

BROTHERS OF CHARITY SERVICES IRELAND
Annual Report
2017



VISION

'Love and Respect in Every Action'

MISSION STATEMENT

"Belonging to an internationally active movement and rooted in the values of the Christian Gospels, the Brothers of Charity Services Ireland provides quality services to support people who are in danger of being marginalised and strives to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in our communities."

(2014)





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FOREWORD

NATIONAL CHAIRPERSON Bro. Alfred Hassett

Dear Friends,
I am pleased, on behalf of the Board of Brothers of Charity Services Ireland, to present to you our Annual Report 2017.

The National Board of Directors wishes to express its deep appreciation to all associated with the Brothers of Charity Services throughout Ireland, especially to the many individuals, and their families and advocates, for the confidence and trust they continued to place in us throughout 2017. It is in experiencing and sharing the joys and sorrows, the challenges and successes of our daily lives that we all continue to learn, achieve our goals and, together, build a better world for all citizens.

As we know over the past decade the Disability Sector, as a whole, has been greatly impacted by a scarcity of resources. We remain very conscious of those who are in need of Services and we share the frustration of families as they continue to wait for service responses. Within the Services we are challenged to respond to the needs of those we serve. In a number of locations our Services' ability to comply with some of the requirements of HIQA regulations and national standards is seriously challenged. Our difficulty in reaching two of the physical HIQA standards is a cause of great concern to our staff, management and the Board. However, we are also aware of the very high level of compliance with HIQA standards particularly those relating to the dignity, rights, communication, general welfare, and the healthcare needs of those we serve. The Board would like to take this opportunity to congratulate staff for their continued reinforcement of the Services' Ethos and Code of Practice, under which we operate, which promotes a strong and healthy culture and ensures a continued quality service within the constraints of limited resources.

During 2016 the Services continued, in as far as possible, to offer the individuals we support every opportunity to live and enjoy ordinary lives in their local communities. As a provider of Services we value the myriad of community connections and natural supports that assist us in fulfilling our mission. In addition we value the expertise, flexibility and creativity of our staff teams which are core strength of the Brothers of Charity Services and, on behalf of all the Directors of the National Board, I extend our deep appreciation to all staff members for their continuing commitment to our mission.

During 2017 the Brothers of Charity Services National Board has been preparing to introduce significant changes to the governance structures of the Services. The Brothers of Charity Congregation, with the National Board of Directors, would like to take this opportunity to express their deep appreciation to the Directors of the Local Boards for their work with us during the past year in preparing for a new governance structure which will achieve strong corporate governance while retaining the best elements of subsidiarity.

I wish to thank most sincerely the Directors of the National Board for their commitment and contributions to the National Board during the past year. They have given freely of their personal time to the Board and sub-committees to ensure the success of the Services through their governance and strategic guidance. We deeply appreciate your many years of involvement with, and your expert contributions to, the Brothers of Charity Services.

On behalf of the Board I extend our sincere thanks to the Chief Executive, the members of the National Leadership Team, and the staff of the



National Office; Directors of Services and Service Leaders, Management and Multidisciplinary Teams, and Staff of the Services. They worked diligently throughout the year in continuing 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 extend a warm word of thanks to the many volunteers attached to our Services throughout the country who give of their time freely to support us fulfil our mission.

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 2017, and we look forward to our continued partnerships with them during 2017.

Brother Alfred Hassett
Chairman, On behalf of the BOCSI Board

CHIEF EXECUTIVE Johanna Cooney

Welcome to the Brothers of Charity Services Ireland 2017 Annual Report. It gives me great pleasure to share with you a brief overview of the activities of the Brothers of Charity Services during the year.

The legal restructuring of merging six companies into one was finalised on 31st December 2016 and a new Legal Company, Brothers of Charity Services Ireland CLG (BOCSI), came into being on 1st January 2017. I would like to express my deep appreciation to Senior Managers throughout the Services, who worked very hard to ensure a smooth transfer. We are now on to the second phase of our restructuring which is the merging of the Roscommon and Galway Regions to form the Western Region and the merging of the Clare and Limerick Regions to form the Mid-West Region. This new structure will facilitate a clear single operational authority that can ensure consistency

of approach and accountability across all service regions and areas. We are confident that by introducing these new structures the individuals we support will benefit from improved service standards due to an increased sharing of expertise and best practice, improved efficiencies, and further effective use of resources.

BOCSI has always been committed to delivering the best quality Services possible and this was again the case in 2017. During the year our Services underwent 78 HIQA inspections throughout the country. In the course of these inspections a total of 898 outcomes were tested and our Services achieved a compliance rating of 72%. Where possible the Services, through the reallocation of resources, relocation, and other inventive solutions, endeavoured to address the areas of non-compliance. However a number of non-compliant outcomes relate to insufficient staffing levels, new fire regulations and lack of capital funding, and

therefore are reliant on additional resources. The Services continue to work to achieve full compliance in all areas.

During 2017 the Services continued to engage with the HSE, at both local and national level, in respect of the funding required; however, to the great concern of the Board and the Services, we were unsuccessful in acquiring additional resources in 2017. This lack of resources which are necessary to achieve compliance in some areas presents enormous challenges to the Board, to management and especially to frontline staff who, often in difficult and challenging circumstances, continue to work hard to improve the quality of life for the individuals supported by our Services. I congratulate them all on their continuing efforts.

The Reports from the Six Regions further on in this Annual Report highlight some of the work carried out in each of our Regions. Throughout the year the Regions continued to maintain a focus on service responses that were person centred. Their continuing partnerships in local communities throughout the country supported us in the creation of increasing opportunities for the individuals we support to live and enjoy ordinary lives in their communities, and to access all the opportunities that those communities present. On behalf of BOCSI a special thank you to all who work in partnership with us to change individuals' lives.

Members of the National Advocacy Council continued to work tirelessly on issues of concern to their members and the wider disability sector. We welcomed our meetings and discussions with the Council at National and Regional level throughout 2017. The Council's contributions greatly influence the direction and development of our organisation and continue to keep us focused on our core values – the dignity and humanity of each person.

The increasing requirements of compliance as and when new legislation is enacted is an increasing burden on our already scarce and limited resources as the resources necessary to respond to compliance requirements have not been allocated to the Services. This situation is

unsustainable and must be a matter of priority for the Services, Funders and Government. This year the focus was on ensuring that we were in a position to prepare for the new General Data Protection Regulations due to be implemented in May 2018. We are working towards full compliance and have appointed a Data Protection Officer and Data Protection Representatives in each Service Region who form the National Data Protection Team. Due to limited resources each of these staff members has undertaken these functions in addition to their other extensive duties. I would like to acknowledge those who participate in our many National Teams to undertake specific projects, and share learning and understanding throughout the organisation. I also extend a very special word of thanks to our many volunteers throughout the Services who gave of their time freely during the year. Your contribution makes very positive differences too many lives and for that we are very appreciative.

I wish to acknowledge the continuing support and guidance given by the Directors of the Board of BOCSI to our Services. I extend a sincere thank you to the Congregation of the Brothers of Charity, in particular, Br. Alfred Hassett, Chairperson of the National Board and Br. Noel Corcoran, Regional Leader, for their generous support during 2017. A sincere thank you also to everybody who supported us in any way during 2017 – your support makes a difference.

Finally I offer a very sincere thank you to the many individuals that we support in our Services, and their families, for allowing us the privilege of sharing their journey and for their continued trust and faith in each of us. Working together we can develop and maintain connected lives where all are cherished and respected as valued and equal citizens of our country.

Thank you.
With kind regards,

Johanna Cooney
Chief Executive



INTRODUCTION TO SERVICES

The Congregation of the Brothers of Charity was founded by Canon Peter Joseph Triest, in Ghent, Belgium in 1807. A deeply spiritual and yet very practical man he inspired his young congregation to devote their lives to working with persons who were disadvantaged or marginalised. The Brothers of Charity opened their first Irish facility for people who experienced mental health difficulties in Waterford in 1883.

Today our Services focus on providing support to people with an intellectual disability in Ireland throughout the counties of Clare, Galway, Roscommon, Limerick, Cork, Kerry, Waterford and Tipperary. An overall total of approximately 6,315 people and their families access our Services annually, supported by 3985 staff (3212.3 whole time equivalent). Respecting and promoting the dignity and humanity of each person has always been the core value of the Services. The principal object of the Brothers of Charity Services Ireland states,

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

The Services offer service responses in local communities, promoting and supporting positive engagement and interaction between those who use

our Services and their community, and supporting them to participate in and be included in all facets of community life as equal and valued citizens. The Services work in partnership with local communities, agencies and organisations to initiate and develop increasingly inclusive opportunities for, and with, the individuals we support.

The Brothers of Charity Services attempts to ensure a personal response to the wishes, hopes and dreams of each individual to whom support is provided. We adopt a person centred approach to service delivery, one in which individuals are assisted and supported by the Services to identify their life goals. They are, thereafter, supported to achieve these goals through their individual personal plan. The Brothers of Charity Services in Ireland is a learning organisation whose responses are based on best practice, and in full recognition of the right of each person to self-determine their life goals and wishes. We listen to those we serve and, subject to resources, endeavour to provide individuals with high quality supports that best suit their wishes and requirements.





2017 SERVICE STRUCTURE BROTHERS OF CHARITY SERVICES IRELAND

The Brothers of Charity Services Ireland is a Company Limited by Guarantee, and provides Services to people with an Intellectual Disability and Autism on behalf of the Congregation of the Brothers of Charity in Ireland. These Services are provided throughout counties Roscommon, Galway, Clare, Limerick, and in the Southern region (Cork and Kerry) and the South East region (Waterford and South Tipperary). Each of the six regions currently operation under their own Service Level Arrangement with the local HSE. Each Region has its own annual budget received mainly from the HSE through its local CHO area.

The Brothers of Charity Services adhere to and promote the ethos and principles of the Congregation of the Brothers of Charity in the management and delivery of the Services. The core values of our Services are the dignity and humanity of each person. In delivering our Services' responses throughout the country, we are committed to a person centred approach and aim to provide, in as far as possible, individual supports for people, in order that they may identify and achieve their personal life goals and live ordinary lives in their communities. Our Services are measured using an accredited quality system - Council on Quality and Leadership (CQL). Our Services are also monitored and inspected by HIQA.

The BOCSI Company is supported by the National Office which comprised currently of the Chief Executive, the Directors of Services, the Head of Finance, the Head of Risk and Regulation, the Head of Human Resource Management, the Head of ICT, the Head of Procurement, and the PA to the Chief Executive. This National Leadership Team led by the Chief Executive will welcome a Head of Quality & Safeguarding in 2018.

