

National Annual Report 2013

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.”

NATIONAL CHAIRPERSON BRO. ALFRED HASSETT

Dear Friends,

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

The National Board is responsible for the Governance of, and providing strategic guidance to, the Services as they work with the people we support so that they can each live the fully integrated holistic life to which each aspires. The Board, therefore, must assure itself that the structures of the Services are fit for purpose and therefore at appropriate intervals it reviews the overall structures of the Services. During 2013 a large portion of the National Board's work has focused on the governance structure of the organisation. The Brothers of Charity Services Ireland decided to opt for one National Company to provide the governance for all of the Services of the Brothers of Charity in Ireland.

In making this decision the Board of Directors of Brothers of Charity Services Ireland considered in its discussions a Review which had taken into account:

- ◆ *the changing expectations, aspirations, hopes and dreams of the children and adults, and their families, who are supported by the Brothers of Charity Services;*
- ◆ *input from a wide range of personnel across all its Services;*
- ◆ *the need for a new and more participative approach to Shared Services;*
- ◆ *the new structures and demands that have been developing in the Health Service Executive (HSE) at National Level; and the consideration that is being given by the Statutory Authorities to tendering and contracting for Services.*

The more recent requirements that have been emerging from the Statutory Authorities in respect of Compliance that will underpin the future relationship between the Department of Health/HSE and Service Providers in the voluntary sector have also been an important consideration.

I want to take this opportunity to assure you that bringing our seven companies back to one single company will not affect the services of any child or adult currently being supported by our six regional companies. We believe that our new framework will support accountability, transparency and compliance as well as helping to ensure that those who fund our Services, and the Public, have confidence in how the business of our Services is run. The framework will also assist in safeguarding the future of the Services as well as assisting us to benefit from shared services and other similar advantages.

While there are no longer any Brothers working in direct service provision, we continue to seek to maintain the close links of the Brothers of Charity congregation, as owners, with the Services. The Congregation plans to identify a formal structure to facilitate both the service motivation and service guardianship role in relation to the Services as well as good management structures. The Congregation recognises that a key part of the Ethos and the Values of the Services is about the inclusion of people with an intellectual disability within their own local communities, and our Services will continue to promote inclusion and active citizenship through local partnerships.

I can assure you that the transition to a single company will be carried out efficiently and in such a manner that it will not negatively impinge on the level of Services or on the quality of Services which we offer to those we support. The new Single Company shall be established not later than the end of June 2014.

I wish to thank most sincerely the Directors of the National Board for voluntarily giving up of their valuable time and working so hard to ensure the success of the Services through their governance and strategic guidance. I would like to acknowledge the very valued work of the Directors of the Local Boards and the National Board whose terms finished in December 2012. We deeply appreciate your many years of involvement with, and your expert contributions to, the Brothers of Charity Services. I also wish to thank the Chief Executive and staff of the National Office, Directors of Services, Management and Multidisciplinary Teams, and Staff of the Services who worked diligently to promote the creation of opportunities for each person we support to develop and enrich their lives in a community and society where all are valued and cherished.

In particular I would like to express my deepest appreciation of the good work of Winifred O'Hanrahan who resigned from her post as National Chief Executive in November 2013. Winifred gave many years of service to the Brothers of Charity Services in Galway, Roscommon and at a National Level in both clinical and management roles. Under her leadership at National Level the Brothers of Charity Services took on the challenge of ensuring that the Services would become ever more person centred and that the personal outcomes for each individual would become the driving force behind all our efforts. We deeply appreciate her major contribution to the Services throughout the year.

A particular word of thanks to the many Volunteers attached to our Services who, by their involvement, support us in our work. Finally, on behalf of the National Board I wish to acknowledge and thank the many Government Departments, the Health Service Executive as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout 2013 and we look forward to our continued partnerships during 2014.

Brother Alfred Hassett
Chairman, On behalf of the National Board

CHIEF EXECUTIVE JOHANNA COONEY

Dear Friends,

Welcome to the Brothers of Charity Services Ireland 2013 Annual Report. During 2013, notwithstanding the many ongoing challenges such as further budget cuts, the continuing moratorium on the recruitment of staff and increased overhead costs, the Brothers of Charity Services in Ireland continued to make every effort to minimize any negative impact on individuals we support, and their families, and to cope with requests for new services. Our success in this would not have been possible without the support of the Directors of the National Board and Local Boards, and in particular, our committed Management Teams and frontline Staff and highly valued Volunteers whose continued efforts to be flexible and creative is much appreciated.

Throughout 2013 discussions continued on the review of our corporate structures and the development of an appropriate structure to lead our Services through the next decade. We look forward to beginning the process of commencing the implementation of the new governance structure during 2014.

In the course of the year there were many positive developments throughout our Services and the following gives a flavour of some of these developments:

- ◆ *Brothers of Charity Services Clare - the "Let's Get Started" learning project in Clare, funded by Genio, completed its one year programme and will, during 2014, publish research on best practice for people with disabilities setting up a micro business. This will be of great assistance to the many individuals who are currently exploring this option.*
- ◆ *Brothers of Charity Services Galway - in the Galway Services the "Away with Words" programme from "That's Life" was nominated for an Aontas Award and "That's Life" animation film 'Johnny Dreams' was screened at the OSKA Bright Film Festival 2013 in Brighton, UK.*
- ◆ *Brothers of Charity Services Limerick - the Limerick Services, as an alternative to large centre-based day services, developed small localised community based hubs throughout the city which have resulted in positive experiences for the individuals using them.*
- ◆ *Brothers of Charity Services Roscommon - in the Roscommon Services a number of Social Enterprises, with the assistance of the Roscommon Open to Work Opportunities project, were funded by Pobal. The establishment of a Positive Parenting Group, which meets on a monthly basis, affords parents opportunities to focus on the challenges and successes of parenting and to share strategies.*

- ◆ *Brothers of Charity Services South East - in the South East, the Services entered into partnership with the Dunhill Eco Park/Multi Educational Centre which enabled individuals supported by the Services to develop a small hub in the Enterprise Park, access further educational opportunities and engage in local rural developments and enterprises.*
- ◆ *Brothers of Charity Southern Services - one of the focuses of the Southern Services, having received Genio funding in 2012, was developing alternative respite options for children and adults availing of residential respite. The project is being rolled out with two parent association groups and the groundwork in relation to policy and procedures was finalised.*

During the year we welcomed our regular meetings and discussions with the members of the National Advocacy Council who continued to work on many issues of concern to their members and the disability sector. Congratulations to its representatives who participated in a number of external projects. One such project was the successful establishment of the National Advocacy Platform which is comprised of individuals with intellectual disabilities who represent other individuals with intellectual disability and are independent of disability services. Congratulations to those who commenced working with the Referendum Commission to begin the process of making information concerning upcoming referenda more accessible.

In 2013 the National Advocacy Council held a very successful conference in Clonmel, Co Tipperary, the theme being 'Advocacy beyond Services – Claiming your rightful place as a valued citizen'. The conference, with a full and exciting programme and enlightening speakers, was, as usual, very well attended. The presenters shared with us the many ways in which we can all help to build a better society, one in which individuals are able to fulfil their potential and contribute to the development of that society.

In the body of this report further information is available on the many new creative and innovative developments that have taken place throughout the services which support individuals to positively engage with and participate in their local communities.

During 2013 we welcomed the publication of the HIQA 'Standards for Residential Services for Children and Adults with Disabilities' and the Statutory Regulations underpinning these standards. Our Services have long recognised the need for a good quality standard and have devoted time and training over the years to introduce clear standards to our service delivery. In times of recession quality can be impacted on and we recognise the importance for us all to ensure that our standards are maintained and improved where necessary. We are conscious, however, that in a time of severe financial restraint the additional ongoing costs that may be associated with maintaining these required standards will be an additional challenge to us. It is safe to say that a person-focused approach

CHIEF EXECUTIVE JOHANNA COONEY

to service delivery is embedded in the culture of the Brothers of Charity Services and throughout 2013 all our Services continued their work with the Council on Quality and Leadership (CQL) to develop and enhance existing quality standards. The Personal Outcomes Quality framework assisted us greatly in working towards compliance with the HIQA standards.

In addition, in 2013, each of our local companies enrolled with the National Federation of Voluntary Bodies Immersion Project the aim of which is to, *"Promote reform in how people with intellectual disabilities are supported in order that they might live lives of their choosing and occupy socially valued roles in their communities"*. This aim is also the core of the Brothers of Charity Services Ethos (Going Forward Together, The Brothers of Charity Services Ethos, 2001) and our Services, which have created, and continue to create, many different models of delivery to achieve this aim, welcome this opportunity to engage with other stakeholders to promote shared learning and collaborative action.

In early 2013 Ms Kathleen Lynch TD Minister for Disability, Equality, Mental Health and Older People approved the National Implementation Framework of the Value for Money and Policy Review of the Disability Services Programme. Our Services contributed to the VFM review by way of the completion of questionnaires and written submissions. The Services welcome the National Implementation Framework and looks forward to engaging with the appropriate fora to address the recommendations.

We deeply appreciate 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. We have welcomed opportunities to participate in working groups external to our organisation which ensure shared learning and a clear focus on a common vision for services in our sector. It is important, especially in these times of great change within our Sector, that we avail of all opportunities to contribute to national thinking, reflection and action.

Finally, I wish to acknowledge the support and guidance given to the staff of the National Office during 2013 by the Brothers of Charity Congregation, in particular Br Noel Corcoran, Regional Leader, and Br Alfred Hassett, Chairperson of the National Board, and the Directors of the National and Local Boards. I extend a sincere thank you to all our staff members,

management teams, and volunteers for their contribution to another year of growth and 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.

I particularly thank the individuals who we are privileged to support in their daily lives for their continued trust and belief in each of us.

Kind regards,

Johanna Cooney
Chief Executive



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INTRODUCTION TO BROTHERS OF CHARITY SERVICES

The Brothers of Charity Services in Ireland today are made up of an overall total of 5,254 people who are supported by our services and their families, and 2,727 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” (Going Forward Together).

The principal object of the Brothers of Charity Services Ireland states, *‘Belonging to an internationally active movement and rooted in the values of the Christian Gospels, the Brothers of Charity Services Ireland provide quality services to support people who are in danger of being marginalised. The Brothers of Charity strive to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in our communities.’*

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 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 which is made up of the Chief Executive, the National Development Executive, and the PA to the Chief Executive. 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 and its Sub Committees, National Teams and Working Groups as well as the Chief Executive’s Forum. It is responsible for the drafting, collation, circulation and the publication of information on behalf of the National Board. The National Office also coordinates the development of National Strategy and drives and monitors change. It supports Directors of Service and senior executives to expand and develop their services along with ensuring compliance with the various State regulations and standards. It establishes links and coordinates membership to national and international bodies and disseminates information on a variety of topics to all companies. The National Office maintains the National web site. It also sources funding for specific national projects and supports these projects to fruition.



