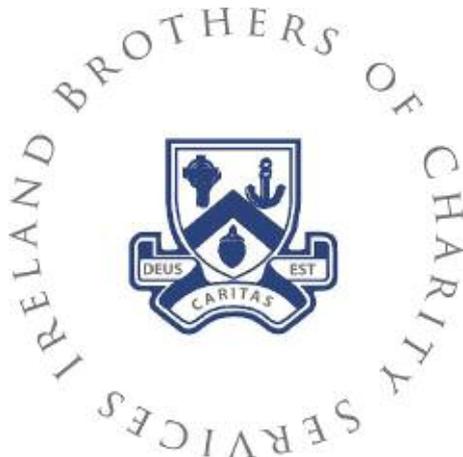
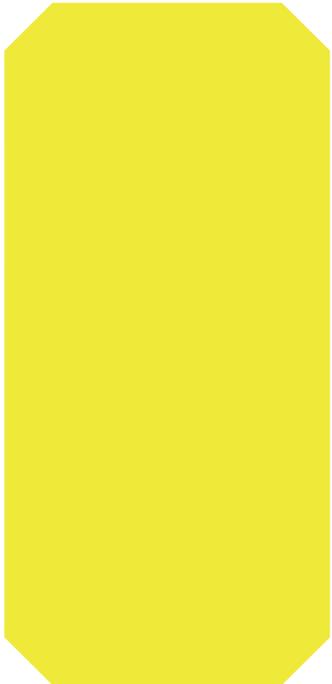
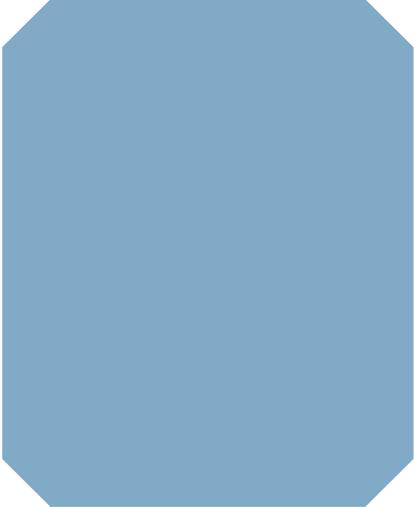
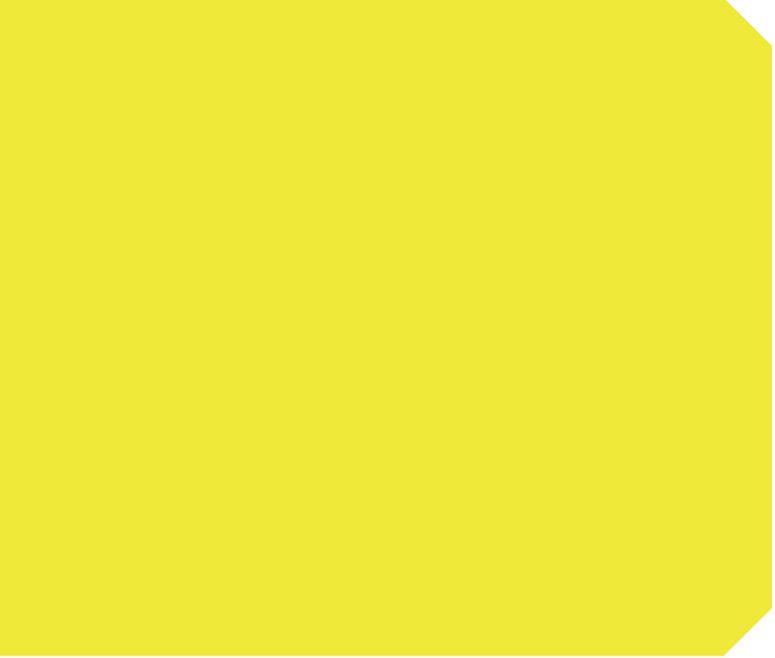


**National Annual Report  
2010**

**Brothers of Charity Services  
IRELAND**





## MISSION STATEMENT



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

*The Brothers of Charity Services are committed to working with people with intellectual disability to claim their rightful place as valued and equal citizens.*

*In keeping with our Ethos, we work to develop individualised supports and services based on the needs and choices of each person.*

## DEAR FRIENDS

This Report sets out the achievements as well as some of the challenges faced by the Brothers of Charity Service Companies in 2010. The National Board would like to take this opportunity to thank our six Local Boards for giving of their free time and for their hard work over the past year. We thank the Chief Executives, Management Teams and Staff who continue to strive to ensure a quality service for the people we support even in these changing times and amidst increasingly difficult economic circumstances. We express our appreciation of the co-ordinating role played by the National Chief Executive and her team of two personnel in support of the National Board.

We continued in 2010 to promote our vision and values as a Christian organisation in which we seek to show a deep pastoral concern for one another. Consequently, our attempt to ensure a very personal response to the wishes, hopes and dreams of each individual we support remains central to the service we offer despite the severe pressure arising from the continued diminution in resources. Persons with intellectual disability entertain the very reasonable expectation of achieving much greater choice and control in their own lives. If this goal is to be more fully attained there is a vital need for greater flexibility in the structures and systems through which they are supported. There are issues involved here that require much serious consideration at the national level by all of the parties involved.

We are grateful to the statutory authorities for the supports they provided during 2010 and for the resources they allocated, acknowledging the difficult times in which we live. We seek, within the parameters available to us, to be as creative as possible in the use of these resources. We aim to source as many as possible of the additional supports that are needed from within families and local communities and wish to see as many as possible of the barriers to volunteerism that currently exist removed.

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



**Brother Alfred Hassett**

**On behalf of the National Board**



## FOREWORD FROM THE NATIONAL CHIEF EXECUTIVE

### DEAR FRIENDS AND COLLEAGUES,

It gives me great pleasure to present the Brothers of Charity Annual Report for 2010. Once again it was another extremely busy year for the Brothers of Charity Services. During the year progress continued on the implementation of our Strategic Plan and I wish to acknowledge the work of staff and Board Members in our six subsidiary companies in this regard.

The six Brothers of Charity Service Companies provided services to 5,721 people with an intellectual disability and their families during 2010. We continue to focus our efforts in the four key areas which underpin our Strategic Plan namely, person centeredness, inclusion, partnership, and the development of enabling service structures.

The Brothers of Charity Services South East received the highest accreditation from the Council on Quality and Leadership (CQL). We are delighted that Galway and Roscommon already have CQL accreditation and that the Southern, Limerick and Clare Services are currently working towards this international quality service mark.

The Brothers of Charity Service in Clare hosted the 2010 National Advocacy Conference which was a resounding success. During the year we continued our focus on the further development of our advocacy services. In this respect I wish to acknowledge the hard work and enthusiasm of the Brothers of Charity National Advocacy Council and to thank everyone who played a role in supporting this important part of our governance.

With a cumulative budget cut of 10% over the past number of years, meeting our commitments to people with a disability and their families continues to be a struggle from a financial point of view. We are grateful for the flexibility shown by our dedicated staff and by the valuable voluntary input from local communities which help us to deliver individualised support which is a core part of our ethos, mission and values.

In December 2009 we contributed to a national submission to the Department of Health's Review of Disability Policy and we look forward to the publication of the final Report in 2011. In the preparation of the submission we were able to reflect on the way local initiatives have taken place during the year throughout the services that have enabled and supported people with a

disability to live ordinary lives in the midst of their local communities.

During the year I was grateful for the guidance and support of the Congregation of the Brothers of Charity in particular Bro. Alfred Hassett, Chairperson of the Brothers of Charity Services National Board, and Bro. Noel Corcoran, Regional Leader. As a Service Provider, we greatly value the continuing support received from the National Federation of Voluntary Bodies, The Wheel, and the many Agencies, both regional and national, that have shared their expertise with us during the year.