The Chief Executive reports to the Board of the Brothers of Charity Services Ireland and is

the Company Secretary. The Chief Executive is responsible for the management and executive functions of the Company's six regions through the regional Directors of Services. The National Office supports the Chief Executive, the National Board and its Committees, National Teams and Working Groups as well as the Chief Executive's Forum which comprises the Directors of Services and the National Leadership Team. It acts, as appropriate, as the single point of contact for external agencies and bodies.

APPROACH TO SERVICE PROVISION A General Overview of the Brothers of Charity Services in Ireland

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

We offer a range of comprehensive day, residential, respite and multidisciplinary supports and Services to adults and children with an intellectual disability, and their families. 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
- Home Support
- Host Families
- Crisis Intervention
- Respite Services
- Services for Children and Adults with Autism
- Staff Training and Development
- Pastoral Care
- Support of Elderly Persons with Intellectual Disability
- Community School Age Support, and
- Integrated Leisure Activities.

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

BOARD MEMBERSHIP 2017 AND BOARD COMMITTEES

Brothers of Charity Services Ireland CLG

Bro. A.T. Hassett (Chair)	Mr. J. Stokes	Bro. J. Rackley	Mr. J. Hayes
Mr. P. McGinley	Mr. E. McGuane	Mr. G. Lyons	Mr. J. Barry
Mrs. M. Allen	Mr. K. Brennan	Ms. B. Cahill	

Bro. Alfred would like to take this opportunity to express his thanks to all those who have served in a voluntary capacity on our six Regional Boards up to 2016 and the National Board, since 2007. He acknowledges and appreciates the high quality, dynamic inputs of the various sub-committees and of all associated with our work in supporting persons with intellectual disability in Ireland.

BOARD COMMITTEES

There are currently four committees in compliance with the Code of Practice for the Governance of State Bodies. Each Committee acts in accordance with its Terms of Reference, which are agreed by the Board, and reports to the Board as required.

AUDIT COMMITTEE

Appointed by the Board, the main objective of the Audit Committee of the Brothers of Charity Services Ireland is to support the Board in fulfilling its function by providing independent and timely advice to the Board on areas within its remit. It will ensure that there is full control over the income, expenditure and assets of the Brothers of Charity Services Ireland and ensure that all of its resources are used effectively in fulfilling its responsibilities.

QUALITY AND RISK COMMITTEE

Appointed by the Board, the main objective of the Quality and Risk Committee of the Brothers of Charity Services Ireland is to support the Board to fulfil its function by providing independent and timely advice to the Board on areas within its remit, to ensure that clear and effective Quality and Risk Management systems are in place, and that the welfare of those who use the Services is safeguarded.

NOMINATIONS COMMITTEE

Appointed by the Board, the main objective of the Nomination Committee of the Brothers of Charity Services Ireland is to oversee the arrangements for selection and rotation of members of the Board of the Brothers of Charity Services Ireland.

REMUNERATION COMMITTEE

Appointed by the Board the main objective of the Remuneration Committee of the BOCSI is to oversee the employment practices of the BOCSI and ensure that they comply with the Public Sector Pay Policy.

ENERGY EFFICIENCY

The BOCSI is required to report energy efficiency data to the Sustainable Energy Agency Ireland (SEAI) annually. The BOCSI target is the same as all Public Bodies in Ireland which is that we must achieve an energy saving of 33% from our baseline by 2020. The BOCSI is on target having reached in 2017 a reduction of 26% from baseline.

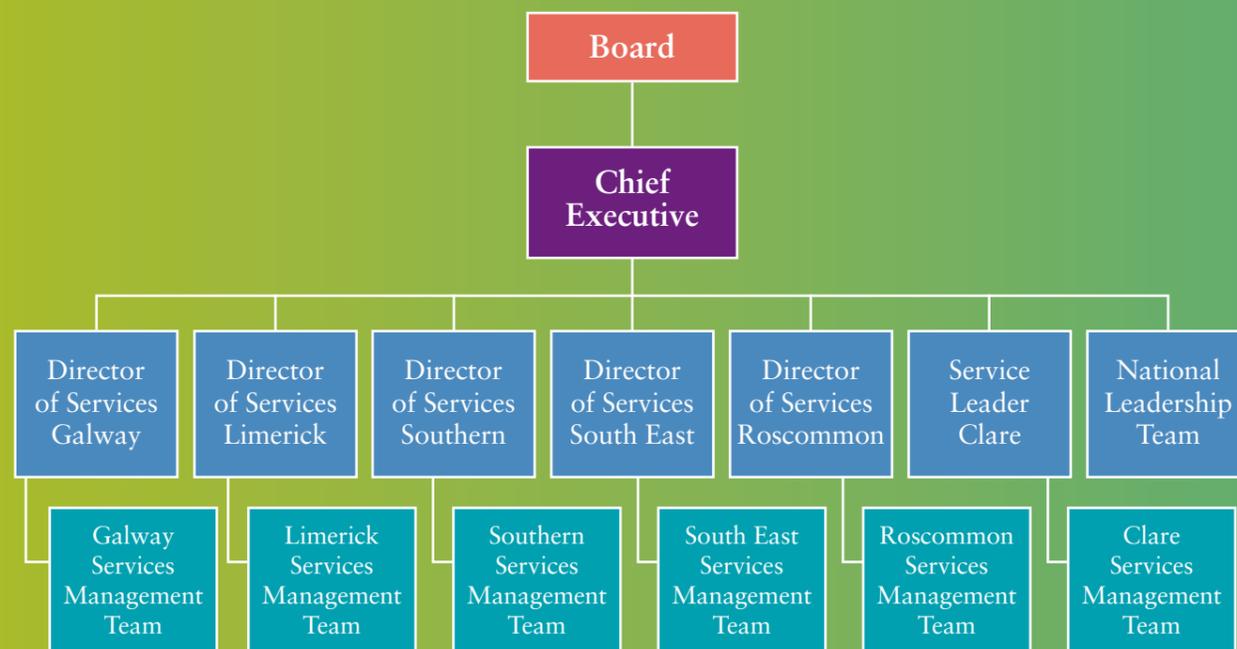
ENERGY STATEMENT

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

We are committed to the following.

- Reporting our energy efficiency data to the SEAI annually.
- Continual improvement in reducing our energy usage.
- Compliance with all environmental and related legislation.
- Communication of our energy statement and energy programme to all our staff and those who are supported by our Services.
- Ensuring our suppliers and contractors are aware of our energy programme.

ORGANISATIONAL STRUCTURE 2017



The National Leadership Team consists of the Directors of Services, the National Head of Finance, the National Head of HRM, the National Head of Risk & Regulation, the National Head of ICT, the National Head of Quality & Safety, and the National Head of Procurement.

COMPLIANCE REQUIREMENTS

To date the BOCSI is required to comply with and/or report on the following annually.

- The Health Act 2004
- Health and Social Care Professionals Act 2005
- Comhairle Act and (Amendment) Act 2004 (Advocacy)
- The Disability Act 2005.
- Companies Registration Authority (Annual Audited Accounts & Governance)
- Children First in Disability Services 2011
- New Directions 2015
- The Assisted Decision-Making (Capacity) Act 2015
- The Charities Regulatory Commission (Service & Finances)
- Annual Compliance Statement to the HSE (Service Level Arrangement):
 - Governance outlining the current Governance arrangements of the Board
 - Internal Codes of Governance
 - Risk Management
 - Remuneration
 - Finance
 - Capital Assets
 - Taxation
 - Procurement
 - Other Matters
 - Related Companies and any subsidiaries etc.
- Staff Absenteeism report to the HSE
 - Whole Time Equivalent report
 - Quarterly Accounts returns, and
 - People who use our Services number returns
- The Code of Governance for State Bodies
- Safeguarding - Children First
- Safeguarding Children: Policy and Standards for the Catholic Church in Ireland 2016

- Health Research Board (information on the people we support).
- The Health & Safety Authority - Audits
- FOI Statistical Returns and compliance with the Model Publication Scheme
- Data Protection Act 2018 & GDPR
- The Office of the Ombudsman
- The Information Commissioners Office
- The Data Protection Commission
- Sustainable Energy Authority of Ireland (SEAI) Monitoring and Reporting
- State Claims Agency - National Incident Management System (NIMS).
- Incident and Accidents are required to also be notified to the HSE Safeguarding Team.
- CQL (Council for Quality & Leadership) – quality mark
- Education for Persons with Special Education Needs Act 2004
- Ethics in Public Office Act 1995
- BOCSI Ethos and Compliance with best practice Policies and Procedures and Guidelines
- Irish Council for Social Housing & the Department of the Environment
- HSE Governance and Financial Audits.
- Standards in Public Office Act 2001
- The Governance Code for Voluntary and Community Organisations
- The Comptroller and Auditor General – Financial and Governance Audits
- Fundraising Guidelines

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



BROTHERS OF CHARITY SERVICES IRELAND CLARE REGION

Report from the Service Leader

Despite the difficulty of operating under resource restrictions the Clare Region has managed to enhance the Services it provides through innovation and staff participation. During 2017 the Services in Clare received funding from the HSE to support 14 individuals to move from a traditional group day service to a more individualised service based within the communities in Ennis and Inagh in County Clare. The person centred change initiative was called “The Links”. This initiative identifies individual needs and promotes choice, inclusion and citizenship. The main advantage of the project for those involved was moving to an inclusive community based service with individualised staff supports. These changes have made it possible for the people supported to make real choices about how they can pursue their own purpose and interests. For example, one man has started his own business; others have taken on roles as employees in local business; others act as volunteers in their local community; participate as a students in adult education classes; and as members of local clubs and social groups. The staff no longer have to manage and meet the needs of a group. This day Service allows staff to work in an individualised way which generates real outcomes and facilitates choice and inclusion for people.

Home Share Clare continues to offer respite to families of children and adults in Co Clare. In 2016 the HSE established a National Expert Group on Home Sharing. The Group carried out an audit of Host Family Respite Services in Ireland and published their report. The report set out standards and made recommendations in terms of how a service is governed and managed. Funding was also made available by the HSE to implement the recommendations of the report in order for it to continue as a model of service for families

and individuals. As a result of the report, Home Share Clare was allocated funding for a new social worker post. The new post will bring Home Share Clare in line with the recommendations in terms of staffing as outlined by the Expert Group. This new social worker post has enabled Home Share Clare to recruit and assess new host families and make a number of new placements available to individuals and their families.

