



ANNUAL REPORT 2022

The Brothers of Charity Services Ireland reviewed their vision and mission in 2022 and have adopted the following statement of vision and mission to guide their work.

Vision

“Working together we seek to create supports and to shape communities where the people we support are valued and equal citizens” (March 2022)

Our Vision is that which guides the organisation. It is the ideal and comes from truly seeing the need. Vision is held in the heart and it lends energy and provides both inspiration and direction in day to day decision making and overall strategy.

Mission Statement

“We are an inclusive, progressive organisation committed to the people we support and their right to lead full and valued lives as equal citizens. Inspired by the ethos of the Brothers of Charity we promote the values of dignity and respect for each person. (March 2022).

Our Mission Statement is a written declaration of our core purpose and focus and states clearly who we serve, how we serve, and what we strive to achieve.

Brothers of Charity Services Ireland CLG. Registered Address: Kilcornan House, Clarinbridge, Co. Galway, H91 K2E9, Ireland. Company Registration No: 344780 Registered in Dublin, Republic of Ireland. Charity Regulation Authority No: 20064853. Board: Bro. A Hassett. Bro. J O'Shea. Bro. N. Corcoran. Ms. M Allen. Mr. P McGinley, Mr. J Barry. Mr. J Hayes. Ms. A Geraghty. Mr. J Delahunty. Ms. G Larkin. Mr. E Cusack. Ms. S. Allen. www.brothersofcharity.ie



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Chairperson Of The Board – Brother Alfred Hassett

Dear Friends,

On behalf of the Board of Brothers of Charity Services Ireland, I am delighted to present our Annual Report 2022.

As Services re-emerged from COVID and services resume I wish to express our sincere thanks for the vitally important contribution Families, Staff, and the Advocacy Council have made, and continue to make, to the lives of the people we support. We want in particular to thank staff for the courage and commitment they have shown throughout the period of the Pandemic. While appreciating that there are still many challenges ahead we recognise the quality of the relationships that are experienced and the commitment and professionalism with which the Services are delivered. The Brothers of Charity Services and the people we support are very fortunate indeed with the quality and commitment of our staff who are responsible for living and implementing our ethos.

During the year we welcomed the transition of Disability Services to the new Department of Children, Equality, Disability Integration, and Youth. We see this as a time of positive change with a new Department well positioned to focus on the specific policy direction needed to advance and support opportunities for all persons with a disability. We thank Minister Roderick O'Gorman for his understanding of the current inflationary pressures on all service areas and his funding to support this in 2022 and into 2023.

We recognised that whilst we have all come through a difficult few years it is time to look forward and think about what we want to achieve in the future. The Board set about formulating its Strategic Plan and was most anxious that the plan would be robust in shaping how we work in the future. The Board and the National Leadership Team met for a strategy workshop in March 2022 and reflected on the Services future Vision and Mission.

The Board was disheartened by the fact that so many individuals and their families despite the significant advances made over the years continue to wait for appropriate supports to be planned for by the State. We faced the realisation that BOCSI cannot possibly meet all of the identified unmet needs; and that our future strategy must provide for both specific service development plans and advocating for supports to be delivered by other Agencies or directly by the State where BOCSI does not have development capacity.

The Board and the National Leadership Team set out a number of strategic goals for us to achieve. These goals address issues like ensuring the best quality of life for people we support; improving access to services for people who need them; being a great place to work to attract and retain top quality staff; and respecting the environment. The goals having been identified, we undertook a consultation process across all Regions. We wanted to hear feedback from the people we support, families, staff, and local management on the strategic goals and on what we need to do to achieve them. We were delighted with the response, which will guide the future planning and final Strategy document. Every response was read and we have endeavoured to include them in our final strategic plan. The Strategic consultation exercise was about mapping out the future direction for our services.

The next few years are going to bring changes and one of these is the role of the Congregation of the Brothers of Charity. The Congregation founded and nurtured the services when the State was unable, and have instilled our ethos and values, which are an integral part of our service delivery. However, time and tide wait for nobody and, due to the ageing process and the Congregation will not be able to sustain direct involvement in the services for too many more years. The Brothers have asked the Board of Directors and the National Leadership Team to

plan an independent future for the organisation when they can no longer be involved. We will continue to deliver services for many years to come and will promote the ethos and core values we have inherited from the Congregation of equal citizenship in a rights based service.

Other highlights for the Board during the year included implementation of the Assisted Decision Making (Capacity) Act in June, which will ensure 'the person' must be central to major decisions in their life and of course as always the meetings and consultations with the Advocacy Groups across the country and attending the Advocacy Annual Conference in Athlone.

I personally want to thank all the members of the Board and those who serve on Board Committees who give so freely of their expertise and time, and who continue to work tirelessly on a voluntary basis to ensure a strong Governance Structure is in place, and that our

succession plan is in place to provide stability and security for our Services into the future.

On behalf of the Board I want to express our sincere thanks to Michael Hennessy our Chief Executive the members of the national leadership team, national teams and local teams, and especially those delivering supports who continue to work diligently to lead, promote, drive, and support the operation of the Services. I wish to acknowledge and thank the many Government Departments and the Health Service Executive for our continued working partnership.

I also wish to remember those who have retired during the year and those who are no longer with us and pray for those who love and miss them.

Brother Alfred Hassett
Chairman, On behalf of the BOCSI Board



Chief Executive – Michael Hennessy

I am delighted to update on some of the key events in 2022, which has been another busy year for all Service Regions and for the National Team. As the pandemic was abating there were still challenges navigating uncertainty and disruption. The changing support needs of persons supported and the increased call for additional supports across all services made responses challenging. The major challenge continues to be sourcing staff and the availability of suitable affordable locations for developments.

The demand for enhanced Children's Services together with significant difficulties in attracting and retaining clinical professionals to the Children's Disability Network Teams remains a major concern. Families are relying on us to find solutions and we continue to advocate for additional resources for timely resolution.

Our wonderful staff and management teams continued to stand tall despite all of these challenges; never letting them dampen our determination for the resumption and development of the much-needed services, as evidenced by the growth highlighted in this Annual Report.

We welcomed new school leavers and RT Graduates across the regions and provided new respite and residential placements in response to emergencies.

We continued to support movements from congregated settings, supporting individuals to settle in their new homes in the local community. We are now looking to advance further bespoke solutions with the HSE and Local authorities in the final stages of de-congregation in Limerick and the Southern Regions. This calls for significant capital investment over a number of years.

In March, The Board invited the Executive to the first workshop on the Services updated

Strategy for the future of our Services. Following this we undertook a consultation with Persons Supported and their families, staff and advocacy Groups on the main Strategic Themes for the Service as referenced in the Chairman's report. The Board will guide the development of these themes into Goals and will call on local and National Teams to step-out detailed actions to achieve these goals.

One of the major issues facing BOCSI in 2022 is the continuing difficulties the sector has experienced in relation to the recruitment of qualified staff. Improvements in the economy over recent years, coupled with the increased demand for healthcare staff generally, have made it more difficult to attract suitably qualified staff as well as retain existing staff. I want to express my and the senior management's team admiration and gratitude to all our staff who have worked tirelessly to ensure the safety of those we support and their families over the pandemic and who continue to ensure we deliver a quality, safe service. The additional housing and inflationary pressures experienced from 2022 onwards has added to this challenging recruitment environment. The housing crisis is also a challenge as the organisation seeks to secure homes for the people supported. Our overall approved staffing levels increased by 131 or 3.4% to 3,973 w.t.e. This equates to over 5,000 people in various roles across the country. Thank you to our Regional Human Resource Teams who played a very active role in supporting managers to maintain services. Advanced recruitment and retention strategic planning is a core priority goal for the future.