INTRODUCTION TO BROTHERS OF CHARITY SERVICES

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Service Provision

A General Overview of the Brothers of Charity Services

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

Services include:

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

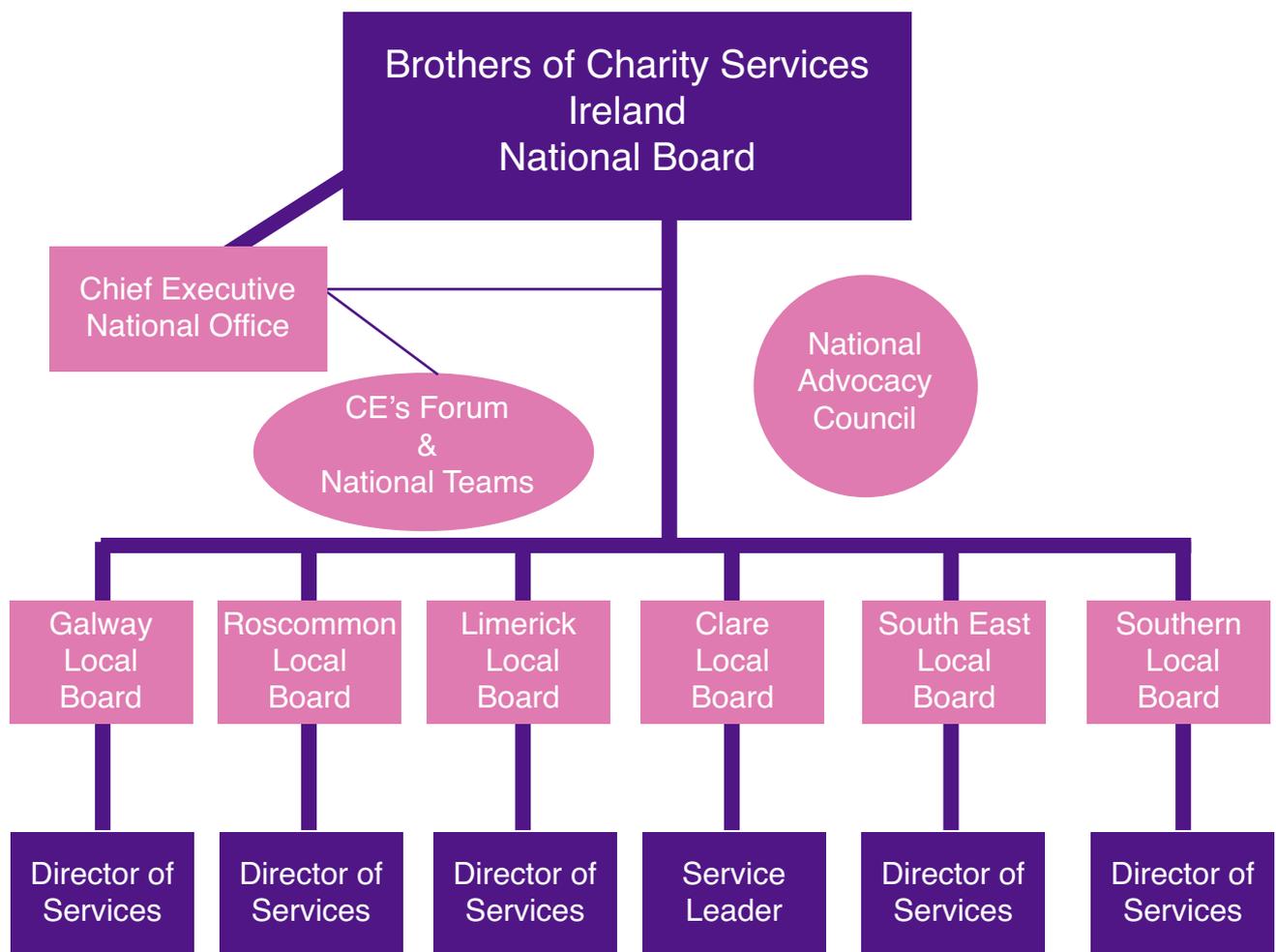
We work in partnership with Brothers of Charity Housing associations, mainstream housing associations and local authorities in the provision of appropriate residential accommodation.



INTRODUCTION TO BROTHERS OF CHARITY SERVICES

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Organisational Structure



The Directors of the National Board and Local Boards are voluntary positions.

INTRODUCTION TO BROTHERS OF CHARITY SERVICES

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Company Board Membership 2013

The Brothers of Charity Services are owned and directed by the National Company whose Directors include Members of the Congregation and lay people. The National Company acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. The Regional Leader of the Congregation of the Brothers of Charity Services is Bro. Noel Corcoran. There is one National Board and six Local Boards - one for each geographical region of the services. The National Board is the owner of the services and provides the ethos and guidelines which are followed by the Local Boards. It delegates the task of overseeing compliance with such ethos/guidelines to the Board of Directors of each Local Company. The day to day management of the Company is a matter for the Director of Services and their Senior Management Team.

The Brothers of Charity Services Ireland

Bro. A.T. Hassett (Chair)	Bro. N. Corcoran (RESIGNED 15/4/2013)
Bro. D. Kerins (RESIGNED 15/4/2013)	Bro. J. Killoran
Bro. V.W. Manning	Bro. J. O'Shea
Bro. J. Rackley	Mr. J. Barry
Mr. P. McGinley	Ms. A. McNamara (RESIGNED 9/9/2013)
Mrs. M. Allen	Mr. S. Hayes
Mr. K. Brennan	Mr. J. Stokes
Mr. M. Moore (RESIGNED 11/11/2013)	

Limerick Directors

G. Lyons(Chair)
M. Moore (RESIGNED 15/4/2013)
K. Brennan
G. O'Byrne
P. Brosnan

Roscommon Directors

P. McGinley (Chair)
S. Hayes
E. McGuane
Bro. V. W. Manning

Southern Directors

J. G. Barry (Chair)
G. O'Carroll
J. Stokes
Bro. J. Rackley

Clare Directors

G. Lyons(Chair)
M. Moore (RESIGNED 15/4/2013)
K. Brennan
M. Allen
P. P'Shea

Galway Directors

P. McGinley (Chair)
S. Hayes
E. McGuane
Bro. V. W. Manning

South East Directors

J. G. Barry (Chair)
P. O'Shea
B. Cahill
Bro. J. Rackley

(Membership at December 2013)

REPORT FROM EACH COMPANY CHAIRPERSON

Brothers of Charity Services Clare

Gerard Lyons, Chairperson of the Clare Company Board of Directors reports.

In the Brothers of Charity Services Clare 2013 was another challenging and busy year. The Service had to endure a further 1.2% cut in the allocation from the HSE at the start of 2013 on top of previous allocation cuts and the non-funding of increments to staff. However to a large extent the Service has been successful in managing our cost base thanks to the flexibility of the individuals we support, staff and the support of families in Clare.

In terms of emergency residential placements and new day entrants from school leavers, the Service had its busiest year since it was established as a separate entity in 2003. A number of successful funding applications have assisted in addressing some of the emergency unmet needs which had faced a number of individuals in the county in the past few years. The Service together with the support of families, was successful in obtaining the full funding requirements for the day and respite needs of the school leavers at the end of 2013. It was quite a demonstration of the power that families can utilise for the benefit of their children and siblings.

The Streetwise, Ennis (Rehabilitative Training Centre) successfully submitted its Fetac level four programme for validation in 2013 and its approval was a great achievement for all concerned in the centre. Since September 2013 Streetwise is supporting three individuals to attend Mary Immaculate College in Limerick four days a week. The three students are working their way through the inclusive academic programme in the college which provides a series of minor awards and a major award at level 4. The achievable minor awards include: communications, computer applications, personal/interpersonal skills, and work experience. It is planned that the three students will graduate alongside all other students at the graduation ceremonies in 2015.

Banner Housing Association continued to make great progress in 2013 in the provision of housing options for the individuals we support in Clare. During the year the Association secured two properties under the ten year Long Term Leasing initiative, housing four tenants who are supported by the Services. The Association also moved a step closer to finalising the purchase of four apartments in Ennis and three apartments in Newmarket on Fergus. The Association also prepared and finalised its Strategic Plan which will be published in 2014.

Home Share Clare continued to increase the respite options available to both adults and children during 2013. Over seventy individuals availed of short breaks utilising Home Share during the year. Over the past two years the service has also developed Shared Care as a direct response to specific needs. This is where a number of individuals avail of substantial home sharing and live on a part time basis with their Host Family. It was necessary, due to the increased demands on the Home Share service, to dedicate an additional full time staff member to it in 2013. The service also expended significant amounts on the purchase of specialised equipment for the provision of breaks with Host Families, the funding of which came from Lotto Grants and donations.

The “Let’s Get Started” learning project, funded by Genio, ended its one year programme in November 2013. The project set out to complete and publish research on best practice for people with disabilities setting up a micro business. The project will be completed in 2014 with the launch of a Guide to Self-Employment Options for individuals and their supporters. The project also published two other documents including a Best Practice Review reflecting on interesting and innovative practice worldwide. The Learning from Practice document shared the experience of eight individuals and the community based



REPORT FROM EACH COMPANY CHAIRPERSON

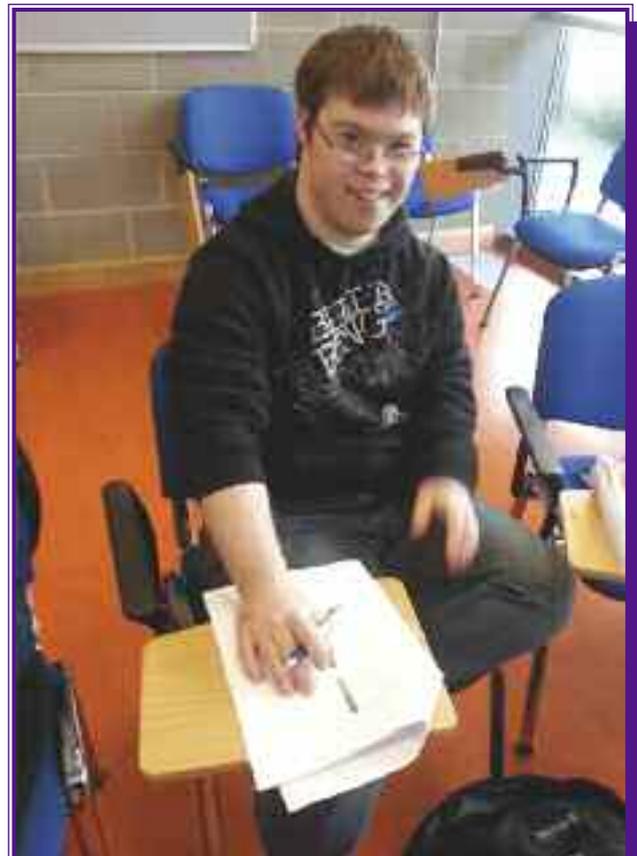
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steering group. This focused on the process of 'learning by doing' across local communities in Co. Clare. (These resources are available on the Brothers of Charity Clare website).

The commencement order for the registration and inspection of Designated Centres for Persons with Disabilities was signed into law on the 1st November 2013 by the Minister of Health. Since that date the Service has engaged with HIQA as per the regulations. The Service returned the annual return of Designated Centres as at 1st November 2013 and the section 69 form for each centre before year end. The Persons in Charge of each Designated Centre and senior management received training on the standards and the regulations during the year from an outside consultant which proved very beneficial.

Phase 3 of the development in our Gort Road premises commenced during 2013, which was funded by a Lotto Grant received from the Department of Health in late 2012. It is envisaged that phase 3 will be completed by the middle of 2014. The Services in Scarriff was able to locate a community base and respite support centre with agreement from the local Parish Council in the town whereby the Service agreed to lease a premises, not utilised by the parish, rent free for five years in lieu of maintenance work to be completed on the premises. It is hoped that this premises will facilitate the development of the service in Scarriff and East Clare.

I would like to thank the former Chairperson, Mr Patrick McGinley, and the other former Directors Ms Anne O'Connor, Mr Patrick Greally and Mr Michael Moore who resigned as Directors during 2013 for the time and dedication they gave to the Service in Clare during their period in office. On behalf of the Board I also wish to express our thanks and appreciation to the Senior Management Team and Service Leader for their help and guidance to the Board during the year.



REPORT FROM EACH COMPANY CHAIRPERSON

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Brothers of Charity Services Galway

Patrick McGinley, Chairperson of the Galway Company Board of Directors reports.

The Brothers of Charity Galway Services experienced yet another very challenging year in 2013. The cumulative cuts to the budget over the last five years amount to 9.6 million. The focus of the Board and the management team has been to endeavour to protect the frontline services as much as possible. I would like to acknowledge and sincerely thank all the staff of the Services who have worked so hard to ensure that we continue to deliver quality services. Despite the challenges of the year there were some very positive achievements in 2013.

We successfully achieved another four-year Person-Centred Excellence accreditation from the Council on Quality and Leadership (CQL). The assessment team from CQL spent four days with us in October. This included one full day of engagement with representatives of all our stakeholders – people using services and their families, staff, board members, managers, funders and members of the communities with whom we interact. At the end of that day all the participants scored us on a number of themes and voted on what they believed our priority goals should be for the next four years. In their final report CQL stated, *“Under difficult circumstances, the agency’s cultural attitude to support person-centredness is fully apparent. Priority of people’s lives is clearly driving change and the agency’s ongoing development.”*

During the year a number of prestigious awards came to the Services. The Blue Teapot Theatre Company, for the second year in a row, was shortlisted for an Aontas Star Award which reflects the vocational training offered and the successful achievements of the Performing Arts School. The Teapots were also nominated in the Irish Times Best of Theatre Awards in the Judges’ Special Awards category in recognition of *“giving voice in theatre to actors with intellectual disabilities.”* Later in the year Blue Teapot,

together with the Brothers of Charity Galway and Ability West were winners of the Dublin Airport Authority overall award at the Allianz Business to Arts Awards. The highlight of their year was the invitation to bring their commissioned play *“Sanctuary”* to the Dublin Fringe Festival where it played to critical acclaim and full houses. The Teapots also won the County Mayor’s award for Arts and Culture.



