          |
| de-designated unit   |             | 4          | 3          | 0          | 0          | 0           | 0          |
| Nursing Home & Mental Health   |             | 0          | 0          | 0          | 0          | 0           | 0          |
| Holiday Residential Placement  |             | 0          | 3          | 0          | 2          | 0           | 2          |
| Shared Care  |             | 0          | 0          | 0          | 0          | 2           | 0          |
| Occasional Respite with Host Family                                    |             | 21         | 1          | 2          | 0          | 0           | 0          |
| Other  |             | 0          | 1          | 0          | 0          | 0           | 0          |
| <b>TOTAL:</b>  | <b>130</b>  | <b>53</b>  | <b>19</b>  | <b>7</b>   | <b>15</b>  | <b>3</b>    | <b>33</b>  |
| <b>OVERALL TOTAL:</b>  | <b>4050</b> | <b>262</b> | <b>929</b> | <b>361</b> | <b>419</b> | <b>1695</b> | <b>384</b> |



## NATIONAL ADVOCACY COUNCIL

### National Advocacy Council

The National Advocacy Council is made up of people who are supported by the Brothers of Charity Companies throughout the country. 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 involve meeting with the Directors of Services and the Chief Executive. This forum enables dialogue and discussion to take place between the people who are supported by the services and the people who have the responsibility of providing that service. This forum has strongly influenced the way the services operate and the models of services delivered by the Brothers of Charity Services.

During the year a number of key issues were highlighted and discussed at the joint forum including residential charges, contributions towards activities, holiday costs, person centred planning and its impact on service delivery, consultation regarding decision making and transport issues.

Various members of the group participated in different events and projects external to the Brothers of Charity Services, such as:

- The Next Steps Project
- The Inclusive Research Network
- The steering group to develop the National Advocacy Platform
- The Law Reform Commission consultation on capacity issues.
- The Your Voice Your Choice consultation.
- The Referendum Commission consultation on accessible information for all in times of referenda.

### The group also met with the Chairperson of the National Board during 2012.

*The 2013 plan for the National Advocacy Council includes*

- Develop clear structures and procedures for the National Council.
- Advocacy conference 2013 to be hosted by South East Services
- Continue to highlight issues of concern for people supported by the Services
- Roll out training on new structures and guidelines of the National Council within each region.







## VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY

The Brothers of Charity Services deeply appreciate the many individuals who volunteer their time throughout our six Companies

The aim of the volunteer service is to offer individuals who are supported by our Services the opportunity to pursue their individual interests and goals and widen their circle of friends. In general, volunteers are matched with an individual with the aim of befriending that person. A number of our volunteers also participate in the Citizen 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, social gatherings, 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
- Individuals with particular skills and expertise in, for example, Information Technology, Gardening, Arts and Crafts choose to volunteer their time in day services.

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

All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the policies and procedures of the Brothers of Charity Services Company.



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

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



## BROTHERS OF CHARITY SERVICES IRELAND, COMPANY OFFICES AND CONTACTS

|                         |  |             |
|-------------------------|--|-------------|
| <b>NATIONAL COMPANY</b> | <b>Winifred O'Hanrahan</b><br>(From: Jan – June) Winifred O'Hanrahan<br>Chief Executive (From: July - Dec) Bro. Alfred Hassett<br>Acting Chief Executive, Brothers of Charity Services Ireland Ltd,<br>Kilcornan House,<br>Clarinbridge, Co Galway | 091 796623  |
| <b>CLARE</b>            | <b>Eamon Loughrey</b><br>Services Leader<br>Brothers of Charity Services Clare Ltd<br>Banner House<br>Clare Road<br>Ennis, Co Clare  | 065 6849400 |
| <b>GALWAY</b>           | <b>Anne Geraghty</b><br>Director of Services<br>Brothers of Charity Services Galway Ltd<br>Woodlands Centre<br>Renmore, Galway   | 091 721400  |
| <b>LIMERICK</b>         | <b>Norma Bagge</b><br>Director of Services<br>Brothers of Charity Services Limerick Ltd<br>Blackberry Park, Ballykeeffe, Dock Road,<br>Limerick  | 061 308149  |
| <b>ROSCOMMON</b>        | <b>Margaret Glacken</b><br>Director of Services<br>Brothers of Charity Services Roscommon Ltd<br>Lanesboro Street<br>Roscommon   | 0906 628500 |
| <b>SOUTH EAST</b>       | <b>Johanna Cooney</b><br>Director of Services<br>Brothers of Charity Services South East Ltd<br>Belmont Park, Ferry Bank<br>Waterford  | 051 833400  |
| <b>SOUTHERN</b>         | <b>Una Nagle</b><br>Director of Services<br>Brothers of Charity Southern Services Ltd<br>Lota, Glanmire<br>Cork  | 021 4556200 |



## GOLDEN JUBILEE

In 2012 Brother Alfred Hassett celebrated the Golden Jubilee of his religious profession as a Brother of Charity having made his first profession in the Congregation in August of 1962

His many colleagues have immensely valued Brother Alfred's leadership both here and in the United Kingdom. Over the years he has touched and enhanced the lives of a great number of people and he has served in many different roles in the Services - as front-line staff member, as manager, as Director, as Trustee, as Chair of the National Board - and more importantly, as advisor, guide, and colleague. Brother Alfred is recognised throughout the Services for his warm handshake, his friendly smile, his kind and encouraging words, and as a true friend to many people.

Brother Alfred has an extraordinary gift of inspiration and he has inspired all of us whose lives he has touched to,

- value each other as human beings,
- respect and look out for each other,
- treat each other with dignity, and
- see the very best in each other.

As a member of the Regional Team appointed by the Congregation to oversee the mission of the Brothers of Charity in Ireland and the United Kingdom, Brother Alfred continues to promote these values through his chairing of the Boards of Brothers of Charity Services Ireland, of Brothers of Charity Services (Scotland) and of Brothers of Charity Services (England & Wales).

Brother Alfred's inspiration challenges all of us, not least his fellow Brothers in St. Joseph's Region but throughout the Congregation, to be the best we can possibly be both as individuals and in our work with the Brothers of Charity Services. He has been a loyal and faithful friend to the Brothers over the years, always generous with his time and help when requested.

On behalf of everyone associated with the Brothers of Charity Services, we thank you, Brother Alfred, for your endless generosity in your continuing work on behalf of all of us; we thank you for bringing us your light and your optimism, and for your advice, counsel, love and respect - for sharing with us the powerful influence of the founder of the Congregation, Peter Joseph Triest.

*“Long may you enjoy good health to continue your much-valued Ministry.”*





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.

- |             |            |
|-------------|------------|
| ■ Roscommon | ■ Galway   |
| ■ Clare     | ■ Limerick |
| ■ Southeast | ■ Southern |



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