Over 80 staff retired in 2022 which put pressure on our Pension Shared Service, HR, and finance teams. I sincerely want to thank those retiring for their years of service and their contribution to the development of our

services and I wish them joy in their well-earned retirement.

A special thanks to our IT for their exceptional work in 2022. We have over 400 physical locations accessing the data centre on a daily basis and the IT department has worked to secure networks and will finalise our move to cloud in all regions by end of 2023. They continue to ensure that all aged equipment is updated when finances become available. They have led out on Cyber Security awareness training and developed and piloted an in-house document management system.

The changing needs of persons supported as they age, the increasing numbers of people requesting services and the constantly increasing regulatory pressures remain as constant challenges for the organisation. Despite challenges the Brothers of Charity Services Ireland has welcomed an increasing number of school leavers into our services and provided new residential and day service spaces in multiple locations across the country. Other notable developments across the various regions are:

Construction continued in Claregalway, Co. Galway in respect of a day centre and respite house. This has been the largest construction project undertaken by the Brothers of Charity Services Ireland and we look forward to opening the building for use in 2023.

In the South East, a significant development was the approval of funding for a new high support house in Waterford for three individuals, which will open in 2023. In addition, the HSE funded two behaviourist posts as part of the development of a Young Adults Therapies Team to support school leavers.

The Services in Clare were left a very generous donation of a property by a person from the Ennis area unknown to the services.

An additional Positive Behaviour Support Specialist, to provide behaviour support to school leavers was appointed. This is a much needed resource for the Region.

A significant achievement was the successful reopening of the Garretstown regional respite services in Co. Cork under the auspices of the HSE regional respite forum. The building was extensively renovated and an apartment at the rear of the building was successfully registered with HIQA and now functions as a specialised location for people with high support needs.

In Cork and Galway, seven more people were supported to relocate from campus settings to houses in the community as part of a programme of continuing de-congregation. A plan for the future of the Bawnmore campus in Limerick has been prepared in terms of progressing further de-congregation there whilst also improving the quality of a number of the buildings within the campus.

The "Let's Get to Work" programme has been developed in partnership with the Technical University of Shannon (TUS) and Employability. The aim of this programme is to promote inclusion and participation in meaningful employment for people with disabilities within their local communities. To date forty individuals with intellectual disability have benefited from the programme.

As part of a wider rollout of the Cork LAMH



Choir network, a choir was established in our Bandon services providing enhanced communication and fun social networking opportunities for persons supported and staff. Staff are supporting a research project with UCC Psychology in respect of personal outcomes for complex adults. We look forward to the conclusion of that work.

The National Advocacy Council (NAC) hosted the first in-person Conference since COVID in Athlone. The Conference 'We can be Heros' was the highlight of the year for many and Advocates presentations were of exceptional standard. A great occasion enjoyed by over 300 delegates.

I want to acknowledge and thank all staff and managers for their ongoing work in enabling the people we support to take opportunities and to enhance their life experiences.

A special thank you to the members of the Congregation and Board of Directors for their continued direction and guidance and in particular, Bro. Alfred Hassett, Chairperson of the Board, Bro. Noel Corcoran and Bro. John O'Shea, Regional Leader, for their limitless support during the year. Thanks to all persons supported and families who provided feedback on our draft strategic Plan themes. We look forward to working with you all in 2023.

Michael Hennessy
Chief Executive



Introduction to Brothers Of Charity Services Ireland

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 and autism in Ireland throughout the counties of Clare, Galway, Roscommon, Limerick, Cork, Kerry, Waterford and parts of South Tipperary and Kilkenny. 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 Brothers of Charity Services attempt 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 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 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 own life goals and wishes. We value our staff and support them to fulfil their professional potential.



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 (West Region) Clare, Limerick (Mid-West Region), Cork & Kerry (Southern Region), and Waterford, Kilkenny, and South Tipperary (South East Region). There is one overarching Service Level Arrangement between the HSE and BOCSI with individual schedules attached pertaining to the delivery of Services in each Region. Regions manage their own annual budget received mainly from the HSE through the local Community Health Office (CHO).

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 Service 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 for Quality and Leadership (CQL). Our Services are also monitored and inspected by HIQA and the Health & Safety Authority.

The BOCSI Company is supported by the National Office which is comprised of the Chief Executive Officer, the National Heads of Function (the Head of Finance; Risk and Regulation & Health & Safety; Human Resource

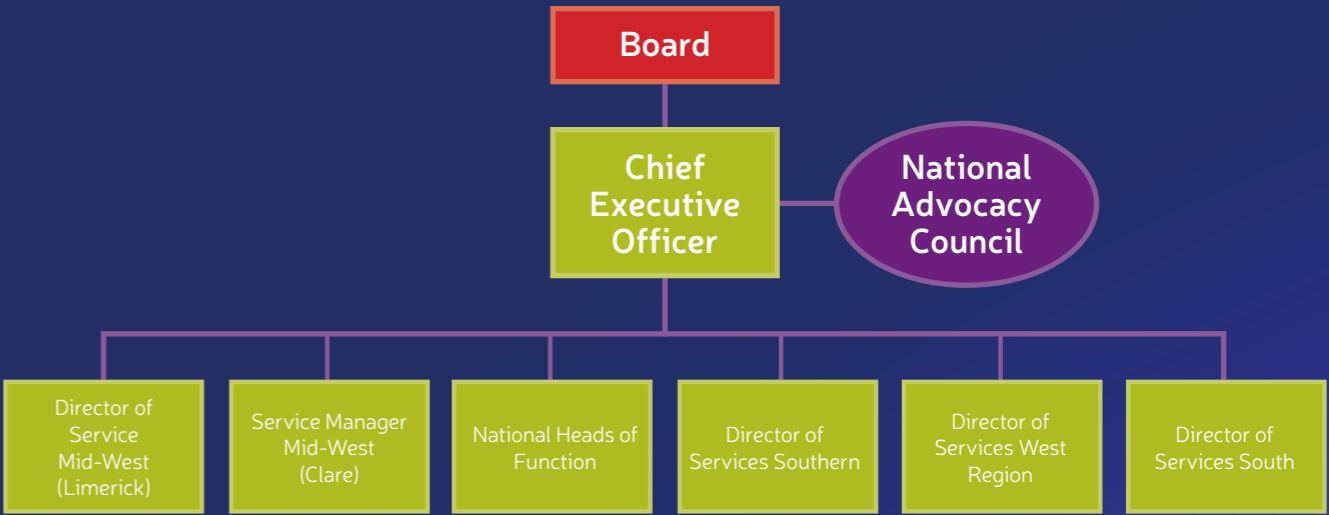
Management; ICT; Quality, Safety, Training & Advocacy; and Procurement); and the PA to the Chief Executive Officer.

The Chief Executive Officer reports to the Board of the Brothers of Charity Services Ireland and is the Company Secretary. The Chief Executive Officer is responsible for the management and executive functions of the Company’s regions through the National Leadership Team.

The National Leadership Team supports the Chief Executive Officer, the National Board and its Committees, National Teams and Working Groups and it acts as appropriate as the single point of contact for external agencies and bodies. The NLT is made up of the four Directors of Service, the National Heads of Function and one Service Manager. The Directors of Service and the Service Manager have their own executive teams to support the delivery of services.

The National Advocacy Council is made up of people we support from each Region and their supporters. This group meets with the NLT bi-annually. Policies and Procedures which relate directly to the people we support all go from the Policy Review Group to the National Advocacy Council for comment and for transfer into easy to read documents.

Organisational Chart 2022



Board Membership 2022 And Board Committees

Brothers of Charity Services Ireland CLG

| | | | |
|--|-----------------|------------------|------------------|
| Bro. A.T. Hassett (Chair) | Mr. J. Barry | Bro. J. O’Shea | Mr. S. Hayes |
| Mr. P. McGinley | Ms. A. Geraghty | Ms. M. Allen | Mr. J. Delahunty |
| Ms. G. Larkin | Mr. E. Cusack | Bro. N. Corcoran | Ms. S. Allen |
| Michael Hennessy (CEO) – Company Secretary | | | |

In 2022 the Board had 100% attendance at all meetings.