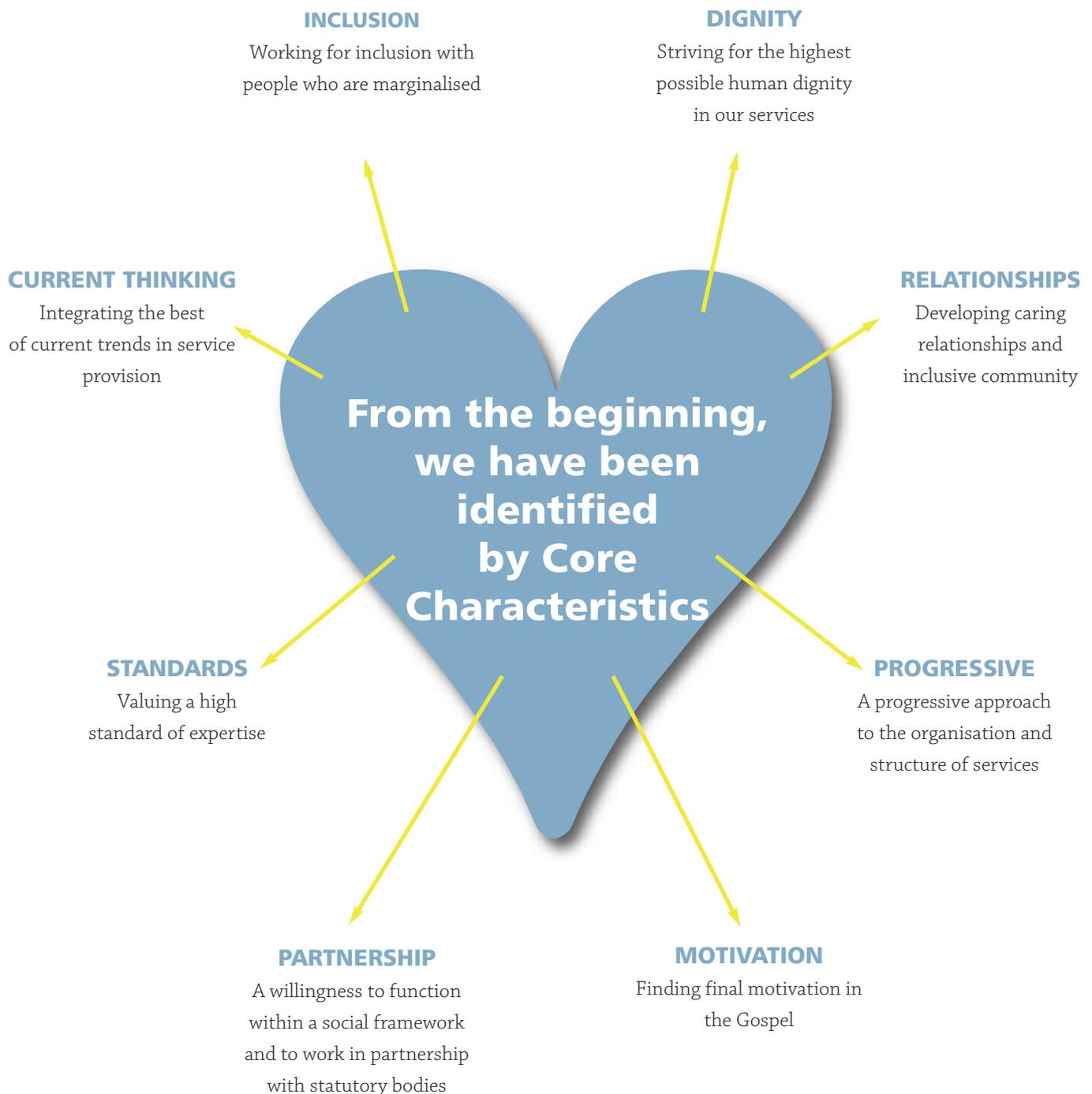
I wish to express my gratitude to the many Government Departments and to the Health Service Executive, as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout the year and enabled us to provide services to people with an intellectual disability in a better and more responsive way. I would like to conclude by thanking the people who use our service, and their families, all our staff, management, and volunteers for contributing to another year of growth and progress towards our goal of supporting people with an intellectual disability, in their local communities.

**Winifred O'Hanrahan**  
National Chief Executive





## EIGHT DEFINING CHARACTERISTICS OF THE BROTHERS OF CHARITY SERVICES ETHOS





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## INTRODUCTION TO BROTHERS OF CHARITY SERVICES

The Brothers of Charity Services in Ireland today are made up of an overall total of 5,721 people who use our services and their families, and 2,917 whole time equivalent staff members. Our Services have their origin in the vision and dynamism of Canon Peter Triest (1760-1836) who founded the Congregation of the Brothers of Charity in 1807. The Brothers came to Ireland in 1883 and today are one of the largest service providers for people with intellectual disability in the country.

The core values of our services have always been the dignity and humanity of each person. How these are expressed has evolved over time with our greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of everyone associated with our services.



### MANAGEMENT STRUCTURES

The Brothers of Charity Services is governed and directed by a National Company whose directors are Brother Members of the Congregation of the Brothers of Charity. The National Company acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. There are six subsidiary companies, one for each geographical region of the services, located throughout the West, Mid-West, South and South East of Ireland. The local companies have been established to provide for the management of the services delivered up to now by the Brothers of Charity Congregation in Ireland. Each Company has responsibility for the management and provision of the services in the geographical region where that Company is based. Each Company has its own annual budget received mainly from the Health Service Executive.

The National Company and each of the Local Companies adhere to and promote the ethos and principles of the Brothers of Charity Congregation in the management and delivery of the services.

Service delivery is influenced by the needs of people who use our services. Services are designed around the individual and are measured using an accredited quality system. Personal Outcome Measures focus on the items and issues that matter most to individuals in their lives. Recognising this means that our role has changed from the provision of generic programmes to the provision of individual based support for people, in order that they may achieve their own life goals.

The role of the National Office is to support the National Company and the six Local Companies. The National Chief Executive acts on behalf of the National Company Board and fulfils the role of Company Secretary. The National Office deals with all National issues, including supporting the many standing committees and working groups along with the Chair & Chief Executive Forum and the Chief Executive Forum. It is also responsible for the coordination and publication of national information, guidelines, governance statements, policies, statistics and research, and for monitoring corporate compliance.



## SERVICE PROVISION

During 2010, the Brothers of Charity Services, Ireland, provided a wide range of services and supports, with some Companies specialising in particular service areas.

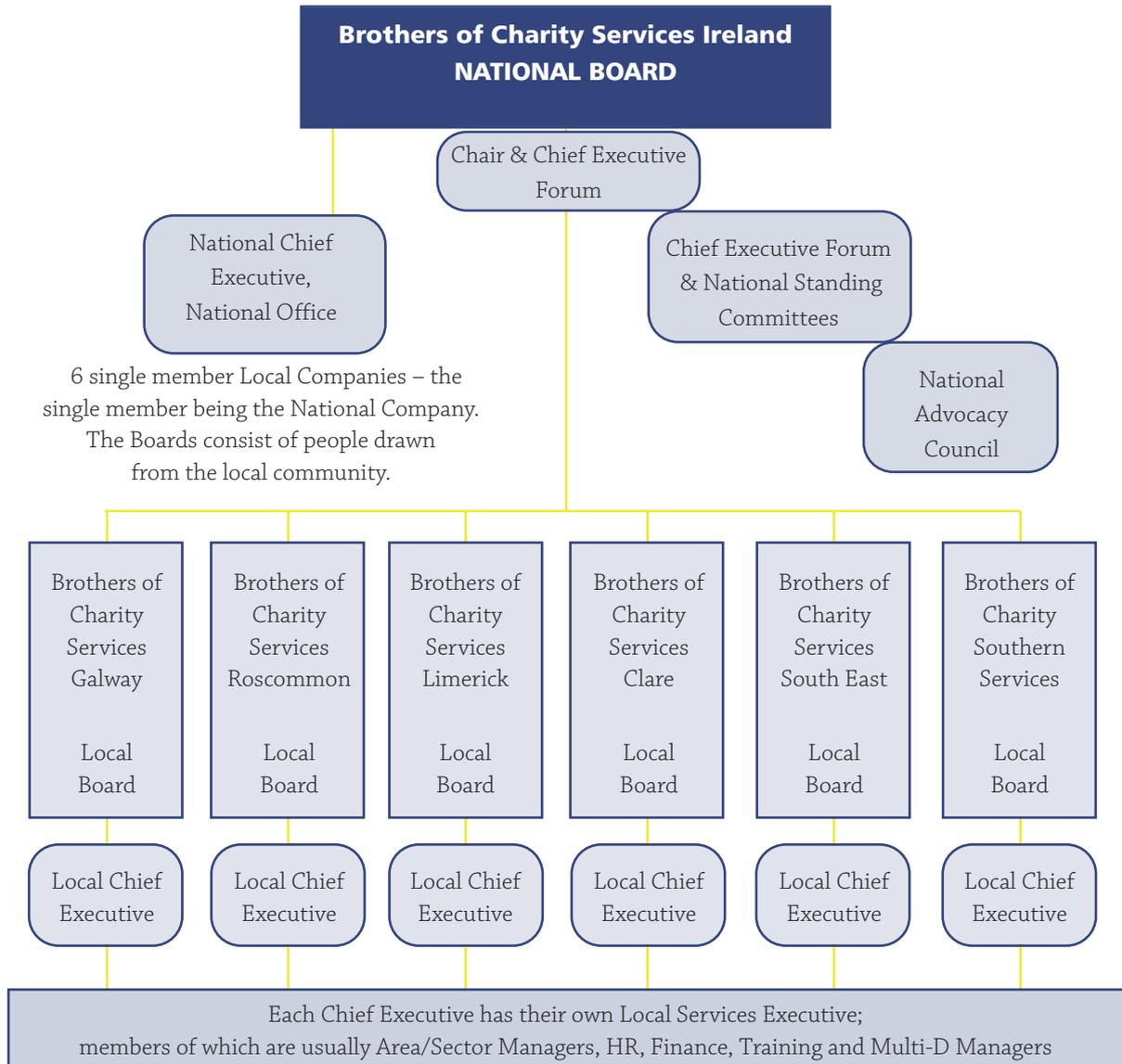
- ▶ Early Assessment Intervention
- ▶ Health Related Support Services
- ▶ Residential Care
- ▶ Vocational Preparation
- ▶ Supported Living Arrangements
- ▶ Family and Sibling Support
- ▶ Crisis Intervention
- ▶ Service for Children and Adults with Autism
- ▶ Pastoral Care and Chaplaincy Service
- ▶ Community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





## ORGANISATIONAL STRUCTURE

The National Company, whose members are Brothers.