REPORT FROM EACH COMPANY CHAIRPERSON

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The “Away with Words” Programme from That’s Life was nominated for an Aontas Star Award for the invaluable collaborative work undertaken by adult learning initiatives through links established with Galway-based authors. The creative writing project offers people with intellectual disability a genuine reason to write together with a motivation to improve. It helps to enhance learners’ life-skills such as literacy, reflection and communication. The links established with the Galway-based writers provide the participants with a platform to read from their work and to get it published. To date over 115 people have accessed the programme. That’s Life animation film Johnny Dreams was chosen to be screened at the Oska Bright Film Festival 2013 which took place in Brighton, UK. Oska Bright is the original award winning international film and digital media festival that features work made by people with a learning disability. Johnny Dreams made by visual artist Aideen Barry and people from the Bruach na Mara Services has an original Gamelan music soundtrack composed and performed by the Soundscape Gamelan Players.

In April at the 10th Annual Mayor’s Awards, Brendan Coffey won the award for Social and Community Service. Brendan’s award was in recognition for all the voluntary work he does. Congratulations to Brendan, we’re very proud of him.



Every year the Health Research Board has a competition to choose a painting for the cover of the Annual Report of the National Intellectual Disability Database. This year the competition was won by Billy Arnold from Deerpark Services. Billy’s wonderful painting, “I offer you my Hand” was chosen from a large entry from all over the country and is the cover of the 2012 Report. Billy was presented with his prize by the Chief Executive of the Health Research Board in Deerpark Centre. The prize-giving ceremony was attended by Billy’s family, the Mayor of County Galway and the Deputy Mayor of Ballinasloe who presented Billy with a commemorative plaque on behalf of Ballinasloe Urban District Council. Congratulations and well done to Billy and to all who have supported him.

In 2013 we were delighted to receive a POBAL Grant under the Disability Activation Project. The grant, which is to run over a two and a half year period, is to establish a model of service that will explore and support individuals with intellectual disability who do not meet the criteria set out by the current network of Supported Employment Services due to additional support needs, to access the labour market in Galway through securing and maintaining employment.

Our multidisciplinary staff continue to make a significant contribution to learning in the field of intellectual disability. Dr Mary Davis, Head of Psychology and Aisling Dolly, Senior Speech and Language Therapist, were invited to present at the Division of Neuropsychology conference on assisted decision-making on the joint research being carried out by their departments on supporting capacity in adults with ID to consent to medical intervention.



REPORT FROM EACH COMPANY CHAIRPERSON

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Susan Kennedy, psychologist, presented her research study on an evaluation of a menstrual pain management programme for young women with intellectual disabilities as a poster at an international conference on pain management.

The College of Psychiatrists held the Psychiatry Summer School in Galway. This is aimed at undergraduate medical students to highlight the attraction of Psychiatry as a specialty career and the diversity of mental health services. The Brothers of Charity Galway Service was chosen by the Summer School to showcase the multidisciplinary approach to providing mental health services to people who have intellectual disability. The programme included site visits and a plenary session with inputs from members of the multidisciplinary team.



On behalf of the Board I would like to express our appreciation to Anne Geraghty and Members of our management team who continually strive to deliver person-centred responsive services in a very challenging climate. I am confident that in partnership with families, our staff, funders and the local communities who are so supportive of us, we can continue to support the people using our services to achieve their goals and dreams.



REPORT FROM EACH COMPANY CHAIRPERSON

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Brothers of Charity Services Limerick

Gerard Lyons, Chairperson of the Limerick Company Board of Directors reports.

As a Board 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. However in 2013, a refocus on quality took centre stage, in order to ensure that our Services are being provided in line with best practice and recognised quality standards. In this context and as a Board we are very aware of our requirement to be compliant with the:

1. National Standards for Residential Centres for People with Disabilities (HIQA 2013) and Regulations relating to the care and support of residents in designated centres for person with disabilities,
2. "New Directions" Review of HSE Day Services and Implementation Plan 2012 - 2016 (HSE 2012), and
3. Progressing Disability Services for Children and Young People.

The goals of our Service Plan in 2013 emerged from these requirements and provided a road map for Services in order to ensure compliance with the agreed quality standards for residential, day and children's services as well as our own internal governance framework, mission and ethos.

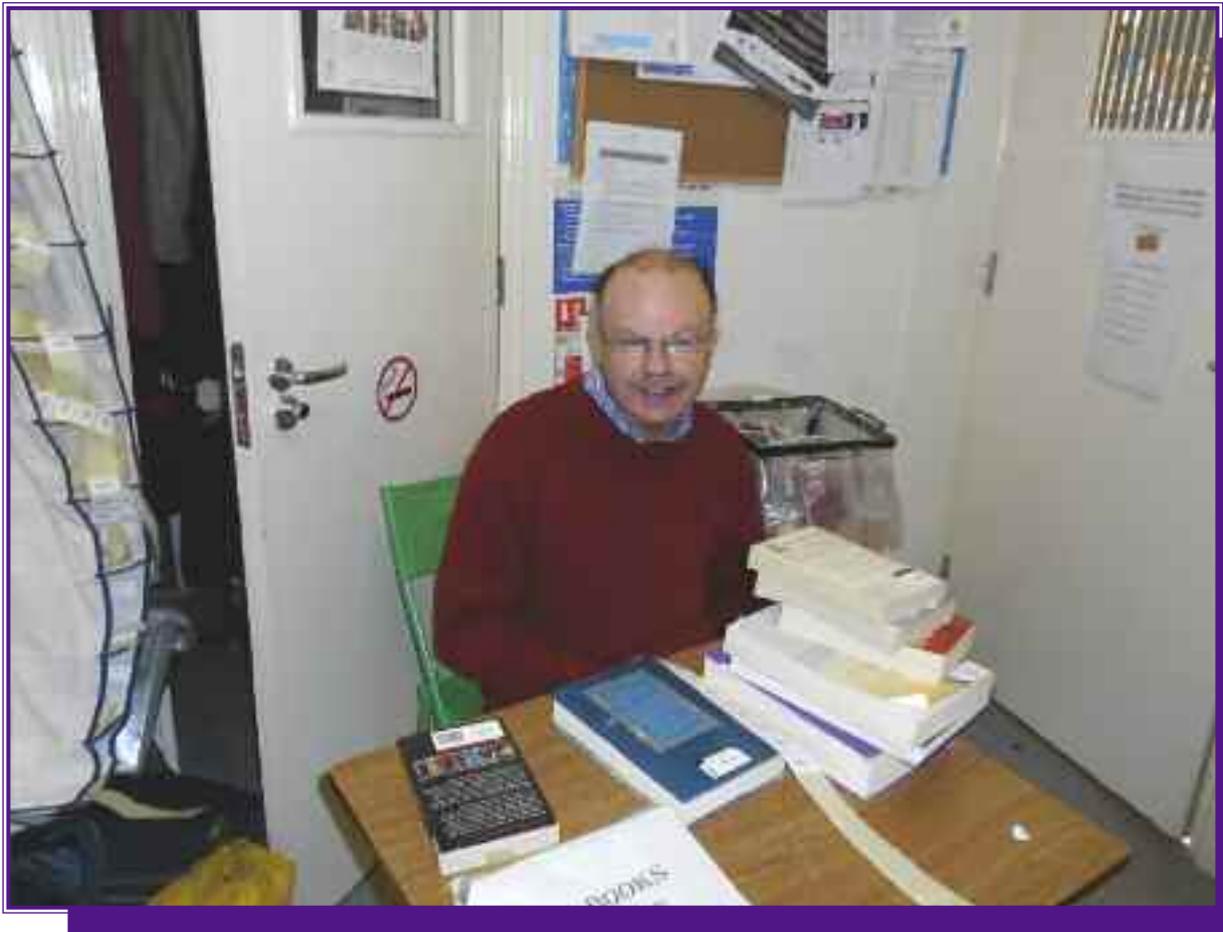
The Quality Forum was re-configured in 2013. It consists of representatives from management, multi-disciplinary teams, quality department, and our residential and day services. It serves as a platform for learning in relation to the delivery of person-centred planning and helps ensure that the process can deliver real and measurable improvement to individuals who use the services. The forum is tasked with developing an internal audit system, conducting relevant audits and examining the achievements and challenges in person-centred service delivery as identified through the audits with a view to making recommendations to overcome challenges.

During 2013 the Board, while committed to implementing the recommendations of the Congregated Settings report, approved a plan for the upgrade of a number of residences in Bawnmore until such time as appropriate accommodation is sourced in the community. This plan, which will be part funded by the Brothers of Charity Services Limerick, has been submitted to the HSE for funding and we await a response. The Board welcomes the setting up of the Housing and Disability Steering Group in the Mid West Region but recognises that the housing solution for residents of congregated settings is in the medium to long term - and it is in this context that the plan has been submitted to the HSE.



REPORT FROM EACH COMPANY CHAIRPERSON

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From January 2013 a new model of Day Services provision commenced in a number of sites across Limerick city and county. This model consists of small community based day service hubs being provided as an alternative to large centre-based day services. The experience of people attending these day services is very positive. We will look to further develop this model, which is in line with New Directions, in 2014. During 2013 we also invested in our Day Services facilities to ensure that they are fit for purpose and are meeting the needs of the people attending our day services.

The Children Services team accommodation remains under construction at the end of 2013 and we look forward to moving

into this new building in early 2014. This facility will be a very positive development for children and families attending our services in West Limerick as well as for staff and the local community.

On behalf of the Board of the Brothers of Charity Services Limerick I wish to acknowledge what has been achieved in 2013 and to thank the management and staff of the Brothers of Charity Services Limerick for the positive developments that have taken place in the year that will ensure and support the systematic delivery of a quality and valued services.

REPORT FROM EACH COMPANY CHAIRPERSON

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Brothers of Charity Services Roscommon

Patrick McGinley, Chairperson of the Roscommon Board of Directors reports.

The year 2013 was another busy and eventful year for the Brothers of Charity Services in County Roscommon. We were challenged by further funding cuts for a fifth successive year with a reduction of 1.2%. The continuing recruitment embargo also impinged on our ability to deliver an optimal level of person-centred services and supports. However, with creativity, innovation, staff flexibility and the support of our growing volunteer base, we have succeeded in maximising the positive impacts of the resources available.

The Services continues to strive for excellence and is striving for full compliance with HIQA standards and regulations. Much of the Services long-standing and continuing work using the Council for Quality & Leadership's (CQL) Personal Outcome Measures quality framework overlaps with the HIQA Standards & Regulations and has greatly assisted in ensuring our compliance with the standards and regulations. We have developed a new Individual Planning Folder which is based on Personal Outcome Measures with the addition of any HIQA standards that were not covered in the CQL process. Every staff member has received training in relation to the implementation of the new national standards. The Services acknowledges the continuing active participation and work that staff and management put into the quality agenda.

Initiatives developed during 2013

- ◆ A Speech & Language Therapy Tool and a Hospital Passport were developed - the latter was developed in co-operation with Roscommon County Hospital.
- ◆ Social enterprises around the county with the assistance of the Roscommon Open to Work Opportunities (RoWo) project were funded by Pobal. At the Hub Café in Strokestown, RoWo funded training materials for people to develop their own range of crafts which they sell on-site and at the weekly Strokestown Farmer's Market. A start-up Nail Salon is also planned.
- ◆ The Time Out Café in Ballinlough and Style for Less Thrift Shop in Boyle continue to flourish.

- ◆ The RoWo project focuses on customizing the fit between individual clients and employer needs. In 2013, fifteen service users garnered work skills through social enterprises and referrals to Employability Roscommon. We hope that this number will be doubled before the end of 2014.
- ◆ The unique space that is the Sunflower Farm organic garden in Roscommon town continues to evolve, develop and grow. In 2013 the imaginative adaptation of the garden by the whole team enabled a person who uses a wheelchair to work there. People grow, gather and cook their own food each day. They sell any surplus to the community.
- ◆ Step In (Supported Living Initiatives) in Athlone and Roscommon town continues to be successful in supporting those who would like to live more independently. In 2013, the Roscommon town network established itself. As in Athlone, network members meet regularly to support each other, with the help of the volunteer and organiser, in planning their move towards mutually supported independent living. One person has moved into a home of their own and two others are awaiting the completion of their homes. It is envisaged that in Spring 2014, Step In Networks will be established in other parts of the county.
- ◆ During 2013 our first student on the NUIG pilot "Going to College" programme travelled to The Hague with her classmates to visit The European Court of Human Rights. The Roscommon student is one of eight students on the first intake and she was granted an extension of a third year in college for 2013/14. She is now due to graduate in October 2014.
- ◆ We would like to acknowledge the continuing contribution to the Services made by the students on placement from our Institutes of Technology, (Athlone Institute of Technology, Limerick Institute of Technology and Sligo Institute of Technology). A very well established partnership has been fostered by Brothers of Charity Services staff with the Applied Social Studies course lecturers. Each Spring and Autumn term, we welcome the students bringing new ideas as well as their great enthusiasm and energy to their work placements. This partnership was further developed during 2013 with Athlone Institute of Technology where we are part of a working group involved in developing a third level programme for people with intellectual disabilities and those on the autistic spectrum in conjunction with the Humanities Department and other service providers in the West Midlands and Midlands region.