Board Committees

There are currently five 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 report to the Board. Committee membership is made up of Directors of the Board, one who Chairs the Committee and the appropriate National Head of Function, and where appropriate or required, suitably experienced staff.

Audit Committee

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

Nominations Committee

Appointed by the Board, the main objective of the Nominations Committee of the BOCSI is to oversee the arrangements for selection and rotation of members of the Board of the BOCSI.

Quality and Safeguarding Committee

Appointed by the Board, the main objective of the Quality and Safeguarding Committee of the BOCSI 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 Safeguarding Management systems are in place, and that the welfare of those who use the Services is safeguarded.

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.

Risk Management Committee

Appointed by the Board, the main objective of the Risk Management Committee of the BOCSI 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 Risk Management systems are in place, and that the welfare of those who are supported by the Services and our Staff is safeguarded.

Approach To Service Provision

A General Overview of the Brothers of Charity Services in Ireland



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

We offer a range of comprehensive day, residential, respite and multidisciplinary supports and services to adults and children with autism or an intellectual disability, and their families. We are committed to a person-centred individualised 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
- Integrated Leisure Activities
- Multi-disciplinary Services

The use of the term Multi-disciplinary Services refers to interventions by paediatricians, psychiatrists, psychologists, speech & language therapists, social workers, physiotherapists, and many other therapeutic interventions. We work in partnership with Brothers of Charity Housing Associations, mainstream Housing Associations, and local authorities in the provision of appropriate residential accommodation.

A Profile Of People Who Use Our Services

The Brothers of Charity Services Ireland provided some level of Services to 2,621 children and 2,388 adults and their families in 2022. We provided 1,044 residential places, 2,465 day places, 295 day respite places, 532 night respite places and 518 supported living arrangements. A further 1176 children were in receipt of our Early Intervention Services. We supported both children and adults during the year along with an additional separate group of adults who receive multi-disciplinary services only. Children received services through Children Development Network Teams where BOCSI is the lead Agency or our staff are involved in the delivery of service.

The way in which we deliver Services has changed over time in response to those we support 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 supports required is varied and 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.

Under the Government's Progressing Disability Services (PDS) Strategy a national programme to reorganise children's disability services was set in motion. PDS changes the way children (aged 0-18 years) and their families' access and receive clinical disability services. PDS has reorganised children's services into Children's Disability Network Teams which brings together the current Service Providers to deliver services in partnership with one partnership agency taking the lead, either BOCSI, another Service Provider or the HSE CHO depending on the structure of the team in that geographical area. Our Children's Services are included in this strategy and they have been working on moving our children's service delivery to the Children's Disability Network Teams (CDNT). Parents have been informed of these changes and the identity of the lead agency. Children will receive services from one of these CDNTs based on their home address.

We are very aware that there are currently 760 children on a waiting list for service in the

Southern Region alone and we continue to lobby the HSE to address this waiting list. In order to support the State Government in planning for disability services, each Region updates the National Ability Supports System (NASS) which replaced the National Intellectual Disability Database in 2019.

Energy Efficiency

The BOCSI is required to report energy efficiency data to the Sustainable Energy Agency Ireland (SEAI) annually.

The Irish Government through the Department of Energy, Climate and Communications issued a requirement of a 7% annual reduction in carbon emissions by all public bodies including those bodies funding under S.38 of the Health Act. This is a big challenge for BOCSI and we will work toward building partnerships with the HSE Energy Unit, the SEAI, and our suppliers to meet these new targets. To date we have purchased 10 Electric Vehicles and we continue to replace lighting with LEDs and insulate buildings and retrofit boilers where funding is available.

Energy Statement

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

We are committed to:

- 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, and ensuring our suppliers and contractors are aware of our energy programme.

Compliance Requirements

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 Authority
- The Climate Action Bill 2021
- 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
 - 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 Practice for the Governance for State Bodies & The Charities Code
- Safeguarding Children: Policy and Standards for the Catholic Church in Ireland 2016
- Health Research Board (National Ability Support System (NASS))
- The Health & Safety Authority - Audits
- The Freedom of Information Act 2014 -

- FOI Statistical Returns and compliance with the Model Publication Scheme - The Information Commissioners Office
- Data Protection Act 2018 & GDPR - The Data Protection Commissioner
- Complaints - The Office of the Ombudsman
- Sustainable Energy Authority of Ireland (SEAI) Monitoring and Reporting
- State Claims Agency - National Incident Management System (NIMS)
- Incident and Accidents are required to 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 & Standards in Public Office Act 2001
- 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
- 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.



Advocacy In BOCSI

National Advocacy Council

The National Advocacy Council (NAC), which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils met six times in 2022. The Council also had meetings with the CEO Michael Hennessey and the NLT.

Current elected roles NAC:

| | | |
|-------------------|------------------------|-------------------------|
| Chairperson | Claire Power | South East Region |
| Vice Chairperson | Claire Nagle | Mid-West Region (Clare) |
| Treasurer | West Advocacy (Galway) | |
| Venue Coordinator | Limerick Advocacy | |
| PRO | Southern Advocacy | |

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

Members

| | |
|-------------------------------|----------------------------|
| Tom Mulqueen & John Collins | Southern Region |
| Nora Healy & Killian O’Gara | West Region (Roscommon) |
| Claire Meagher & Clare Power | South East Region |
| Lorraine Mahon & Pat Flaherty | West Region (Galway) |
| Bernie Bourke & Helen O’Regan | Mid-West Region (Limerick) |
| Lisa Acheson & Clare Nagle | Mid-West Region (Clare) |

Facilitators (staff who support advocates)

| | |
|--|----------------------------|
| Siobhán Flynn | South East Region |
| Rob Hopkins & Rosin Glynn | Mid-West Region (Clare) |
| Lorna O’Leary | Southern Region (Cork) |
| Emma Corcoran & Emily Walsh | West Region (Roscommon) |
| Jackie Moran | West Region (Galway) |
| Sarah Meek, Liz Phelan & Felister Ndua | Mid-West Region (Limerick) |

Having had on-line events in the previous two years, the National Advocacy Council successfully re-convened the annual Advocacy conference in Athlone in 2022. It was a highly enjoyable event and reminded us all how much we had missed our group in-person interactions. The Advocacy Council launched the DVD “Mission Impossible - Charter of Rights”, the content of which explores the themes of the re-branded Human Rights Charter 2021 booklet (Respect, Equality, Accessibility, Participation and Freedom). This was developed by the National Advocacy Council in line with the United Nations Convention on the Rights of Persons with Disability



West Region Advocacy Highlights

Members of Roscommon and Galway Advocacy Councils met with the BOCSI Board Sub Committee in February and May.

Galway Advocates held a remembrance day to honour Martin Dooher a Galway and National advocate that brought a lot of change and awareness to disability issues in Ireland.

Advocates continued to be involved in recruitment interviews in 2022 and continue to train advocates and support staff in interview skills.

Local and regional Advocacy groups continued to meet in 2022. All groups returned to face-to-face meetings with an option to join remotely when needed. Thank you to all advocacy representatives, support staff, Managers and Director of Services for attending and supporting meetings throughout 2022.

West Region advocates were involved in developing the new Charter of Rights Books and Posters. The charter was developed in line with the UNCRPD. Copies of the new 2021 poster and book went out to all houses, centres, hubs and offices.

