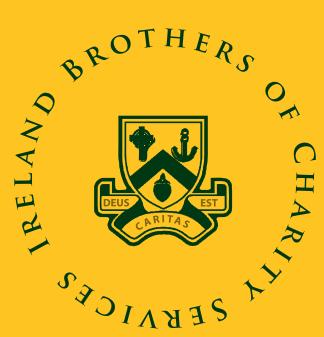


BROTHERS OF CHARITY SERVICES IRELAND

Annual Report

2014



VISION

'Love and Respect in Every Action'



MISSION STATEMENT

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

(2014)



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FOREWORD

NATIONAL CHAIRPERSON Bro. Alfred Hassett

Dear Friends,

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

Our great sorrow in 2014 and a major loss to our organisation and the wider community was the passing of our National Chief Executive, Winifred O'Hanrahan, in March. Winifred's contribution to the Services and the intellectual disability sector in Ireland has been immeasurable. She was a staunch supporter of the advocacy agenda and led the development of our Services with the rights of the individual in full focus. We count ourselves blessed to have had someone of Winifred's calibre to lead our organisation steadily for thirteen years thorough the many changes which were further impacted by a very difficult time economically. She is missed, both in a professional and personal capacity, as she made many friends throughout her years of loyal service. I wish her family and friends comfort in their darkest hours, and thank them for sharing her with us, may she rest in peace.

We continue to restructure our Services in order to promote best practice and value for money. We welcome the introduction of the Charities Act and the establishment of the Charities Regulation Authority. Along with HIQA these systems are all necessary to protect the people we serve and the organisation. We need access to those in need of services and the mobility to reach them and provide the required service quickly and effectively. Sustainability is what we wish for our achievements, our objectives, and our goals as development has little value without it. A culture of service sustainability is crucial to the population we serve and financial sustainability essential to the

organisation. We as an organisation will strive to achieve this sustainability into the future.

I would like to acknowledge the endeavours of the staff thorough out our Services in ensuring continued compliance with HIQA standards, and recognise that these standards are an enhancement to the work carried out by our Services previously on quality measures and assurances. We hope in the future that these systems along with the HSE Service Level Arrangement will streamline reporting for Charities to statutory authorities and enable us to focus further on the business of providing high quality, individualised, and appropriate services. I wish to thank most sincerely the Directors of the National Board for voluntarily giving up of their valuable time and working so hard to ensure the success of the Services through their governance and strategic guidance. We deeply appreciate your many years of involvement with, and your expert contributions to, the Brothers of Charity Services. I also wish to thank the Chief Executive and staff of the National Office, Directors of Services, Management and Multidisciplinary Teams, and Staff of the Services who worked diligently to promote the creation of opportunities for each person we support to develop and enrich their lives in a community and society where all are valued and cherished. A particular word of thanks to the many Volunteers attached to our Services who, by their involvement, support us in our work.

Finally, on behalf of the National Board I wish to acknowledge and thank the many Government Departments, the Health Service Executive as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout 2014 and we look forward to our continued partnerships during 2015.

Brother Alfred Hassett

Chairman, On behalf of the National Board

Dear Friends,

Welcome to the Brothers of Charity Services Ireland 2014 Annual Report.

Once again I am happy to share with you a brief over view of the activities of the Brothers of Charity Services during 2014. Like many organisations and bodies we faced serious challenges during the year, however, through the efforts of staff, volunteers and families we continued to make every effort to minimise any negative impact on the individuals we support and their families, and to respond to requests for new services. Our success was made possible with the support of the Directors of the National Board and Local Boards and, in particular, our committed Management Teams who with our Frontline Staff and our highly valued Volunteers continued their efforts to be flexible and creative in service responses.

Later in this report you can read in detail about the many creative and innovative service responses through the Brothers of Charity Services. These were made possible as a result of the many and varied partnerships forged by the Services at local level. It is these successful partnerships that enable us to support individuals throughout the country to live and enjoy ordinary lives in their communities. I would like to extend a sincere word of gratitude to the many individuals that we support for allowing us the privilege of sharing their journey through life and for their continued trust and belief in each of us.

In these times of economic difficulties we are easily distracted from the positive work that goes on within the services as we focus on managing the challenges that so often arise and therefore it is important to take this opportunity to share a tiny snapshot of the positive outcomes from some of our local partnerships.

In Roscommon our Services developed a number of new initiatives including a community garden in Strokestown which proposes to deliver a horticulture course to people supported by the Services and members of the local community. In addition the

CHIEF EXECUTIVE Johanna Cooney

Services, in partnership with Roscommon Early Intervention Team, the Roscommon County Childcare Committee and the BOCS Roscommon Early Childhood Services compiled a Welcome to Preschool booklet. In 2014 BOCSR hosted the National Advocacy Conference, which was planned and delivered by people supported by the Services, and was an outstanding success.

Brothers of Charity Services Galway, over many years, has developed, and continue to develop, strong links with the artistic life of Galway City and County. In 2014 three parts of the Galway Services were nominated and shortlisted for the Connacht Aontas Award – Blue Teapot, That's Life and Harvest Studio with Blue Teapot taking the award. Many of our readers will have seen the award winning documentary Somebody to Love which was screened by RTE during the year. This very moving and thought provoking documentary explored the challenges faced by people with a disability in intimate relationships and how the perception of others and the law affect their lives.

In West Limerick the Brothers of Charity Services Limerick opened a new purpose built facility for the Children's Services Team. This is a very positive development for the children and their families who are supported by this service as well as staff and the local community and this was made possible through the partnership of the Brothers of Charity Services Limerick, the HSE and, in particular, the JP McManus Pro Am 2010 Committee.

In Clare the Brothers of Charity Clare Services opened a new fully accessible centre with the support of the local parish council in Scariff. This centre will provide a base for day supports and respite breaks and will facilitate further developments in Scariff and West Clare. During the year a road safety campaign waged by Kilrush self –advocacy group led to the local council securing €20,000 grant to address the issue which will benefit the entire community.

The Programme for the transfer of the management of CAMHS Services to the HSE dominated the work of the Brothers of Charity Southern Services in the first half of 2014. This was a positive transition for the children however it did mark an end of an era for the Southern Services and their very great contribution over the years should be acknowledged. Representatives of the Children's Services staff continued to be involved in the Local Implementation Group, the various Working Groups and the Governance Groups on the project to reconfigure children's services in Cork. The Southern Services Early Intervention, school going, and, ASD Services for children, are all preparing for reconfiguration. They are working to support the Teams to ensure that this change is managed as smoothly as possible for all concerned. The ASD Services continue to highlight the significant pressures in meeting calls for assessment and intervention with ever increasing caseloads.

In the South East, individuals supported by the Services contributed to the development of New Street Garden. The aim of the project was to give an open space, filled with nature, to the community of Ireland's oldest city. The garden is situated in the retail heart of Waterford and sits on a site once occupied by houses. During the year the Services were involved in many activities and workshops as part of the first Diversity City Festival. The Lamh Choir, building on its many successful appearances throughout the city, hosted a very successful Everyone Can Sing inclusive and interactive singing and signing workshop which was very well attended by the public. In South Tipperary, through Social Corporate Conscience, the Services obtained, rent free, an unused showroom for use as a small localised services base.

From 1 November 2013 HIQA became responsible for the process of registration, inspection and monitoring of Disability Services against the National Standards for Residential Services for

Children and Adults with Disabilities Standards and the legal Regulations published by Government. All residential and respite services are now inspected by HIQA to ensure they are providing an appropriate standard of care. 2014 was our first full year of engagement with HIQA. Staff throughout the Services worked hard during the year to ensure we reached the required standards. Reduced staffing levels, as a result of a number of years of financial cuts, led to significant additional demands being placed on staff in Services. While we have work to do to improve some of our standards, work that will require additional revenue and capital resources, it was heartening that HIQA, in their reports on our Services, were complimentary about the respectful interactions of our frontline staff with the people they support. The commitment, dedication and hard work of all staff throughout the Services is recognised and deeply appreciated.

Throughout 2014 discussions continued on the review of our corporate structures and the development of an appropriate structure which is fit for purpose. We look forward to commencing the implementation of the new governance structure during 2015.