After two years of planning with the local community, family members and the HSE, a new community based support service opened in the Killaloe/Ballina area in April 2017. The initial five referrals in the area, are now receiving supports in rented premises in their community. This local support service has had a significant benefit for the individuals and their family members as it keeps people within their local community and reduces travel. The service emphasis the use of the service location as a platform to support individuals in their own community. The service focuses on ‘learning by doing’ which broadens peoples’ progression opportunities by facilitating access to new experiences. A suitable building has been identified and purchased by BOCSI as the long term base for the services. There is a deep sense of goodwill and patronage within both communities which augers well for employment and volunteer opportunities for the people we support.

In November of 2017, we had a celebration to mark the 25th anniversary of the Triest Community Employment Scheme in the Clare Services. Over the years the scheme supported individuals with various levels of ability in Clare to achieve their goals and sometimes their dreams. Those who joined the scheme, as participants from the live register, were given opportunities to develop skills and competencies many of whom have become

employees of the Clare Services. The celebration was attended by past participants, representatives from SOLAS, and representatives from Brothers of Charity Services Ireland. The guest speaker on the day was Senator Martin Conway, who spoke about the unique contribution the scheme makes to the lives of people with an intellectual disability and to those who participate in the scheme. A representative from SOLAS spoke and noted the high success rates of participants moving to fulltime employment following their time on the scheme. On the day, presentations were made to Eamon Finn, Regional Manager for Ennis Services a Founding Member of the Scheme; Thomas Gilligan, CE Supervisor for over 20 years; and Teresa Eustace, Administrative Support to the Scheme for over 20 years.

In March 2017 the Rehabilitation Training (RT) Group in Kilrush moved out of the building in Hector Street Kilrush, to a new premises.

Hector Street is currently a day base for a number of people of varying abilities and ages. The new location for the Rehabilitative Training programme is in the heart of Kilrush town. There are many thriving businesses and community amenities in proximity. The Service is within walking distance of shops, work experience placements, cafés, hair salons, the Library, and the Vandaleur Gardens. Trainees are encouraged to independently (or with minimal support) access many of these amenities. To coincide with the move to a more community inclusive setting, the Training programme has been re-branded. It is now called ‘Project Me’. The focus is on each person’s needs and wishes. Meaningful social roles are sought locally for each trainee. Each trainee is supported to use local community facilities and to develop a range of relationships in their community, in line with their choices, needs and abilities. As a direct

result of the move to the new premises, plus the revitalisation of the programme, the number of RT referrals has increased.

I would like to thank every member of staff for their hard work and dedication to the Services during 2017 despite the challenging financial and human resource environment in which we operate. I would like to thank the people we support and their families for choosing BOCSI Clare and all those we partner to ensure we continue to deliver the highest quality supports possible.

BROTHERS OF CHARITY SERVICES IRELAND GALWAY REGION

Report from the Director of Services

I am pleased to present a summary of the activities for 2017. The year was another challenging, exciting and busy year for the Services, staff and people we support in Galway. The challenges in 2017 include responding to the changing needs of the individuals we support and emergencies arising from individuals living at home with elderly parents in bad circumstances who are now requesting access to residential Services. There is a huge increase in demand for respite in both adult and children presenting with complex needs, all of which we endeavour to support within our existing funding allocation. A continuing feature of 2017 was the lack of sufficient funding available from the HSE to deal with emergency cases as the number of successful business cases for funding was insufficient to cope with the demand. This will have consequences in the years ahead. Unfortunately the Services in Galway did not achieve a breakeven financial outturn during 2017 due to the ever increasing costs associated with the provision of Services including non-pay expenditure which has increased significantly in the past few years.

On a more positive note, the highlight of the year for the Services in Galway was the hosting of the national self-advocacy conference in the Salthill Hotel in Galway. The title of the conference was “Dare to Dream”. The conference was a great example of the coming together of advocates and staff from all levels in the Services to facilitate the production of a very successful event for over 350 delegates. The conference is the biggest gathering of people with ID in the country each year. Apart from the conference; advocacy groups from around the county took part in campaigns and activities including the development of an “Anti-Bullying course called “Bullying Proofing yourself” with the support of Fiona Weldon in Dublin City University.

A number of staff and advocates were trained to deliver the course across the county.

The Galway Advocacy Council launched their Fire Safety DVD in September 2017. The 15 minute DVD educates people on preventing fire and what to do in the event of a fire in your home or work place. The DVD has two specially commissioned episodes of “Come Dine with me “and “Father Ted” which starred some well-known advocates and staff. Advocates during 2017 put in place plans to develop a training programme so that people supported by the Services are more involved in choosing the staff that support them , including being involved in the job description and on interview panels.

The Children’s Services continued to provide a service to children and families throughout 2017. The Family Support Services is the umbrella term for in home supports clubs, camps, and host families. The expansion of our Home Sharing scheme and required support structures led to the funding of new posts as a result of the service being included in the national HSE report “Home Sharing in Intellectual Disability Services in Ireland”. The mixture of centre based and community model of respite continues to enable hundreds of families to look after their child, with either complex medical and /or behaviours which challenge, at home. Respite requirements have significantly increased with many parents really struggling to continue to look after their child at home with the result we have supported many families in crisis situations this year. Ongoing discussions with the Department of Education and Skills has resulted in Rosedale School moving further along the design phases for the long awaited replacement of the present school building in Woodlands. The new school will cater for both the pre-school and school age children and offer state of the art classrooms and recreational spaces.

It is envisaged that the new school will be in operation by the end of 2020.

The Galway Services continues to promote the use of the arts in all its forms for the people we support. The Blue Teapot Theatre Company, 2017 had a year packed with activity, partnership and an international reach and recognition. In January the entire acting company and staff travelled to Roubaix (France) to participate in a small international theatre festival for people with an intellectual disability called ‘Crossing the Line’ hosted by a French theatre company ‘Les Oiseaux Mouche’. The festival was a trial run for the Blue Teapot’s own scheduled ‘Crossing the Line’ festival in Galway in 2020 as part of Galway’s European Capital City of Culture. Throughout 2017 the award winning Blue Teapot film ‘Sanctuary’ was screened internationally at various film festivals including the Reelabilities New York Film festival and the Dublin International Film festival. In November, the Blue Teapot was announced as a national winner in the GSK Ireland IMPACT Awards. The Blue Teapot was also delighted to be awarded Arts Council Project Funding for their production of ‘Dancing at Lughnasa’ which will open in May 2018 in the Town Hall Theatre, Galway.

I wish to congratulate all the students in the Performing Arts School who achieved their QQI Level 2 awards in Performing and Creative Arts. In 2017 the “That Life” art programme continued to carve out its place in the arts community with the production of Babaro International Festival closing night, including the unique participation of the Gamelan Ensemble on three floats, for the Saint Patrick’s Day parade, the performance of Music Mechanics in Galway streets and the “Illuminate” interactive projection on Culture Night.

The Quality Enhancement and Development (QED) Department continued to support frontline

staff and Persons in Charge throughout the HIQA registration and inspection process. Thirty three out of thirty four Designated Centres are now fully registered with one remaining Designated Centre currently working towards registration. A number of staff working groups participated in completing the Basic Assurances and Shared Values Self-Assessment in preparation for our Re-Accreditation Review with the Council for Quality and Leadership (CQL) in February 2018. The QED Department facilitated training sessions on the Shared Values and Basic Assurances with staff and people supported across the Services. In November, the Services hosted a highly successful 2-day interactive workshop in ‘SCERTS’ with internationally renowned trainer, Emily Rubin. The SCERTS model is a comprehensive educational approach for children and adults with Autism Spectrum Disorder that supports developmental progress in social communication and emotional regulation. Workshop participants were facilitated to develop supports that included picture communication, written schedules and sensory supports.

A number of individuals took part in a new Social Farming pilot project which was deemed by participants to be very successful. In view of its success the Service is examining ways to develop this programme.

Harvest Studio in Gort started a new project whereby they invited toddlers from local Preschools to their story telling project. All were enthralled by the stories that were read and told by the creative story tellers in the studio. The Dolmen centre in Kinvara moved into their new premises on the main street in the town. A group of individuals in Ballinasloe had a successful art exhibition in the local library in the town.

BROTHERS OF CHARITY SERVICES IRELAND LIMERICK REGION

Report from the Director of Services

The Horizon programme moved into a new building on the main street in Spiddal where links are being made with the Galway Roscommon Education Training Board to develop some initiatives such as photography and literacy which will continue in 2018. One individual in Cregoran held his own art exhibition entitled “Here with me” in the G Hotel where 13 paintings were exhibited all of which were painted by his fingerprints or by sensory objects supported by his family and staff. All of the paintings were photographed and printed onto greeting cards. The project was funded by the Arts Office of Galway County Council. In December 2017, Rebound Therapy, which is the therapeutic

use of a trampoline, which gives opportunities for those who require a wheelchair, to experience movement, commenced in the John Paul campus. This is the first time that Rebound Therapy has been provided to people with disabilities in Galway. It is hoped to expand this therapy to other locations in the County in the coming years.

On behalf of the senior management of the Services in Galway, I wish to acknowledge what has been achieved under challenging circumstances during 2017. In addition I would like to take this opportunity to thank staff, members of the local communities and families who support us in our work and the staff from the HSE for their continued efforts to support individuals in the Services to have a good life. Above all I want to thank all those people who availed of our Services during 2017.

On behalf of the Brothers of Charity Services Ireland Limerick Region I am delighted to set out a brief summary of all that has been achieved by the Services in 2017 as well as referencing a number of the challenges being faced at this time. In doing so I want to acknowledge the hard work, dedication and commitment of the staff working on behalf of the Services throughout Limerick City and County. These staff work hard, in line with the Ethos of the Brothers of Charity, to provide high quality person centred residential, day and respite supports to over 350 adults with Intellectual Disability as well as assessment and clinical supports to 500 children through our early intervention and school age teams in West Limerick.

Over the course of 2017 we worked towards completing the registration process of our residential homes (designated centres) by HIQA achieving high levels of compliance in a number of outcomes inspected. This achievement is a credit to the staff and management of our Services and their resilience and determination to achieve high standards for the people we support. In a number of cases registration certificates were granted with a number of conditions including requirements in respect of improved fire safety. In this regard during 2017 a service wide programme for upgrading each residential property with compliant fire detection and emergency lighting was commenced. Further upgrade works will be required in future years but these works will be subject to securing funding from the HSE.

Also on a positive note the Services secured funding in respect of the School Leaver programme in 2017 and these individuals have settled in well into their new day service. We will look to develop a new Day service location in 2018 to support the increased number of young adults being referred to our Services. Also we were successful in securing funding for new respite services in 2017 that will commence during 2018. These services will provide

much needed supports to individuals and their family while they wait for full time residential services.