REPORT FROM EACH COMPANY CHAIRPERSON

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- ◆ Through the prudent management of our Genio funded RVR (Respite Volunteers in Roscommon) project, we succeeded in receiving an extension to our original one-year project and this initiative will now continue until July 2014 with increased targets.
- ◆ In 2013, our volunteer coordinator set up a new volunteer database for the county and developed a tailored volunteer induction and training programme to support volunteers in their roles.

Advocacy

The Brothers of Charity Services Roscommon County Advocacy Council has been very busy since the Summer 2013, working on promoting the UN Convention on the Rights of People with Disabilities. The Council was inspired to do so by this year's Brothers of Charity National Advocacy Conference, "*Advocacy Beyond Services*", which focused on the promotion of people's rights in their local communities. The group decided to focus on the issue of accessibility to sports and leisure activities. In order to raise awareness of this, the group created a DVD called "*Making New Waves*". It featured people who use the services engaging in kayaking at Lough Ree, focusing on one wheelchair-user in particular whose dream was fulfilled.

As part of the advocacy work by the group, they lobbied a local County Councillor and their local TD. The politicians acknowledged that as a result of the group raising their awareness they would now lobby at both local and national level on the issue of ratifying the UN Convention. This became a reality for the group when they got a motion passed by a local Councillor at a meeting of Roscommon County Council on 25th November 2013. This motion supported the ratification of the UN

Convention including Article 30. Some members of the group attended the County Council meeting to witness this motion being passed. This motion will now be circulated to all County Councils in the country urging them to support the ratification of the UN Convention.

Members of the Advocacy group continue to meet each other regularly throughout the county supported by staff. Throughout 2013, they continued delivering presentations to other agencies and at various conferences. This included one person introducing a DVD about her life in her own home at the National Federation of Voluntary Bodies' Annual Conference in Portlaoise to a 200-strong audience that included Minister Kathleen Lynch TD. Another self-advocate travelled to Austria with a member of staff and did his own presentation about living in the community at an international conference about personal futures planning there. Members of the advocacy council entered the "*Better Together*" competition run by the national voluntary agency umbrella group, The Wheel. A short film was created by the people we support, staff and volunteers which can be viewed at www.bettertogether.ie under the title "*It's My Life, My Choice*".



REPORT FROM EACH COMPANY CHAIRPERSON

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Early Childhood Services

Our Early Childhood Services continue to work in partnership with Roscommon Early Intervention Services (REIS), to deliver and develop inclusive measures for all children within our services. They work closely with Roscommon County Childcare Committee (RCCC) and the all County ECCE (Early Childhood Care & Education) services to ensure the implementation of the “*Roscommon Protocol for Inclusion*”. This protocol was presented at a National Disability Agency coordinated seminar in October and received much acclaim. In Spring, the three agencies were involved in planning and running a seminar on “*Supporting Children with Additional Needs*” which was attended by 124 people. The RCCC provided funding towards our Early Childhood Services’ parent and toddler groups including the “*Crunching Munching Group*” and the “*Music and Movement Group*”. Work is continuing with fathers through our “*Fathers Forum*” and the development of a website.

A positive parenting group was set up which meets once a month to learn about and discuss relevant topics. It is envisaged that this meeting is viewed as a time and space for parents to meet and share experiences on the successes and challenges of parenting. The group has its own website at www.bocparenting.ie. It contains valuable resources for families, including a community notice-board, links to useful technologies and parenting advice websites.

Housing Association

The Roscara Housing Association commenced construction on three more homes in the Roscommon town area in 2013.

We acknowledge with sadness the passing away of one of the people we supported for many years, Harry Padian, RIP, during 2013. We thank all those who retired in 2013 for their unique and valuable contributions to the Service and wish them the very best with their future plans.

We wish to express our deep gratitude to Winifred O’Hanrahan who retired from her position of Chief Executive of Brothers of Charity Services Ireland. She worked with us here in Roscommon for many of the 35 years she was with the Service. Winifred played a key

role in introducing and embedding person-centred approaches and ensuring that the advocacy structure infiltrated all aspects of our work in the organisation. We wish as always to sincerely thank our long-standing partners, The Roscommon Association Supporting People with Special Needs, for their generous financial support and the HSE for their funding. We recognise the really important role that our volunteers play throughout the county and continue to be grateful to them for volunteering their time and knowledge. They enrich people’s lives and enhance community access and integration.

The Brothers of Charity Services Roscommon has over 70 locations throughout the county and we are mindful that we are very fortunate to have local community interest and support. We especially appreciate this as a service that is outward-looking and strongly focused on continued community integration. Finally, on behalf of the Board I would like to acknowledge the people supported by our services, their families, and our own management and staff, whose commitment continues to support the enhancement and development of Quality Services in Roscommon.



REPORT FROM EACH COMPANY CHAIRPERSON

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Brothers of Charity Services South East

**John Barry, Chairperson of the South East
Company Board of Directors reports.**

On behalf of the Board of Directors of the Brothers of Charity Services South East I am happy to share with you some of the activities and events of 2013. Firstly I wish to acknowledge the work carried out by the Directors of the Board who retired in December 2012 and thank them for the smooth handing over of responsibilities to the new Board members. I also welcome our new members to the Board in 2013 who bring with them valuable knowledge and skills. Throughout 2013 the Directors of the Brothers of Charity Services South East have been fully engaged with the National Company in a review of our current corporate structures. The purpose of this review is to ensure that our structures provide a strong national Brothers of Charity Services 'voice' which will support our Services into the future.

As the incoming Chairperson of the Brothers of Charity Services South East I have been struck by the level of engagement of the Services with all aspects of ordinary community life which gives witness to the Ethos of the Brothers of Charity Services.

"The Brothers of Charity Services are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work" (Going Forward Together, The Brothers of Charity Services Ethos 2001).

The following is a summary of the many ways in which the staff of the Services work with the individuals we support and other community members to ensure that community inclusion is positive, life-affirming and beneficial to all.

In 2012 the Regional Advocacy Council wrote to the Referendum Commission asking that information material produced by them would be made more accessible. As a result the Council was invited to a meeting with the Referendum Commission following which it was invited to be represented on a national working group to begin the process of making information for referenda more accessible. The first piece of accessible information from that group was published on the Referendum Commission website in advance of the October 2013 referendum on The Abolition of the Seanad and The Court of Appeal and can be seen on <http://referendum2013.ie/wp>.

A member of the Regional Advocacy Council sat on a Steering group to develop the National Advocacy Platform, a group of people with intellectual disabilities who represent other people with disabilities and are independent of Disability Services. The Steering group worked on drafting a Vision and Goals for the Platform, sourcing funding for the committee and to employ a facilitator. The National Advocacy Platform goes from strength to strength.

In the course of the year a number of individuals supported by the Services, and who were engaged in drafting Waterford City's Integration Strategy, continued to be actively involved in creating a more integrated society in Waterford City. In October 2013, alongside many and diverse community groups, they participated in a public seminar to explore various forms of diversity among Waterford's residents. They are currently engaged in planning a number of public events to take place during 2014 which will celebrate various aspects of diversity.



REPORT FROM EACH COMPANY CHAIRPERSON

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In South Tipperary, Anthony, a self-advocate, identified the need to improve pavements in his town and to get action he met with a local politician. He is now a representative of the Services on the Local Disability Forum and has attended GSDAT training (Gold Star Disability Awareness Training). Anthony now leads a team that will work within the community encouraging business owners to take part in GSDAT training so that they will identify improvements needed in their establishments to better facilitate the inclusion of all people with disabilities.

In 2013 Tipperary Goldstar launched the video 'A Walk in the Park-Poochew' as part of an anti-litter campaign. The video shows how littering and dog fouling in public places can affect people, especially those who use a wheelchair.

To make the video more accessible, especially to people with visual impairments, it was decided to include a voiceover. Daniel, who is supported by the Tipperary Services, took on the task of recording the voiceover. Daniel best describes the task as follows:

"My name is Daniel, Boherduff Services in South Tipperary and I had gained experience in pantomimes with Wreckreational Productions. I had developed the ability to learn my lines for the theatre productions over the last two years.

After a meeting with Anne (Tipperary Goldstar), I was given a script to learn. I worked hard with my Mum.....Taking part in this project gave me the opportunity to advocate for myself and for other people with disabilities. The message in the video is serious but it is delivered in a fun way. I hope that dog owners who take their dogs to parks and other public places will pay attention to the message in the video."

The link for the video is <http://youtu.be/mHd4H8jplPw>.

During 2013 Tory Services developed a partnership with Dunhill Eco Park/ Multi-Educational Centre, a rural Community Business Park. Tory Services now has a small

resource base in this enterprise centre and the use of two horticulture tunnels. As a result of this collaboration individuals have had the opportunity to participate in a Ladies Personal Development Course from which personal connections have developed and blossomed naturally; volunteer with other community members to create and maintain a rural river walk-way in Dunhill; and be volunteers at a Gathering event. Individuals were then invited to participate in a venture to create a food hub in the area by growing and supplying herbs for this venture for which they will receive payment. They are also working with the development group to access funds to create a transport route that will benefit all in the community.

In 2013 individuals supported by Parkside Horticulture played a significant role in assisting the participants of Ferrybank "Grow" project and its Coordinator, Gerard Mullen, to build a show garden for the prestigious Bloom festival held in the Phoenix Park, Dublin. To the delight of all concerned, the themed garden "Venture into the Wild" won a Gold medal. The individuals were responsible for growing and supplying the plants as well as working as volunteers to build and create the winning garden in the Phoenix Park.

During 2013 the Brothers of Charity Services South East participated in a multi-agency group to ensure a consistent approach to the needs of school leavers and were pleased, with the support of the HSE, to be in a position to offer day service supports to school leavers in Waterford and South Tipperary.



REPORT FROM EACH COMPANY CHAIRPERSON

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Throughout the Services individuals are involved in various Social, Educational and Church groups and related social activities. They are members of Wellness groups, Walking groups, Sports clubs, gyms, third level education institutes, Arts groups, Drama and Active Retirement clubs, to name but a few. Many exhibit their creative work, write short stories, life stories and travel at home and abroad. Despite the continuing pressures and challenges throughout 2013 the Services continued, in as far as possible, to be responsive to each individual.

This is just a sample of the many success stories throughout 2013 to be celebrated and shared. Such success would not be possible without the vision, skills, energy and commitment of management, staff and volunteers who continue to maintain high standards of professionalism and best practice in developing and delivering services.



On behalf of the Board I would like to acknowledge members of local communities, families and community organisations who support us in our work, the HSE for their continuing support, and the Brothers of Charity Services Ireland for their ongoing assistance and guidance.



REPORT FROM EACH COMPANY CHAIRPERSON

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Brothers of Charity Services Southern

John Barry, Chairperson of the Southern Company Board of Directors reports.

I welcome this opportunity to outline some of the work continued in our Brothers of Charity Southern Services in 2013. The Service Plan for the year was informed by the work of the local services, the decision of the Brothers of Charity Service group to work towards reconfiguration to one national company, and HSE policy changes.

Service Quality Standards

Our 2013 Local Strategic Actions focused on finalising outstanding issues from the whole Service review in 2012. We also aimed to seek quality accreditation by CQL on the Personal Outcomes Measures Quality System in the Autumn. We met with CQL to advance this and to provide a detailed proposal including cost implications for HSE South. In May 2013, the HIQA 'Standards for Residential Services for Children and Adults with Disabilities' were launched. We considered these carefully and knowing that Statutory Regulations were due to issue later in the year, we deferred the decision to go for formal CQL accreditation and we concentrated on working towards HIQA compliance. An in-house HIQA Operational Group comprising front-line residential staff and managers oversees the roll out of self-assessment audits against the standards, policy review and actions identified therefrom. The Board commends the work of all involved in the process and we recognise the long term benefits of independent assessment for the person being supported, the staff and the company as the Registered Provider.

Service Development

We welcomed the HSE co-ordination of new applications for day services 2013 which is seen to be the beginning of a central single referral system for school

leavers. We have sought this approach for many years in the interest of ensuring that the individual is supported in accessing their service of choice. We welcomed fifteen people to adult day supports in the year and we extended residential supports to four other individuals.

We remain concerned at the level of unmet applications for respite, shared care and residential services and this issue forms part of our monthly meetings with the HSE.

The Child & Adolescent Mental Health Services (CAMHS)

Discussions continued with the HSE regarding the transfer of our six CAMHS Teams in Cork and Kerry to the HSE. We sought this change to ensure the CAMHS Teams are best placed to implement the developments required under the National Mental Health Strategic Policy 'Vision for Change'. Agreement in principle was reached with the HSE in 2009 and the transfer was to be effected over a five year period.