The biggest event for Galway Advocacy was in November 2022, when the Minister for Disabilities attended, listened and spoke to Council members about their disability issues, their successes and she launched the Charter of Rights in the Galway service. Over 100 people gathered in the Loughrea Hotel. West Sector Advocates continue to be part of the Human Rights Committees

The biggest event for Roscommon Advocacy in 2022 was hosting the National Advocacy Conference in the Hodson Bay Hotel, Athlone. The theme was HEROES. 344 people attended and it was also livestreamed.

Pat Flaherty a member of the Advisory Board for the Social Work Department in the University of Galway continued in his role as a lead lecturer on the Social Work Masters course. His presentation was on Advocacy.

Advocates attended training sessions for Self-Advocates on the Assisted Decision Making (Capacity) Act 2015 ran by The Centre for Disability and Law, University of Galway.

The National Advocacy Council and West Region Advocates worked on training courses for First Aid, Advocacy and Rights.

Advocates sent letters to Minister of Health Stephen Donnelly and Minister for Disabilities Anne Rabbitte around dental and health issues.

More people supported are now using technology with the support of the new digital Assistive Technology officer.

Council members met Gillian Raftery, HSE and spoke about transitioning from Children to Adult Services. More meetings are planned.

Christina Burke, Joe McNamara and James Delaney continue to work on the Digi-ID Advisory Panel, TCD. This Digi-ID project aims to support people with an intellectual disability to use technology.

Members of the Inclusive Research Network continued to work on their “supporting decision making” research project.

The “Recipes for all” accessible cookbook was launch at the DFI Independent living skills event by Minister Anne Rabbitte.

The “I am not happy” complaints books was reviewed and updated by Advocates.

Advocates shared opinions with the National Disability, Participation and Consultation Network.



In June, Advocates from Galway gave a presentation on their advocacy work and the work of the Advocacy Council to law students from Boston University; this was part of the Galway University's Summer School programme. Advocates also resumed delivering workshops on advocacy in action for staff.

Clare Region Advocacy Highlights

Clare Advocates had a very busy 2022, locally, nationally and internationally. Because of the ongoing Covid restrictions many people took part in online meetings picking up on skills learnt from the 2 NAC Webinar Conferences they helped stage in 2020 & 2021. This was noted in research work advocates took on. Clare Inclusive Research Group were recruited to the "In Response" project by the British Journal of Learning Disability and gave written feedback to academic authors of "Ethno...graphy?!? I can't even say it': Co-designing training for ethnographic research for people with learning disabilities and carers" and then met them online and defended their criticisms.

Congratulations to Joe McGrath, Brian Hogan, Pauline Skehan, Orla McMahon, Ger Minogue and Lisa Acheson for this work and for their article "Digging Deeper relationships, advocacy, and inclusive research" for the Social Science Journal. In writing this we created "A Manifesto for Inclusive Research". This discussion document was used as a touchstone for inputs at the IASSIDD international inclusive research webinar in March.

Ger Minogue has put his research experience to good use working for Trish Halvey Disability Participation Consultation Network coordinator for BOCSI Clare Region promoting better understanding for people supported about decision making.

Likewise Joe McGrath was engaged to work alongside NUI Galway's Dr Elionnoir Flynnne, preparing HSE staff for the incoming Assisted Decision Making laws and also advising a Dail Eireann subcommittee on mental health issues for people with intellectual disabilities.

Lisa Acheson is now on the Inclusion Ireland subcommittee advising on disability access and both Brian Hogan as chair and Pauline Skehan as spoke's person, have taken up positions of responsibility at the national Inclusive Research Network.

On the home front advocate reps from around the county continued to hold the Clare management team to account through their quarterly consultations. Issues raised were transport needs in isolated rural areas and the discomfort people supported felt with staff wearing Covid masks in onsite settings. These issues were also highlighted through the advocate's strong presence on local community radio.

The pandemic shadow hung over people's social activities and here again advocates responded with ingenuity and dedication. Online tea parties and karaoke events were held and as restrictions eased, popular disco events were staged at local venues rather than everyone heading to the main town. Well done to Stephen Monihan in Kilrush and John Ready in Ennistymon for spearheading those events.

Likewise in Shannon a soccer fun day and barbeque lifted spirits, with Margaret Williams and Ronan Kean key organisers. Even a torrential downpour couldn't dampen the enthusiasm of the competitors and their adoring fans at Wolfe Tones na Sionna. Funds raised on the day went towards supporting the people of Ukraine. Helen Nagle lead a team of fund raisers and was so taken with the work of the Red Cross that she has joined their ranks and became one of their key spokespeople.

Community integration has guided Ennistymon advocates who have taken up leadership roles in their local Faith and Light group. Likewise the renowned Willie Clancy traditional music Festival at Miltown Malbay benefitted from a team of advocate volunteers who were then rewarded with vouchers to attend some of the main events.

Twenty new advocate interviewers were trained up by experienced advocate teams to support our recruitment practices.

We honoured the memory of two advocates who inspired our work by their example, Mairead Moroney and Tommy, presenting a

brilliantly colourful garden bench to the tranquil garden area of the BOC Gort Road building.

We cannot close our account of advocacy from the County of Clare, 2022 without paying tribute to outgoing Chairperson Claire Nagle. We all owe you a debt of gratitude for your work helping organise parties and activities and information during the worst of the Covid isolation, both online and eventually in person, all delivered with your unique humour but also a serious intent. We are proud to see you now the Chairperson of the National Advocacy Council. Many thanks for all the work you have done.

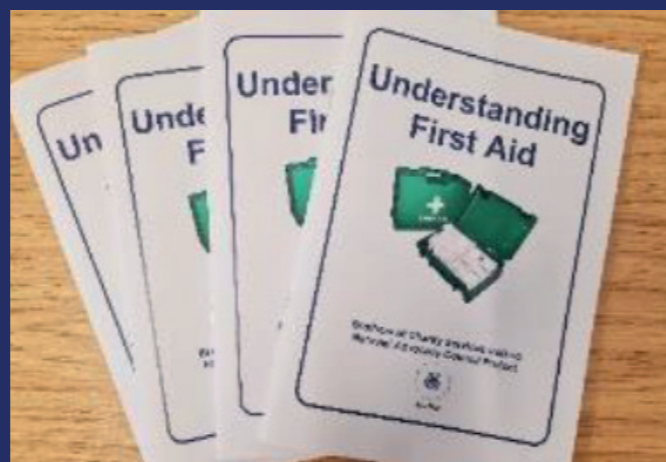


Southern Services Advocacy Highlights

The Southern Regional Advocacy Council were delighted to be asked to contribute to the annual report and reflect on the great work achieved by advocates throughout the year. The Advocacy Council membership is made up of five service areas ranging from day services, training centres, residential services and community support services. We met seven times during the year, both in person and online. Meeting online was a new way of meeting for us but we liked having a choice to attend in person or online. We have chosen to continue meeting in person and online next year as joining online can be much easier for people that are outside of the city area. We are looking forward to having more representatives on our regional council next year as we will have more local advocacy groups starting in our day services.



The Southern Region had representation on the National Advocacy Council and National Advocacy Policy Group in 2022 and all of our national representatives really enjoyed their work throughout the year on these groups and representing their region. Our two national advocacy policy group representatives are in their final year on the group. New representation will take their place to ensure everyone has an opportunity to contribute nationally.



In May 2022, our National Advocacy Council Representative, John Collins, secured money to develop a First Aid information video. As a regional group, we worked with a First Aid Instructor on topics we would like to cover and that which we identified as helpful to the people supported by the services. This was a big project for us to take on but we achieved it and we had great fun recording the video. We also put together an easy read First Aid book that we will officially launch at the Southern Region Advocacy Conference in 2023. We are delighted to hear the video is being used across the Brothers of Charity Services Ireland and hope to do more projects like this in the future.

This year, twenty-two persons supported attended the National Advocacy Conference in Athlone from our region and we had a brilliant time. We were very proud of the video presentation we created for the conference and we made sure as many persons supported were included in the video as possible. We liked seeing people being their own hero and being supported to self-advocate.