In providing residential, day, respite and children services in 2017 we remain continually challenged in a number of areas. The absence of new funding to develop residential supports is a significant challenge. As our population ages and families who have supported their family member age, there is an absence of capacity to meet the ever increasing waiting list for residential supports. Supporting individuals, already living in homes supported by the Services, who have significant changing needs largely due to aging, is very challenging. These challenges arise where environments are no longer suitable to support decreased mobility and the model of service is not conducive to support people who require a slower paced service as they get older. Other areas of concern relate to the absence of funding to upgrade houses especially in the Bawnmore Centre, which requires significant investment until such time as the individuals living in the centre move to community living under the “Time to Move on” project. Unfortunately the Bawnmore Centre has not been identified as a priority site by the HSE and therefore is not prioritised for funding to de-congregate. We continue to work with the HSE in securing capital funding to develop appropriate homes for people in the community but progress remains very slow.

In an effort to highlight the ongoing financial challenges facing the Services we have engaged with the HSE, with the support of the National Team, in carrying out a full review of the Limerick Services. This review involved two Business Managers of the HSE completing an assessment profile on each of the people we support as well as visiting a number of our residential and day Services across both the city and county. The outcome of this review was positive for the Limerick Services in that the report, written by the HSE, confirmed that the Services was underfunded



BROTHERS OF CHARITY SERVICES IRELAND ROSCOMMON REGION

Report from the Director of Services

based on the profile of the people supported. The report outlined the fact that the level of support required by a large number of individuals is currently not in place to meet their individual needs nor is there capacity within our community model to respond to changing needs. This confirmation from the HSE was significant and validated the concerns of management that have existed for many years. At the later stages of 2017 once off funding of 1.5 million was secured from the HSE. Continued constructive engagement with the HSE will take place in 2018 in order to ensure sufficient core funding is allocated. The HSE Review report, that will issue following the completion of review, will not only signpost areas where Services are not adequately resourced but also make recommendations where quality improvement can be achieved over time.

During 2017, in addition to existing mandatory training we also commenced the roll out of Code of Practice Training for all staff within the Services. This national BOCSI training, which was developed with the support of some Pobal Funding, provides staff with the tools and understanding of how to ensure supports are provided in line with the Ethos of the Brothers of Charity Services as set out in the Ethos document “Going Forward Together”. Training in respect of Children First, using the HSE land online facility, was also rolled out. Finally all managers were provided with training in relation to Resilience in order to support them in meeting the demands of their roles and responsibility.

The appointment of a Clinical Nurse specialist in Age Related care was a very positive development for the people we support in 2017. This appointment has led to improved oversight of the medical needs of individuals who are aging and living in our community service and it supports them to age in place for as long as is possible.

The Community Advocacy structure was further enhanced during 2017 with the addition of

formal engagement with the local HSE Disability Management. A number of meetings took place where senior HSE management got the opportunity to hear at first hand the very real issues impacting on the lives of individuals supported by the Services as a result of the HSE instruction to manage Services within budget. This engagement has been very powerful and the feedback has been most positive from both the Advocacy Group and the HSE. The Advocacy Group secured some funding from the HSE in order to address a gap in service that they had highlighted during their engagement with the HSE.

As Director of Services I am very proud to lead, with the support of the Senior Management Team, the Brothers of Charity Services Ireland Limerick Region and to be associated with the work that we do and supports we provide to people with Intellectual Disability in the region. It is a wonderful and inspiring organisation to be a part of especially in the context of improving the quality of lives of the people we support. That is not to say that the organisation does not face significant challenges at this time, which it does. The landscape in which Services are being provided is rapidly changing in the context of regulation, the Assisted Decision Making Capacity Act with an ever greater awareness of the rights and autonomy of each individual we support. These changes, which are welcome, continually challenge us to be open, flexible and responsive in our service delivery. I believe that the organisation has the expertise, willingness, motivation, strength of belief and of character to respond positively to this changing landscape and emerge as a stronger and more vital service into the future. I am also heartened and sustained by the team of people that I work with both at local and national level. Their commitment and dedication to the Ethos and Mission is without question and is demonstrated through their creativity, tenacity and focus on the people they have a responsibility to support.

2017 was a year of many opportunities and challenges for Brothers of Charity Services Ireland Roscommon Region. Some of the significant achievements of people were highlighted by the advocate’s presentation at the National Advocacy conference. From walking and singing high up in the trees to running marathons and sky diving the achievement of these and many other dreams portrayed in the DVD compiled by the Advocates was an inspiration for all.

I would like to acknowledge the ongoing dedication and commitment of staff in supporting people to achieve these and many other dreams. The Roscommon Regional Advocacy Council have secured a dedicated space as their headquarters to facilitate their meeting requirements. The Advocacy Council hosted a very successful family and friend’s presentation night. This was attended by over 100 people including local and national public representatives. The purpose of the night was to highlight all of the projects and initiatives that the Advocates have been involved in over the past number of years.

Finian McGrath TD, Minister of State with special responsibility for Disabilities, was hosted by the Advocacy Council during his visit to Roscommon services in March 2017. The Minister visited local social enterprises which are modelled on the principles of New Directions policy. The Advocates highlighted their issues such as transport, which is a major difficulty in a rural County, inadequate support staff to meet individual needs, and the delay in ratifying the UN Convention. Expert training was organised on Assisted Decision making for a large group of advocates and staff supporters. To strengthen our governance arrangements, one of the Advocates successfully completed a train the trainer module on the running

of Human Rights Review Committees and a number of staff in management roles completed training in the Assisted Decision Making (Capacity) Act.

We continue to work in partnership with a number of other community agencies to promote community inclusion and development for all members of community. Other community agencies share our aims of building social capital, volunteering, and providing meaningful opportunities for people in employment and training in their local area. We have a particularly close working relationship with Roscommon Leader Partnership (RLP) and Roscommon SICAP (Social Inclusion and Community Activation Programme) and they have been very involved with our ongoing work in promoting social enterprise, educational, and advocacy opportunities for people supported by our Services. With the support and guidance of the Roscommon Leader Partnership a feasibility study was undertaken to review existing employment projects and business opportunities to ascertain the next steps of development. The longest established Social Enterprise Triest Press limited was nominated for the National Business All Star Awards. More people were supported to avail of the Social Farming Initiative through the generous sponsorship of the Roscommon Association for people with special needs.

As part of the Progressing Disability Services national policy implementation the Roscommon School Age Team reconfigured in partnership with the Health Service Executive Team in November 2017. The School Age Team moved to a new base with the addition of multi-disciplinary posts. In line with our partnership approach the BOCSI Roscommon Region provide training to school staff and parents facilitated by the Behaviour Support Team.



BROTHERS OF CHARITY SERVICES IRELAND SOUTH EAST REGION

Report from the Director of Services

I am pleased to present a synopsis of the activities and challenges arising in 2017 for the South East Region. This year saw further developments in Services throughout the South East. Early in the year we opened a new house for three gentlemen. The funding for this had been approved in 2016. As in previous years the main developments centred on the school leavers. This year we had 7 new entrants in Waterford and 3 in South Tipperary. A decision was taken to recruit a Facilities Manager due to the growing demands in relation to the substantial number of buildings under the control of the Services and the increasing requirements for additional appropriate housing and day service locations.

Unfortunately the lease on a building which we had acquired in 2016 was not extended and this necessitated the relocation of two day Services. The Facilities Manager was tasked with urgently sourcing, acquiring, and fitting out two new premises which was a challenge given the lack of availability of suitable properties in Waterford city. In July the Services were approached by the HSE to see if we would be interested in taking over a service in County Kilkenny. Throughout the latter part of the year work was underway in completing due diligence and it is expected that the takeover will happen in 2018.

In November the Services had an accreditation review visit from the Council of Quality & Leadership (CQL) resulting in BOCSI South East maintaining our accreditation to 2020. I would like to acknowledge all the hard work and effort which staff put in to ensuring that we achieved this accreditation. In our residential services our focus continues to be on ensuring compliance with HIQA standards and regulations. In 2017 we had 10 HIQA inspections and we continued to have high

rates of compliance in the areas of Communication, Family and Personal Relationships, General Welfare and Development, and Healthcare needs. By year end 2017 we had 21 of our 27 centres registered.

2017 saw the continuation of the financial challenges which the Services face as we commenced the year in a deficit position. We have an aging population and in the absence of recognition by the HSE of changing needs of individuals and the associated costs, we have in some circumstances, had to provide additional staffing without funding. This was done so that individuals whose needs have changed receive appropriate supports to ensure the safety of the individual and those that live with them.

Another factor impacting on our financial position is the legal costs incurred by virtue of our continuing involvement with the Farrelly Commission. To date we have not established whether the South East Service will be able to recoup these significant costs. The result is that our Service will be facing into 2018 carrying a growing deficit. Meeting the increased reporting requirements in the areas of Compliance and Corporate Governance is a challenge. We particularly struggle with achieving compliance with procurement requirements and the increased administrative burden that this places on the Service.

We continue to face major challenges owing to the lack of suitable housing for individuals with increased physical needs due to advancing years. We are confident of seeing improvements on the housing front as the work of the Facilities Manager impacts positively on our ability to secure Capital Assistance Scheme (CAS) funding from the Department of Housing, Planning and Local Government. Our residential waiting list continues to grow and the Service is very conscious of the

A project management team supported by National ICT was established to progress the roll out of the On Line Information System (OLIS) in the Roscommon Service.

While all Designated Centres in the Roscommon Region have been registered with the Health Information and Quality Authority (HIQA) there remains challenges in meeting Action Plan commitments due to lack of funding. BOCSI Roscommon Region have engaged with our funders the HSE to address the compliance issues incrementally. The outstanding actions remain resource dependent on the recruitment of

additional staff and additional works to premises to meet regulations on fire safety. Preparations for a Council on Quality and Leadership accreditation visit in early 2018 took precedence in the last quarter of 2017.

A number of longstanding dedicated staff members retired during 2017. We wish them well in the next phase of their lives and are grateful for the experience and expertise that they shared with colleagues, people supported and the wider community. I would like to thank all our staff for their dedication to providing a quality and safe service for the people we support.

number of families who struggle to provide for their family member at home despite their own advancing years and declining health. The Service welcomes the development of the Residential Services Executive Management Committee that has been set up by the HSE in the Region. The role of this Committee is to maximise the effective use of all available resources in order to address the needs of individuals with a disability in CHO5 and in particular those who need access to residential supports on an emergency basis. It is hoped that this Committee will provide a mechanism for identifying and addressing the issue of changing needs and the waiting list to access services.

As the economy continues to improve and employment grows the Service is now facing significant difficulties in recruiting sufficient numbers of qualified staff such as psychologists and RNID nurses. We are also struggling to recruit to management level and PIC posts.

On a more positive note I wish to acknowledge the input of our staff and volunteers who continue to seek opportunities for individuals supported to become full and active citizens in their community. Below are just some of examples of our achievements during the year.