## COMPANY BOARD MEMBERSHIP 2010

The Brothers of Charity Services became incorporated as Companies on the 1st January 2007. The Brothers of Charity Services are owned and directed by the National Company whose Directors are members of the Congregation. The National Company acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. There is one National Board and six Local Boards - one for each geographical region of the services.

The National Board is the owner of the services and provides the ethos and guidelines which are to be followed by the Local Boards and have delegated the task of overseeing compliance with such ethos/guidelines to the Board of Directors of each Local Company. The day to day management of the Company is a matter for the Chief Executive and their Senior Management team.



### THE BROTHERS OF CHARITY SERVICES IRELAND

Bro. A.T. Hassett (Chair)  
 Bro. N. Corcoran (Regional Leader)  
 Bro. D. Kerins  
 Bro. J. Killoran  
 Bro. V. W. Manning  
 Bro. J. O'Shea  
 Bro. J. Rackley

### SOUTH EAST DIRECTORS

J. Stokes (Chair)  
 C. Brazil  
 C. Egan  
 R. Fitzgerald  
 M. Freyne  
 D. O'Carroll

### CLARE DIRECTORS

P. McGinley (Chair)  
 A. O'Connor  
 D. Ó Criodáin  
 M. Moore

### LIMERICK DIRECTORS

S. De Burca (Chair)  
 M. Browne (resigned)  
 S. Hayes  
 G. Lyons  
 G. O'Byrne  
 J. Roe

### ROSCOMMON DIRECTORS

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

### SOUTHERN DIRECTORS

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

### GALWAY DIRECTORS

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



## REPORT FROM EACH COMPANY CHAIRPERSON

### CLARE

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

2010 was a busy and challenging year for the Clare Services as they continued to develop and expand alternative options for individuals with disabilities and their families in order to support them to enjoy a valued and inclusive life in their community. These options included the following

**HOME SHARE CLARE** became firmly established in the County as a preferred option providing short breaks for adults, children and their families. This initiative arranges for care to be provided for people in family homes and can really be seen as a home away from home. Individuals enjoy the opportunity of developing new relationships and being part of new communities whilst enjoying a short break.

The aims and objectives of Home Share Clare are:

- To provide short breaks and respite to adults and children with a learning disability;
- To respond to the needs of families;
- To strengthen family relationships;
- To give individuals greater control and choice in the service they receive;
- To provide a break for the carer whilst being a positive experience for the person with the disability; and
- To give service providers the flexibility to deliver services in ways that respond to the needs of respite users and their carers.

With home-sharing the person seeking the service is carefully matched with a person/family that often have common interests and hobbies. The family of the person requesting the respite meet and often build up relationships with the home sharers. Home-sharing is a crucial way to support and expand the informal networks of families and build on capacity and strength of communities. Up to the end of 2010 we have successfully placed over thirty adults and children with families.

**TRAINING & DEVELOPMENT** - Staff continued to be supported to undertake training that complies with legislation such as the Protection and Safety of Vulnerable Adults, Health and Safety training, Manual Handling, Keeping Safe, Occupational First Aid, and Fire Safety. Further training was provided to staff and volunteers in areas deemed mandatory given the nature of service provision. The highlights of the year included the following.

Clare Services were involved in organising a National Conference “Designing Suitable Supports for Individuals – Taking a Lead from People with Disabilities and Families” in May, 2010.

Clare Services were involved in organising and being a host site for the International Initiative for Disability Leaders (IIDL) in May, 2010, in Killarney.

The Clare Services hosted the National Service User’s Conference in Dromoland in November, 2010.

**FAMILY FOCUS** - The Family Focus project began on October 2010, funded by Genio. Family Focus is National project, between the Brothers of Charity services Clare, the Muiriosa Foundation, and Cheshire Ireland. The primary focus of the project is to empower families to develop a Vision for a Good, Meaningful and Inclusive Life for their family member with a disability and play a key role in achieving and safeguarding that Vision. There are 15 families taking part in the project for a period of one year and there are four key aims:

1. To empower families to develop a Vision for a Good Life for their family member with a disability and play a key role in achieving that Vision;
2. To train key frontline staff in working with families, in an empowering way rather than in a way that makes families dependent on staff and services;
3. To build on the informal supports around each person with a disability and their family; and
4. To consider using paid supports in a more focused way for the person with intellectual disability to ensure a meaningful life.



The project will be developed by a series of residential weekends, where each of the 15 families will come together to hear inspirational stories, raise expectations and learn practical ways to achieving a good, meaningful and inclusive life for their family member with a disability. Individual planning sessions will take place with each of the families throughout the year, as a way of supporting families to imagine and to create a real life for their family member with a disability.

## LOCAL COMMUNITY

**Clare Volunteer Centre** - A partnership was formed with the Clare Volunteer Centre to facilitate access for people to natural supports in the community so that they can enjoy more fulfilled lives in a meaningful way. This Centre provides training on good practice on recruitment, induction and ongoing support for volunteers.

**The Bookery** opened during 2010 in Kilrush. This is a social enterprise enabling opportunity for people to establish a viable business and to work along side other business people in local community. The Bookery sells second hand books which are donated locally and is staffed by individuals with disability and other local artists and entrepreneurs.

**Carrigaholt Community Development Co-Op** - A community consultation process was initiated in Carrigaholt that hopefully will benefit people with disability in this community into the future. An Application is being prepared for Leader Funding to develop this project.

**Housing** - The availability of good quality sustainable housing is key to people with disabilities having a home they can call their own. We were fortunate to have received approval from the Department of the Environment through Banner Housing for the development of three apartments in Ennis and the staff

from Banner Housing are researching further options through the long term leasing scheme.

**Children's Services** - Throughout 2010, the Children's Services focused on family centred service delivery – operationalised as follows:-

- First Family Feedback Survey held;
- Focus Group held for families at Hazelwood House;
- Informal meetings with staff, families and local neighbourhood held in Hazelwood House; and
- Strong links forged with parents – and links facilitated between parents.

The focus of these actions was aimed at building resilience and enhancing the capacity of informal social networks. The impact of this resulted in a substantial drop in the take-up of respite for a number of families. This allowed extra capacity at Hazelwood House at no extra cost to our funders.

The Clare Board of Directors take this opportunity to pay tribute to every single staff member whose dedication, self-less service and commitment has facilitated the innovative journey of the Clare Services to facilitate people with disabilities, their families and local community to share and appreciate each others gifts and talents and to experience a rich and valued life.

Finally, I wish to pay tribute to all of the founding Directors and the current Directors of the Clare Company for all their work and their great voluntary commitment. In particular, I want to thank our first Chairperson, Ms Siobhán Costelloe for her exemplary work on behalf of the Brothers of Charity Services Clare and for her valuable guidance in setting the direction for the Clare Company through its first and most important years. Ms. Costelloe resigned as Chairperson of the Board in March 2010.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### GALWAY

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

The year has been an exceptionally difficult one for the Galway Services. The chief reason for this was the additional cuts in funding. The critical nature of service provision in 2009 became more acute in 2010.

The great dedication of staff members in coping with the extreme difficulties has been inspiring and because of this great dedication 2010 saw some very positive developments. We placed a strong focus in developing our Community Life strategic goals – to support people using our Services to be active citizens and to participate in the life of their communities. We hosted a Community Life Seminar entitled 'Building Better Communities for All' in January. Two hundred people including family members, people who use the services, staff representatives and members of over 50 local community organisations in Galway city and county attended the event. Discussions took place on how to build bridges to the community for people with disabilities, and how to achieve social inclusion for all. There were vibrant presentations on positive community partnerships between the Brothers of Charity Services and community organisations and many new plans and partnership projects emerged from the Seminar.

We were successful in obtaining GENIO funding of €176,300 to develop further the Contract Family Scheme which POBAL had funded during 2007-2009. This project supports the development of alternative models of respite and to date 39 families have been recruited to participate as host families for children and adults who wish to avail of short breaks.

Together with our colleagues in Ability West we were delighted to bring the biennial conference of ISBA – the International Short Breaks Association – to Galway in June. This very important international conference welcomed delegates from all over the world to NUIG where the theme was Short Breaks; a Path to Inclusion, Whose Needs, Whose Rights, What Choices.

Soundscape were very excited to receive the beautiful Javanese Gamelan instruments in November. The bronze percussion instruments are currently being used regularly by different groups based in Galway and have also travelled to Ballinalsoe and



Casla. We plan an official launch of the Gamelan project in Oct 2011.