We welcomed our regular meetings and discussions with the members of the National Advocacy Council during 2014. Throughout the year the Council continued to work on many issues of concern to their members and the disability sector. Congratulations to its representatives who participated in a number of external research project and presentations.

The continuing support throughout 2014 received from the many Government Departments, the Health Service Executive, National Federation of Voluntary Bodies and the many Agencies, both regional and national, is deeply appreciated. We have welcomed opportunities to participate in working groups external to our organisation

which ensure shared learning and a clear focus on a common vision for services in our sector. It is important, especially in these times of great change that we avail of all opportunities to contribute to national thinking, policy and action.

I would like to acknowledge the support and guidance given by the Brothers of Charity to the staff of the National Office during 2014, in particular, Br Noel Corcoran, Regional Leader and Br Alfred Hassett, Chairperson of the National Board. Our thanks also to the Directors of the National Board and Local Boards who have been available to the Services at all times. I extend a sincere thank you to all our staff members, management teams, and volunteers for your contribution to another year of growth and progress towards our goal of creating opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in community.

I especially would like to acknowledge the legacy of our late Chief Executive, Winifred O' Hanrahan, who guided us in creating a world where all are connected and respected as equal human beings and citizens. Many of us who were privileged to share this journey with Winifred continue to miss her in both a professional and personal capacity. The loss to all who knew her is great, and in particular, I wish to express, on behalf of the Services, our condolences to her family and friends.

I extend a sincere thank you to each and every one of you for your contribution to our Services during 2014.

With kind regards,

Johanna Cooney
Chief Executive

INTRODUCTION TO SERVICES

The Brothers of Charity Congregation was founded by Fr. Peter Triest, in Ghent, Belgium in 1807. A deeply spiritual and yet very practical man Triest inspired his young congregation to devote their lives to working with the disadvantaged and marginalised. The Brothers of Charity opened their first Irish facility for people who suffered from a mental health illness in Waterford in 1883.



MANAGEMENT STRUCTURES

Today our Services focus on providing support services to people with an intellectual disability in Ireland. The Services are located in Clare, Galway, Roscommon, Limerick, Cork, Kerry, Waterford and Tipperary. The Services are made up of an overall total of approximately 6,524 people who access our services annually, and their families and some 3,531 staff (2783.35 whole time equivalent). The core values of the Services have always been the dignity and humanity of each person. The principal object of the Brothers of Charity Services Ireland states,

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

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

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

The Brothers of Charity Services attempts to ensure a personal response to the wishes, hopes and dreams of each individual it supports. 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 through their individual personal plan and are supported to achieve these goals. The Brothers of Charity Services in Ireland is a learning organisation whose responses are based on best practice, and in full recognition of the right of each person to self-determine their life goals and wishes. We listen to those we serve and, subject to resources, endeavour to provide individuals with high quality supports that best suit their wishes and requirements. These are the tenets by which we operate.

The Services of the Brothers of Charity in Ireland are governed and directed by a National Company - Brothers of Charity Services Ireland - whose Board of Directors is made up of individuals chosen for their particular experience and expertise. The National Company currently has six subsidiary companies, one for each geographical region of the Services, located throughout the West, Mid-West, South and South East of Ireland. Each Company has its own annual budget received mainly from the HSE.

During 2014, the National Board of Directors decided to opt for one National Company to provide the governance of all of the Services in Ireland as part of its programme to achieve greater efficiencies and to meet the emerging requirements in respect of Compliance. In making this decision the National Board of Directors was also conscious of the new structures that were developing in the Health Services.

The National Company and each of the subsidiary companies adheres to and promotes the ethos and principles 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 on Quality and Leadership (CQL). Our Services are also monitored and inspected by HIQA.

The National Company is supported by the National Office which currently comprises the Chief Executive, the National Development Executive, and the PA to the Chief Executive. The Chief Executive, who reports to the Board of Brothers of Charity Services Ireland and also fulfils the role of Company Secretary, is responsible for the management and executive functions of the organisation.

The National Office supports the National Board and its Sub-Committees, National Teams and Working Groups as well as the Chief Executive's Forum which comprises the Directors of Services of the subsidiary companies. It acts, as appropriate, as the single point of contact for external agencies and bodies.

SERVICE PROVISION

A General Overview of the Brothers of Charity Services

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

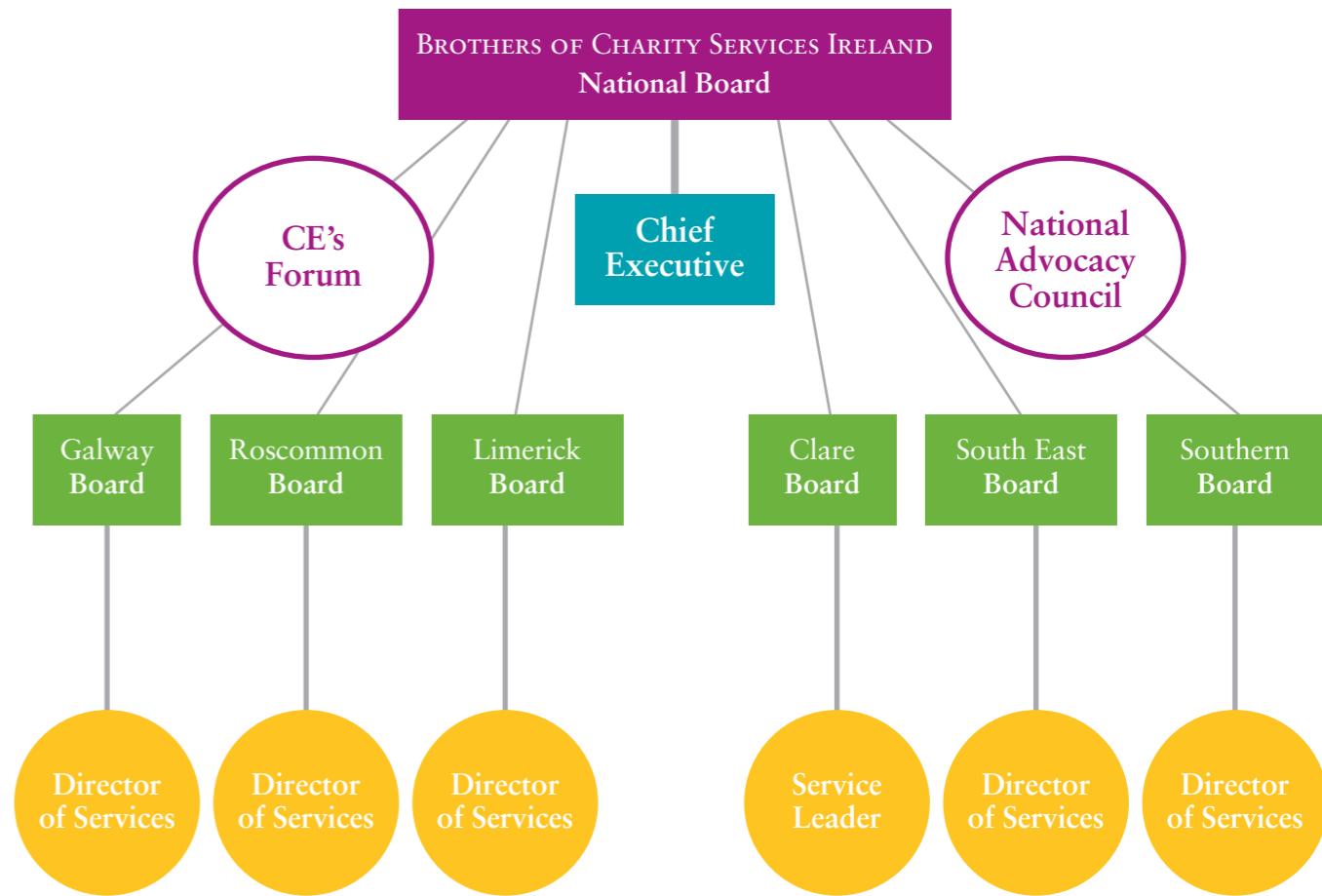
We offer a range of comprehensive day, residential, respite and multidisciplinary supports and services to adults and children with an intellectual disability, and their families. We are committed to a person-centred approach in our service responses.