Last year we reported that Tory Services in Waterford entered a mini-garden in the community section of a competition during the Waterford Food Festival and won. That win facilitated their entry into the Bloom Garden Festival this year where they received a “highly Commended” award.

Parkside Services were involved in a Social Farming initiative with Waterford Leader Project whereby 9 individuals had placements with 2 local farmers over a twelve week period. This was a very successful project which hopefully will be repeated in 2018.

The Social and Recreation Department as usual had a busy year. In partnership with Waterford Youth Arts they produced a film “In your Dreams Boy” which was screened in a local cinema as part of the Imagine Arts Festival in Waterford. We were once again treated to “Strictly Best Dancing” which saw a number of individuals in the Services paired with community members who performed for two nights in the Garter Lane Theatre in Waterford. Not to be outdone the Rock Players in the Tipperary Services produced ‘60’s Revolution’, a superb night of song and dance in the Boru Centre in Cashel.

Two staff and one individual presented at the EASPD conference in Montenegro on the benefits of alternative therapies and holistic practices in the delivery of Services to individuals with intellectual disabilities.

Our continuing partnerships with various local groups, such as the Waterford Food Bank, UCasadh, BTEI, the Grow Project, Ferrybank Allotment Group and Waterford Area Partnership who avail of the Belmont Park facilities benefits all parties involved, and I would like to thank them for their ongoing support.

Our Advocacy Group had a busy year with members representing the region on a number of National Groups. Sadly this year saw the passing of Danial Gubbins who was a long standing member of both the Local and the National Advocacy Council. Danny had also been very involved in citizen advocacy in his community. He is very much missed by all who knew him and may he rest in peace.

This year Johanna Cooney resigned from her position as BOCSI South East Region, Director of Services, and we wish her every success in her role as the Chief Executive of the Brothers of Charity Services Ireland. Johanna was to the forefront of the development of the Services in the South East

and has provided us with excellent leadership and vision for the past 26 years. I hope that I, in the role of Director of Services, can follow in her footsteps and continue to ensure that we in the South East are true to the Ethos of the Brothers of Charity Services Ireland.

Our Senior Management team has also seen a number of other changes as through retirements and internal promotions new Services Managers have joined the team. I welcome them and wish them all the best in their new roles.

We recognise that our staff are our greatest asset and this year saw a number of individuals moving on to pastures new – and we wish them all the best. Sadly we said goodbye to a number of long service staff who retired this year. We wish them a long and happy retirement.

I thank members of the local communities, families and community organisations who support us in our work, and the HSE for their continuing support. Finally I would like to acknowledge what has been achieved in 2017 and to thank the management team and staff of the South East Services for their support and enthusiasm, and for their continued efforts to ensure that individuals supported receive a quality, person centered service.

BROTHERS OF CHARITY SERVICES IRELAND SOUTHERN REGION

Report from the Director of Services

I am delighted to update you on the key events of 2017 in the Southern Region. In line with our Strategic Plan there were many positive developments set out below.

- Sanction to relocate four individuals resident at Lota to the community under the HSE De-congregation project. We had identified a suitable house, which the HSE agreed to purchase. This acquisition and renovation extended to 2018 and the individuals supported are really looking forwards to moving to their new home in Blarney.
- The Congregation agreed to sell a property and to reinvest the proceeds in a more suitable residence for three individuals previously supported in short term rented accommodation.
- We welcomed eight new trainees to Caritas RT Training programme and planned for the six trainees exiting the programme to find work in community hubs or supported employment. Three other school leavers were supported in medium support community centre. Four school leavers required a high support day service and one other joined our holistic activation centre.
- The HSE made funds available to facilitate a once off intervention wait-list initiative for children in mainstream schools. This initiative (TACT) will continue into 2018. This intervention offered children up to five interventions to support them and their families to address their priority issues. The feedback has been very positive from all involved.
- Our Mahon Early Intervention Centre benefited from the great work of the EMC workers as part of their 'giving back' to local community programme. They transformed the central garden into a sensory haven.

- The Bawnleigh Children's respite renovation programme was complete and the staff hosted a very successful open day for families at the Centre in April.

The first quarter had a compliance theme with January/February seeing time devoted to firming up on our Service Level Arrangement with the HSE. Two key concerns were highlighted during this process.

1. Unfunded community house developed to address an emergency that threatened the HIQA registration of a residential facility in 2017.
2. The significant wait-lists for Autism Spectrum Disorder (ASD) diagnostic assessments and intervention services.

While no progress was made on the former, there was movement in the ASD intervention wait-lists as outlined above. The situation on wait-lists for ASD diagnostic assessments is an ongoing discussion with the HSE. We are working jointly with the HSE and other agencies who are experiencing similar problems in meeting the demand.

In April, the HSE commissioned an external review of the 'Governance at Board and Executive Level' within the Region. The review was undertaken by Deloitte's as part of a sector-wide review across Section 38 of the Health Act funded Service Providers (Section 38 bodies). The review included assessing governance in accordance with the HSE Annual Compliance Statement (ACS) as well as specific governance related matters. Overall the review was very positive. There were two findings that required our attention relating to improving contractual agreements in place between related companies, and the need to update some of our financial policies and procedures. There was one further finding in relation to our adherence with Public Procurement Guidelines. The review team

acknowledged that significant work has already been carried out to date but additional measures will need to be completed to ensure full compliance on procurement. All issues are being addressed in conjunction with the BOCSI National Office.

Our Kerry Management Forum, a sub-committee of our Senior Management Team, continued to support the KIDS Children's Services dedicating time to resolving local issues in an efficient and effective manner.

We had many HIQA registration visits in 2017 and most of our 43 residential houses have achieved registration at the end of the year.

In our Adult Services, we led out a significant development in the established a 'Complex Case Forum'. The individuals presented at this Forum are individuals with intellectual disability, autism, mental health, and dual diagnosis support needs, whose current plans are not successfully meeting their complex support needs. This Forum provides a clinical oversight and co-ordination of each support plan and makes recommendations on future models of support for those individuals with complex needs.

We also establish a 'No Next of Kin Oversight Committee' to support individuals who are resident within the Services and who have no external members within their circle of support. This Group monitors the progressions of plans and outcomes for those individuals.

I would like thank all of the staff working in the many different teams throughout the Southern services for their hard work and ongoing commitment to ensuring individuals are supported in line with our ethos and code of practice. I especially would like to express my thanks to the staff who heroically journeyed to work, or stayed on to cover shifts, during the stormy and arctic weather conditions in early 2017.

2017 NATIONAL ADVOCACY CONFERENCE



The 19th National Advocacy Council was hosted by the Galway Services in the Salthill Hotel on October 12th. Three hundred and eighty delegates were in attendance. It was the biggest gathering of people with an Intellectual Disability in the country in 2017 and we had the honour of welcoming delegates from all across Ireland. The theme was 'Dare to Dream, Embrace Adventure, Grab Opportunities, and Dream Big'. It was a huge team effort with every BOCSI Region making a presentation about how they achieved their dreams. These presentations included the identity of any barriers which prevented

them from achieving their goals and how individuals got around and over them. The Galway Region put together a showcase of the talents of the people we support, through the mediums of art and music, to make it a most memorable event.

As delegates arrived through the front doors, their Dare to Dream experience began, with a blast of colour from our hot air balloon centre piece. Then they were greeted by our welcoming committee on the red carpet, as they enjoyed a stroll through our sensory pathway.

Delegates also had numerous information stands to visit. This area was a hive of activity with Special Olympics giving information out



about their Athlete leadership programme, all our Physiotherapists got everyone moving in their very interactive stand, The V.I.P. Club from Ballinasloe were giving out information on their club and Rebecca Leavy from the National Advocacy Service was informing people of their work.

The Voice box tent, which was hugely successful last year in Clare was a busy spot in the lobby that invited delegates to come in and voice their opinion on the value of work, its importance to individuals, did people want to work, and was it easy finding work.

The conference was opened by the Secretary of the Galway Council, Lorraine Mahon followed by a song called "Dare to Dream" composed for the conference by Electric Dreams.

The programme was full of uplifting presentations from all the BOCSI Regions and the

keynote speakers were John Tobin who made it to the top of Croagh Patrick in his wheelchair with the help of all his friends and family, also raising €25,000 for five local Charities and Leigh Gath, the Confidential Recipient.

Siobhan Flynn, remembered Daniel Gibbon, a member of the National Advocacy Council from Tipperary, who campaigned for equal rights for all. He passed away at the very young age of 25, and Daniel will always be remembered and we will all continue his work.

Throughout the day there were performances by Funky Tides, St Claire's Music Group, Clarenmore Shakers, Tom Cussen and Friends and Arts Alive. We had messages of congratulations and support from Daniel O'Donnell, Sinead Kane, Minister Finian McGrath, John Muldoon, and Mrs. Mary Robinson.



SPECIAL PROJECT REPORT CODE OF PRACTICE TRAINING



The Brothers of Charity Services Ireland submitted a Grant application to Pobal and were granted €50,000 from the Dormant Account Fund. This Grant was to support the development of a national training programme that would set clear guidelines which will guide, support, clarify roles and responsibilities, assist with decision making, and set standards of conduct in line with the requirements set out in the HIQA standards for all BOCSI Staff. This project is to be completed through a two tier training approach: A three-day train the trainer programme for nominated trainers across all 6 regions and a further one or two-day training delivered by trainers in each region. The aim was to have 1,436 staff members who work with the Brothers of Charity trained by the end of the project. The Brothers of Charity Service's covered the remaining 80% of the costs.

We developed training materials and secured the attendance of managers for the train the trainer programme and had trained 33 Instructors prior to the summer 2016. Training for staff began in July 2015 and as of the end of July 2017 the number of staff trained nationally was 1,688. At the end of each course staff were requested to comment on the usefulness of the course and what follows are a compilation of the reviews received.

- *Good discussion relevant to day to day activity*
- *Stimulating & enjoyable*
- *Very good course, well balanced, paced and though provoking*
- *A non-judgmental environment where discussion was encouraged*
- *Informative and relevant to our roles*
- *Presentation, visual aids and material were clear and relevant*
- *The training will enhance problem solving, pro-activity, relationship improvement, safety at work and decision making.*
- *Trainers were relaxed, knowledgeable and professional.*
- *The information was clear and concise and presented in a logical order.*

Our target was to have delivered training to 1,436 staff within the duration of our contract which ended in June 2017. We have exceeded our project target by 252. We are very grateful to An Pobal for supporting this project and for the National Training & Development Team for taking the lead in implementing the project.

This Project was subject to a Verification Visit by an inspector from An Pobal in October 2017 and there were no weaknesses noted.