Blue Teapot Theatre Company's staging of **A Midsummer Night's Dream** in June was met with critical acclaim, and with the support of Galway Rural Development and Galway City Partnership the company brought the production to Ballinasloe's Town Hall Theatre.

In November CQL returned for the second stage of our Personal Outcomes Accreditation. The Review Team focused on how well we support people to play an active role in their communities, and on how responsive we are to the individual needs of the people we support. Once again they spoke with people receiving services, their families, staff and community members. They visited two local communities in Ballybane and Athenry to see examples of our involvement with local community groups in those areas. We received very positive feedback from the Review Team for our governance and quality systems. We were reassured that we are on the right road in building bridges for the people we support in their local neighbourhoods; and they gave us solid recommendations for strengthening community connections and long range individual



planning with the people and families who use our Services.

In 2010 sadly there were a number of deaths in our Services and we remember each person with fondness and offer our

sympathies to their families. We also had a large number of retirements and I would like to take this opportunity to thank each person for their contribution and commitment to the Services over a long number of years and wish them health and happiness as they move on to the next part of their lives.

We are aware that 2011 and subsequent years are going to be very difficult as it is feared that further funding cuts may be made. It is important that we do all in our power to ensure that the government is fully informed of the implications of further cuts in budget on the lives of people who have an intellectual disability. However, there are also signals of positive developments in the near future. The anticipated publication by the Department of Health of new policy directions for the disability sector, which will recognise a move to a more individualised service delivery model, will be sincerely welcomed by our Services. Our belief in developing services from an individual's personal outcomes perspective, will finally, it seems, be supported by government policy.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### LIMERICK

STIOFÁN DE BURCA, Chairperson of the Limerick Company Board of Directors reports:

Due to significant reductions in funding relating to Value for Money and Moratorium cuts amounting to €1.083 million 2010 was a very challenging year for the Brothers of Charity Services Limerick. This placed the Services under severe pressure to identify savings that could be achieved with minimum impact on the people who use our Services.

A full review of how current resources were being used was undertaken by the Executive to identify more efficient ways of providing Services. As a result we have come through 2010 with a somewhat altered service compared with 2009. The decision to give effect to the changes was very difficult. A greater number of individuals now live in a supported way in our Community Services. The Community Day Service programme has been adapted with staff delivering these new programmes and supports to individuals. However, hot lunches are no longer being served at our Day Centres. There are increased numbers in bungalows in Bawnmore Centre. Our Respite Service in Limerick City, funded by the HSE, closed on 15th June and a reduced Respite Service, supported by some fundraising, opened on the 16th August. It is a testament to the Management and Staff of the Brothers of Charity Services Limerick that these changes were successfully implemented.

The protection of Day and Residential Placements was the primary focus of the Board and Management. As an organisation we continually work to ensure that we operate as efficiently and effectively as possible. Our levels of Management and Administration are 7% of our total complement of staff in contrast with other public services. We do not pay overtime. We have never employed agency staff. We tender for all significant non pay items and we will continue to review all areas of costs to ensure that we are getting maximum value for money.

We managed the funding reduction quite satisfactorily. This achievement could not have happened without the cooperation and flexibility of the people who use our services, staff and families.

During 2010 the HSE produced a report which set out a new vision for the delivery of Day Services for Individuals with Intellectual Disability entitled New Directions. The recommendations of this report are in line with our vision of a Day Services for people with an Intellectual Disability. Significant work took place during 2010 in reconfiguring and refocusing Day Services to support individuals to become more independent and active citizens in their Community. This work continues into 2011.

Our Children's Services in West Limerick extended to Children in the 6 – 18 age range. This transition was fully embraced by the Children Service's Team and I wish to congratulate them for their endeavours. A major priority for the West Limerick Children's Services is to provide a suitable Team Base.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

For all of you who were involved with Special Olympics I offer my heartfelt congratulations. Particular congratulations to the eight Athletes who took part and to the Staff who supported them in their preparation for and participation in their chosen event.

Seventeen people graduated from the Leadership and Advocacy Course run in partnership with the Limerick Institute of Technology in June. This was a very joyful occasion and the feedback from the College was extremely positive. Bro. Rene Stockman, Superior General, Brothers of Charity, visited our Services during 2010. This visit was very welcome and gave our Services the opportunity to demonstrate how the ethos of the organisation is being carried out by our Staff on a daily basis.

The Dementia Working Group developed a Strategy for the Services in this emerging area of need. This strategy will form the basis for future planning for people in a residential setting into the future.

Finally, I would like to take this opportunity to thank Management and Staff of the Brothers of Charity Services Limerick for their efforts during 2010 in ensuring that services are maintained. The commitment and dedication of these staff is heartening and is a critical success factor in the provision of viable and quality services.







## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### ROSCOMMON

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

In 2010, co-operation and initiative were the key components required from all stake holders in order to support people with an intellectual disability to achieve their ambitions and aspirations. In these changed times, it is a huge challenge to seek ways to maintain quality standards of service, despite significant cuts to our budget.

In 2010, 1.8% was cut from our budget and while this was distributed in 'value for money' cuts to all areas of service, it is having a significant impact on supports and activities. The moratorium on recruiting staff caused the most difficulty in maintaining services for 2010. Coupled with the ban on recruitment, it is extremely difficult to provide the individualised quality supports that people require; in particular school leavers are receiving significantly less funding.

The Board wishes to pay special tribute to Marian Keigher who retired from the post of Chief Executive at the end of December 2010. The Board acknowledges the excellent work that was done by Marian in driving the vision of empowering people who use our services to lead a life of their choosing. The embedding of the ethos in the vision and mission of our services will be for the enduring benefit of all and is a legacy of which Marian can be very proud.

Roscommon services secured funding from the Genio Trust for a supported living initiative (SLI). SLI is based on people (Members of the network) living in their own homes but sharing their skills and talents with each other and with their communities. A part-time Supported Living Co-Ordinator was appointed to ensure that people using this initiative get the support they need along with a volunteer. SLI aims to support Members to build real and lasting relationships in the community. With good community connections members become full citizens of their neighbourhood.

Homesharing is an alternative to the respite model, enabling people to develop relationships in a more natural family setting. Host families have been recruited in Roscommon to partake in this initiative. The Roscara Housing Association continues to make inroads into the housing needs of people with an intellectual disability in Roscommon. Seven people moved into

their purpose-built homes in 2010 and an announcement of two further developments was made, one in Roscommon town and the other in Strokestown. At the end of the year, the Capital Assistance Scheme announced a grant to purchase three houses, in Roscommon, Elphin and Strokestown which allowed six people to move into their own homes.

The role of volunteers is hugely important in supporting the people we serve to pursue interests and to access resources in their local community. This results in the building of a network of social connections in the community as a whole. Roscommon services have reviewed and updated our volunteer policy and we now have a database of volunteers. In addition, the people we serve are being supported to actively volunteer in their own communities and they now contribute to community development and gain valued social roles.

Roscommon services received 'Community Life and Responsive Services' accreditation from the Council for Quality and Leadership in 2010. We continue to develop our work with local communities, meeting community needs and accessing community resources in order to support the people we serve to become contributors to social capital.

We have been actively supporting advocacy both as a concept and as a structure in 2010. The advocacy structure has evolved in that the elected group have actively been involved in undertaking Inclusive Research in 2010. They have completed





a comprehensive Inclusive Research Project on bullying. This project will inform the enhancement of the Anti-Bullying Project in the organisation.

School Age services Outreach have been involved in a number of community initiatives over the past year, including a multimedia course in Frenchpark that undertook to stage and film a nativity play. A number of young people represented Connaught in swimming in Special Olympics competition and won medals. Personal Care and Presentation courses were also held around the county in response to a demand from students.

A new service to support young people in Ballaghaderreen was set up this year. It is hoped to further develop this service in time in order to enable community connections and opportunities for people locally.

Our partnership with Youth Work Ireland (Roscommon) in the Hub Café in Strokestown continues to be a very positive model of working 'with' the community rather than 'in' the community. A number of young people locally, young adults from Open Doors Roscommon, School Age Services and students in the local secondary school enjoy the café for socialising. A number of projects were undertaken by the young people during the year, including a fashion show, an Irish Ceili night and a photographic exhibition. Participants in the projects are encouraged to get to know each other and respect each others' talents and abilities.

Other agency partnerships were forged to support health promotion among people who use our services. Roscommon services worked in partnership with KARE, Kildare and the Marie Keating Foundation to develop a breast health awareness session and tutor manual. This means that a standard session tailored to meet the needs of women with an intellectual disability has been developed for national use. A submission on the barriers women with intellectual disability experience in accessing preventative health screening (Breast Check and Cervical Check) was also made to the National Cancer Screening Services. This led to an invitation to attend a roundtable discussion with a number of agencies to develop an access strategy to increase screening uptake among women in minority groups. Roscommon services are also working in partnership with Roscommon County Hospital to develop a medical information passport that will support the person in accessing

medical care that will cater to his/her specific needs in areas like communication and intimate care.