We had a Regional Advocacy Council Representative on the interview panel for the new Advocacy Coordinator job for our region. We are looking forward to the Coordinator starting in 2023 and supporting us to keep building and promoting advocacy in our region.

We are very excited to host the National Advocacy Conference in 2023. Our conference planning group have already commenced work on this. We will have staff and managers on this group from across our region to help us plan this big event. We look forward to welcoming three hundred delegates from across the Brothers of Charity Services Ireland to Cork on October 19th 2023.



South East Region Advocacy

Throughout 2022 regional council meetings in the Southeast continued to take place online. As a result of Covid face to face meetings were slowly reintroduced by the end of 2022. In total 9 regional meetings took place in 2022 and reps from the regional advocacy council met with senior management on 6 occasions. The opportunity to meet directly with senior management in the Southeast throughout the year enables advocates to have their voices heard directly by those making decisions and also ensures that the opinions of people supported are listened to regarding issues that did arise during the year. Claire Power continued in her role as national advocacy council chairperson until the end of her term of office which was in May 2022. Claire held this position for a little longer than planned due to Covid however, she was a huge support to all NAC reps over the past number of years and although was sad to step down was very happy with her achievements as chairperson. Claire successfully applied to be a member of Inclusion Ireland subcommittee and started in this new role at the end of 2022.

The Advocacy newsletter, which started during Covid, continued with the issuing of 5 throughout 2022. This newsletter has been a great way for all people supported in the service to keep connected with each other and show that life is slowly getting back to normal.

Reps from the regional advocacy council met with the National Board subcommittee online in March 2022 and the National Board in September 2022. This was a great opportunity for the South East to inform the National Board of the successes within the region and also the struggles in 2022.

A number of issues were highlighted in 2022:

- people supported not being involved in interviewing of staff,
- the impact of Covid on people's rights with decisions being made for the general population not trickling down to people supported by ID services. The regional and national advocacy council were very vocal on this topic and were delighted when restrictions on wearing masks and taking of temperatures were lifted later in 2022.
- Advocacy training for staff and people supported was scheduled on five occasions in 2022 however, due to lack of numbers 3 sessions were cancelled.

Advocacy within the South East services in 2022 continued with regional advocacy council meetings online.



Achievements of Advocacy in 2022

- Advocacy newsletter continued in 2022- in total 5 newsletters were issued throughout the year
- 37 people supported and staff from South East attended NAC conference in Athlone October 2022.
- Chairperson of Regional Advocacy Council (RAC) successfully applied to be a member of Inclusion Ireland subcommittee.
- People supported given the option to attend day services on a full/part time basis as they choose.
- Advocacy training delivered for people supported and staff.
- RAC met **9** times.
- RAC met with the South East Senior Management on **6** occasions.

Achievements RAC 2022:

- RAC meetings continued to successfully take place online.
- Representatives from both day and residential attended online meetings.
- Number of reps at RAC meetings continued to stay the same as previous year- majority of meetings 12 reps attended + supporters.
- RAC gave feedback to the Director of Services on the strategic plan.
- Reps from RAC involved in research with Regional services manager for her masters.
- RAC meetings focused on implementation of New Directions in day services, ADMA & UNCRPD.
- Reps from RAC met online with the National Board subcommittee March 2022.
- Reps from RAC met with the National Board September 2022.

Issues raised through RAC 2022

- Impact of Covid on people's rights
- People supported not being included on interview panels
- People supported having to continue to wear masks
- People supported having to continue to take temperatures
- Christmas parties and if they are going ahead

National Advocacy Council 2022: South East Representation

Reps from the South East on the National Advocacy Council

- Claire Power (Waterford)- Chair of National Advocacy Council until May 2022
- Claire Maher (South Tipperary)

Meetings with NAC were a mixture of online and face to face in 2022. Both reps from the south east were supported by Siobhan to ensure they could log in for online meetings and were available to attend face to face meetings. As Claire Power was the chair of the national advocacy council until May 2022 the agenda for the meetings was typed and forwarded to reps by Claire prior to meetings being held with support from Siobhan. Invite email to Michael Hennessy was also sent by Claire as NAC Chair.

Some of the main discussions at NAC in 2022: -

Reps from the South East on the National Advocacy Council

- NAC plan for 2022- NAC Website, Advocacy Training pack, Human Rights Training Pack, National Advocacy Policy
- NAC conference 2022- First face to face conference in 3 years
- Continued involvement of BOCSI reps in Disability Participation Consultation Network
- People supported being paid to sit on interview panels, induction and training

Advocacy South East Challenges in 2022:

Reps from the South East on the National Advocacy Council

- Ensuring advocates had support from staff to join online meetings
- Issues with internet access for some when joining online meetings
- Local advocacy groups taking place on a regular basis
- Advocacy coffee mornings and visits to local groups
- Advocacy training for peoples supported and staff



National Teams & Reports From National Heads Of Functions

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, Quality & Training, Risk, Safety, Health and Welfare, Compliance & Regulation, Data Protection, Policy Development, Advocacy, Energy Performance, Facilities, Transport, 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 Officer, and the National Leadership Team, to inform the Service and Governance, to undertake specific projects, to ensure compliance, and to develop policies and procedures on issues relating to the each teams' particular area of expertise. The work of each National Team is on-going. Each team reports to the relevant Head of Function, through them to the Chief Executive Officer and the relevant Board Committee as projects determine.

The National Leadership Team

| | |
|---|--|
| Michael Hennessy (Chair) | Chief Executive Officer |
| Norma Bagge | Director of Services, Mid-West Region (Limerick) |
| Laura Coyne | National Head of Finance |
| Kenneth Gavin | National Head of Procurement |
| Margaret Glacken | National Head of Quality, Training, Safeguarding & Advocacy |
| Julia Kelly | Director of Services, South East |
| Brian Leahy | National Head of HRM |
| Eamon Loughrey | Director of Services, West Region |
| Mike Lyons | National Head of ICT |
| Gina Magliocco | National Head of Risk & Regulation & Health & Safety, DPO & EPO. |
| Una Nagle | Director of Services, Southern Region |
| Martina Rynne | Service Manager, Mid-West Region (Clare) |
| Recording Secretary, Bridgie Ryan (PA to the CEO) | |

The National Leadership Team (NLT) reports to the Chief Executive Officer and provides strategic and operational leadership to BOCSI. The NLT set goals; agrees national policies, procedures and budgets; develops strategies; and ensures those strategies are implemented effectively.

The NLT acts as the executive co-ordinating link between Regions. It also facilitates shared service functions within Regions. This Team usually meets a minimum of six times annually and meets with the National Advocacy Council twice annually. All other National Teams report to the NLT via the Head of Function or the CEO.

One of the main undertakings of the NLT in 2022 was to continue monitoring and implementing plans to ensure that quality, safe services

continued to be delivered after the fall out from the Global Pandemic and to minimise any negative impact on our staff and the people we support. The NLT and the Board met to develop a National Strategic Plan to steer our way into the future and to revise the Vision and Mission.

This year the NLT said a very fond farewell to Mary Comer (PA to CEO) who retired after 22 years serving the BOCSI in the National Office. We take this opportunity to thank her for her dedication, often going above and beyond her role to facilitate our requests and support us in our duties, and for her absolute professionalism in executing her own role over the years. We wish you a very happy retirement Mary and thank you most sincerely for your service.