SERVICE STATISTICS 2017

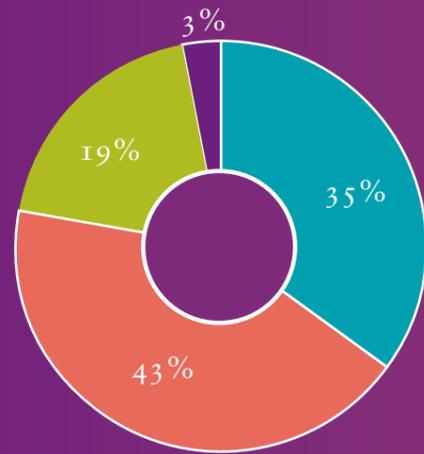
A PROFILE OF PEOPLE WHO USE OUR SERVICES

The Brothers of Charity Services Ireland provided some level of Services to 6315 people in 2017. These Services can be divided into Day Services, Residential Services, Respite, and Multi-disciplinary Services. Multi-disciplinary Services refers to interventions by psychologists, speech & language therapists, social workers, physiotherapists, and many other therapeutic interventions. Children's Services are provided in partnership with the HSE and other service providers.

The way in which we deliver Services has changed over time in response to those we service and to ensure we adhere to best practice. We are providing more supports into people's own homes to ensure that the people we serve continue to develop their own identity as functioning citizens within their community. As no two people are alike, the range of the ability levels of the people we service is vast. Some people need a very high intervention level and others a low, the higher the intervention level the higher the cost of service provision.

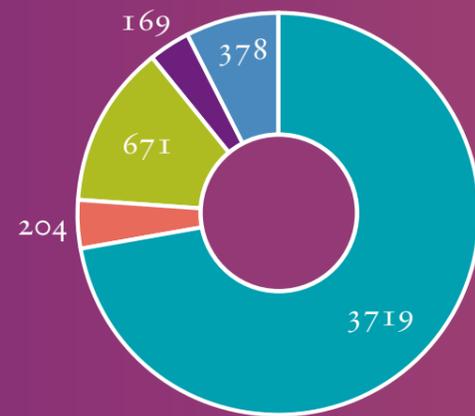


SERVICES DELIVERED BY RANGE OF ABILITY



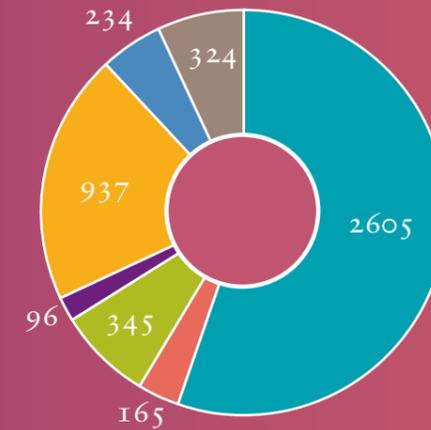
- Mild
- Moderate
- Severe
- Profound

RESIDENTIAL SETTING



- Home
- Independent Setting
- Community/Integrated Living
- Residential Care
- Other/Special Intensive/Crisis/Nursing Home

DAY SERVICES



- Education
- Training
- Employment
- Programme for the Elderly
- Activation Centre
- High Support
- Community/Outreach



NATIONAL TEAMS

The Brothers of Charity Services recognise that a number of functional supports are required to enable the efficient operation of our front line Services. The role of the functional supports is to develop management, clinical and administrative processes that are efficient, evidence-based, easy for people to access and understand; that monitor performance, and deliver continuous improvement and value for money.

Our core support services work to ensure that our Service runs as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, Human Resource Management, Training & Development, Quality & Evaluation, Risk & Regulation, Safety, Health and Welfare, Policy Development, Advocacy, and Administration all work together to improve our infrastructure and Service Delivery. The work of these functions directly impacts on the quality of the service being delivered and the quality of life of those we support.

The role of our National Teams is to act as a support for our Staff, the Chief Executive, and National Leadership Team, to inform the Service, and Governance, to undertake specific projects, and to develop Policies and Procedures on issues relating to the Teams' particular area of expertise. The work of each National Team is on-going. Each Team reports to the Chief Executive and the relevant Board Committee annually or as projects determine.

THE NATIONAL LEADERSHIP TEAM MEMBERSHIP

Johanna Cooney (Chair)	Chief Executive
Norma Bagge	Director of Services, Limerick Region
Anne Geraghty	Director of Services, Galway Region
Una Nagle	Director of Services, Southern Region
Eamon Loughrey	Services Leader, Clare Region
Margaret Glacken	Director of Services, Roscommon Region
Julia Kelly	Director of Services, South East
Michael Hennessey	National Head of Finance
Gina Magliocco	National Head of Risk & Regulation
Brian Leahy	National Head of HRM
Ronan Coy	National Head of ICT
Kenneth Gavin	National Head of Procurement
Mary Comer (PA to the Chief Executive)	Recording Secretary

The National Leadership Team, (NLT) comprises the Chief Executive, each Regions Director of Services or Service Leader and the National Heads of Functions. It acts as an executive co-ordinating link between Regions. The National Board's strategy is implemented throughout the six Regions and the NLT supports the development and implementation of the strategy. It also facilitates shared service functions within Regions. This group meets six times annually and also meets with the National Advocacy Council twice annually. All other National Teams report to the NLT via the Chief Executive. One of the main undertakings of the NLT in 2017 was advancing the restructuring of the Services project.

NATIONAL QUALITY & EVALUATION TEAM

MEMBERSHIP

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

The work of the National Quality Team is informed by national and international best practice, quality systems, policies and reports including HIQA, The Council for Quality and Leadership (CQL), HSE New Directions, Time to Move on from Congregated Settings Report 2011, Report of Disability Policy Review and the Value for Money Review Report 2012. The Team focusses on supporting the implementation of recommendations and requirements from these processes to ensure continuous improvements and a creative response to people who use our Services across the regions. The team met six times during the year and also attended BOCSI HIQA Provider Nominee meetings.

ACHIEVEMENTS 2017

- We reviewed our process for the Six Monthly Unannounced Inspections and developed a national template which will be used for all future six monthly inspections across the regions.
- In association with the National ICT Department we developed and implemented a HIQA Inspection Action Reporting Engine 'Aspire' to monitor compliance with HIQA National Standards and Regulations. Persons in Charge received training in the use of Aspire.
- Waterford region successfully gained CQL Re-accreditation in the 'Quality Assurances'. Galway and Roscommon regions worked to prepare for their CQL Re-accreditation Reviews in Feb 2018.

- We continued to support frontline staff and Persons in Charge throughout HIQA registration and monitoring inspections. Training events and information sessions were facilitated with Persons in Charge to share learning from inspections and best practice.
- Persons In Charge were facilitate to undertake certified training in Management Skills

OBJECTIVES FOR 2018

- Support all regions to use the HIQA Portal and to become familiar with the new Portal functions
- Waterford, Galway and Roscommon regions will implement the CQL Accreditation Review Action Plans
- Roll out a self-assessment process on the New Directions Standards in Day Services
- Update Aspire and the six monthly inspection templates in line with the new HIQA 'Enhanced Authority Monitoring Approach'
- Explore the development of the Annual Review to better reflect the National Quality Standards and continuous improvement across all designated centres.

NATIONAL TRAINING & DEVELOPMENT TEAM

MEMBERSHIP

Kaye Whelan	South East (Chairperson)
Mary Rowan	Clare
Jodie Healy	Roscommon
Mairead Vaughan	Galway
Regina O'Donovan	Limerick
Jonathan Lerner	Southern

Meetings held on: 30/02/2017, 07/09/2017 and 14/11/2017. At the February meeting, Rebecca Santos stepped down as Chair and Kaye Whelan assumed the role of Chairperson of the group.

The T&D Team endeavour to reflect and deepen the shared ethos, values and vision of BOCSI within our Learning and Development initiatives and in all aspects of service provision. All Learning and Development initiatives are rooted in the needs of our primary customers who are the individuals who avail of our Services. The BOCSI recognise their staff members as a highly significant resource in providing our innovative and quality services and we continue to develop a consistent national approach towards supporting employee progression & development.

ACHIEVEMENTS FOR 2017

- Continued to work in conjunction with HIQA and the National Federation of Voluntary Bodies on the PIC and PPIM accredited training. Where relevant, regions have supported PIC's to complete this training - The Regions have continued to provided funding and support to PICs to complete the HMI Management Training and the Frontline Managers-Building for the future training, and in house two day management training.
- All regions have continued to use on-line models for training, which have proven successful. The Open Training College and HSEland.ie are sites that provide a good selection of trainings for frontline staff. ICT continue to work in conjunction with regions to progress this training further. Open Training College online Adult Safeguarding is used for new employees in Waterford until such time as they receive in-house training. New employees are now expected to complete this training within two weeks of commencing employment.
- Regions continue to support all staff to complete the Children First online mandatory training.
- SSDL training has been carried out in conjunction with Genio in some regions and further training will be carried out in 2018.

NATIONAL TEAMS

- Code of Practice training – all regions continue to roll out this training as agreed under the POBAL funding agreement. Each region reported to the National Office on the numbers of trainings and how many staff have completed the training up to June 2017. The general consensus was that the training has been very beneficial and feedback has been very positive.
- Managers have completed trainings relevant to their roles, some examples of trainings rolled out are - Support and Supervision and Frontline Management training.
- Further developments to the training database is ongoing and will continue in 2018.
- All regions continue to work to meet requirements of regulations and registration of disability Services, some trainings are planned in line with requirements.
- The National Training and Development policy has been updated and has been circulated.

FOCUS FOR 2018

- Continue to work with the ICT department to progress training through on line learning modules however as previously mentioned it is concluded and recommended that support, commitment and investment is required to progress this forward from a national perspective with a strong input or investment/commitment from ICT.
- Continue to progress the training database and support managers in using the function of Training Matrix and the course booking system, in some regions.
- Continue to support PIC's to meet requirements of regulations and registration of disability Services.
- Support CQL Accreditation action plans for some regions: Seek to facilitate training of Reliable POM's Scorers to carry out Personal Outcome Measures interviews.
- Continue evolving new methods of providing training and working towards increasing implementation of the learning obtained.

- Continue to support managers in proactively booking trainings/refresher trainings and stagger training participants across the year to avoid reactive planning.
- Continue to support staff to take initiative in monitoring their individual training records, along with the line management structure in place, to strive towards building a workforce focussed on continuous improvement and up skilling.