Services include:

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

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

ORGANISATIONAL STRUCTURE 2014



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

The Brothers of Charity Services are continually responding to the changing environment in which we operate. We strive to ensure the people who use our services are in receipt of the most up to date, safe, and highest quality individualised services.

COMPANY BOARD STRUCTURE

The Brothers of Charity Services are owned and directed by the National Company whose Directors include Members of the Congregation and lay people. The National Company acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. There is one National Board and six Local Boards - one

for each geographical region of the Services. The National Board is the owner of the Services and provides the ethos and guidelines which are followed by the Local Boards as Agents of the National Board. The day to day management of the Company is a matter for the Chief Executive through the Directors of Services, and Service Leader.

The Brothers of Charity Services Ireland

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

Limerick Directors

G. Lyons (Chair)
P. Brosnan
K. Brennan
G. O'Byrne

Roscommon Directors

P. McGinley (Chair)
J. Hayes
E. McGuane

Southern Directors

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

Clare Directors

G. Lyons (Chair)
M. Allen
K. Brennan

Galway Directors

P. McGinley (Chair)
J. Hayes
E. McGuane

South East Directors

J. G. Barry (Chair)
Bro. J. Rackley
B. Cahill



ACKNOWLEDGEMENT

WINIFRED O'HANRAHAN

(National Chief Executive, Brothers of Charity Services Ireland from 1999 - 2012).

To our great loss Winifred O'Hanrahan passed away on Friday 28th March of this year. Although many of us have known it for a long time, we have particularly witnessed over the past two years of her illness that Winifred was above all a most devoted wife and mother who joyfully fulfilled those roles with a gentle and loving heart, in a spirit of wisdom and understanding and out of a very deep and yet thoroughly practical spirituality. Her loving relationship with her husband Tom Mannion and with her children Emma, Laura, Stephen and Chloe, and their deep love for her, sustained the whole family as they faced together the challenges of these past two years of Winifred's illness. Alongside of her mission as wife and mother Winifred also dedicated her life to a wider mission within her local community, within the Brothers of Charity Services and within Irish society as a whole.

Over many years and together with a wide range of working colleagues she shared her life, her time and her talents with people who are supported by the Brothers of Charity Services. In doing so she was deeply motivated by the rich spiritual heritage which the Founder of the Congregation Canon Peter Triest bequeathed to the Brothers Services when he left them the motto Deus Caritas Est - God is Love. Like Canon Triest Winifred recognised the motivating power of love in all our lives and the special need for such love to be shared between the people supported by the Brothers of Charity Services and the colleagues who provided that support.

In her different roles within Brothers of Charity Services over the past 35 years Winifred truly cherished the people she supported and became a true friend to all of her colleagues in the work place showing love and respect to everyone she met. From the day on which she took up her first role as a psychologist in the Brothers of Charity Services in September of 1980 this commitment to love and

respect was to remain a driving force in all that she said and did. This too was to be a characteristic of her leadership as she took up administrative and management roles firstly in Roscommon from the early 1990's and later as National Director of Services and Chief Executive of Brothers of Charity Services in Ireland from the beginning of the new millennium.

Under her leadership at the National level the Brothers of Charity Services took on the challenge of ensuring that the services would become ever more person centred and that the personal outcomes for each individual would become the driving force behind all our efforts as we sought to respond to the aspirations hope and dreams of each individual we supported. The success with which this was achieved over the period of her leadership and the contribution which that achievement has made to the quality of life of each person we support stands as a rich and lasting legacy that must be preserved, cherished and further promoted into the future within Brothers of Charity Services. In doing so we will pay a fitting tribute to her memory and ensure the lasting quality of the work that we do and the quality of the relationships that we form with the people we support. In addition to her work in the Brothers of Charity Services Winifred also found time to make a contribution to her local community in Roscommon through her work for Vita House and through her links to her local parish and to her wide network of relations and friends.

At National level she made a significant contribution to the work of the Federation of Voluntary Bodies which she chaired for a two year period from September 2001. She represented the National Federation on the National Disability Authority for a number of years and took part in a number of statutory working groups including the Mental Health Advisory Committee which

worked on the Mental Capacity Bill, the Disability Stakeholders Group and the Disability Consultative Group all of which made significant contributions to the development of better services for people with disabilities.

Winifred has always been recognised within Brothers of Charity Services and elsewhere as a woman of deep faith who quietly witnessed to her beliefs through everything that she said and did both in her family life and her life within the Brothers of Charity Services and the wider community. That she heroically carried the burden of her ill health and continued to maintain her interest in the wellbeing of the people she served and in her colleagues at work right up to last days of her life was much appreciated and admired. In doing so she had the tremendous love and support of her husband and all of the members of her family.

The concern shown for Winifred at every level within Brothers of Charity Services from the point at which people became aware of her ill health gave a clear indication of the respect and esteem in which she was always held by her colleagues, by the Brothers and by those she served. A constant concern was shown as well by so many of her colleagues in other organisations within the Intellectual Disability Sector who have known and worked with Winifred over the years.

Since her passing we have received tributes and condolences from colleagues at home and across Europe, from the Superior General of our Congregation in Rome Bro. Rene Stockman, from our Regional Leader Bro. Noel Corcoran and the many Brothers of Charity who knew her and from a wide range of individuals and organisations with whom she was associated. The National and Local Boards of Brothers of Charity Services Ireland have asked me to express profound appreciation for all that Winifred has achieved and to offer their sincere condolences to Tom and his family. I offer my personal condolences to Tom and his family, all Winifred's friends and close colleagues, and express my personal profound sense of loss of a wonderful colleague and sincere personal friend.

May her gentle and beautiful soul, rest in peace.

Bro. Alfred Hassett



REPORT FROM EACH COMPANY CHAIRPERSON

BROTHERS OF CHARITY SERVICES CLARE

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

2014 was a challenging, exciting and busy year for Staff and Individuals supported by the Services in Clare. The Brothers of Charity Services Clare is the main provider of supports to people with an Intellectual disability in County Clare. The Services have grown in response to the increasing numbers of emergency and planned referrals to our day and residential services. There are a number of individuals living at home with elderly parents in unsuitable circumstances who have requested access to our residential services. To address some of the emergency unmet needs we secured funding with the cooperation of the local HSE Disability Office and through the determination of family members to obtain supports for their children and siblings. While this is very welcome there is still a very significant number of people in the county who have submitted business cases to the HSE for emergency residential placement which will have to be addressed in the coming years. One result from the growing numbers requesting services in 2014 was an almost 15% increase in staff numbers employed. This is a challenge going forward as it is essential to ensure the capacity is in place in the Services to provide multi-disciplinary inputs, staff supervision and administration backup while maintaining an individualised support to each person.

This was the Services first full year of engagement with HIQA in relation to the Regulations on Designated Centres for Persons with Disabilities which came into effect on 1st November 2013. The Services at December 2014 had twenty five designated centres operating under HIQA Regulations. The Services had monitoring visits to seven centres and full registration visits to two new centres during the year with no major non-compliant outcomes reported in any of the nine centres inspected. The application and

preparation process takes up a lot of time for the person in charge in each centre, and a huge amount of work was carried out during the year to ensure that policies were up to date and compliant with HIQA's Regulations. It is envisaged that the initial registration process for each of the twenty five designated centres under regulation will be completed by the end of 2015.

The Vocational Training Programme in the Service, funded by the Limerick Clare Education and Training Board (LCETB), completed a restructuring in 2014. The number of training places on the programme increased from eight to sixteen at the end of 2014. It has been possible to provide some of the programme on an outreach basis to a number of trainees in Kilrush. The two year training programme seeks to support and train people to enhance or reskill in order to access real employment opportunities and further education.

Banner Housing Association continued in 2014 to achieve its aims and objectives as established in the new Strategic Plan "Promoting Inclusive Communities through Housing 2014-2018". This plan will guide the Association in providing further social housing options to prospective tenants in Clare. The Association purchased four apartments in Ennis during the year some of which were purchased utilising private finance options. It is envisaged that six people will move into these apartments during 2015 once the HIQA registration process is completed. The Association also closed on the purchase of three apartments in Newmarket on Fergus under the Capital Assistance Scheme in conjunction with Clare County Council. It is envisaged that these apartments will be utilised by people requiring residential supports in the area. The year also saw some resolution of the long standing issue of the non-payment of rent supplement to people

supported in the residential services of the Services. This was a major breakthrough for all parties involved as it was a big concern over the past ten years.