The transfer is now scheduled to be finalised in June 2014. The Board wishes to extend special thanks to the South Lee Team B and the Dunmanway Team for their continued support to children and families in the absence of Consultant cover during the year.



REPORT FROM EACH COMPANY CHAIRPERSON

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Home Share Cork

The Services Home Share pilot project received Genio grant assistance in 2012. The project is targeted at providing alternative respite options for children and adults currently availing of residential respite. It is being rolled out with two parent association groups BASC and BALANCE. The necessary groundwork in relation to policy and procedures were finalised thanks to the support of the Genio Project advisors and the information shared by the Brothers of Charity Services in Clare and Galway. The development is registered with the National Home Share Network under the name Home Share Cork. The recruitment of Host families was well underway by the end of the year and we look forward to significant advances in 2014.

Individualised Services Strategy

The Services continue to examine how we can further roll out individualised Services in line with the new National Disability Strategy. We joined the National Federation of Voluntary Bodies Immersion Project early in 2013 to examine how we support people with disabilities in order that they might live lives of their choosing and occupy socially valued roles in their communities.

We aim to address three critical issues:

- ◆ *What change to our current Service model is needed and why,*
- ◆ *How can quality individualised supports be further developed, and*
- ◆ *What specific steps must be taken?*

Our project is focused on people currently in residential services as we want to test systems used internationally to develop individualised supports for those currently availing of support in group settings and identify changes in how we currently plan for supporting the individual.

We also want to test systems of Family Leadership Programmes and agree a model of supporting families who are willing to commit to leading on and taking responsibility for the support plan for their family member.

Four individuals who currently avail of full time residential supports are the key project participants along with their support staff and the project outcomes will be disseminated in 2014. We have established a Change Team which will look at the challenges to the organisation. We are working with COPE Foundation as our twinning partner locally on the project.

Implementing HSE Strategy *Progressing Disability Services for Children aged 0-18 years.*

The HSE has developed a national strategy whereby supports to children aged 0-18 with disabilities are to be rolled out nationally to ensure all children have access to support based on need rather than based on diagnosis.



REPORT FROM EACH COMPANY CHAIRPERSON

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The national HSE implementation plan calls for reconfiguration on a geographical basis whereby children with disabilities have access to local Primary Care Service Teams and those with more complex support needs have access to geographically based Disability Teams. The Services in Kerry are managed by the HSE. The Brothers of Charity Services, St John of God Services and Enable Ireland were reconfigured in October 2013. There are now four disability teams and we manage three of these four teams i.e. in South, Mid and North Kerry. The fourth disability team, covering the Tralee area, is managed by Enable Ireland. We welcome all new team members and extend every good wish to our staff assigned to the Tralee network.

The reconfiguration called for significant clinical leadership and team management input during the year. The plan provided for a 3 month handover/training period which did not materialise due to events outside of our control. This led to a lot of distress for families and staff. The Board fully acknowledges the pressures on all involved and remains fully committed to supporting the Teams to work through the various challenges the new service model presents in 2014.

The HSE South plans to extend the reconfiguration to the Cork Services in 2014 and we aim to ensure that the experience in Kerry will inform this process.

Supporting Children in Education

In the early 2000 the Services led in the transfer of a special preschool to a school under the Department of Education. This year is the 10th anniversary of Sonas Special Junior Primary School in Carrigaline being set up. The school caters for children aged 3-6 years with autism. It was the first stand-alone school of its type for this age group under the Department of Education. The school has 24 children on roll and is set to expand in 2014 and move to a new school in 2015. This school has been a real success thanks to the dedicated school team, the Board of Management and the multidisciplinary supports provided by the Services. To date 120 children have transitioned to mainstream schools, special classes or special schools. The children stay in Sonas for two to three years and the intensive support at this early age ensures that the child is given every opportunity to avail of mainstream education. Sonas is just one example of the supports given in the six special schools supported by the Services in Cork and while we welcome the greater mainstream options that may present under the proposed reconfiguration of children's services in Cork, we are most anxious that this process would not negatively impact on the supports needed by children with complex support needs.

Implementing HSE Strategy - Time to Move on from Congregated Settings

Our Services at Lota and Upton are part of the HSE National Strategy '*Time to Move on from Congregated Settings*'. This project aims to ensure that individuals currently availing of services in areas with more than nine people with disability are supported in a more individualised way. For our services to achieve this outcome we have identified a need for significant capital investment and suitable community site and housing options. This information is currently with the HSE and with the Housing Authorities and we continue to examine options for individuals as they present from existing resources.

Risk Management

The Management Team continues to further develop local risk management strategies and a culture of formal risk management. Early intervention approaches in areas of challenging behaviour continue to be a priority. The resilience and creativity of staff working in areas of difficult care/challenging behaviour is fully acknowledged and the Board will be working closely with the Management Team to further develop the model of support in 2014.

Deficit Recovery Plan

We have crossed another milestone in managing to draw back some of the significant funding deficits arising from downturn in the global economy and its adverse impact on Government funding available for existing services. This was not without challenge for all. The company is most grateful to all who continue to support the individuals using services with such ongoing commitment and dedication on a daily basis. Next year, will bring new funding cuts to our HSE funding and this will require further service adjustment. We will work through these difficulties both at local and National level to minimize the impact on frontline services and to ensure the Services are in a position to remain flexible into the future.

Corporate Governance

The Board remains firmly dedicated to ensuring the highest standards of Corporate Governance to support the continued delivery of quality services. As part of this work and in considering the Brothers of Charity Services Ireland Group companies as a whole, the group set about a restructuring exercise which should provide the Services with greater operational efficiency and to work toward a single national company in 2014. The Services will continue to build on its strong identity, culture and the person-centred approach with continued focus on local initiatives best suited to address the needs of the person we support.

A PROFILE OF PEOPLE WHO ARE SUPPORTED BY OUR SERVICES 2013

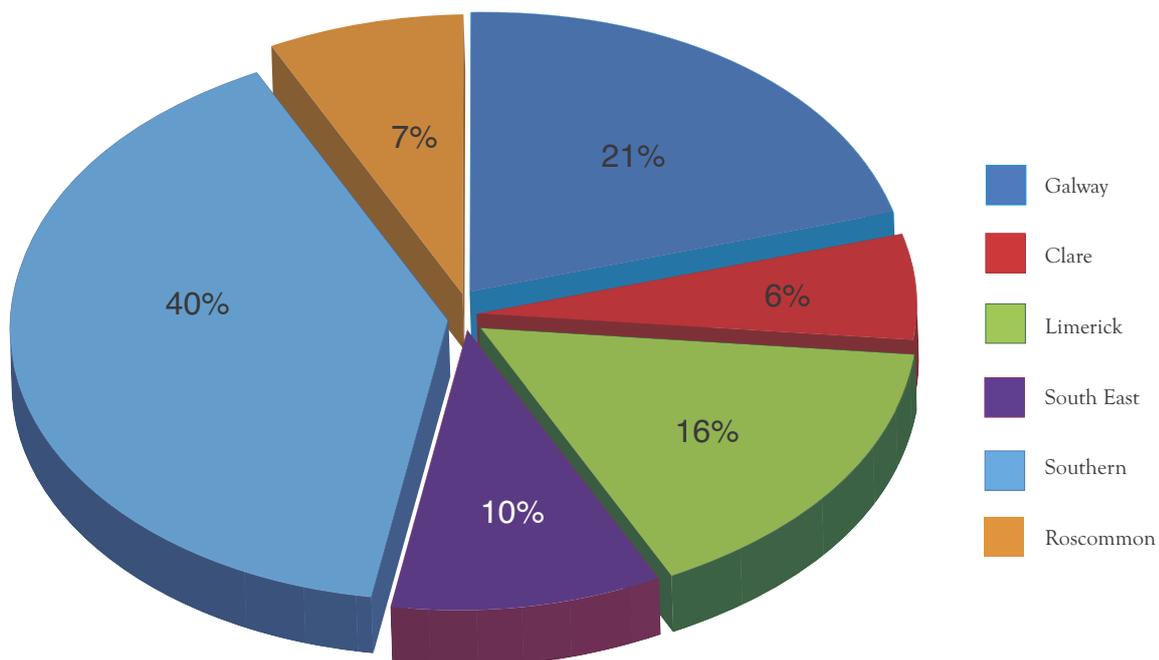
Service	Child	Adult	Not Verified	Normal Range	Borderline	Mild	Moderate	Severe	Profound	Total NIDD	Total
Galway	382	552	78	6	12	364	254	197	23	934	934
Clare*	42	233	0	0	0	74	163	35	3	275	1038
Limerick**	360	358	310	0	7	102	188	87	24	718	718
South East	47	388	30	0	8	90	196	89	22	435	435
Southern	1436	352	225	599	94	390	333	144	3	1788	1788
Roscommon***	142	233	21	3	11	116	162	55	7	323	341
TOTAL	2409	2116	664	608	132	1136	1296	607	82	4525	5254

*A further 763 children receive services in partnership with Enable Ireland, Clare Federation & the HSE.

** 360 children receive services in partnership with the HSE.

***A further 18 REIS children receive mentoring support and funding

A total of 5254 people received a service from Brothers of Charity Services in 2013



MAIN RESIDENTIAL SERVICES

2013

Home	Total	Clare	Galway	Limerick	South East	Southern	Roscommon
At home with parents		73	407	405	158	1285	194
At home with one parent		38	156	34	49	239	62
At home with sibling		11	17	14	15	8	10
At home with other relative		4	2	2	3	2	2
Lives with non relative		2	1	0	0	0	0
Adoption		0	0	0	0	7	0
Foster Care		0	8	3	2	25	11
TOTAL:	3249	128	591	458	227	1566	279
Independent Setting							
Lives semi-independently		1	31	6	29	30	11
Lives independently		4	46	11	7	0	11
Vagrant or Homeless		0	0	0	0	0	0
TOTAL:	187	5	77	17	36	30	22
Community Integrated Living Situations							
5 day community group home		12	12	0	1	4	7
7 day community group home		19	27	36	1	0	0
7 day (52 week) group home		44	182	117	140	103	35
TOTAL:	740	75	221	153	142	107	42
Residential Care							
5 day residential centre		0	0	0	0	2	0
7day residential centre		0	0	11	0	0	0
7 day (52 weeks) residential centre		0	28	72	13	72	0
TOTAL:	198	0	28	83	13	74	0
Other							
Special intensive placements		4	7	4	15	0	30
Full time residential care -crisis/respite		0	0	0	0	11	0
crisis and relief centre		21	65	0	0	0	0
regular part time care		5	21	1	0	0	0
de-designated unit		0	0	0	0	0	0
Nursing Home & Mental Health		2	3	0	2	0	2
Holiday Residential Placement		0	0	0	0	0	0
Shared Care		34	2	2	0	0	0
Occasional Respite with Host Family		0	53	0	0	0	0
Other		1	0	0	0	0	0
TOTAL:	285	67	151	7	17	11	32
OVERALL TOTAL:	4659	275	1068	718	435	1788	375

MAIN DAY SERVICES

2013

Main Day Services 2013	Total	Clare	Galway	Limerick	South East	Southern	Roscommon
Early Childhood Services/Special Pre School	340	3	45	11	45	227	9
Ordinary Pre School	111	0	9	44	0	52	6
Child Education and Development Centre	48	0	48	0	0	0	0
Mainstream Education	1182	9	202	224	0	659	88
Special Schools	419	29	50	4	3	310	23
Special Class in Mainstream School	243	2	20	21	0	175	25
Resource Teacher	1	0	0	0	0	0	1
Home School	11	0	0	0	0	11	0
Training and Vocational Training	178	30	66	0	38	22	22
3rd Level Education	6	0	2	0	0	0	4
Sheltered Work Centre/Employment	287	2	28	76	160	21	0
Support Employment/Open Employment	177	15	41	12	0	86	23
Activation/Adult Day Centre	696	8	202	154	85	170	77
High Support/Intensive Services	188	21	40	32	33	9	53
Programme for the Elderly	128	9	50	25	19	15	10
Home Support	41	0	15	0	2	20	4
Other Day Service-Community Integrated living	226	146	46	0	25	2	7
No Day Service	94	0	21	56	10	0	7
Day Respite	2	0	2	0	0	0	0
Outreach Programme	2	0	2	0	0	0	0
Full time Residential - Day Programme elsewhere	18	0	0	0	15	3	0
Full time Residential - No Day Programme	59	0	0	53	0	6	0
Multidisciplinary Support Services	57	1	40	0	0	0	16
Generic Day Services	13	0	7	6	0	0	0
TOTAL FIGURES	4527	275	936	718	435	1788	375



NATIONAL ADVOCACY CONFERENCE 2013

The National Advocacy conference was held on Thursday 17th October 2013 and was hosted by the South East Regional Advocacy Council. The venue for this year's conference was the Clonmel Park Hotel, Clonmel Co Tipperary.