NATIONAL HUMAN RESOURCES (HRM) TEAM

MEMBERSHIP

Brian Leahy (Chair)	National Head of HRM
Judith Conway	Southern
Colette Geoghegan	Clare
Bernie Grace	Roscommon
Michelle Kenny	Galway
Elizabeth Tyrrell	South East
Kieran Foley	Limerick

The National Human Resources Team comprises HR representatives from each of the regions and is led by the National Head of HRM. Its primary objective 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 held formal discussions several times during 2017 focusing particularly on:

RECRUITMENT

- Standardisation of Terms and Conditions across regions
- Standardisation of Employment Contract
- HRM Leadership Development
- Employee and Industrial Relations
- Safeguarding, Employee Performance, Disciplinary & Grievance
- National Staff Handbook

NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM

MEMBERSHIP

Julia Kelly (Chair)	Director of Services South East
John Armstrong	Roscommon
Catherine Kennelly	Southern
Ann Loughney	Galway
Gina Magliocco	Ireland
Brian Muldoon	Limerick

The purpose of this team is to manage the development, review and monitoring of all national policies and procedures, guidelines and governance statements to ensure best practice and that the organisation as a whole is compliant with the requirements from various statutory bodies. In 2017 the Team reviewed and/or developed the following National Policies & Procedures.

- Admissions, Transfers & Discharges
- Loan Working
- Good Practice Guidelines on Bereavement
- Good Practice Guidelines on End of Life Care
- Procurement Policy & Plan
- Purchasing Policy

NATIONAL ADVOCACY COUNCIL

OFFICERS

Christine Burke	Chairperson
Brian Hogan	Vice Chairperson
Clare Power	Treasurer
Aoife Hegarty	Vice Treasurer
Bernie Bourke	Venue Coordinator

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

MEMBERS

Tom Mulqueen	Southern
John Collins	Southern
Pat Buckley	Southern
Aoife Hegarty	Roscommon
Linda Beirne	Roscommon
Muireann Murray	Roscommon.
Daniel Gubbins	South East (RIP)
Clare Power	South East
Clare Meagher	South East.
Lorraine Mahon	Galway
Majella Jordan	Galway
Martin Dooher	Galway,
Christina Burke	Galway.
Helen O'Regan	Limerick
Bernie Bourke	Limerick
Sean Donovan	Limerick.
Brian Hogan	Clare
Martina Ryan	Clare
Orla McMahon	Clare
Claire Neagle	Clare

FACILITATORS

(STAFF WHO SUPPORT ADVOCATES)

Ann Holden	Southern
Emma Corcoran	Roscommon
Tony Lyons	South East
Siobhán Flynn	South East
Jackie Moran	Galway
Kate O'Connor	Limerick
Rob Hopkins	Clare

The National Advocacy Council (NAC), which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on six occasions during 2017. The Council also

had two meetings with the National Leadership Team in March and November 2017. The main issues discussed in 2017 are as follows:

- The NAC want to have people supported to be involved in interviews, people want to be involved in choosing the staff that work with them.
- Forming a National Advocates Policy Group, which would advise and consult the existing BOCSI National Policy Review Group and put all relevant national policies into an accessible format.
- Accessible safeguarding materials and consulting with Senator Kelleher on the Safeguarding Bill.
- Internet access for people in the Services and staying safe online
- Consulting with HSE on Quality Strategy plan for 2018.
- Terminology used in the Services.
- UN Convention on the Rights of persons with Disabilities
- Social Rights
- Disability Rights
- Consultation with HSE on National Advocacy Framework for Organisations
- Submission on the fire safety guidelines in Residential Homes.
- Transport Public and BOCSI
- Inclusive Research Group and other Research
- Being undertaken within the BOCSI
- New Directions
- Work was done on the Assisted Decision Making Bill
- Strengthening advocacy structure across the organisation
- Getting each region to be more involved in Induction training and Personal outcomes training and to get paid for their work.
- We remembered Daniel Gribbin a member of the NAC who passed away in 2017 aged 25 years of age, he was a passionate advocate that brought about change and we will continue his work in 2018.

DESIGNATED OFFICERS GROUP

MEMBERSHIP:

Michael Flood (Chair)	Galway
Kieran Barrett	Southern
Michael J Carroll	South East (Waterford)
Gillian Darrer	South East (South Tipperary)
Karen Lyons	Limerick
Martina McGrath	Roscommon
Jo Rynne	Clare

The role of Designated Officers Group within the Brothers of Charity Services is to ensure compliance with Children First Act 2011 and the HSE's Safeguarding Vulnerable Persons at Risk of Abuse National Policy and Procedures 2014, in relation to safeguarding the welfare and protection of children and vulnerable adults. The Designated Officers (DO) act as a source of support, advice and expertise to staff on matters of child protection and adult safeguarding and ensure a common and shared assessment and reporting process. The Group met quarterly in 2017.

There was also training held on January 19th and 20th in regard to Risk assessment and a meeting held on June 14th with Tim Hanley of the National Safeguarding Office in regard to peer to peer incidents and threshold document produced.

Members of the Designated Officer Group represent the BOCSI on various regional and national safeguarding groups. Michael Flood represents the BOCSI on the National Federation of Voluntary Bodies (NFVB) Safeguarding Implementation Group, the NFVB Safeguarding Group, and the Safeguarding/Protection Committee which includes members of the Health Service Executive (CH02) and Voluntary Organisations. Kieran Barrett represents BOCSI on the NFVB Designated Persons Safeguarding Group. Jo Rynne represents BOCSI on the Safeguarding

and Protection Committee Health Service Executive (CH03) and Voluntary Organisation.

Other issues addressed by the Group in 2017 are as follows.

- Internal Audit
 - Safeguarding training
 - Standardisation of BOC Children's First training
 - Policy updates, Adult Safeguarding and Child Protection
 - National Incident Management System (NIMS)
 - User friendly safeguarding leaflet
 - Safeguarding Guide for Families
 - Individualised safeguarding passports
 - Oireachtas Safeguarding Bill (Kieran Barrett met with Senator Colette Kelleher the author of Bill)
 - Safeguarding Statistics
 - Community Service Pathway
 - Awareness of safeguarding Policy and implementation of within Social Work and Social Care colleges
 - Trust in Care and link to Designated Officer role
 - Child Safeguarding Statement
 - Criteria for Investigative interviewing
 - Case Discussions and peer learning
- Members of the Group feel the forum provided them with essential support throughout the year. The DO's nationally have an established support network and have regular contact by phone and email to ensure best practice.

NATIONAL FINANCE TEAM

MEMBERSHIP

Michael Hennessey (Chair)	National Head of Finance
Seamus Durkin	Galway
James Barry	Clare
Mary Dundon	Limerick
Thomas Quinn	Southern
John Walker	Roscommon
Sunniva O'Brien	South East

The National Finance Team is made up of the National Head of Finance and the Head of Finance from each of the six BOCSI Regions and reports to the Head of Finance and the Chief Executive. The ongoing purpose and benefit of the Finance Team meetings is the sharing of information, advice and support regarding funding, costing, cost cutting, and budgeting, throughout the Service. Through the sharing of information it tries to achieve conformity in replying to the numerous templates requested by the HSE and other Statutory Bodies. The purpose is also to keep the Chief Executive informed of financial developments and matters nationally.

The Finance Team met on a number of occasions during 2017. There were general purpose meetings and a few specific purpose meetings on a particular urgent topic. The main items of work completed in 2017 were the

- Preparation for and implementation of the National restructuring. A particular focus of the Finance Team was the continuity of payroll operations and bank accounts during the restructuring
- Standardisation of approach to accruals and payroll costings
- Agreement on a template for management accounts in all regions
- Initial preparation for transition to SORP accounts including training
- Costings of additional HIQA requirements and application for funding of same
- Negotiation of funding for pension liabilities
- Initial costings for a new National IT infrastructure

NATIONAL TEAMS

HIQA PROVIDER NOMINEE WORKING GROUP

MEMBERSHIP

Johanna Cooney (Chair)	Ireland
Una Nagle	Southern
Anne Geraghty	Galway
Norma Bagge	Limerick
Margaret Glacken	Roscommon
Eamon Loughrey	Clare
Julia Kelly	South East
Gina Magliocco	Ireland
Brenda Hutton	Southern
Fiona Coffey	Galway
Liz Phelan	Limerick
Jodie Healy	Roscommon
Mary Rowan	Clare
Kay Whelan	South East
Michael Hennessey	Ireland
Brian Leahy	Ireland

The Brothers of Charity HIQA Provider Nominee Working Group review the progress of compliance with HIQA Standards throughout the BOCSI Regions. They identify national themes and liaise with National Teams as appropriate to address any particular issues which arise from their review. The development by ICT and the Quality Team of a National electronic recording system for the monitoring of HIQA Inspections and Action Reports was supported by this Group. This Group report to the Board through the Chief Executive who Chair's this Group.

FREEDOM OF INFORMATION TEAM MEMBERSHIP

Gina Magliocco (Chair)	National Head of Risk & Regulation
Ann Donoghue	Galway Services
Mary McMahan	Clare Services
Marianne Murphy/ Ciara Dowd	Roscommon Services
Brian Muldoon	Limerick Services
Margaret Ryan	South East Services
Kathleen O'Reilly	Southern Services

The purpose of this Team is to support the BOCSI in meeting the compliance requirements of the FOI Acts, share and enhance knowledge and best practice, and to ensure continued compliance with the Model Publication Scheme. The first meeting of this team took place 5th September 2017, followed by two further meeting on 9th October and 5th November. The team reviewed the following during 2017.

- Terms of reference for this team.
- National plan to ensure continuing compliance with the Model Publication Scheme.
- Identified the training requirements of FOI Officers, Decision Makers and Internal Reviewers.
- Code of practice for FOI for Public Bodies.
- Impact of new Data Protection legislation and GDPR on processes.
- FOI Return templates for FOI Unit.
- Role of FOI Officers in BOCSI.
- Agreed to adopt the FOI Manual from the Central Policy Unit as the BOCSI Policy & Procedure.
- Destruction of FOI request case files – National Archives Act, 1986.
- Discussion of the impact of New Decisions from the Office of the Information Commissioner.

DATA PROTECTION TEAM MEMBERSHIP

Gina Magliocco (Chair)	National Head of Risk & Regulation
Una Nagle/Kathleen O'Reilly	Southern
Ann Donoghue	Galway Services
Colette Geoghegan	Clare Services
John Casey	Roscommon Services
Brian Muldoon	Limerick Services
Margaret Ryan	South East Services

The Data Protection Team (DPT) was established to support the BOCSI in meeting the compliance requirements of the Data Protection Acts and to coordinate the implementation of the General Data Protection Regulations (GDPR) which come into effect on 25th May 2018. The first meeting of the DPT was held on 5th September 2017 and the Team agreed the following action plan.