The Services in Scarriff opened a new fully accessible centre to provide a base for day supports and respite breaks. The centre was able to locate the community base with agreement from the local Parish Council in the town whereby the Services agreed to lease a premises not utilised by the parish, rent free for five years, in lieu of maintenance work to be completed on the building. It is hoped that the opening of this centre will facilitate the development of the Services in both Scarriff and East Clare. The Services in Shannon opened a new centre in the Shannon Town centre to cater for new and existing support requirements in the area. This is an exciting development for the local services in Shannon as the day services prior to this were operated from the respite house in the area which was no longer fit for purpose. This year also saw the tenth anniversary of the establishment of the Services in both Shannon and Scarriff.

Employability Clare moved its office during 2014 to a more suitable premise in Ennis. It continues to broaden its network of support for people with disabilities by initiating work experience initiatives with local community groups including start your business opportunities as well as being a partner in a Genio funded project on work for people with mental health issues.

Home Share Clare continues to increase the respite options available to both children and adults. This service supported thirty-four adults and thirty-eight children in Host Families during 2014. It is an invaluable resource and support to families especially as the process of acquiring HIQA regulations compliance has in some cases resulted in delays in the opening of designated residential centres.

The Clare Advocacy Platform has had a very busy 2014. Representatives from the Platform were approached by Inclusion Ireland to get involved in training people, supported by various residential support providers in different parts of the country, on the impact of the HIQA standards and regulations. The training costs were covered by a Genio funded project. Quarterly meetings between the Advocacy Platform and the Clare Services senior management team continue to give advocates opportunities to influence and inform the delivery of supports while making the Services accountable to peer elected representatives. During the year a road safety campaign waged by the Kilrush self-advocacy group led to the local council securing a €20,000 grant to address the issue. The advocacy group were publicly thanked in the local press for meeting the council and bring the issue to public attention. A film of the road safety campaign had first been presented at the 2013 National Advocacy Conference in Clonmel. Two members of the Advocacy Platform represented the Services at the European Congress of I.A.S.S.I.D. in Vienna presenting research on the "Home and Independence Study". In October 2014 a very successful self-advocacy day was held in Ennis which included presentations by a solicitor on making a will and on relationship law by a representative from the law department in NUIG. All the Advocacy events are now recorded in the new Self Advocacy magazine "Sparks" which was launched in February 2014.

On behalf of the Board of the Brothers of Charity Services Clare, I wish to acknowledge what has been achieved in 2014 and to thank the Service Leader, management and staff for their contribution towards the positive developments that have taken place and for their help and guidance to the Board during the year.

BROTHERS OF CHARITY SERVICES GALWAY

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

The Services in Galway experienced another very challenging year in 2014. The effects of cumulative budgetary cuts over the last six years amounting to more than €9.6 million were felt right across the Services. The focus of the Board and the management team has been to endeavour to protect the frontline services as much as possible. But this resulted in considerable pressure on reduced administrative supports and back office functions at a time when the levels of external accountabilities are increasing exponentially. Financial constraints did not allow us to fill vacancies in the multidisciplinary departments due to maternity leave or sick leave, resulting in reduced supports in children's and adult services. The strain on families who require respite or residential services increased significantly. Lack of capital funding has made it extremely difficult to replace motor vehicles or upgrade accommodation to meet people's changing needs. Throughout the year the staff of the Services worked very hard to ensure that we continue to deliver quality services, and despite the challenges of the year there were some very positive achievements in 2014.

Following our successful accreditation from the Council on Quality and Leadership (CQL) in 2013, CQL carried out an interim review of the Services and validated the accreditation in Person Centred Excellence and Basic Assurances. HIQA inspectors visited some of the adult services and the children's respite houses during the year, and as the year came to an end all staff teams in the designated centres were preparing for the formal registration of our residential and respite houses in 2015.

The Let's Get to Work project which commenced in 2013 supported by a grant from Pobal under the Disability Activation Project, went from strength to strength in 2014. The goal was to establish a model

of service that would explore and support individuals with intellectual disability who do not meet the criteria set out by the current network of Supported Employment Services due to additional support needs, to access the labour market in Galway through securing and maintaining employment. The project is supported by locally based committees in target areas comprising staff of the Brothers of Charity Services and the local business community. The target number of people to support was 40 individuals. During the year the four community outreach workers supported 43 participants resulting in 15 in paid employment. Of the total group of participants, 30 were involved in work or volunteering experience, and 21 underwent additional training supported by the Galway & Roscommon Education and Training Board. The Pobal funding comes to an end in April 2015 and the management team is endeavouring to mainstream the project and sustain it into the future.

The Galway Services have built strong connections in the artistic life of the city and county and 2014 provided many opportunities for people using the Services to participate in community and cultural events. Many of the service areas were active in the Bealtaine Festival events in May, for example, the Iris Centre in Clarinbridge organised a morning of song and dance and invited members of the local community to bring along their musical instruments and join in the fun.

Harvest Studios in Gort were successful in their application to have a Fáilte Ireland Visitor Information Point located in their studio, a very welcome addition to their enterprise. Harvest Studios, a in a very short time, has become an integral part of the business community in the town.

The 'That's Life' programme continued to provide opportunities for people using the

Services to express themselves through the arts. In collaboration with the UK based theatre company, Mind the Gap and the Town Hall Theatre in Galway, That's Life participants staged Trickster, a large scale performance with Jez Colborne at the Black Box to full houses and huge acclaim in October. Fairylane Forest, the third of the animation films produced by That's Life, and based on a short story by Mary Kinsella, was screened in the IMC Cinema in Galway in July as part of the Galway Film Fleadh. It was also screened by invitation at the Dublin Animation Film Festival where it was runner up in the Community Recognition Category. Over 40 people with intellectual disability worked on the film for 15 months.

February saw the launch of the film "A Spotlight on Independent Living" in the Nun's Island. The film was produced by That's Life with the support of Galway & Roscommon Education and Training Board. The participants told the story of moving from congregated settings or community houses to living independently, and spoke very movingly about what a difference this has made in their lives. At a Question & Answer session after the screening one of the participants told the audience that she loved living on her own but living independently requires support and that it must be planned and "done right".

In January we were very proud when three parts of our Services were nominated and shortlisted for the Connacht Aontas Awards. They were Blue Teapot, That's Life and Harvest Studios. The award went to Blue Teapot.

The award winning documentary Somebody to Love was screened on RTE. The documentary explored the challenges faced by people with disability in intimate relationships and how the perceptions of others and the law affect their lives. The documentary followed the rehearsals and the performance of Blue Teapot as they prepared to bring their ground breaking play, Sanctuary, to the Dublin Fringe Festival. The interviews with Blue Teapot actors poignantly illustrated the reality of the current legal framework.

In June Senator Catherine Zappone launched the Criminal Law (Sexual Offences) (Amendment) Bill 2014 in the Seanad. The Bill aims to eliminate discrimination against people with intellectual disabilities in Irish sexual offences legislation. Two members of the Galway Service Users Council, Christina Burke and Martin Dooher were invited by Senator Zappone to attend the Seanad debate on the Bill, and Blue Teapot's Director Petal Pilley, together with Sanctuary cast members Charlene Kelly and Kieran Coppinger, participated in the press conference in Dublin to officially launch the Bill.

In our multidisciplinary services, the Psychology Department in conjunction with the Psychology Department in the HSE, were successful in their joint application for inclusion in training in Dialectical Behaviour Therapy (DBT), a treatment programme aimed at helping people with ongoing difficulties managing intense emotions. The department has secured two training places for BOCG psychologists which will facilitate the development of a DBT programme within the Galway Services.

The Physiotherapy Department initiated what they called FIT for 14 – a healthy living project designed to support service users to become more physically active; to learn new long term lifestyle skills; get into a regular eating patterns and achieve a balanced diet; achieve a sustainable weight loss where appropriate, and limit further weight gain.

On behalf of the Board I would like congratulate all the people who use our Services and the staff who support them for all their achievements in 2014. I would like to express our appreciation to the Director of Services Anne Geraghty and the management team who continually strive to deliver person-centred responsive services in a very challenging climate. I am confident that in partnership with families, our staff, funders and the local communities who are so supportive of us, we can continue to support the people using our services to achieve their goals and dreams.