National Policy Development and Review Team

Membership

| | |
|---------------------|--|
| Julia Kelly (Chair) | Director of Services - South East Region |
| John Armstrong | West Region (Roscommon) |
| Jonathan Learner | Southern Region |
| Mary Seale | West Region (Galway) |
| Gina Magliocco | National Head of Risk & Regulation |
| Brian Muldoon | Mid-West Region (Limerick) |
| Mary Rowan | Mid-West Region (Clare) |

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 standardised practice throughout the Services. This team monitors new requirements from various statutory bodies and ensures that BOCSI national policies and procedures support and promote compliance with any new legislation. The team works closely with the National Advocacy Council Policy Action Group to ensure that there is appropriate consultation on any relevant policies being developed or reviewed and that any such policies are not signed off until feedback from this Group has been considered. The Staff Training and Development and the Person Centred Planning Policies were updated in 2022.

Designated Officers Group

Membership

| | |
|----------------------------|---|
| Kieran Barrett | Southern Region |
| Michael J Carroll | South East Region (Waterford & Tipperary) |
| K Michael Flood | West Region (Galway) |
| Karen Lyons | Mid-West Region (Limerick) |
| Padraig Rooney (Secretary) | West Region (Roscommon) |
| Jo Rynne (Chair) | Mid-West Region (Clare) |

The role of the Designated Officers Group within the Brothers of Charity Services endeavours to provide a uniform, coherent response to safeguarding within the services. Whilst Safeguarding is everybody's business the Designated Officers group act as a source of support and advice on matters of child protection and adult safeguarding throughout the service.

The meetings take place a minimum of four times a year and provide an opportunity to discuss and reflect on practice issues as well as reviewing policies, procedures and guidance documents.

Report of the National Head of Quality, Safeguarding, Training & Advocacy – Margaret Glacken

National Training & Development Team

Membership

| | |
|--------------------------|----------------------------|
| Margaret Glacken (Chair) | National Head of Training |
| Jodie Healy | West Region (Roscommon) |
| Jonathan Lerner | Southern Region |
| Regina O'Donovan | Mid-West Region (Limerick) |
| Mary Rowan | Mid-West Region (Clare) |
| Mairead Vaughan | West Region (Galway) |
| Kaye Whelan | South East Region |

The National Training & Development Team comprises of representatives from each of the regions. The Team endeavours 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 that their staff members are a highly significant resource in providing our innovative and quality services and we continue to develop a consistent national approach towards supporting employee progression and service development.

National Quality & Evaluation Team

Membership

| | |
|--------------------------|----------------------------|
| Margaret Glacken (Chair) | National Head of Quality |
| Fiona Coffey | West Region (Galway) |
| Jodie Healy | West Region (Roscommon) |
| Brenda Hutton | Southern Region |
| Liz Phelan | Mid-West Region (Limerick) |
| Mary Rowan | Mid-West Region (Clare) |
| Kaye Whelan | South East Region |

The work of the National Quality Team is informed by national and international best practice, quality systems, policies and reports including HIQA (overarched by the Health Act 2007), The Council for Quality and Leadership (CQL), HSE New Directions Interim Standards 2015, Time to Move on from Congregated Settings Report 2011, and Value for Money and Policy Review of Disability services in Ireland Report 2012. The Team focuses on supporting the implementation of recommendations and requirements from these processes to ensure continuous quality improvements and a creative response to people who use our services across the regions.



Report from the National Head of Human Resource Management – Brian Leahy

Human Resource Management Team

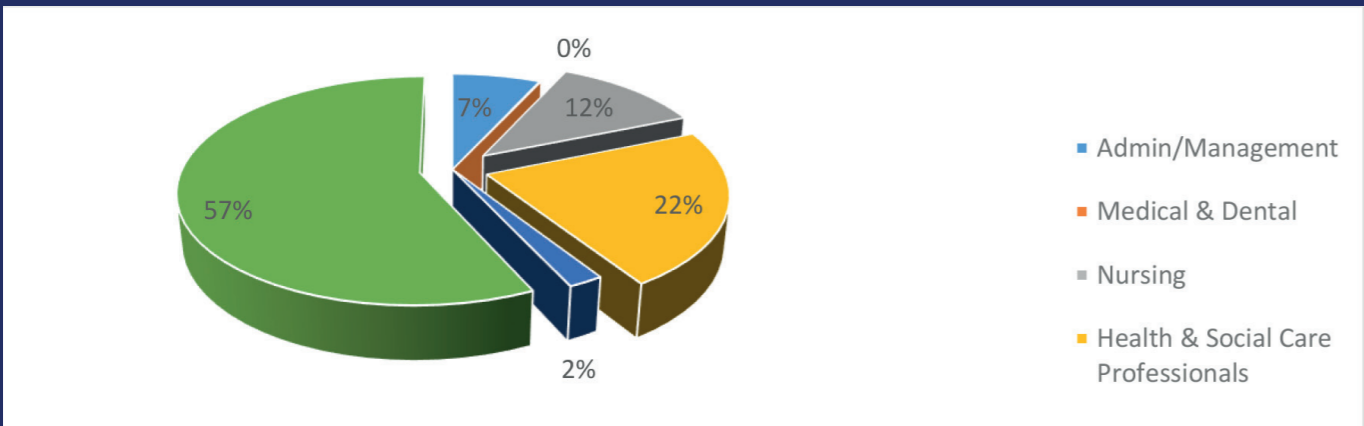
| | |
|---------------------|-------------------------|
| Brian Leahy (Chair) | National Head of HRM |
| Judith Conway | Southern Region |
| Mike O'Dwyer | Mid-West Limerick |
| Colette Geoghegan | Mid-West Clare |
| Kieran Foley | West Galway & Roscommon |
| Elizabeth Tyrrell | South East Region |

The National Human Resources Team comprises HR representatives from each of the regions and is led by the National Head of HR. Its primary objective 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 National Head of Human Resource Chairs this Team and reports to the Chief Executive Officer and directly to the Board as a member of the Remuneration Committee to the Board. Each Region is supported by a team of dedicated and dynamic HR staff.

Staffing at a Glance

The BOCSI' approved staffing levels increased by 131 or 3.4% to 3,973 w.t.e. in 2022. This equates to over 5,000 people in various roles across the country.

Staff breakdown by profession



Approximately 7% of our staff are classified as Management and Administration, this percentage includes many managers of services. Over 93% of our staff work directly with the people we support. The low administration figures, while a testament to the hard work and professionalism of back office functions, continues to impact us negatively as we have increased compliance requirements and as we seek to make our services more responsive and effective.

Report from the National Head of Finance – Laura Coyne

National Finance Team

Membership

| | |
|---------------------|--------------------------|
| Laura Coyne (Chair) | National Head of Finance |
| Larry Boyce | Clare |
| Mary Dundon | Limerick |
| Seamus Durkin | West |
| Pat Keaveney | Southern |
| Sunniva O'Brien | South East |

The National Finance Team comprises the National Head of Finance and the Heads of Finance from each BOCSI Region. The Finance Team met formally on a monthly basis in 2022. The National Head of Finance reports to the Chief Executive and attends the Audit Committee to the Board.

The primary objective of the national finance team is to share information and best practice across all aspects of the finance function including;

- reporting/management information
- budgeting, costing and cost control
- transaction processing and procedures
- internal controls, governance and compliance
- cash management
- relevant legislative, pension, payroll and tax changes
- introduction of new systems/system changes
- financial policies and procedures
- respond to Covid - financial management

The National Head of Finance also manages BOCSI insurance, procurement, and leads out on the Annual Compliance Statement (ACS) to the HSE.



Expenditure 2022

Summary Of Consolidated Revenue Income & Expenditure Account For The Year Ended 31st December 2022

| Income | € |
|--------------------------------|--------------------|
| Health Service Executive | 300,539,980 |
| Other HSE Grants & Funding | 5,465,235 |
| Other Income | 15,266,785 |
| Deferred Income | (355,189) |
| Total: | 320,916,811 |
| Expenditure | |
| Pay and Associated Expenditure | 260,431,777 |
| Non-Pay | 54,730,209 |
| Total: | 315,161,986 |
| Surplus for the year | 5,754,825 |

Figures from our external Auditor Tony Brazil, M K Brazil.