POBAL funding was sought and granted for an "Ageing" research project to explore the quality of life of those currently ageing in our services. A part-time psychology assistant was employed through the funding to conduct this research. It is hoped that the research findings and recommendations will be published in the coming year.

We wish to acknowledge the continuing support from our partners, The Roscommon Association Supporting People with Special Needs, for their encouragement and financial support. The Board would like to express its thanks to the management team and each staff member for their commitment and dedication to their work in 2010.





## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### SOUTH EAST

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

We are living through the greatest economic downturn experienced in Ireland, and indeed further a field. This has resulted in our public finances moving into a deficit position at an alarming rate. In this context our governments, past and present, have imposed severe cuts on public spending. It is within this seriously challenging economic climate that we continue to endeavour to respond appropriately to the people who use our services and to those who may wish to use them in the future.

On behalf of the Board of Directors of the Brothers of Charity Services South East I present an account of the work carried out by our services in this region, the steps taken to maintain the quantity and quality of service, the challenges we faced during 2010, and our achievements.

In 2010 we sustained a further 2% cut to our allocation and in common with the previous year received no funding for increments and inflation. In addition a reduction of 13.06 whole time equivalent posts was imposed on our staff ceiling. As in previous years we worked to ensure that the impact of these cuts would have minimal negative effect on our service responses. In common with all human service organisations we consider all posts in the organisation to be essential to our delivery of services and the loss of any of these posts has the potential to reduce either the quality or quantity, or both, of services delivered. During the course of the year in order to manage this loss to our resources we continued our efforts to increase our skill mix across the services and to re-deploy posts to the areas of greatest need. In doing so we were able to continue to deliver unaffected quantum of service at a lower cost and continue with our plan to de-congregate the services at Belmont. With the goodwill and flexibility of the staff we closed a bungalow on campus and supported eight individuals to relocate to community living. This move, coupled with our successful bid for Genio funding to employ a Community Connector for twelve months, has greatly developed and enhanced each individual's opportunities for social integration and inclusion.

In the midst of managing our reducing resources we also decided to make application for accreditation with the American

Council on Quality and Leadership. This process evaluates our effectiveness at providing quality supports for the people who use the services of the Brothers of Charity Services South East and we expect to complete the evaluation in the first quarter of 2011.

We also embarked on a process of cost reduction in relation to non pay expenditure. With the benefit of a staff member having completed an energy mapping course we developed an Energy Policy and communicated this throughout the services.

We adopted a three pronged approach:

- Getting energy at the cheapest cost,
- Using energy for the purpose intended and avoiding waste, and
- Upgrading facilities and equipment to be more efficient.

We engaged in identifying and analysing our waste generation and disposal. Through education and promotion of the 'Reduce, Reuse and Recycle' method throughout the service areas we achieved a 20% reduction in electricity costs and a 69% reduction in waste disposal costs over a twelve month period.

The Tory Services in Waterford, led by a person who uses that service and a member of staff, and supported by an Environmental Adviser, introduced and adopted the 'Eco measures' and were awarded the EcoCert by Waterford City Council. They are one of only thirteen companies in the South East to achieve this award.

During 2010 the then Minister for Housing and Local Services announced the approval of €60 million for the purchase, by approved housing bodies, of houses and apartments to meet the needs of persons with specific categories of housing need. Belmont Park Housing Association was successful in its application for 8 houses throughout Waterford city and county, Kilkenny and South Tipperary. The acquisition of these houses will now enable twenty two people to transfer to accommodation of their choice which will give them security of tenure. They will continue to be supported by the Services at the level they require in their own home.



The closure of two day services at Belmont led to two buildings being vacated which raised concerns about the future of those buildings and the possibilities of deterioration and neglect. Following discussions with representatives of the local Ferrybank community and the Waterford Area Partnership, the Brothers of Charity agreed to lease the buildings, at a nominal rent, for use as a community facility for local groups.

At the same time a small portion of land was leased to the local community to develop community allotments in partnership with our Parkside Services. The proposal included the development of a buddy system in which a person who uses our services, can join with an 'allotmenteer' to develop and maintain the allotment and enjoy the rewards. This has been a very successful development which has led to many positive gains for all involved. During 2010 a total of twenty allotments were allocated with a waiting list for sixteen more. The lease of land and buildings has resulted in increased community activity at Belmont and has further promoted the integration of the Belmont services into the life of the community. People who use our services are availing of opportunities to engage in mainstream education and training, and leisure pursuits offered through the community centre. This development has been greatly welcomed both by the members of the local community and our services.

Towards the latter end of 2010, following long negotiations with and support from the HSE, we welcomed ten individuals, who had spent large portions of their lives living in a local

psychiatric hospital, to our South Tipperary services. These individuals are now living in ordinary houses in their local town and enjoying being part of their own communities.

Our growing band of volunteers continue to make an immeasurable contribution to the lives of the people who use our services. Our Volunteer Management Team comprises representatives from staff, people who use our services and volunteers. This group embarked on a major recruitment drive and attracted many highly motivated and enthusiastic people as volunteers. We sincerely appreciate their involvement with our services and the increased opportunities their involvement brings to the people who use our services. We were very pleased during the year to be able to respond to new requests for service supports from school leavers in Waterford and South Tipperary and we sincerely appreciate the support of the HSE in doing so.

In these challenging times we continue to advance our work in making our services more responsive to the wishes of each person. I would like to acknowledge the staff of our services for their ongoing commitment to delivering outcomes for the people who use our services. Sadly during 2010 we said goodbye to some long standing members of staff. They included a number of members of our senior management team who had over the years contributed greatly to the development of services in this region. To all who retired we extend our sincere thanks and good wishes for a long and happy retirement.

We value the support of local communities who work with us in building the social capital essential to our mission and particularly acknowledge those who have engaged with us in formal and informal partnerships.

The contributions of the people who use our services guide us in developing our services strategy. I would like to extend the appreciation of the Board and Senior Management to members of Regional and Local Advocacy Groups, who met with us during the year. I wish to thank those who participated on working groups and policy development groups for their contributions and their time.

I would also like to acknowledge the support, contribution and assistance of my fellow Board Members, the National Board of the Brothers of Charity and the National Office during 2010 and, finally, I wish to thank the every staff member of the South East Services for their commitment to services throughout 2010.



## REPORT FROM EACH COMPANY CHAIRPERSON...contd

### SOUTHERN

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

The economic challenges in 2010 saw a further €880,000 reduction in our funding for the year. Thanks to the efforts of the management team and the continued partnership approach with the HSE South, the Services had a deficit for the year which was curtailed at €110,000. The Revenue Reserves deficit at year end is now such as to preclude any further investments in necessary buildings until our deficit recovery strategy is successfully implemented.

Despite this challenging environment all parts of the Services continued their work of improving the service offered to people who use our services. The services were involved in the development of a 'National Framework for Delivery of Early Intervention Services'. This will be a valuable tool in auditing and implementing team based services. The Early Intervention Services in Cork were involved in the pilot 'Informing Families'. These guidelines are welcomed as essential for informing parents about their child's abilities and needs. The Services welcomed the roll-out of the National model on Integrated Services for Children aged 0 - 18 in Kerry which should greatly benefit the supports for children to access mainstream education.

The plan to relocate people from the Lota and Upton campuses continued in 2010 with five people supported to relocate to live in the community while the people from Castleview Day service, Lota, relocated to The Lodge, Airport Hill. The Services' Quality Systems Department welcomed the assistance of people who use our services in delivering Personal Outcomes Measures training to their peers and also developing and carrying out a satisfaction survey in the Community Support Services. In preparation for the implementation of the HIQA Standards a mock review of our children's residential and respite services was held in November. A Rights Awareness Seminar was held in March for frontline staff, managers and multidisciplinary staff.

The Services continued to support special schools under the patronage of the Brothers of Charity including the setting up of a project team to establish the new Cara Junior School for children with autism aged 4 - 12 years.

The Speech and Language Therapy Department had a number of interesting developments during the year:

- The development of 'My Personal Health passport for people who use our services in conjunction with The Mercy Hospital and COPE Foundation, and
- Pilot projects on LAMH, Visual Supports and the development of core symbols for the organisation.

In addition three articles by staff were published:

- "Addressing the feeding and dietary issues of children on the autism spectrum by running a 'Food is Fun' week" by Joanna Gill and Maria Gleeson published in Journal of Good Autism Practice 11, 1, 2010.
- Poster presentation at the American Academy of Allergy Asthma and Immunology, New Orleans, Feb 2010, "Using a Social Story to prepare a child with Autism for Allergy Testing" Joint project Cork University Hospital and Brothers of Charity, by Deirdre Daly and Joanna Gill.

The Occupational Therapy Service also published A Case study: using a Sensory Integration approach in Assessment by Frances Twomey in the Sensory Integration UK and Ireland newsletter in May 2010.

Staff training continued with training in:

- Relationships and Sexuality,
- Welfare & Protection of the people who use our services, and
- Sensory Integration awareness training for frontline staff in adult services.