BROTHERS OF CHARITY SERVICES LIMERICK

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

In 2014 the Brothers of Charity Services Limerick published its Service Plan which set out the goals and actions the services would take in 2014. The Plan states how to further enhance the quality of the services it provides in accordance with government regulations, standards and policy as well as in line with the values, mission and guiding principles of the Brothers of Charity Services.

The goals identified were as follows.

1. To ensure that every person who uses our service is actively supported to achieve their priorities, as identified in their person centred plan, and that the supports they receive are meaningful to them.
2. To develop a framework that will achieve full compliance with regulations, under the Health Act, introduced in 2013 and standards set by the Health Information and Quality Authority (HIQA) over a 3 year period.
3. To continue to progress the model of service delivery in our Children's Services in line with Government policy.
4. To ensure effective communication with all key stakeholders.
5. To ensure the effective use of resources.

Certainly progress has been made in respect of all of the above goals during 2014. However significant risks are faced by the Brothers of Charity Services Limerick that have hindered the rate of achievement. Primarily the risks that relate to the underfunding of services following four years of significant funding reductions; the absence of capital funding available to invest in upgrading property and transport; and the

inability of Services to support the changing needs of the people it supports without the additional investment in funding.

During 2014 the process of HIQA inspections of our residential services commenced. The Brothers of Charity Services Limerick welcome the introduction of the National Standards for Residential Services for Children and Adults with Disabilities as well as the Regulations introduced on 1st November 2013 for the Care and Support of Residents in Designated Centres for persons with Disabilities. The oversight of HIQA of our Services is valued and of great importance and is viewed by both the Executive and the Board as a driver of quality improvement within our Services.

The Clonmore Industrial Services set up in 1985 to provide an adult day service in the form of sheltered employment was closed. Staff employed by the Services worked in this company to support people with an intellectual disability in the manufacture of steel products. The decision to close Clonmore Industrial Services was based on the fact that it no longer fit with the evolving values of our Services and our wish to align with 'New Directions'. An alternative adult day service has been set up and has a particular focus on providing supported employment opportunities for those who wish to work.

In September our Children's Services Team welcomed families and children to their new team base service. This facility, which is purpose built, is a very positive development for children and families attending our Services in West Limerick as well as for staff and the local community. We wish to acknowledge the JP McManus Pro Am 2010 Committee for the significant funding it approved for the

construction of this magnificent facility as well as the Brothers of Charity and the HSE for their contribution to this project.

On behalf of the Board of the Brothers of Charity Services Limerick I wish to acknowledge what has been achieved in 2014 and to thank the Director of Services, management and staff of the Brothers of Charity Services Limerick for their contribution towards the positive developments that have taken place. I also wish to thank the Disability Services Team within the HSE Mid-West CHO and I wish to thank the people who attend our services and their families for their ongoing support and cooperation.

BROTHERS OF CHARITY SERVICES ROSCOMMON

Patrick McGinley, Chairperson of the Roscommon Board of Directors reports

2014 was an eventful and challenging year for the Brothers of Charity Services in Roscommon. A belief in inclusive community connectedness and partnering with local groups and agencies helped to create some new opportunities. Unfortunately we received further budget cuts and had on-going crisis situations that needed support. We strove to succeed through the challenges with continuing to promote innovation and quality with ever diminishing resources.

Staff teams have continued to promote employment opportunities for the people we support in their local areas. They have done this through linking with the ROWO (Roscommon Open to Work) Project, which is funded through Pobal and the Department of Social Protection, as a way of promoting employment opportunities for the people we support. The organisation has continued to work in partnership with Roscommon Employability Service. There has also been support for the development of social enterprises/social firms around the county that serve as both a viable employment/work experience opportunity for people and/or a springboard into other employment opportunities locally.

Notable new initiatives in the past year include.

- A vintage/second hand shop, crafts workshop and furniture recycling enterprise in the Hub, Strokestown.
 - Selling ceramic crafts and plants locally in the market at Boyle and the Christmas market.
 - Coogee Crafts in Roscommon town which provides crafts and plants to local customers.
 - A community garden in the Hub, Strokestown with a horticulture course planned ('Growth without Limits') for a group of people we support and people from the local community.
- Over the last number of years the Early Childhood Services in County Roscommon have been researching the best and most effective way to support children with additional needs and the staff who support them in mainstream pre-school. Representatives from the Roscommon

- The provision of customised training to people we support to up-skill them and support them to be more 'job ready'. Training included manual handling, customer service, working well in a team, and hygiene in the kitchen (ROWO funding).
- ROWO funding for external courses for people we support, including Safe Pass, computer skills and horticultural skills.

People are supported in various ways to access employment opportunities and innovative models of support were developed to give people the widest possible range of opportunities in their own communities. Customised training to support people to be more 'job ready' has proven to be very successful. We are now planning to ensure we can keep providing this model of employment support beyond the lifetime of the ROWO project, which is finishing in April 2015. We hope to build on the success of ROWO using the findings and recommendations of the External Evaluation report on the project. We will develop an 'umbrella' steering group that can oversee the promotion, further development and governance of employment projects within the county for the people we support. The focus will continue to be on supporting people with intellectual disability to achieve meaningful work opportunities in their local communities and thereby increase their self-worth, respect and immersion within their own communities.

County Childcare Committee, the Roscommon Early Intervention Team (REIS) and the Brothers of Charity Services Early Childhood Services, worked together to compile a Welcome to Pre-school booklet. In the process, consultation meetings took place between with Early Childhood Care and Education (ECCE) Services, parents, support workers and Home Tutors. This booklet is designed to support parents and pre-school services by outlining the various considerations when choosing a preschool, the supports required, what is available, and how and to whom to apply for supports. It also sets out how parents, staff and others can work together to support children in an inclusive environment.

We continue to engage with our external evaluators, the Council for Quality & Leadership (CQL), and work is ongoing on the strategic goals chosen by all stakeholders at our last Person Centred Excellence meeting:-

- We invested in 'Enabling Excellent Lives' training. This training is based on the 'Social Role Valorisation Theory' and we are working to progress the focus and quality of individual planning. This training is continuing with internal mentors/trainers and will be rolled out to keyworkers in 2015.
- We conducted a survey of all families of adults supported and are analysing the results which look very positive to date.
- Roscommon held the National Advocacy Conference this year and people supported took leadership roles in the planning and delivery of the conference. It was held in the Hudson Bay Hotel in Athlone and was attended by 340 people. A full report on the conference is featured later in this report.

- We deliver 'Rights Training' to people we support and engage with the National Advocacy Service on service development.
- Brothers of Charity Services Roscommon had our eighteen month mid-term evaluation visit from Becky Hansen, Vice President of Accreditation and Training, Council of Quality & Leadership (CQL), in 2014. This was a very successful evaluation. From her visits to agencies in Ireland, she was very aware of the new national standards for residential and respite services and the pressure on staff to ensure compliance with these standards. She was very impressed with the way we had merged the new national standards into Personal Outcomes Measures and the system we had introduced with our new personal outcome measures folder for each person supported to ensure that we maintain the focus on quality enhancement while complying with the standards for quality assurance.

2014 has been a very busy year for the Quality Enhancement Department with HIQA inspections taking up the majority of its time and energy. We commenced engagement with Inspectors in April 2014 and have completed monitoring inspections on fourteen of our seventeen designated centres to date. We have also completed eight full registration inspections. Inspectors have been very complimentary about our front-line staff, particularly identifying the respectful way they support and interact with people they support and the happy atmosphere they have observed in people's homes. Our main problem is that we do not have enough of these staff! The areas of major concern to HIQA inspectors have been in Resources, Workforce and Governance and Management. In twenty of the twenty-two inspections to-date,

BROTHERS OF CHARITY SERVICES SOUTH EAST

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

H IQA Inspectors have said we do not have enough front-line staff. In all of our inspections to-date, Inspectors have commented negatively on our flat management structure stating that it leads to pressure on governance and management. HIQA Reports state that the managers/persons in charge have too large a workload; there is not enough support for the front-line staff from the managers; there are increased risks to people supported due to the lack of staff; and the lack of management time all leading to a negative impact on the quality of outcomes for people supported. We have also devoted considerable time to reviewing policies and procedures to ensure they refer to the New Standards.