Report from the National Head of Risk & Regulation, Health & Safety, Energy Efficiency, and DPO - Gina Magliocco

In 2022 all team meetings operating under Risk & Regulation & Health & Safety took place on line and this practice will continue into the future. Meeting on line has the dual positive impact of reducing our expenses and travel therefore our carbon footprint and is a much more efficient use of staff time. There will be occasions when a face to face meetings will be more productive but this will be kept to a minimum.

Freedom of Information Team Membership

| | |
|----------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| Ann Donoghue | West Region (Galway) |
| Mary McMahon | Mid-West Region (Clare) |
| Marianne Murphy/Ciara Dowd | West Region (Roscommon) |
| Brian Muldoon | Mid-West Region (Limerick) |
| Margaret Barry | Southern Region |
| Margaret Ryan | South East Region |

Compliance with the Model Publication Scheme is handled nationally and published via the National Web Site. FOI requests are processed within each Region by the Regional FOI Officer and appeals are reviewed regionally at Director of Service level or nationally by the National FOI Officer as appropriate. The National Freedom of Information Team (FOI Team) is made up of the FOI Officers from each of the BOCSI Regions. This team reports to the National Head of Risk & Regulation. The ongoing purpose and benefit of the FOI Team is the sharing of information, advice and support, regarding compliance with the FOI Act 2014 and the model publication scheme. Through the sharing of information it strives to achieve conformity in responding to FOI requests. The purpose of this Team is to ensure that BOCSI complies in a standardised way with the relevant legislation and to keep the Chief Executive Officer informed of trends in FOI requests and any legislative developments and matters nationally. In 2022 the FOI Team requested that an enhanced reporting function be included in the internal system OLIS to facilitate search and print facilities in response to FOI Requests, SA Requests, and Court Orders. The team noted that there is a small reduction in the number of FOI requests as more people are turning towards Data Protection legislation and using Subject Access Requests to access personal data. Requests for non-personal information relating to BOCSI are handled nationally as one request,

Health & Safety Team Membership

| | |
|------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| Sean Gallagher | Mid-West Region (Limerick) |
| Bryan Galvin | Southern Region |
| Fran Keating | South East Region |
| Anna Nolan | West Region |
| Louise Skerritt | Mid-West Region (Clare) |

The Chief Executive Officer (CEO) has overarching responsibility under the Safety, Health, and Welfare at Work Act, 2005, to ensure, so far as is reasonably practicable, the safety, health and welfare at work of all employees and other affected by BOCSI activities. The CEO has appointed the National Head of Risk & Regulation & Health & Safety to report to him on all national matters relating to Health & Safety.

The Corporate Safety Statement sets out a clear allocation of responsibilities and accountability and this is updated annually in compliance with legislation. Each Region has individual Site Specific Safety Statements in place for each unit. The Health & Safety Team was formed to coordinate and standardise best practice throughout BOCSI and reports to the National Head of Risk & Regulation who reports directly to the Board via the Board Risk Management Committee. Each Region reports their own incidents on the National Incident Management System and carry out investigations into these incidents.

The objective of the National Health & Safety Management Team is to support those in the Regions appointed with the management of Health & Safety; to support the National Head of Risk & Regulation to reassure the CEO and the Board in relation to the governance and implementation of health & safety standards throughout BOCSI; and to identify a clear and effective national Health & Safety Management system.

The ongoing purpose and benefit of the H&S Team is the sharing of information, advice and support, regarding compliance with the Safety, Health and Welfare at Work Act 2005 (S.I. 10 of 2005) and The Safety, Health and Welfare at Work (General Application) Regulations, 1993 (S.I. 144). The H&S Team support one another through sharing of template risk assessments, template Site Specific Safety Statements, agree standardised training; and discuss and exchange best practice.

The BOCSI Risk Management Policy and Procedure and associated training includes Health and Safety Management. This H&S team return a National Health and Safety Monitoring Form which issues quarterly. This quarterly audit gathers data to inform the Board, through the Risk Management Board Committee, on the compliance of Regions with the requirements set out by health and safety legislation. As well as the above in 2022 the H&S Team developed a job description and in house training for our safety champions; responded to a national State Claims Audit; and updated their terms of reference.



Data Protection Team

| | |
|------------------------------|------------------------------------|
| Gina Magliocco (Chair & DPO) | National Head of Risk & Regulation |
| Ann Donoghue (DPR) | West Region (Galway) |
| Mary McMahon (DPR) | Mid-West Region (Clare) |
| Brian Muldoon (DPR) | Mid-West Region (Limerick) |
| Barbara Heas (DPR) | Southern Region |
| Margaret Ryan (DPR) | South East Region |

The Data Protection Officer (DPO) is responsible for the implementation of the compliance requirements as set out in the Data Protection Act 2018 and the EU General Data Protection Regulations in BOCSI. In order to achieve compliance the DPO has the support of the Data Protection Team (DPT). Each Region has a Data Protection Representative who as well as processing Subject Access Requests and reporting Data Breaches to the DPO, are responsible for identifying needs in their Region for training; ensuring that Data Protection Impact Assessments take place when new data processes are proposed; and ensuring that Data Protection Agreements are in place regionally as appropriate. The DPO acts as an adviser and auditor and deals with all national Data Protection issues as they arise including appeals.

The Data Protection Team is made up of a Data Protection Representative (DPR) from each Region and reports to the National Head of Risk & Regulation who in turn reports to the CEO and the Board. The DPT work together to support each other towards achieving full compliance. In 2022 the DPT agreed to review the BOCSI Register of Processing Activity (ROPAs); introduce a search facility for e-mails to speed up the retrieval of data and accompanying standard operation procedure; the introduction of a digital redaction tool; and review Data Protection Agreements. The team noted that the number of requests under GDPR has increased in 2022.

Risk Management Team

| | |
|-------------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| John Armstrong | West Region (Roscommon) |
| Colette Geoghegan | Mid-West Region (Clare) |
| Anne Dundon | West Region (Galway) |
| Eugene O'Loughlin/Joh Learner | Southern Region |
| Liz Phelan | Mid-West Region (Limerick) |
| Margaret Ryan | South East Region |

The National Head of Risk & Regulation reports to the CE and the Board Committee on Risk Management and maintains the Corporate Risk Register. Each Region has a Risk Manager who monitors the implementation of the National Risk Management Policy and Procedure in their Region and supports the region in identifying risks, undertaking risk assessments and training; and advising their Director of Service regarding the Regional Risk Register. Training is delivered to staff via the Quality & Training function to ensure the standardised application of the Risk Management Policy and Procedure throughout BOCSI.

The National Risk Management Team (RMT) is made up of representatives from each Region and reports to the National Head of Risk & Regulation. The main objective of the RMT is to monitor the BOCSI Risk Management System and ensure a standardised clear and effective National Risk Management System is in place throughout the Services. This ensures best practice for our Services and complies with the requirements of various State Bodies and compliments our Council of Quality & Leadership (CQL) Standards. The National Head of Risk & Regulation Chairs this committee and reports to the Chief Executive Officer and directly to the Board as a member of the Risk Management Committee to the Board.

The Risk Management Policy & Procedure was reviewed and updated following learning from the COVID pandemic. The accompanying training package to support the delivery of Risk Management Training was also amended and on-line training was developed. Training and monitoring takes place regionally to ensure the Risk Management Policy is embedded in each Region. Risk Management is on the Agenda of all management and Governance meetings. The Risk Management Team membership and terms of reference were reviewed in 2022 as the introduction of the standardised Risk Management Policy & Procedure and training became embedded. This revision was to reflect and acknowledge the work and progress made by the Team and the completion of the team's terms of reference up to 2022.