This year's theme was "*Advocacy Beyond Services - Claiming your Rightful Place as a Valued Citizen*". Throughout the preparation for this year's conference it was imperative that the organising committee were at the forefront of all the decisions regarding the conference. Members of the Council were involved in choosing the theme, the venue, the band and making information accessible for all to name but a few of the tasks.

Master of Ceremonies for the day was Billy Gear, member of the South East Regional Advocacy Council, who did a great job in keeping the programme running smoothly. Over 300 advocates and supporters attended from throughout the country, not only from Brothers of Charity Services but also from services in Dublin and Dungarvan, Co Waterford. Each region was asked to consider articles from the UN Convention on the Rights of People with Disabilities when preparing their presentations. Presentations covered a number of different aspects of the convention from the right to access Sport and Leisure to Accessibility. This year's theme gave regions a chance

to look at the issues that not only affect them but also the wider community. Throughout the conference it was evident that regions have been doing lots of work beyond their services. Examples included working with the referendum commission on making information accessible and working with local sport groups on making their facilities accessible to all. Other examples included working with local county councils on issues such as accessibility to local train stations and discussing issues that affect all members of the community such as traffic in the local town. The opportunity to consult with HIQA on their draft standards on residential services and the very important issue of capacity and the different kinds of decisions people have to make in their lives were also discussed.

Guest speakers included Christina Burke BL, Senior Lecturer in Law, Athlone Institute of Technology who addressed the UN Convention on the Rights of People with Disabilities and Brian Harvey, Independent Social Research Consultant and author of "*Working for change 'A Guide to Influencing Policy in Ireland'*". Brian facilitated an understanding of lobbying with a focus on the UN Convention. The final guest speakers were members of the National Advocacy Platform. This is a platform set up by and for people with intellectual disabilities and is funded by Genio. It aims to develop an Advocacy platform that is both national and separate from any service provider organisation. The conference finished at 4.45pm and was followed by a social gathering with many advocates and their supporters stayed long into the night dancing to music by "*Avalon*" and meeting up with old and new friends.



Southern Service - Who are we? Youth Initiative



The Aisling Community Access Programme (Aisling CAP) is a day service supporting young adults who have finished a 3-year vocational training, but who need continuing help in finding further direction in their lives. Aisling CAP has currently five locations in Cork City & County - in the areas where the young people need our support. We are constantly on the lookout for opportunities to forge new connections for our service users and their communities.

The beginning

We started getting involved in helping with the Mayfield community open days and fairs. We supplied the Tea and Coffee service in a 'pop-up' style cafe on each day. The young people baked some items, showing their skills, and performed cafe duties for each occasion. This had a good resonance with the locals. We received positive feedback from many guests and more invitations followed. The young people asked if it was possible to do more of this type of work and on a more regular basis. They have been developing their awareness of the need for everyone to find work and gain valued social roles in the community. Due to the economic recession, it had also become much more difficult for us to source work experiences/placements. The recession has caused many community shops and facilities to either close or reduce staff and opening hours, which has in turn led to reduced placement opportunities. There is no cafe for people to go to in Mayfield. The lack of a local café, the lack of work opportunities, and rising needs of our young people, led us to consider being our own work-provider. We asked the young people if they would be interested in co-developing a community cafe, and getting their own work experiences there. The response was loud and clear - "It would do Mayfield good", and "We could get some work". To this end, we asked local group representatives if they saw merit in the young people's ideas. These groups, which included residents' committees, all saw the need to start something. They were agreeable to support it in principle, but were not in a position to start one up themselves.

The process

We applied for a Leargas, Youth In Action, funding to help us research the idea over a six-month period, and to test the longer-term interest of the six candidates. This youth-led project was aimed at involving the young people in the process of a "pop-up" cafe set-up, with the goal of the establishment of their own work experiences, and possible longer-term work. The project focus was to get young people to develop an identification with the café, and the complexities of developing a food & service-based business. Their work involved cafe design, art works, a sign and logo for the cafe image. The project was an exploration by the participants, of the personal interest, feasibility, and complexities of looking at setting up a community style pop-up cafe. All aspects of this process, including business/ financial issues, health regulations, cafe size and so on, were fielded and discussed by all participants in a series of interlinked workshops. The participants were confronted with these issues and asked to discover and reflect on their personal motivation of being involved with a cafe, through participating in each exercise. This process was based firstly on discovering personal skills and abilities and presenting these to the other participants, and secondly, receiving direct feedback in helping to understand their own impact on the group.

Youthpass

We used Youthpass, the EU non-formal certification system, through Leargas, to validate the personal learning of the participants. Each person received a Certificate of Achievement at a community awards ceremony. This was a validation of all of the informal work achieved - it was useful for personal development and job applications.

SPECIAL PROJECT REPORTS

..... CONTINUED

Pop-Up Café Workshops

The project started off with an introductory workshop including an ice-breaker and group games and setting group rules. All participants started a personal folder to collect their impressions, art works and ideas. This was to ensure that everyone could track their progress. Every workshop meeting resulted in a list of tasks for the day. At the end of each workshop a reflective time resulted in summing up goals reached and personal input from each participant. Each person was asked to visit other cafes and describe both the underlying qualities, technical/ regulatory issues, and the unique character of each one. This helped individuals to become more aware, and to learn how to see less obvious criteria. The participants then discussed the ideas of making a working design of their own cafe, including the decor elements, functionality, and the stages of the design process, leading to a functioning pop-up cafe corner.

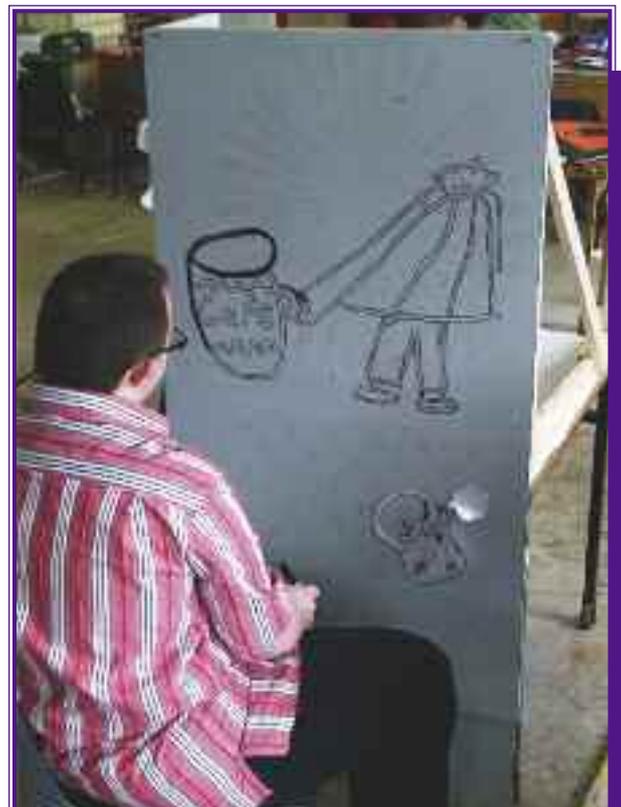
The young people finally arranged an exhibition of this pop-up cafe in the local library, which included a selection of exhibits showing the complete process which they had been through. They carried out market research, using a specially developed visual questionnaire with local residents, and manned the pop-up cafe, showcasing their skills. They set up the pop-up cafe for further engagements, locally in the area, and also in the city centre for the youth festival: Globalfest.

Learning curve

The outcome of this Leargas funded project has led us to the following conclusions.

- ◆ Continue with the idea, and hopefully set up a community café: no giving up allowed!
- ◆ After trying out a new idea, it was very effective to let the young people decide to want to become involved themselves. Some voted with their feet and what started as a once-off coffee morning became a 3-year adventure (so far!) for all concerned. It will work only if the young people really want it. Trying out the idea for some months was very important, as some people need a lot of time to understand what exactly was involved, but there is also no merit in continuing a project that is not engaging with the longer-term goals of the participants.
- ◆ Visualising every step of the journey has added to the level of understanding of the participants.

- ◆ Using Youthpass to validate the informal learning was very important to participants.
- ◆ We have applied for a new grant to help with establishing the café once it is up and running. This is a separate project in co-operation with a community art centre to further develop ideas of the café's image and community involvement. We see the café as a starting point, as a hub, to encourage other new start-up ideas, and continuation of community networking.
- ◆ Participants have gained new skills and confidence. This has helped them apply for other work-placements/employment opportunities.
- ◆ We as a team are constantly developing new ways of supporting the people we serve. We need to ensure best practice in a constantly changing environment. This can be very challenging for all concerned, but it can be rewarding as it opens up new life-paths to those supported by the services.



Clare Service - Inclusive Third Level Education in Partnership with Mary Immaculate College

Built around the Rehabilitative Training funding, the Streetwise programme provides Fetac Quality and Qualification Ireland (QQI) awards levels 1 - 4 through the National Framework for Qualifications. The pathway through the programme is defined by the learner's needs, interests and abilities. The learning outcomes are designed so they can be structured to be delivered or accessed as an individualised learning package. We have intentionally designed it this way to ensure the student guides their own learning and that the programme revolves around them as opposed to them attending a course. This gives great flexibility in how and most importantly where the programme is delivered. The most successful example of this is our Inclusive Education Partnership model which we provide in conjunction with Mary Immaculate College in Limerick.

In September 2012 we launched a pilot programme with two students attending mainstream lectures across chosen subjects of interest with a support tutor on campus in Mary Immaculate College in Limerick. The role of the tutor is to translate the course content to a level 4 format for the students to complete the assignments per semester. Some of the learning outcomes are based on the academic learning of attending lectures whilst some are based on the learning that comes from being a fulltime student on campus. For example, navigating independently around the campus, making inquiries, getting involved in student clubs, events and services has proven to have a wealth of opportunities for our students to engage in learning opportunities.

Through the support of the Inclusion Co-Ordinator Orla Slattery and the Inclusive Education Management Committee on campus we have recruited volunteer students across all disciplines that link with the people we are supporting, thus creating another layer of college life and campus involvement. It is evident that when given the opportunity to engage in inclusive choices that students supported by the Brothers of Charity Services really want to achieve as broad a spectrum of experiences as their peers. Anne O Byrne, lecturer and founding member of inclusive opportunities for adults with intellectual disabilities at Mary Immaculate College has established a peer mentor programme which also links our students to mainstream students, creating another layer of relationships/friendships on campus.

We learnt so much about what we need to do as an agency to get it right for people who want real inclusive opportunities in

third level from this pilot.

We submitted our fetac level 4 programme for validation in the summer of 2013 and it was approved in October 2014. Since September 2013 we are supporting two women and a man to attend Mary Immaculate College four days a week with a welcome break of a study day during the week. We are now in the second semester of the first year of this level 4 accredited programme titled Certificate in General Learning and Personal Development and we are applying our learning to date and becoming better at this type of work every day. Our students are now comfortable enough to attend third level lectures on their own and we maintain a discreet presence on campus. Moureen Kelly is our tutor/coordinator for the project on campus and has a crucial role in ensuring each student pursues their own interests through the lectures they are attending which currently are: Leann Duchais (Irish Heritage studies), Media Studies, English Literature and Choir. Moureens time is spent directing and guiding the learning outcomes for each student around the mainstream structure of lectures and daily events on campus. Our students are treated the same as all other students on campus and we spend a lot of time planning and scheduling opportunities both academic and social. Moureen states that *"Our experience at Mary Immaculate College has been nothing but positive, the staff and students have been extremely welcoming. The Life Skills module delivered by Prof. Carol O'Sullivan is a perfect example of the benefits a learner can gain from the opportunity to participate in inclusive education. The students were equally valued as participating members. There was a natural flow, and a brilliant classroom dynamic. Experiences like this go a long way to changing the mind set of future educators and their value and outcome cannot be measured."*

Our three students are working their way through the academic programme which provides a series of minor awards on a major award at level 4. The achievable minor awards are: *Communications, Functional maths, Computer applications, Information technology, Workplace safety, Visual arts practice, Personal/Interpersonal skills, Personal effectiveness, Work experience, General office skills, and Team working.*

It is planned that the students we are supporting will graduate alongside all other students at the graduation ceremonies in 2015. We hope to continue to provide this pathway through the programme to third level education for the future. Here are some comments from the students.

SPECIAL PROJECT REPORTS

..... CONTINUED

Sarah says:

“College is interesting, I think I like everything about it. I like going to class, I like being in class. I really like Aisling (student mentor), she is good fun, I can talk to her; we have a lot in common.”