Roscara Housing Association celebrated its 20th anniversary in March 2014. 19 houses have been provided by Roscara Housing Association over the 20 years which accommodate 60 people each with their own Tenancy Agreement. It is hoped that there will be further allocation of Capital Assistance Scheme funding to ensure people with disabilities have good quality accommodation to suit their needs in local communities. We are very grateful to the Local Authority who have been very proactive in working in partnership with Roscara Housing Association and the Brothers of Charity Services.

Representing the Board of Directors I am pleased to present a synopsis of the activities and challenges arising in 2014, and to acknowledge the resourcefulness of staff and management in working towards addressing the latter.

2014 was financially challenging as we had an opening deficit which was increased by the application of further 'Value for Money' cuts, retrospectively applied in October, and the non-funding of increments. The Services has also struggled to support the changed needs of individuals in the absence of additional funding which has further increased the deficit. This is a matter of great concern to the Services and it was elevated formally to the Board by the end of the year so that we could take it to the National Board and to the HSE. The focus of the Services however has been to endeavour to protect the frontline services as much as possible therefore, during the year, there was a concentrated effort to reduce the spend on non-pay items across all areas. As part of cost-saving measures the cost of rented properties was reviewed and in discussion with landlords the Services achieved substantial rent reductions for which we are very grateful. All posts that become vacant continue to be reviewed to avail of opportunities to review skill mix in an effort to ensure that Services can be maintained.

Service Developments

While dialogue commenced early in the year to identify and meet the needs of school leavers and those transitioning from Rehabilitative Training Programmes it was September when matters were finalised. While funding was an issue creative solutions were found which ensured no-one was

left without the service required even though some individuals did not receive a full-time service at start-up. In Waterford the funding received facilitated a new day service hub to meet the support needs of five school leavers with specialist support needs.

In South Tipperary the extension to Tir na nOg Children's Residential service is nearing completion and will be a welcome service enhancement which will increase quality of life outcomes for each person in residence.

Early in the year the Services secured capital funding for three new houses, two of which - in Cashel and Waterford - were to replace rented properties.

HIQA

HIQA was to the fore of our minds during the year. Preparing for monitoring and inspection visits placed a significant additional workload on managers and front line staff. Our first monitoring inspection was in Nagle Services in March 2014. There were three other inspections during the year one of which was a registration inspection for a new house. The house was subsequently registered and this was an exciting development for the four people who subsequently moved in to their new home which is of a very high standard. Families were delighted and staff received many compliments on this achievement.

Partnerships and Achievements

Below are just some of examples of the partnerships engaged in by the Services throughout the year. I wish on behalf of the Board to acknowledge the input of our staff and the support of our growing volunteer base who

continue to seek opportunities for individuals supported to become full and active ordinary citizens in their community.

Throughout 2014 a number of staff participated in the Enabling Excellence Training programme which was funded by Genio. Feedback from a presentation from this region on Enabling Excellence was very well received. The staff member who took part in the project was invited to present at a Federation sub-group at which she explained the journey they are on to give an individualised service to a young man with complex needs. Part of the process for her was engaging with a local car dealership, and coming to an agreement with them, under their Corporate Social Responsibility, to access a vacant car showroom/premises rent free to use as a day service base.

Recently the WIT based Certificate in Skills for Independent Living attracted wide coverage and in January, for the first time, the members of the class graduated as part of the mainstream graduation ceremonies at the WIT College Street campus. I take this opportunity to extend the good wishes of all to the successful graduates and wish them well in the future.

Arising from our partnership with the Dunhill Eco Park/Multi-Educational Centre, a number of people from Tory Landscaping met with the Canadian Ambassador to Ireland who was delighted to hear about their work in local communities.

As part of the Imagine Art Festival in Waterford Killean Resource Centre Art and Design team presented an exhibition of their art collection "Paper Trails" at Waterford Health Park. This was their second year contributing to the festival and they received extensive positive publicity from the exhibition and a number of the artists sold

their art work privately. Following the exhibition a presentation was made to Bausch and Lomb, Waterford, of one of the pieces in appreciation of donations which they had made to the Services over the years. This piece now hangs in the Canteen in Bausch and Lomb factory.

Our training officer was invited to the Czech Republic to present to students at the Palacky University of Olomouc as part of their English language week. This arose from the Social and Recreation Department's links with international students who were on work placement in our Waterford services. We look forward to hosting a further group of students from this University on work placement this year.

In May the Waterford Services hosted a group of 50 staff who work in social services in the Czech Republic. This followed a successful visit in 2013 when a similar number, from the eastern part of the Czech Republic, visited to look at our services.

An exchange trip for a number of individuals to France went well and the hosts provided accommodation and the use of a car for the duration of the visit. The South East Services are going to facilitate a return exchange of a number of French students during 2015.

At the request of Waterford City Council Tory Services participated in the City Council community fun day at Wyse Park, Waterford. This event replaced the very successful annual fun day usually held at Belmont Park.

Building on the work of the individuals supported by the Services who engaged in 2013 in the drafting of Waterford City Integration Strategy, our Lamh choir hosted an "Everyone can Sing" workshop as part of Waterford's first Diverse City

Festival, This was an inclusive and interactive singing and signing workshop open to the public. As part of this festival Ciorclach Theatre Company also hosted a drama workshop and Pathfinders Day Service hosted "Service Without Walls"

The Lamh Choir continues to go from strength to strength and this year also performed as part of the Winterval Festival.

In partnership with various community groups our Pathfinders day service contributed to the development of the New Street Gardens which was a project to give an open space filled with greenery and life to a vacant disused space in the heart of the city.

One gentleman from Tory Services achieved a life time dream when, accompanied by a staff member, he travelled to New York and completed the New York City Marathon.

In Cashel the South Tipperary Services joined with a local Drama group and staged their first show in Bru Boru, Cashel, which was a huge success. Plans are now in place to continue with annual joint productions.

"Strictly The Best Dancing", with a cast of amateur dancers from the Services being partnered with professional dancers, ran for two nights in Dooley's Hotel Waterford in November. Demand for tickets far exceeded supply. Following on from this hugely successful event some of the dancers participated in other 'strictly' events in the region.

The Services has continued to make vacant facilities on the Belmont campus available to community groups and social inclusion projects, thereby saving parts of the Belmont Park building from becoming derelict.

Finally on behalf of the Board I would like to acknowledge members of the local communities, families and community organisations who support us in our work, the HSE for their continuing support and the management and staff of the Services for their continued efforts to ensure that individuals supported receive a quality person centred service.

BROTHERS OF CHARITY SOUTHERN SERVICES

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

2014 saw us aligning our energies around critical risk areas whilst always ensuring that we continued to focus on positive outcomes for service users.

The diversity of calls on us as a voluntary service provider operating in the public sector to evidence compliance in relation to key Governance areas included such as meeting regulations in relation to respite and residential services, management of scarce public resources, human resource planning and development in a climate of recruitment restriction and assurances on safeguarding issues following significant media exposure on the HSE operated facility in Co. Mayo. These calls demanded a lot of hard work and commitment locally and reinforced the need for us and other group companies to streamline and develop internal control processes and reporting mechanisms. Thankfully the National Company had been proactive in steering the Irish Services towards a single entity and timeframe actions are in place to meet the HSE and the Department of Public Expenditure and Reform (DPER) requirements in this respect. This reconfiguration of the group activities under one national company came into effect in July. All six regional companies in the group now are working on behalf of Brothers of Charity Service Ireland and already we see the benefits of this strategy of consolidation as issues of concern can be elevated to a National forum

Agreement on the Service Plan for 2014 was difficult and we could not meet our budget due to significant changing needs, exceptional once off expenditure in relation to HIQA registration and reduced State funding to address these key issues. In addition the HSE Service Plan demanded that we implement budgetary reductions associated with the implementation of the Haddington Road

Agreement and other pay savings and cost measures required in 2014 including target savings in respect of implementation of VFM & policy review.

The Services had no option but to delay filling vacant posts and to reduce services where vacancies arose. We also relied heavily on funding attached to school leavers to leverage falling income. Incurring a financial deficit was a given however our goal was to ensure that any such deficit would be once off and not involve ongoing expenditure. Thanks to the strong management team this was achieved.