We continued to develop policies and protocols.

- The Volunteer Policy was developed and piloted.
- Work commenced on the development of a Person Centred Medication Management Policy.
- An Intimate Care Training Pack was developed and will be delivered to line managers in 2011.



Two Directors, Mr Thomas Crosbie and Mr Ristead Pierce retired by rotation in February 2010 while Dr Cashel Riordan stood down as Chairperson but remained as a Director. The Board would like to acknowledge the contribution they made to the development of the company since incorporation. The Board would also like to thank each staff member for their dedication to the people who use our services during very difficult times.





## NATIONAL WORKING GROUPS AND STANDING COMMITTEES

The Brothers of Charity Services recognise that a significant amount of background support is required to enable our front line services deliver quality care to the people who use our services. The role of background support is to develop management, clinical and administrative processes that are efficient, evidence-based, and easy for people to access and understand; that monitor performance and deliver continuous improvement and value for money.

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

### CHAIR & CHIEF EXECUTIVE FORUM

The role of the Chair & Chief Executive Forum (C&CEF) is to manage the Brothers of Charity Services through the authority and responsibility given to it and to act as a unifying and coordinating link between each Local Company and the National Company.

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

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

### CHIEF EXECUTIVE FORUM

The Chief Executive Forum (CEF) is made up of the National Chief Executive, the Local Chief Executives and the National Development Executive. The forum is a sub committee of the C&CEF and acts as a co-ordinating link between Companies. It facilitates and co-ordinates the National Board's strategy, assisting the implementation of this strategy throughout the six Companies. It also facilitates shared service functions within the Companies. The CEF meets a minimum of six times per year. The CEF also determines the number of National Standing Committees and National Working Groups in operation within the Services. It drafts and agrees the terms of reference for each Committee and Group, it appoints committee members and directs and monitors reports.

In addition the following Governance Statements, Guidelines and National Policies & Procedures were revised or drafted in 2010

1. The Investigation of Allegations against a Staff Member of Incidents of Abuse where it concerns Children (re-drafted)
2. National Policy on The Welfare & Protection of Children (Re-drafted)
3. National Governance Statement on The Welfare & Protection of Children
4. National Governance Statement on Safe Recruitment
5. National Governance Statement on Intimate Care
6. National Guideline Responding to Children who Display Behaviour that Challenges.
7. Helping Hands Leaflet
8. National Complaints & Appeals Procedure for Children who use our Services.

The Child Protection documents have been developed within the services. We are very grateful for the support of Ms. Anne Murray, HSE who took the time to read and comment in detail on the documents.



## NATIONAL STANDING COMMITTEES

The role of a National Standing Committee is to act as a support for staff, to inform the Services, and to develop guidelines or governance statements on issues relating to the standing committees' particular area of interest – such as Finance, Human Resource Management, Training and Development, and Quality and Evaluation.

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

## National Quality & Evaluation Standing Committee

The National Quality and Evaluation Standing Committee is made up representatives from each company. The main purpose of this committee is to promote best practice and to support the development of a person centered service in line with our ethos documented in Going Forward Together 2001.

This committee drive the implementation of quality assurance and quality enhancement systems and identify overall trends emerging from Organisational Service Reviews. They review on an ongoing basis the process and model of quality enhancement used in the service and make recommendations about the development of this model. The Committee stay in touch with national and international developments in the area of service quality enhancement systems and make recommendations





## NATIONAL WORKING GROUPS AND STANDING COMMITTEES

about the development of our model of service quality. They also support the ongoing development of internal and external systems to monitor the quality of our services and to monitor the standards of our service. Currently four of our six companies have adopted and implemented the development of individualised service design which incorporates person centred planning and circle of supports for the individual. This committee also drive and implement organisational change based on the innovative practice both at national and international level. The following is a list of the main activities undertaken by the committee in 2010.

- Developed a Self-Assessment tool to incorporate HIQA Standards.
- Continued to review individual planning linked to Personal Outcome Measures' database.
- Piloted the Health & Safety Audit Reporting Database (HASARD) and reviewed how the implementation of the

Accident and Incident Recording System (AIRS) is progressing.

- Continued to promote the development of individualized services.
- Considered the learning from the Brothers of Charity Services National Research Project.
- Continued to support local and national developments.
- Continued to support service accreditations in delivering a person centred and person focused quality service.

### National Training & Development Standing Committee

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





This committee agree the best practice with regard to major training issues in the various companies of the Brothers of Charity Services and represent the training dimension in the planning of services and develop appropriate training strategies both nationally and locally. They act in an advisory capacity to the company on training matters and promote best practice in training organisation and management throughout the group. The following is a list of area the Training & Development Committee focused on in 2010.

### 1. Progress T&D Database Development

Due to the needs outlined in the National Strategic Plan 2007-2011 (Strategy 3), the National Standing Committee on Training and Development undertook to review the current Brothers of Charity Training and Development Database. In considering this need from an organisational Learning and Development perspective, and on review of the current database, it is the opinion of the national standing committee on T&D that the current database does not have the capacity to produce accurate, meaningful and timely reports. However, CORE offers a strategic Human Resource Management system with a complete section on Training and Development which also supports the implementation of standards.

The training and development section enables administrators not only to manage and control the training process, but also allows for careful analysis in terms of budgeting, identifying training needs and skill gaps, as well as checking training course occupancy levels. Furthermore, the training module will track all individuals' training objectives, right through to the evaluation of how these objectives were met and how it helped increase their productivity in the workplace. This is extremely useful for those organisations striving for the achievement of standards and performance management.

The T&D I.T. proposal was finalised and forwarded to the National Directorate for discussion following a meeting on the CORE system in late 2009. Funding is not currently available to put in place the CORE system but a number of meetings took place with the I.T. Dept in Galway and some developments were made to the national T&D database as a work in progress. Denise Shaw-Kelly will participate on the national I.T. group as a representative of the national standing committee on T&D to further progress this area.





## 2. Contextualisation of SKILLS modules

The T&D Committee reviewed the SKILLS modules on Nutrition; Palliative Care; Rehabilitation Support; Activities of Living Patient Care; and Family Support Workers.

## 3. E-Learning

The Federation of Voluntary Bodies established a working group on e-learning chaired by Jillian Sexton in 2009. The name of the working group was changed to Learning on Line. The working group met 4 times in 2010. St. Michael's House and the Open Training College worked on content for a manual handling on-line course. This was presented to the national Federation Sub Committee on Training in early 2011 where feedback was requested from organisations nationally.

## National Human Resources (HRM) Standing Committee

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

the Services, staffing skill mix, models of service, industrial relations and employment law, and acts as an advisory group to the Organisation in this regard. There are a total of 19.8 HR Staff spread across six Companies, the industry ratio is 100 staff to 1 HR person, our ratio is 197.9 staff to 1 HR person, which shows that the HR Function is operating very efficiently.

- The HRM standing committee met on four occasions in 2010.

The Human Resources Standing Committee continues to liaise on a regular basis to share information and offer support regarding all aspect of Human Resource Management.