Aine had this to say:

“I have never expected to get to third level like my brothers and cousins. I like the informal friendly atmosphere at college. I like the individual concern for student welfare. One to one tutoring is very helpful to all of us with disabilities. Travelling in and out from Ennis is lovely as I get a chance to chat with my friends. All my friends and family support me totally”

Owen says:

“I say it’s great, the choir members are great and we sing good songs. I have two friends, both named Paul. Paul the choir director is very nice, polite and honest. The other Paul is one of the other men in the choir. There are less than five men in the choir, the rest are women. I am fine with that. I haven’t done any performances with the Mary I choir yet, I haven’t decided if I will but we will see how it goes. They always include me which I like and they even ring to let me know what’s happening.”



Galway Service



In January 2013 the Galway Services embarked on an exciting new “*Let’s Get to Work*” supported employment initiative, under a Disability Activation Project, launched by Pobal. The goal of this two and a half year project is to support a number of individuals who aspire to be part of the open labour market but who were unable to meet the criteria set out by the current network of Supported Employment Services due to their high support needs. An application was submitted to Pobal for an intensive supported employment project and was successful in securing the funding for four Outreach Support Workers to work across the county.

Each Outreach Support Worker supports ten participants in developing their skills to find and maintain work. As part of the project the Outreach Support Workers will help to identify the specific needs of the participants to access employment opportunities, develop individualised support plans, provide expertise, support and appropriate training to participants to assist them in accessing employment, develop sustainable support systems to enable them to maintain employment and establish long term partnerships with local employers, business people and community leaders. Since the project commenced, thirteen participants have been successfully placed in paid employment, a further twelve are involved in work experience/voluntary work and many are undertaking training/educational courses to enhance their skills.

Carina is one of the participants who were keen to get a job. She wanted to be more independent, to develop her skills and to meet new people while in a work environment. In June 2013 Carina began working as a kitchen porter in Busker Browns Bar in Galway City. Carina’s work day begins at 12.00noon each Saturday and Sunday and she works through until 4.00pm. Each day Carina must take charge of her duties such as cleaning cutlery, filling condiments, and preparing fruit and vegetables among others. These are duties which the staff rely on Carina to have completed each day ahead of the busy weekend trade.

Prior to taking up her position in Busker Browns, Carina committed herself enthusiastically to the project and worked very hard in training and preparation. The demands of a busy work place were something Carina had expected and had been prepared for. Carina takes huge pride in her position and her commitment is obvious to the restaurant management who recognise her as a reliable, committed and motivated member of staff. Since being placed in the position Carina has worked hard, overcome difficult barriers and learned new skills. In addition to the knowledge and experience that Carina has gained, she has also been given new opportunities to socialise and meet new people within the workplace, something which is of great importance to her. On speaking about her job Carina says, “*My job is very important to me, I work in a place where I am very happy because I make new friends all the time*”.

Although Carina has well established her position in Busker Browns she still works closely with her outreach support worker and both Carina and her employer are both aware of the support available from the outreach support worker should any issues arise.



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 impacts on the quality of the service being delivered.

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. It acts as an executive co-ordinating link between Companies. The National Board's strategy is implemented throughout the six Companies and the CEF support the development and implementation of the strategy. It also facilitates shared service functions within the Companies. This group meets six times annually and meets with the National Advocacy Council twice annually.

MEMBERSHIP

Johanna Cooney (Chair)	National
Eamon Loughrey	Clare
Anne Geraghty	Galway
Norma Bagge	Limerick
Margaret Glacken	Roscommon
Johanna Cooney/Julia Kelly	South East
Una Nagle	Southern
Gina Magliocco	National

Mary Comer (Recording Secretary)

National Teams

The role of a National Team is to act as a support for staff, to inform the Services, and to develop guidelines or governance statements with the National Office 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 National Chief Executive.

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National Quality & Evaluation Team

The work of the National Quality & Evaluation Committee 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 committee focuses on supporting the implementation of recommendations and requirements from these processes to ensure continuous improvements and creative responses in local service delivery across the regions. Meetings in 2013 were held on 30/01/13, 10/05/13, 3/10/13 and 11/12/13.

MEMBERSHIP

Mary Rowan (Chair)	Clare
Fiona Coffey	Galway
Liz Phelan	Limerick
Jodie Healy	Roscommon
Brenda Hutton	Southern
Kaye Whelan	South East

OBJECTIVES 2014

- ▲ Support the person in charge, management and staff meet regulations and inspection criteria as part of the registration process for each designated centre within the regions.
- ▲ Each region is committed to supporting the Enabling Excellence programme in 2014 with a view to rolling this out on a wider basis across the organisation.
- ▲ Representatives involved in Training & Quality across all regions are participating in the roll out by HIQA of the Institute for Health Improvement Training Modules.

ACHIEVEMENTS 2013

- Galway achieved 4 year CQL accreditation in Person Centred Excellence.
- All regions rolled out information sessions and training on HIQA standards and regulations for individuals receiving services, families, management, and staff.
- All regions provided support to managers, person in charge and staff around documents and templates required for registration such as Statement of Purpose, Guidance Documents published by HIQA and Notifiable Events.
- All regions conducted self-assessments and audits based on HIQA standards and developed action plans to achieve compliance.
- Following regulation commencement on November 1st 2013 Training and Quality departments facilitated the completion of the Annual Return Form and Section 69 Forms for HIQA.
- Roscommon, Galway, Limerick and South East were involved in the National Federation of Voluntary Bodies Next Steps Project.
- Cork, Waterford and Roscommon participated in the National Federation of Voluntary Bodies Immersion Project.
- All regions committed to participate in the Enabling Excellence programme in 2014 supported by the National Office.

National Quality & Development Team

The Brothers of Charity Services 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. In keeping with our Ethos, the National Standing Committee on Training & Development works to develop individualised supports and services based on the needs and choices of each person and is committed to working with people with intellectual disabilities to claim their rightful place as valued and equal citizens.

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 our primary customers who are 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 an innovative and quality service. Meetings were held on 25/03/13, 1/07/13 and 4/11/13.

NATIONAL TEAMS

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MEMBERSHIP

Mary Rowan	Clare
Mairead Vaughan	Galway
Denise Shaw-Kelly	Limerick
Jodie Healy	Roscommon
Kaye Whelan	South East
Rebecca Santos	Southern

ACTIONS/ PROJECTS FOR 2014

- ◆ Review training & development policies across the regions to identify common standard training & development criteria.
- ◆ Continue the process of compiling national reference documents of training providers and design a full report on costings.
- ◆ Align training provided within regions to meet requirements of regulations and registration of disability services.
- ◆ Explore with the National Federation of Voluntary Bodies a plan of action to support the achievement of the required accredited training for managers and person in charge that is recognised nationally and by HIQA.
- ◆ Recommend to develop a national strategy over a three year period to assess the potential return of an e-learning approach.
- ◆ Complete and provide feedback to HIQA on the Institute for Health Improvement training modules.
- ◆ Complete Enabling Excellence Training and explore how learning from the Enabling Excellence training can be cascaded across all service areas within regions.

ACHIEVEMENTS 2013

- Identified and delivered training that supported the organisation to meet criteria of National Standards for Residential Services for People with Disabilities.
- Members of committee linked with the National IT personnel in Galway on developments of an ICT structure.
- Attended briefing sessions on the commencement of regulation for disability services and provided on-going updates to managers and staff in regions.
- Provided support to managers, person in charge and staff around documents and templates required for registration such as Statement of Purpose, Guidance Documents published by HIQA and Notifiable Events.
- Provided training and information sessions to individuals, families, staff and management on The National Standards, Department of Health Regulations and the Registration and Inspection Process.
- South East region have reviewed MAPA training and have undertaken to transition from NCI training to MAPA.

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 met six times in 2013.

MEMBERSHIP

Colette Geoghegan	Clare
Michelle Kenny	Galway
Brian Leahy (Chair)	Limerick
Elizabeth Tyrrell	South East Services
Mary Hennigan,	Roscommon

REPRESENTATIVES ON NATIONAL COMMITTEES

The HR Standing Committee was represented on the following National Committees.

- Pensions Shared Services
- NFVB Strategic HR Committee
- NFVB Operational HR Committee

REPORTS

- Review of National Policy 2(09) - continued
- Common Employee Handbook Template was advanced
- E-Learning
- 2013 Action Plan
- National HR Structure

EMPLOYMENT STATISTICS

2013

Employment Status

W.T.E. + Whole time equivalent

Service Company	Permanent Full Time	Permanent Part Time	Fixed Term Full Time	Fixed Term Part Time	Specific Purpose Full Time	Specific Purpose Part Time	Total No.	Total WTE
Galway	370	348	8	164	15	26	931	765.51
Limerick	171	237	14	31	71	0	524	404.92
Clare	40	163	2	34	0	31	270	195.66
Southern	312	372	22	144	0	0	850	678.00
South East	212	187	17	17	107	2	542	441.44
Roscommon	74	280	1	0	0	0	355	241.74
TOTAL:	1179	1587	64	390	193	59	3472	2727.27



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INFORMATION SHARING & DISCUSSION

A number of issues arose and were discussed during the year including:

- E-Learning
- References
- Deducting Social Welfare at Source
- Lone workers
- Accrual of incremental credit for periods of unpaid certified sick leave
- New Self Certified Leave: Reports & Letters
- Public Holidays during sick leave
- On Call Arrangements
- Career Averaged Pensions
- Performance Management
- Draft HIQA Residential Standard 7.1.2
- Staff Ratio & Skill Mix Review Process
- Relief CID South East
- Relief Rostering
- Nurse Registration
- Maternity Leave & Sick Leave Circular
- PPSN numbers in respect of SPSPS scheme
- Pensioners Declaration – Action on no response
- Oral Hygienists – Independent Contractors
- Incremental Credit – Unpaid Pay Periods
- Job Analysis – Key Grades
- WTE and Headcount Ceiling Cuts
- HSE HR Circular 004/2013 re Managing offers of employment
- Grades of staff/skill mix in low support houses
- Garda Vetting existing staff and other HIQA requirements
- VDU's and night workers
- Incentivised Career Break Scheme
- Retirement Age
- Croke Park 2
- Occupational Health Department – nurse and doctor and costs
- Haddington Road Agreement
- National HR Structure.
- Nutritional Policies.
- Social Media Policy.
- HSE circular 13/2013 re manual handling.
- Increment Freezes and PPIMS
- FAS Grades
- Workplace Investigations
- CORU Registration
- HSE HR Circular 01/6/2013
- Garda Vetting Changes, and
- Children First in Disability Services - A Guide to Policy.

FORMATION & IMPLEMENTATION

- Sick Pay - HSE Circular 20/13
- Alcohol and Drugs Policy
- Legal Island Email Service
- Over 65s and Retirement
- HRA - 2.24 (Reduction of Annual Leave or Cash Deduction)

ATTENDANCE MANAGEMENT

This was a standing item on the committee's agenda. Various approaches to the management of attendance were discussed, rates were compared and initiatives were then implemented regionally.

COST CONTAINMENT

This was a standing item on the committee's agenda. Various approaches to cost containment were discussed.



National Advocacy Council

The members of the National Advocacy Council held meetings on five dates in 2013. These meetings took place in January, April, July, September and November. The Council also had two meetings with the Chief Executive's Forum in April and November 2013.

MEMBERSHIP

Ann Maire Collins	Southern
John Collins	Southern
Aoife Hegarty	Roscommon
Sean Keaveney	Roscommon
Daniel Gubbins	South East
Michael O'Toole	South East
John Michael Neary	Galway
Martin Dooher	Galway
Christina Burke	Galway
Helen O'Regan	Limerick
Frank Fennell	Limerick
Brian Hogan	Clare
Ger Minogue	Clare
Orla McMahan	Clare

FACILITATORS

Ann Holden	Southern
Anna Nolan	Roscommon
Nicola Lynch	Roscommon
Tony Lyons	South East
Siobhán Flynn	South East
Jackie Moran	Galway
Liz Phelan	Limerick
Rob Hopkins	Clare

The main areas of concern and issues discussed are as follows, all main issues were highlighted at the Chief Executive's Forum.

- House charges / nursing home charges and the variations in these charges across the organisation.
- The use of service user's money to pay for staff who are supporting them on their holidays.
- Individualised funding.
- Lack of consultation with individuals regarding the services they receive.
- Meetings being held without their input.
- Transport issues due to cut in funding.

The National Advocacy Conference was hosted by South East Region on 17th October 2013. The theme for this year's conference was *'Advocacy Beyond Services, Claiming your Rightful Place as a Valued Citizen'* and highlighted issues in the wider community and how individuals can make an impact outside of the services to life in their communities. A review of this conference is set out earlier in this Report.