The wonderful work of all staff throughout the organisation cannot possibly be captured in this report however the Board of Directors wish to acknowledge the very great effort of all including those involved in the following works.

A special thanks to all in day services for working to facilitate 21 school leavers and training graduates in their choice of support.

The Management Team has been busy ensuring that a standardised approach is in place for all residential areas to ensure compliance with the HIQA standards and to clearly demonstrate effective and safe systems of supports. The staff working in residential and respite services and multidisciplinary staff have been fantastic and have fully influenced and embraced the necessary system refinements. We welcome the fact that these efforts can now be independently evaluated and commended.

The Programme for the transfer of the management of CAMHS Services to the HSE dominated the work of management in the first half of 2014. This transfer was made in the interests of ensuring the CAMHS Service was best placed for development and aligned to the management of other CAMHS Services in the region. We wish all involved every success for the future. This was

positive for the children however it marked an end of an era for the Services. It has indeed been a privilege to have worked with such wonderful professionals involved in that service.

We commend our Kerry Disability Teams and Heads of Multidisciplinary Services who rallied and showed true resilience and professionalism in the induction, training and implementation on the new model of Service. These Teams were reeling from the hasty reconfiguration of services for children in late 2013. The Teams struggled with new clinical caseloads, lack of suitable premises and increased caseloads. Well done to all.

In Cork, representatives of the Children's Services staff continued to be involved in the Local Implementation Group, the various Working Groups and the Governance Groups on the project to reconfigure children's services in Cork. Our Early Intervention, School going and ASD Services for children are all preparing for reconfiguration we are working to support the Teams to ensure that this change is managed as smoothly as possible for all concerned. The ASD Services continue to highlight the significant pressures in meeting calls for assessment and intervention with ever increasing caseloads. The Regional ASD Coordinator has ensured that the needs of these children are highlighted at national level in the reconfiguration process.

We wish to thank the various volunteers who gave so freely of their time during the year and for those of you who have worked in a voluntary capacity to support service users or various committees including those on the Boards of Management of the six Brothers of Charity Schools in Cork, the Upton Cork Housing Association and the Castlehyde Trust. A thank you event was

organised for Volunteers in the direct services in June and we need to replicate these events throughout the Services to capture and honour the scale of this wonderful work in all areas.

Project work in the year included.

- The Genio Funded Alternative Respite Project involving after school clubs and host family options continued and is achieving its targeted outcomes. It has been extended to 2015 when the funds to sustain the project are targeted for release from existing respite models.
- The Immersion Project, to advise us on changes needed to move towards individualised services. Four staff, keyworking with four adult service uses, were trained in Enabling Excellence techniques. Following this training our Coordinator of Services Quality Systems will make recommendations to the Change Team Steering Group in 2015.
- Managers participated in a HSE/UCC Health Research Project on drivers of high costs in residential services.
- In October LAMH Ireland announcement of a new addition to the existing suite of Lámh Courses, the Little Lámh Workshop is a two to two and a half hour introductory workshop that can be delivered to parents and families of the very young child, or families who only need a few signs at this time. Two Lámh Tutors at Brothers of Charity Southern Services developed this workshop as a pilot under the direction of the Lámh Board.
- Congratulations also to the Head of Speech & Language Therapy on her acceptance onto the HSE Leadership and Management Development Programme for Health and Social Care

Professionals. Her project is “Develop a clinical governance structure for individual disciplines, working in an integrated services disability team, with varied employers and line management from a different discipline, with the aim of provision of a quality service.” This is most relevant to the reconfiguration of children’s services.

- The Behavioural Standards Committee continues to work tirelessly to promote positive behavioural supports and the group chaired by Head of Psychology conducted an audit of restricted practices in November and is working with all areas to ensure that our policy of least restriction is adhered to. This support is highly valued by all.
- The Psychology and Social Work Departments continued to work closely with links with NUIG in relation to the assessment of needs and service structures for individuals with high complex support needs.
- We worked with the Occupational Therapy and Physiotherapy Departments on their future structures to enable them to continue their great initiatives as part of the Teams in Cork and Kerry.





2014 NATIONAL ADVOCACY CONFERENCE

The National Advocacy conference was held in the Hudson Bay hotel on 16th October and was hosted by the Brothers of Charity Services Roscommon. It was attended by 340 people from around the country. There was high demand for places at the conference with people attending from within the Brothers of Charity Services as well as from other services.

The theme of the conference was “*Equality for All*” and it looked at people’s right to be treated as equals in all areas of their lives, such as in healthcare, education and employment. The conference was opened by Ms. Aoife Hegarty, Chairperson of the Roscommon Advocacy Council who talked about the importance of equality for all people and she called for the ratification of the UN Convention for the Rights of People with Disabilities in Ireland.

The conference featured a variety of Musical Performances reflecting the different ways that people’s voices can be heard. The conference opened with a unique drumming collaboration from the Boyle and Strokestown areas called ‘D’Jenbe Junk’ which was an uplifting, energising performance of African drums and recycled materials. Further music came from the Roscommon Group “Hands Aloud” who used sign language to a popular song calling everyone to “ROAR”.

The keynote speech was delivered by Mr. Jamie Reilly who talked of his life and the path it took to his current Phd studies while living with Autism. Mr. Reilly received a standing ovation to his honest portrayal of his experiences of disability services as a young boy and with the Education system.

There were guest speakers from the Irish National Advocacy Service reinforcing the relationship developed with the National

Advocacy Service which continues to be a learning and information sharing relationship. Speakers highlighted the need to enact the current Assisted Decision Making Bill which is going through the Oireachtas.

The conference also featured a collection of presentations which outlined people’s experiences of taking their rightful place as valued citizens. This included equality as employees as well as exercising their right to vote. There was also a drama which highlighted people’s experiences of HIQA inspections. Roscommon Advocacy Council presented a DVD they worked on looking at Equality in Healthcare. The DVD featured advocates questioning their local public representatives on issues in Healthcare and the extra costs that people with disabilities are incurring, as a result of cutbacks.

The day ended with an uplifting performance with the Bodhrán Musical Group “Goats Skin Heroes” from Castlerea who are mentored by well-known Bodhrán player Junior Davy and are regular performers at the Coleman School of Music, Gurteen, Co. Sligo. They raised all present to their feet and ended the day on a high note. The day of shared experiences and learning created much enthusiasm among advocates and staff alike from all over the country.



SPECIAL PROJECTS REPORTS AND AWARDS

CLARE – STREETWISE PROGRAMME

The Streetwise Programme based in our Ennis Service, which is built around the Rehabilitative Training placements had another exciting year in 2014. As part of its programme, Streetwise offers an inclusive education model delivered in partnership with the Mary Immaculate College in Limerick which finished up in September 2014. Three students are in the final phase of achieving level 4 awards via mainstreaming of learning opportunities within the undergraduate programmes. The students are looking forward to graduating in 2015.

In addition the Streetwise programme completed a new partnership piece with the *Geopark Burren* project during spring /summer 2014. Here four learners with a tutor worked on evaluating universal access to heritage education for adults with an intellectual disability resulting in a short film for website utilisation and feedback to the manager of the Geopark Burren Project. A more extensive piece of research is now planned based on the findings of our team of learners. The learning outcomes obtained are linked into level 4 awards with the Department of Education and Skill's Quality and Qualifications Ireland (QQI) which is the state agency established under the Quality Assurance and Qualifications (Education and Training) Act 2012 to ensure that educational standards are met and maintained.

GALWAY – ARTS AND COMMUNITY

The Services have built strong connections in the artistic life of the city and county, and 2014 provided many opportunities for people using the Services to participate in community and cultural events. *Harvest Studios* in Gort were successful in their application to have a *Fáilte Ireland Visitor Information Point* located in their studio, a very welcome addition to their enterprise. *Harvest Studios*, in a very short time, has become an integral part of the business community in the town. In September, they hosted a “*Street Fest*” and collaborated with other community organisations in creating an all-inclusive atmosphere with market stalls, music, puppets, and arts and crafts. There are plans to make this an annual event. *Harvest Studios* were very proud to be nominated for the Mayor’s Award.