## EMPLOYMENT STATUS 2010

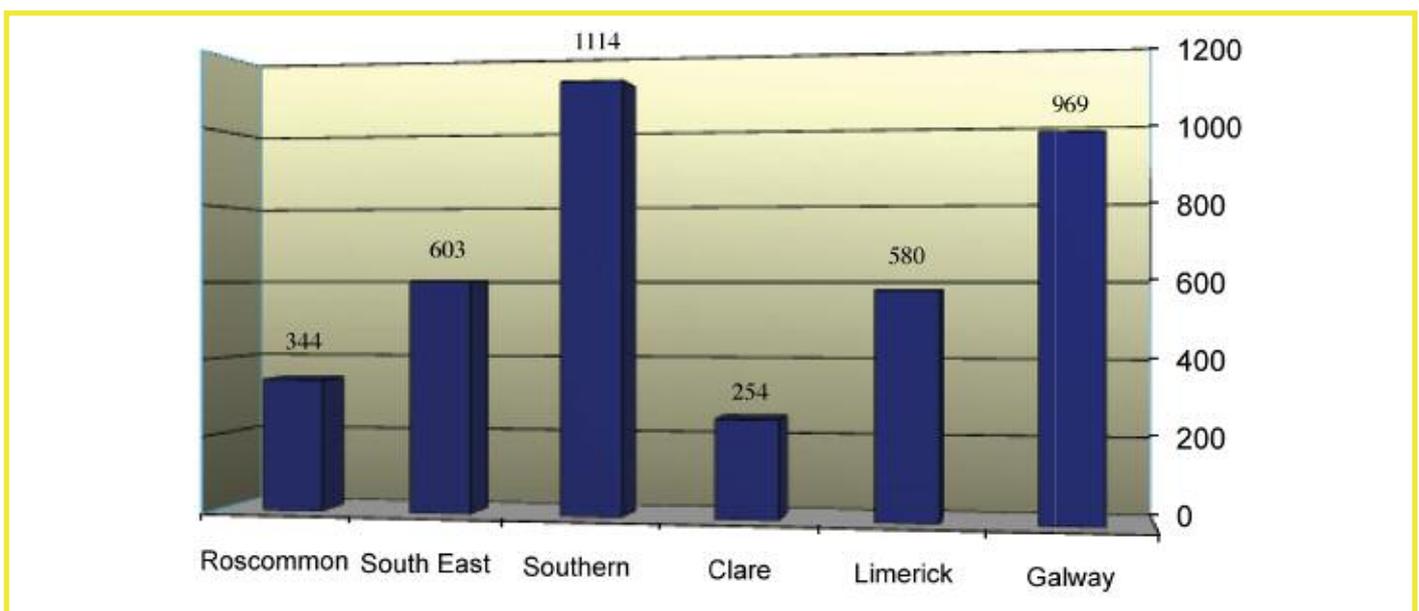
### EMPLOYMENT STATUS

W.T.E. = Whole time equivalent

Service Company	Perm FT	Perm PT	Job Share	Temp. FT	Temp. PT	Locum	Training	Total No.	Total WTE
Galway	398	254	43	21	201	51	2	969	805,64
Limerick	211	208	0	12	23	126	0	580	442,87
Clare	41	152	0	2	29	30	0	254	180,24
Southern *	484	126	50	55	399	0	0	1114	763,76
South East	242	147	0	11	55	148	0	603	462,65
Roscommon	86	188	0	0	0	70	0	344	262,42
<b>TOTAL</b>	<b>1462</b>	<b>1075</b>	<b>93</b>	<b>101</b>	<b>707</b>	<b>425</b>	<b>2</b>	<b>3864</b>	<b>2917,58</b>

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

### EMPLOYMENT FIGURES



Galway	805,64	Limerick	442,87	Clare	180,24
Southern	763,76	South East	462,65	Roscommon	262,42



## NATIONAL ADVOCACY COUNCIL



The National Advocacy Council is made up of people who receive a service from the Brothers of Charity Companies spread nationwide. The Council meet five times a year to discuss various issues both national and local such as transport, accessibility, education, training, relationships, money, employment, disability legislation, human rights and services. Two of these meetings also involve meeting with the Executives. These meetings are held over two days. Over the course of the first day the agenda is put together and on the second day the group is joined by the Chief Executives from each Company, including the National Chief Executive and the National Development Executive. This forum is a direct link between the people who use the services and the people who have the responsibility of providing that service.

The National Advocacy Council discussed with the following with the Chief Executive Forum in 2010.

- National Advocacy Policy
- Contributions and Nursing Care in Homes
- Respite Services
- Options for moving into alternative housing
- Direct Payments
- Relationships
- Funding Assistance to attend the IASSID Conference
- Wheelchair Parking and Accessible Buildings in the Community.



## A PROFILE OF THE PEOPLE WHO USE OUR SERVICES 2010

### COMPANY AND INDIVIDUAL ABILITY RECORDED ON DATABASE

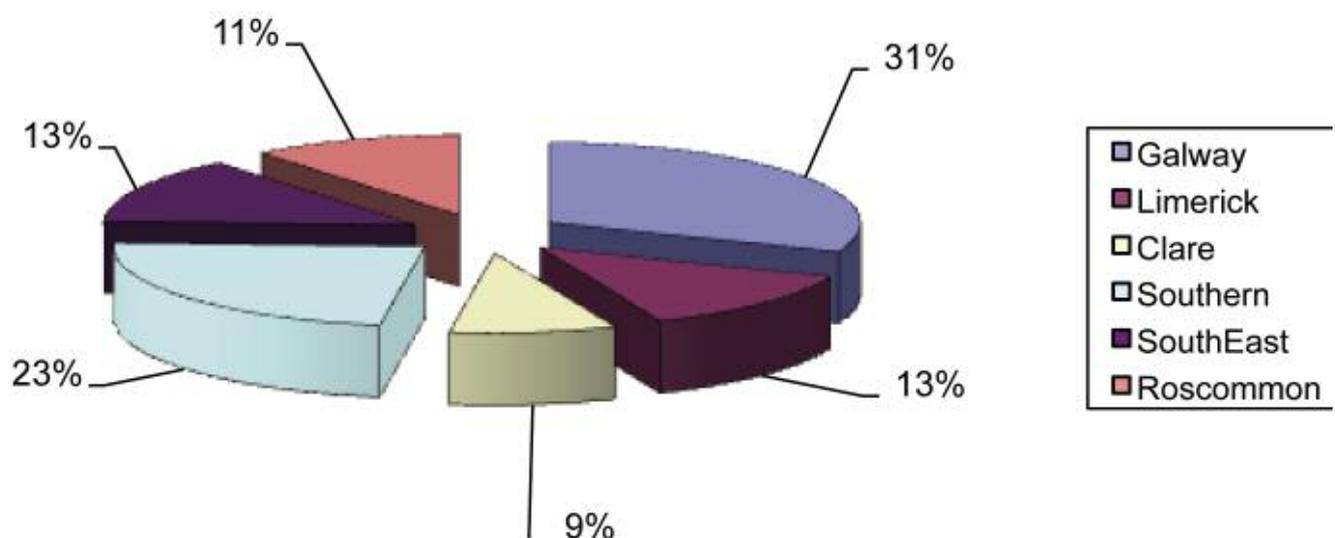
Service	Child	Adult	not verified	normal range	borderline	mild	moderate	severe	profound	TOTAL NIDD	TOTAL Database
Galway	365	533	49	7	6	356	256	199	25	898	898
Clare	44	205	0	0	0	62	153	32	2	249	249
Limerick	270	370	0	0	3	69	187	89	22	370	640
South East	36	354	27	0	4	74	171	92	22	390	390
Southern	1114	340	132	20	385	274	416	197	30	677	1454
Roscommon	173	214	35	7	13	118	152	56	6	316	387
<b>TOTAL:</b>	<b>2002</b>	<b>2016</b>	<b>243</b>	<b>34</b>	<b>411</b>	<b>953</b>	<b>1335</b>	<b>665</b>	<b>107</b>	<b>2900</b>	<b>4018</b>

FIGURES NOT INCLUDED – NOT RECORDED ON NIDD

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

- Galway – 412 children received a secondary service.
- Clare – Early Intervention Team: 684 children receive services in partnership with the Clare Federation. Enable Ireland and the HSE.
- Limerick – 270 Children in partnership with Enable Ireland, St. Joseph's Foundation and the Health Service Executive.
- South East – Multi-d Supports: 610 children & adults received multi-d supports only in Waterford & Tipperary.
- Southern – 777 children avail of ASD Service.
- Roscommon – 71 children & adults receive a Secondary Service.

### PERCENTAGE OF PEOPLE WHO USE OUT SERVICES SPLIT BY COMPANY



THE TOTAL NUMBER OF PEOPLE WHO RECEIVED A SERVICE FROM BROTHERS OF CHARITY IN 2010 WAS 6,842



## MAIN RESIDENTIAL CIRCUMSTANCES

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
<b>Home</b>							
At home with parents		73	401	51	123	1023	207
At home with one parent		33	129	36	47	165	64
At home with sibling		7	11	14	11	4	8
At home with other relative		2	5	2	3	7	2
Lives with non relative		1	0	0	0	0	1
Adoption		0	0	0	0	7	0
Foster Care		1	4	3	2	11	8
<b>TOTAL:</b>	<b>2466</b>	<b>117</b>	<b>550</b>	<b>106</b>	<b>186</b>	<b>1217</b>	<b>290</b>
<b>Independent Setting</b>							
Lives semi-independently		2	28	7	19	22	12
Lives independently		3	47	12	5	5	11
Vagrant or Homeless		0	0	0	0	0	0
<b>TOTAL:</b>	<b>173</b>	<b>5</b>	<b>75</b>	<b>19</b>	<b>24</b>	<b>27</b>	<b>23</b>
<b>Community Integrated Living Situations</b>							
5 day community group home		13	9	0	0	5	9
7 day community group home		19	30	32	1	58	0
7 day (52 week) group home		39	161	109	147	43	34
<b>TOTAL:</b>	<b>709</b>	<b>71</b>	<b>200</b>	<b>141</b>	<b>148</b>	<b>106</b>	<b>43</b>
<b>Residential Care</b>							
5 day residential centre		0	1	0	0	1	0
7 day residential centre		0	1	14	0	6	0
7 day (52 weeks) residential centre		0	53	83	20	89	0
<b>TOTAL:</b>	<b>268</b>	<b>0</b>	<b>55</b>	<b>97</b>	<b>20</b>	<b>96</b>	<b>0</b>
<b>Other</b>							
Special intensive placements		4	7	4	9	0	30
Full time residential care -crisis/respite crisis and relief centre*		0	0	0	0	1	0
regular part time care*		30	75	0	1	0	51
de-designated unit		2	25	0	0	3	14
Nursing Home & Mental Health		0	0	0	0	0	0
Holiday Residential Placement		0	3	1	2	0	1
Shared Care		0	0	0	0	0	0
Occasional Respite with Host Family		0	2	2	0	4	0
Occasional Respite with Host Family		20	38	0	0	0	0
Other		0	2	0	0	0	0
<b>TOTAL:</b>	<b>331</b>	<b>56</b>	<b>152</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>96</b>
OVERALL TOTAL:	3947	249	1032	370	390	1454	452
TOTAL DATA BASE	2971	249	898	370	390	677	387