The National Advocacy Council also worked on clarifying its structures in 2013. To this end the group sought the support of Karen O'Shea an independent facilitator. Karen made a number of key recommendations to the National Advocacy Council in order to improve the functioning of the Council. The Council has been working on these recommendations and to date have agreed:

In addition to agreeing on the points above the Council created a flyer to explain the work of the Council to individuals both within the Brothers of Charity and to other interested parties. This flyer was circulated to over 250 people at the National Advocacy Conference. The Council also updated their mailing list.

Other projects outside of the Brothers of Charity Services which members of the national advocacy council participated in and were discussed at the meetings:

- National Advocacy Platform
- Inclusive Research Network
- Meeting with Referendum Commission regarding accessible information in advance of referendums, and
- Next Steps Project.

How advocates should become members of the Council

- The length of advocates' term on the Council
- Officers' roles and responsibilities, and
- The role of the supporter in providing 'good support'.

PLAN FOR 2014

Continue with the momentum of what has been achieved in 2013. Finalise structures for the National Advocacy Council and forward to all relevant regions and other relevant agencies. Invite an outside speaker/group to work with the council for a one day workshop. Continue to work with the UN Convention on the rights of people with disabilities.

National Policy Development and Review Team

This team was established by the National Chief Executive in 2013. Its purpose is to monitor, develop and review all National Policies and Procedures, Guidelines and Governance Statements. The Team is comprised of one representative from each company and a representative of the National Office. The Team reports to the National Board through the Chief Executive.

Membership

Ann Loughney	Galway
Brian Muldoon	Limerick
John Armstrong	Roscommon
Julia Kelly (Chair)	South East
Gina Magliocco	National
Mary Rowan	Clare
Catherine Kenneally	Southern

The National Policy Team had its first meeting in July 2013 and met three times in 2013. Since the Team was formed the work undertaken has been to:

- ▲ Review the existing list of National Policies and establish which policies need to be revised
- ▲ Develop a template for the drafting of National policies
- ▲ Assign the review of existing National Policies and Guidelines, and
- ▲ Ensure that regions have the relevant policies required by the new HIQA regulations.

Existing local and national policies are being reviewed and updated, taking priority are those policies and procedures required in relation to HIQA. The development of each particular national policy is assigned to the most appropriate region to draft for example that which has particular expertise and experience in a specific area. The draft National Policy is sent back to the Team for consideration and amendment. Once the Team are content with the draft National Policy it is sent to the CEF and where relevant to the National Advocacy Council for consideration and comment. When all feedback has been received and considered the Team produce the final draft National Policy. The final draft is then sent to the National Board for ratification.

In 2014 we will have a number of policies in development and we expect that we will have the National Policy on the Development of Policies, Procedures and Protocols and the Visitors Policy signed off by the Board early in the New Year.

The terms of reference for the Team are as follows:

- Compile and maintain a list of policies in operation within the Services.
- Identify any policy gaps within the Services and notify on the need for new policies.
- Identify policies which need to be reviewed.
- Ensure that each policy reflects the ethos, mission and values of the Brothers of Charity.
- Using current regional and national policies as a resource develop a template and agree standard terminology for use throughout the services when drafting policies.
- Ensure that all documents consulted in the development of policies and procedures are referenced and that all drafts are numbered and dated.
- Consult with relevant internal and external sub-committees, specialist groups, in the development of policies.
- Invite further personnel to participate when specific policy areas require expertise.
- Liaise with other agencies and bodies in relation to national standards, statutory requirements, and regulations when developing policies, in particular the HSE and HIQA.
- Formulate a robust monitoring system for policy development.
- Recommend on the development of easy to read policies where appropriate.
- Keep abreast of issues related to legislation and best practice and new technologies which impact on the development and relevance of policies.

..... CONTINUED

National Finance Team

The National Finance Team is made up of the Head of Finance from each of the six Brothers of Charity Services Local Companies and reports to the Chief Executive, Brothers of Charity Services Ireland. The ongoing purpose and benefit of the Finance Team meetings is the sharing of information, advice and support regarding funding, costing, cost cutting and finance throughout the Services. Through the sharing of information it tries to achieve conformity in replying to the various and numerous templates requested by the HSE and others. The purpose is also to keep the Chief Executive informed of finance developments and matters nationally.

Membership

Eamon Loughrey/James Barry	Clare
Tony Collins (Chair)	Galway
Mary Dundon	Limerick
Felix McElhone	Roscommon
Sunniva O'Brien	South East
Michael Hennessy	Southern



The following is a list of the main activities undertaken by the F-team in 2013

- Reviewed and discussed the impact of the HSE allocation cuts imposed in 2013 in order to share and develop solutions to the funding gaps created by the cutbacks.
- Discussion and work arising from Haddington Road Agreement, Incentivised Career Break scheme and implementation of Working Time Act.
- Discussion and the work involved on the superannuation account deficit of each company and obtaining funding from the HSE to cover the deficit.
- Participation in the Department of Justice and Equality Consultation on Implementation of Charities Act 2009.
- Discussion and work on the review of the Corporate Structures of the Services and implications for IT systems.
- Discussion and work on the non-pay procurement and tendering process in the Services.



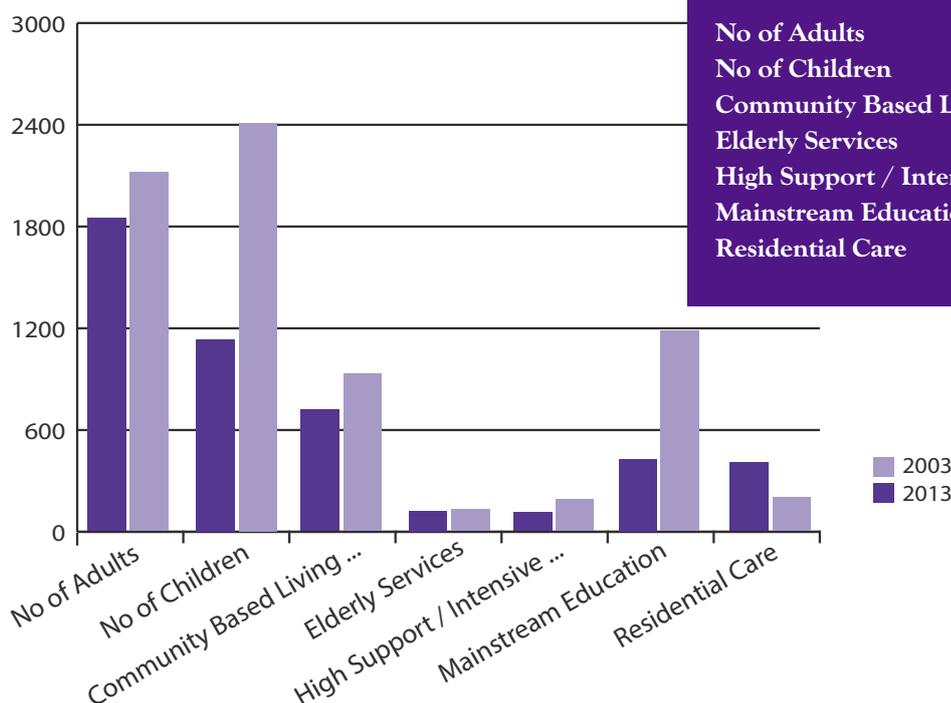
CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT 2013

Summary of consolidated Accounts Year Ended 31st December 2013

Income	
Health Service Executive	155,166,654
Other HSE Grants	8,835,238
Other Income	16,789,399
Deferred Income Released	(650,680)
Designated Funds Released	120,026
Total:	180,260,637
Expenditure	
Pay	154,537,047
Non Pay	26,730,930
Total:	181,267,977
(Deficit) for the year	(1,007,340)

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

COMPARISON FIGURES IN RELATION TO SERVICE DELIVERY 2003:2013



Comparison Figures for 2003 and 2013

	2003	2013
No of Adults	1841	2116
No of Children	1135	2409
Community Based Living Situations	717	927
Elderly Services	118	128
High Support / Intensive Services	111	188
Mainstream Education	427	1182
Residential Care	400	198

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 Advocacy Programme.

All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda Vetting and bound by the Policies and Procedures of the Brothers of Charity Services Company.

The 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.

**For further information please log onto our website or phone the Brothers of Charity Company closest to you.
www.brothersofcharity.ie/volunteers.php**



BROTHERS OF CHARITY SERVICES IRELAND, COMPANY OFFICES AND CONTACTS

NATIONAL COMPANY

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Chief Executive

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SOUTHERN

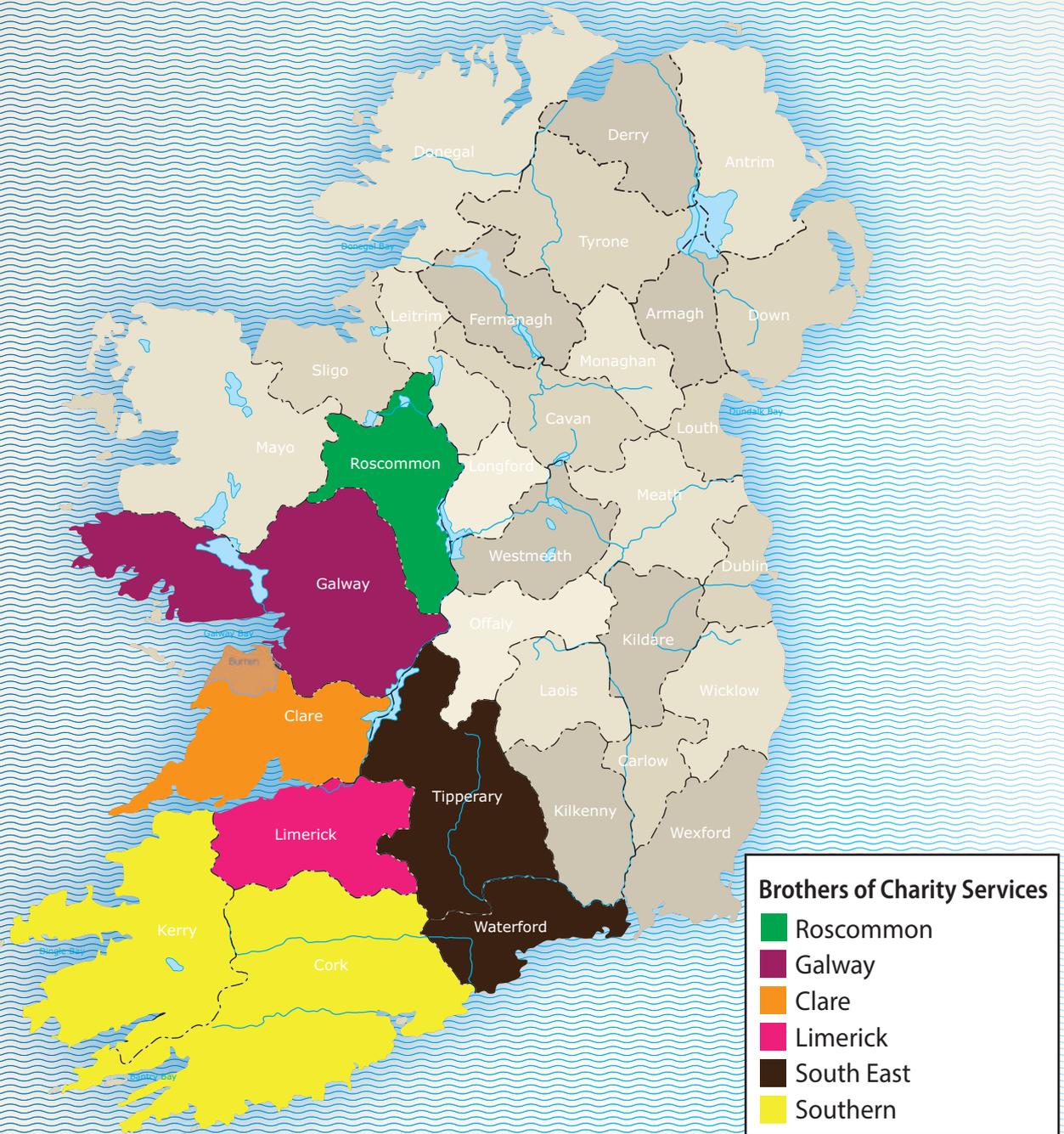
Una Nagle

Director of Services

Brothers of Charity Southern
Services, Lota,
Glanmire, Cork.

Tel: 021 4556200

LOCATIONS OF BROTHERS OF CHARITY SERVICE COMPANIES



Each colour indicates the geographical area covered by the service company. The National Company, "Brothers of Charity Services Ireland" 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.

Produced by Brothers of Charity Services Ireland

Brothers of Charity Services Ireland Ltd. Registered Address: Kilcornan House, Clarinbridge, Co. Galway.

Company Registration No: 344780 Registered in Dublin, Republic of Ireland.