- Spread awareness of Data Protection and the new GDPR within BOCSI and liaise with the Training Teams and Heads of Function.
- Develop a process to support a data protection audit.
- Identify any areas where Data Sharing Agreements are or should be in place.
- Review the basis on which we have collated personal data.
- Review our data Protection Notices.
- Review our Data Protection Policies and Procedures.
- Consider whether we will need to carry out data protection impact assessments and provide support around this.
- Requirement to appoint a Data Protection Officer in line with GDPR.
- Review Irish Legislation once it issues in relation to Data Protection and the new GDPR.

The Team met on 9th October and were joined by the Head of ICT.

- Discussions surrounding the possibility of purchasing a 'Privacy Engine' which is an online tool that allows an organisation to maintain a formal set of data processing activity logs and associated risks and training as is required under GDPR.
- A brain storming session identified any areas of operation where Data Sharing Agreements should be in place throughout the BOCSI.
- The Team agreed a communication strategy and a notice to issue to all staff entitled 'What does GDPR mean to you?' which issued in October 2017.

The Team met on 14th November 2017.

- Agreed to recommend the purchase of a Privacy Engine Tool and highlighted the associated training requirement,
- Agreed a standard presentation for informing staff on GDPR,
- Agreed that under the legislation BOCSI would be required to appoint a Data Protection Officer and agreed a job description to be forward to the Chief Executive and Board for their consideration,
- Agreed that people who managed Data Protection Regionally would be titled Data Protection Representatives (DPR),
- Agreed to circulate the two leaflets and posters to all staff as part of the communications strategy.
- Drafted privacy Notices to comply with Fair Notice for distribution to all those who use our services and their families, suppliers, staff, volunteers and contractors before 20th May 2018.

NATIONAL TEAMS

RISK MANAGEMENT TEAM

MEMBERSHIP

Gina Magliocco (Chair)	National Head of Risk & Regulation
Eugene O'Loughlin	Southern
Carol Madden	Galway Services
Colette Geoghegan	Clare Services
John Armstrong	Roscommon Services
Liz Phelan	Limerick Services
Margaret Ryan	South East Services

The National Risk Management Team (RMT) operates under the delegated authority of the Chief Executive (CE). The first meeting of this Team took place on 16th May 2017. The main objective of the RMT is to review the current Risk Management System and ensure a standardised clear and effective National Risk Management System is in place throughout the Services which in kind ensures best practice for our Services and complies with the requirements of the various State Bodies.

As the six companies merged in 2017 the RMT's main project for 2017/2018 is the development of a standardised Risk Management System. The team also wish to develop an Electronic Risk Management System (ERMS) which must facilitate and support regional management of risk and the automatic collation of information for national Governance compliance. It must work at a local operational level as well as providing for the escalation and collation of business information relating to risk at area, regional and national level. It would ideally be compatible with the HSE risk management system and any other systems within our Services, including systems which monitor HIQA, Data Protection, Finance, Insurance, and Clinical Risk. Prior to liaising with our internal Information &

Communications Team (ICT) the RMT needed to review current risk management systems within each Region and agree on one set of standardised risk monitoring policies and procedures.

One of the core principles of risk management within the BOCSI is the promotion of the application of 'meta-language' (e.g. Why am I looking at this as a risk? What effect will this risk and any mitigations imposed have on the life and freedoms of an individual?). This is to ensure that risk management does not impede the development opportunities for the people we serve.



SUMMARY OF CONSOLIDATED REVENUE INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST DECEMBER 2017

<u>Income</u>	
Health Service Executive	181,033,557
Other HSE Grants & Funding	12,140,090
Other Income	13,546,825
Deferred Income	451,164
Designated Funds Released	14,077
Total:	207,185,713
<u>Expenditure</u>	
Pay and Associated Expenditure	178,331,773
Non Pay	31,288,047
Total:	209,619,820
(Deficit) for the year	(2,434,107)

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



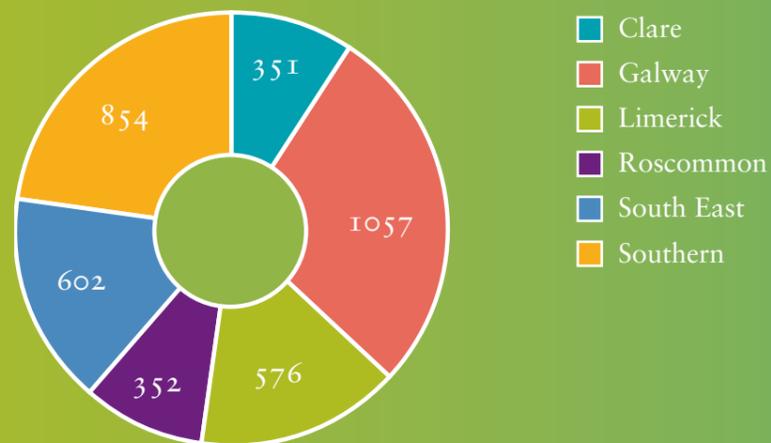
EMPLOYMENT FIGURES 2017

The Brothers of Charity Services Ireland employ 3,985 staff full-time and part-time. The whole time equivalent (wte) number of staff posts for 2017 is 3,212.3.

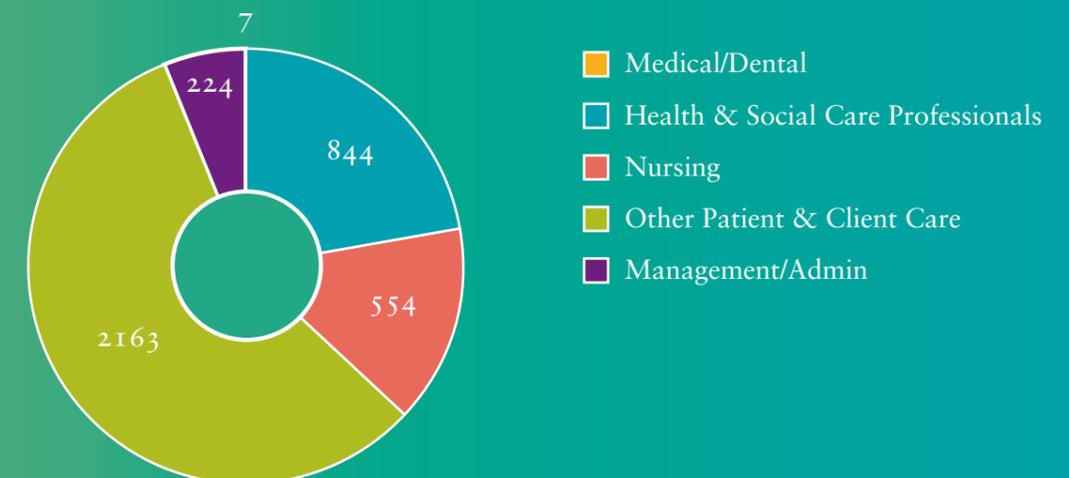
7% of our staff is attributed to Management and Administration and the other 93% work directly with the people we support. These low administration figures are beginning to impact us negatively as more and more compliance legislation is enacted



HEAD COUNT BY REGION



STAFF BY PROFESSION



VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY



The Brothers of Charity Services Ireland (BOCSI) deeply appreciates the many individuals who volunteer their time throughout our six Regions. The aim of the volunteer service is to offer individuals who are supported by our Services the opportunity to pursue their individual interests and goals and widen their circle of friends. In general, volunteers are matched with an individual with the aim of befriending that person. A number of our volunteers also participate in the Citizen Advocacy Programme.

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

- Supporting individuals to engage in social and recreational outings and activities such as attending dances, social gatherings, shopping and swimming;

- Volunteer Buddy Scheme - volunteers buddying with individuals and supporting them to establish and maintain friendships;
- Supporting individuals to attend sporting occasions or to visit their family; and
- Individuals with particular skills and expertise in, for example, Information Technology, Gardening, Arts and Crafts choose to volunteer their time in day Services.

There are currently approximately 300 volunteers supporting people throughout our Services. All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the Safeguarding Policies and Procedures of the BOCSI and the Service Region. For further information please log onto our website or phone the Brothers of Charity Service closest to you. www.brothersofcharity.ie/volunteers.php

DATA PROTECTION & GENERAL DATA PROTECTION REGULATIONS (GDPR)

The Brothers of Charity Services Ireland is working towards compliance with the GDPR which will come into effect Europe wide from 25th May 2018. We have appointed a Data Protection Officer (DPO) because we carry out large scale processing of special categories of data in order to fulfil our role in providing Services to people with an intellectual disability. The main GDPR lawful basis under which we operate is 'vital interest' in relation to

data belonging to people who are supported by our Services and 'under contract with the individual' in relation to data belonging to our employees and volunteers and in some cases 'compliance with a legal obligation' when sharing data with other State Bodies such as Revenue, the Health Service Executive, TUSLA or An Garda Síochána. Please see our web site for further details of Data Protection and GDPR. www.brothersofcharity.ie/data-protection.php

BROTHERS OF CHARITY SERVICES IRELAND CLG, COMPANY OFFICE AND REGIONAL SERVICES CONTACTS



BOCSI COMPANY

Johanna Cooney
Chief Executive
Brothers of Charity Services Ireland
Kilcornan House
Clarinbridge,
Co Galway H91 K2E9
Tel: 0761064303

CLARE REGION

Eamon Loughrey,
Services Leader
BOCSI Clare Region
Banner House,
Clare Road
Ennis, Co Clare.
V95 PV29
Tel: 065 6849400

LIMERICK REGION

Norma Bagge
Director of Services
BOCSI Limerick Region
Blackberry Park, Dock Road,
Limerick. V94 PRR8
Tel: 061 308149

SOUTH EAST REGION

Julie Kelly
Acting/Director of Services
BOCSI South East Region
Belmont Park
Ferrybank
Waterford. X91 NCX7
Tel: 051 832211

GALWAY REGION

Anne Geraghty
Director of Services
BOCSI Galway Region
Woodlands Centre
Renmore
Galway.
H91 KN20
Tel: 091 721400

ROSCOMMON REGION

Margaret Glacken
Acting/Director of Services
BOCSI Roscommon Region
Lanesboro Street
Roscommon. F42 XA62
Tel: 0906 628500

SOUTHERN REGION

Una Nagle
Director of Services
BOCSI Southern Region
Lota
Glanmire,
Cork. T23 PW59
Tel: 021 4556200



Each colour indicates the geographical area covered by the service Region. The Company, “Brothers of Charity Services Ireland CLG” is based in Clarinbridge, Co. Galway. The Southern Services provide Services in both Cork and Kerry while the South East Services provide Services in both Waterford and Tipperary.



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

Graphic Design & Printing by Swift Print & Design
www.swiftprintdesign.com