## MAIN DAY SERVICE

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
Early Childhood Services/Special Pre School	347	0	77	0	32	225	13
Ordinary Pre School	40	0	10	0	0	27	3
Child Education and Development Centre	49	0	49	0	0	0	0
Mainstream Education	652	8	118	0	0	418	108
Special Schools	419	33	36	0	4	306	40
Special Class in Mainstream School	128	2	24	0	0	86	16
Resource Teacher	67	0	66	0	0	0	1
Training	166	27	48	0	34	30	27
Sheltered Work Centre/Employment	455	7	27	145	171	45	60
Support Employment/Open Employment	182	16	51	11	0	86	18
Activation/Adult Day Centre	553	8	198	89	100	154	4
High Support/Intensive Services	182	20	47	29	24	8	54
Programme for the Elderly	110	8	43	31	6	12	10
Home Support	34	1	12	0	8	3	10
Other Day Service-Community Integrated living	79	0	22	5	0	52	0
No Day Service	17	1	14	1	0	1	0
Day Respite	27	0	27	0	0	0	0
Outreach Programme	126	118	2	0	0	0	6
Full time Residential - Day Programme elsewhere	63	0	0	59	0	0	4
Full time Residential - No Day Programme	1	0	0	0	0	1	0
Multidisciplinary Support Services	135	0	40	0	11	0	84
Generic Day Services	13	0	13	0	0	0	0
<b>TOTAL FIGURES</b>	<b>3845</b>	<b>249</b>	<b>924</b>	<b>370</b>	<b>390</b>	<b>1454</b>	<b>458</b>
<b>TOTAL DATA BASE</b>	<b>2971</b>	<b>249</b>	<b>898</b>	<b>370</b>	<b>390</b>	<b>677</b>	<b>387</b>





## THE NATIONAL FINANCE STANDING COMMITTEE

The National Finance Standing Committee is made up of the Head of Finance from each company. The Committee had four meetings in 2010.

The ongoing purpose and benefit of the Standing Committee for each member is the sharing of information and advice and support regarding funding, costing and finance throughout the services.

The following is a list of the main activities undertaken by the Committee in 2010.

- Work and discussion on the unit cost exercise prepared by each company.
- Work and discussion on information and figures required by the Crowley Review of Disabilities Value for Money questionnaires.
- Review and discussion on the implications of introducing shared services for payroll and superannuation including the costs involved in the purchase of a commercial off-the-shelf payroll system.
- Discussion and work on the treasury management procedures of each company and how to increase returns from the management of cash with our bankers.
- Discussion on the work involved for the finance department of each company due to the requirements of the Charities Act 2009.
- Review of possible solutions to the Allocation funding cuts imposed by the HSE during the year.

### CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

#### Year ended 31st December 2010

(extracted from the 2010 Audited Accounts)

<b>Income</b>	<b>€</b>
Health services Executive	161,087,928
Other Income	<u>26,531,051</u>
<b>Total Income</b>	<b>187,618,979</b>
<b>Expenditure</b>	
Pay	161,022,222
Non Pay	<u>27,418,245</u>
<b>Total Expenditure</b>	<b>188,440,467</b>
<b>Deficit for the year</b>	<b>(821,488)</b>



## NATIONAL WORKING GROUPS

### NATIONAL WORKING GROUPS

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

### SHARED SERVICES

Since the beginning of this year the economic situation nationally has deteriorated putting pressures on our funding from the HSE. The idea of adopting a “shared service approach” has gained traction, as organisations recognise it as an appropriate model for gaining scale advantages of organisational support service functions without losing autonomy. The Brothers of Charity already have shared services in place in relation to Audit, Pension, IT and Insurance functions.

Further advancements into the shared service operation style have been made in relation to the area of Payroll in 2010.

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

### QUALITY SERVICES

#### Personal Outcomes Measures

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

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

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



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

**No particular experience or qualifications are required.**

Training and support are provided.



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

A Volunteer is someone who gives of his/her free time, talents and energy freely for the benefit of others. The Brothers of Charity would formally like to express their grateful appreciation to all those who volunteer throughout our six Companies. All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the policies and procedures of the Brothers of Charity Services Company.

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

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

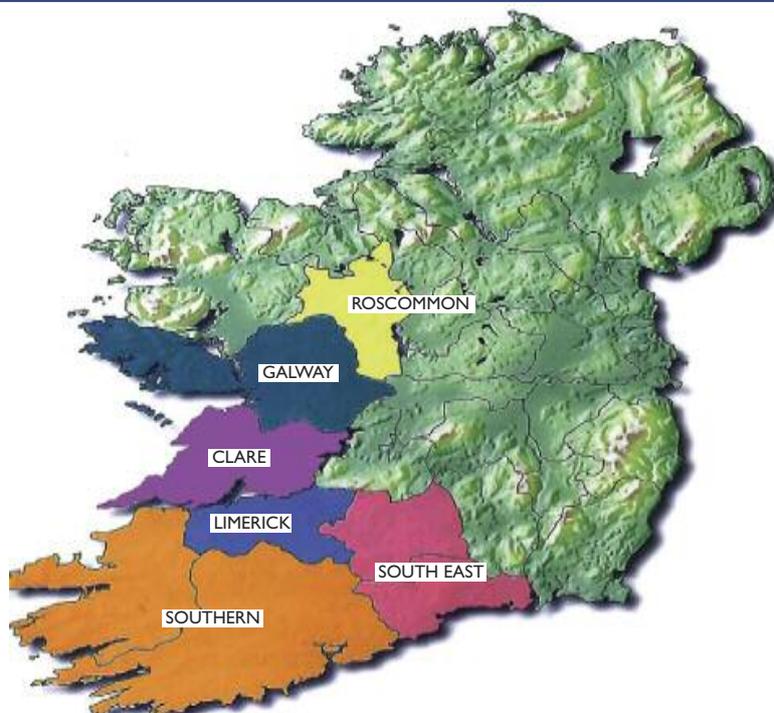
- Supporting individuals to engage in social and recreational outings and activities such as attending dances, meeting up socially in town on a Saturday, shopping, and swimming,
- Volunteer buddy scheme - volunteers buddying with individuals and supporting them to establish and maintain friendships,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

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

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

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

### LOCATIONS OF BROTHER OF CHARITY SERVICE COMPANIES



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

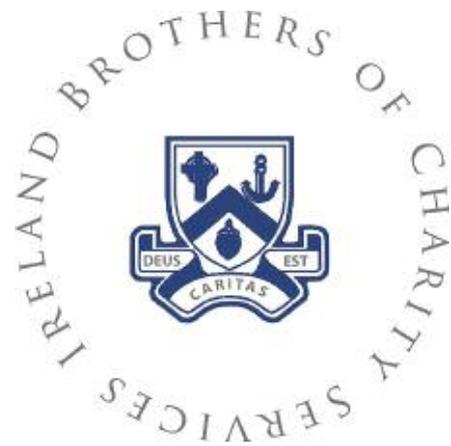
The National Company, “Brothers of Charity Services Ireland” is based in Clarinbridge, Co. Galway.

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



<b>NATIONAL COMPANY</b>	<b>Winifred O’Hanrahan</b> National Chief Executive Brothers of Charity Services Ireland Ltd Kilcornan House Clarinbridge, Co Galway	091 796623
<b>CLARE</b>	<b>Mary Kealy</b> Chief Executive Brothers of Charity Services Clare Ltd Banner House Clare Road Ennis, Co Clare	065 6849400
<b>GALWAY</b>	<b>Anne Geraghty</b> Acting Chief Executive Brothers of Charity Services Galway Ltd Woodlands Centre Renmore, Galway	091 721400
<b>LIMERICK</b>	<b>Norma Bagge</b> Acting Chief Executive Brothers of Charity Services Limerick Ltd Blackberry Park, Dock Road, Limerick	061 308149
<b>ROSCOMMON</b>	<b>Marian Keigher/Margaret Glacken</b> Chief Executive/Acting Chief Executive Brothers of Charity Services Roscommon Ltd Lanesboro Street Roscommon	0906 628500
<b>SOUTH EAST</b>	<b>Johanna Cooney</b> Chief Executive Brothers of Charity Services South East Ltd Belmont Park Waterford	051 832211
<b>SOUTHERN</b>	<b>Una Nagle</b> Chief Executive Brothers of Charity Southern Services Ltd Lota, Glanmire Cork	021 4821012

PRODUCED BY THE NATIONAL OFFICE



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

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

Directors: Bro. N. Corcoran. Bro. A. T. Hassett. Bro. D. Kerins.

Bro. J Killoran. Bro. V.W. Manning. Bro. J O'Shea. Bro. J. Rackley.

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