Energy Efficiency Team

| | |
|-------------------------------|------------------------------------|
| Gina Magliocco (Chair) | National Head of Risk & Regulation |
| Dave O'Halloran | West Region (Facilities) |
| Larry Boyce/Christopher Crowe | Mid-West Region (Clare) |
| Bryan Galvin | Southern Region |
| Yvonne Cummins | Southern Region (HRM) |
| Sean O Connell | Mid-West Region (Limerick) |
| James Brennan | South East Region |

The Climate Action Plan for Ireland requires that we move our target in line with the EU to a climate neutral economy. From 2021 new mandatory reporting was introduced and requirements for additional information from the SEAI by public bodies. These reporting requirements relate to vehicles, procurement, tracking decarbonisation, register of buildings, details of energy saving projects, annual energy costs, asset level energy consumption, green-house gasses, business travel, home working, other energy scope 3 emissions, and non-energy related emissions. In order to work towards meeting these requirements the National Head of Risk & Regulation is supported by the Energy Efficiency Team.

BOCSI is required by the Irish Government and monitored through the Department of Energy, Climate and Communications to reduce carbon emissions by 7% annually up to 2030. The Energy Efficiency Team's role is to support the BOCSI on working towards the various energy efficiency targets including setting up of Green Teams and promoting Green procurement. In 2022 this team developed a job description and business case for an Energy Efficiency Engineer to lead out on an energy efficiency strategy for BOCSI; Two Regions set up Green teams and we are encouraging all Regions to have in place at a minimum one Green team by the end of 2023; put a proposal together to ensure that the Energy Efficiency agenda is included in the Strategic plan; proposed a fleet plan to introduce EVs; and agreed to secure properties with an BER rating of B or less going forward.

Publications, Web Site and Media

This year the focus has been on the updating of the required information to comply with the FOI Model Publication Scheme. The National Web Site will be reviewed and updated in light of the wider social media campaign.

Governance and Regulatory Compliance

The National Head of Risk & Regulation drafts the annual report and drafts, reviews and updates Governance documents for the BOCSI in relation to the operation of the Board, Annual Compliance Statement, the CRA and the Charities Code. Other roles that fall under this National lead are the Ombudsman Liaison Officer and National Complaints Officer.

Report from the National Head of Information & Communications Technology 2022 – Mike Lyons/Mary Carty

In October 2022 Mike Lyons, Chief Information Officer (CIO) resigned, we were very sorry to see him go and very grateful for his work in leaving BOCSI ICT in a much better position than when he started. We were delighted to welcome Mary Carty who accepted the CIO roll in October 2022.

The ICT function understands and works with key business functions on data harmonisation. It defines and delivers projects to increase our data integration and ultimately redesigns the way data is used, stored and consumed within BOCSI. Projects delivered in 2022:

- Roll out of Security Awareness Training to all staff
- Security and protection of systems
- Password policy
- Digital Timesheets – Web Portal
- ASPIRE database – HIQA reporting and monitoring
- OLIS Doc Management
- Disaster Recovery Plan
- Careers Portal Launched
- HELM – Quality portal



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 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.

No volunteers worked in the BOCSI during 2020/21 due to the pandemic; we usually have 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

The BOCSI operates under the Data Protection Act and the EU General Data Protection Regulations (2018). We have 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 under Section 38 of the Health Act. We have appointed a Data Protection Representative in each of our Regions to support the management of Subject Access Requests, implement the national plan for GDPR compliance, and to report Data Breaches to the DPO. The main GDPR lawful basis under which we operate as a Section 38 organisation is 'public task' in relation to data belonging to people who are supported by our Services and 'under contract and 'legal obligation' in relation to data belonging to our employees, suppliers, and volunteers. We share data with other State Bodies including but not limited to Revenue, the Health Service Executive, TUSLA and An Garda Síochána. Please see our web site for further details of Data Protection and GDPR. <http://www.brothersofcharity.ie/data-protection.php>



Brothers Of Charity Services Ireland Clg, Company Office And Regional Services Contacts From 2022

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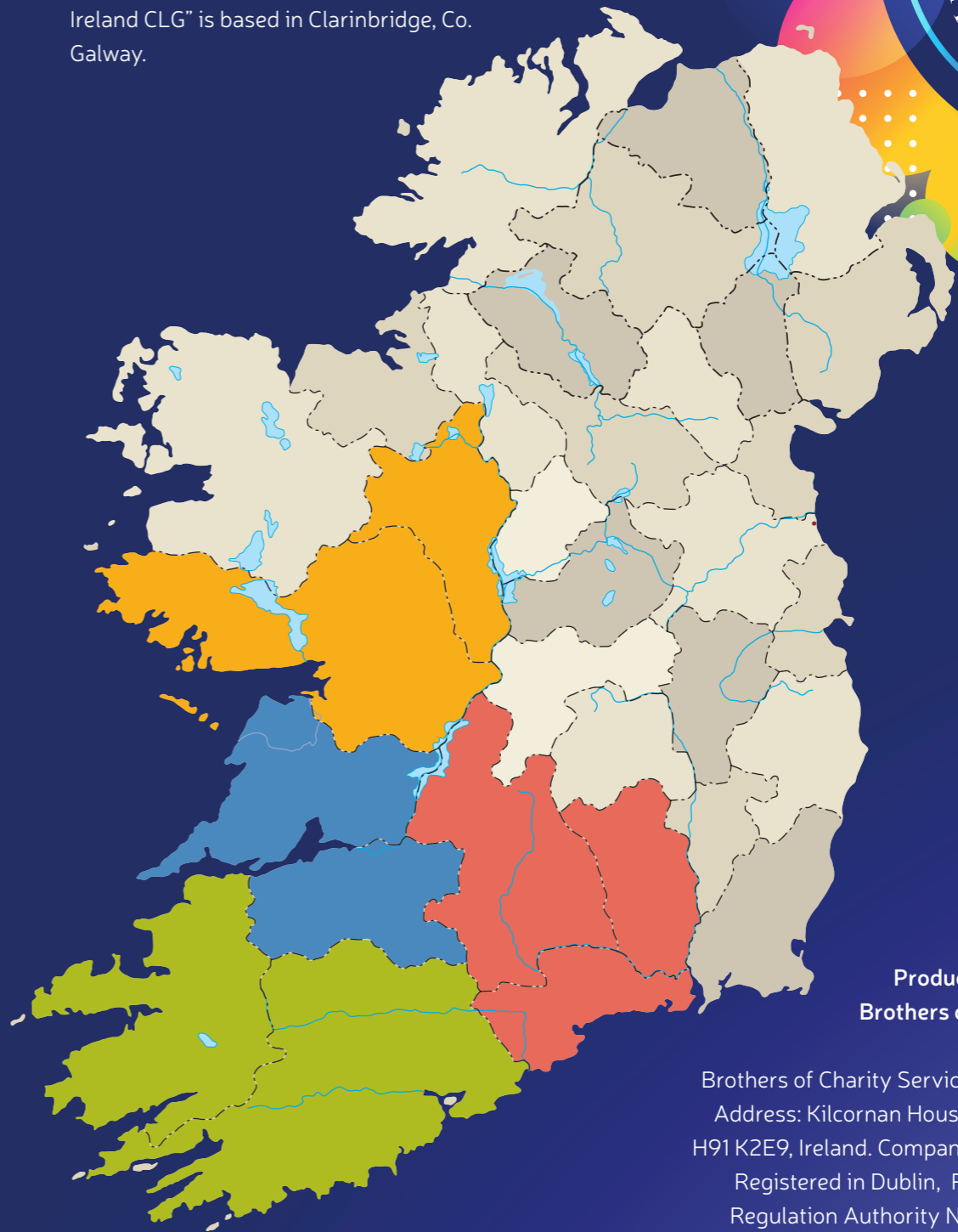
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Locations of Brothers of Charity Services 2022

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.



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