The ‘*That’s Life Programme*’ continued to provide opportunities for people using the Services to express themselves through the arts. In collaboration with the UK based theatre company, Mind the Gap and the Town Hall Theatre in Galway, *That’s Life* participants staged ‘*Trickster*’, a large scale performance with Jez Colborne at the Black Box to a full house and huge acclaim in October. ‘*Fairyland Forest*’, the third of the animation films produced by *That’s Life*, and based on a short story by Mary Kinsella, was screened in the IMC Cinema in Galway in July as part of the *Galway Film Fleadh*. It was also screened by invitation at the Dublin Animation Film Festival where it was runner up in the Community Recognition Category. Over 40 people worked on the film over a 15 month period.

In January we were very proud when three parts of our Services were nominated and shortlisted for the *Connacht Aontas Awards*, the Blue Teapot Theatre Company; *That’s Life*; and the *Harvest Studios*. The award went to the Blue Teapot Theatre Company. The award winning documentary ‘*Somebody to Love*’ was screened on RTE. The documentary explored the challenges faced by people with disability in intimate relationships and how the perceptions of others and the law affect their lives. The documentary followed the rehearsals and the performance of the Blue Teapot Theatre Company as they prepared to bring their ground breaking play, *Sanctuary*, to the Dublin Fringe Festival. The interviews with Blue Teapot Theatre Company actors poignantly illustrated the reality of the current legal framework.

We were very proud of Petal Piley who was awarded the Jim McNaughton/Tile Style Artist’s Bursary of €10,000 at the Allianz Business Awards for the creative vision in the work she has been doing with the Blue Teapot Theatre Company. The Allianz Business to Arts Awards recognises businesses, artists and arts organisation’s that develop creative partnerships, bringing the arts and artists into mutually beneficial relationships across society. The awards were presented by President Higgins in the National Concert Hall and the Jim McNaughton/Tile Style award is presented to one individual every year. This award and national recognition is richly deserved.

GALWAY - THE PADRAIG McDONAGH BROWN BREAD COMPETITION

Padraig McDonagh from the Bruach na Mara Services in Galway who passed away very suddenly in 2013 played a very active role in the Advocacy Council over a long number of years. His friends and colleagues in the Advocacy groups across the Galway Services wanted to do something in his memory. Padraig was famous for his brown bread and scones and was known to make the “best brown bread west of the Shannon”. The Advocacy Council decided that the best possible event in memory of Padraig would be a brown bread and scone competition. Strict rules were agreed, ‘The Foods of Athenry Company kindly agreed to be the judges, prizes were sourced and each service area was permitted to enter one cake of brown bread and six scones. The friendly rivalry between the bakers led to lots of trial recipes, baking practice and tasting. Tensions ran high on the day of the competition as the judges cut, prodded, smelled and tasted the entries. The prizes went to Cairigin in Gregoran Services for the best brown bread, and Skylark Centre for the best scones. The competition was a huge success and the Council has decided that it will be an annual event. Padraig would be delighted may he rest in peace!

ROSCOMMON - GENIO- INTER-AGENCY HEALTH SERVICE EXECUTIVE (HSE) MENTAL HEALTH SERVICES AND BROTHERS OF CHARITY SERVICES ROSCOMMON (BOCR) PROJECT FOR PEOPLE WITH A MILD INTELLECTUAL DISABILITY AND SCHIZOPHRENIA

The project comprises two participants from Brothers of Charity Services Roscommon (BOCR) and three participants from Health Services Executive Mental Health Services (HSE), Roscommon. We were delighted when the project was extended for six months and is to finish at end of June, 2015.

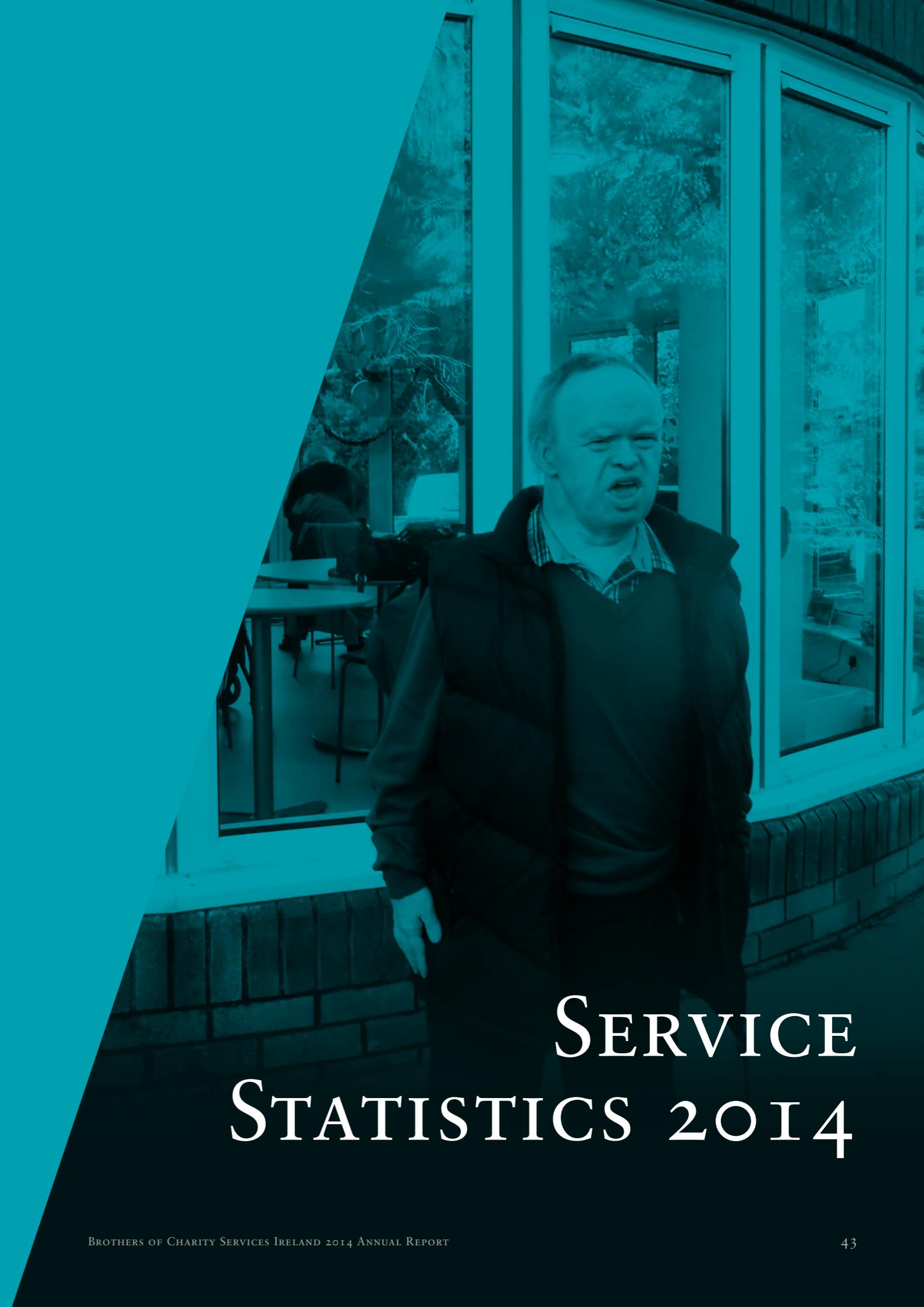
There were set targets/outcomes which we are delighted to say have been achieved and have had a positive Quality of Life impact for all participants. Genio have provided very positive feedback at monitoring meetings and have a focussed interest in the project. This is their first project of this nature and they are impressed with the inter-agency working and responsive system changes. It has been included as one of two projects for focussed coverage within Genio.

BOCR and HSE staff have been able to avail of a range of ‘without cost’ training options through Genio. The BOCR contribution to the project has greatly influenced positive participant changes and some system changes within the Roscommon Mental Health services. Plans to ensure sustainability of the outcomes of the project are in progress. The research compiled during the project is to be published in a medical journal and the findings presented at medical conferences. Genio plans to use the published research to influence future projects.

GENIO- RESPITE VOLUNTEERS IN ROSCOMMON (RVR) PROJECT

Our Genio funded RVR project finished in December 2014. We received funding for a one year project in 2012 but through prudent management, we were able to extend the project to two years and extend our targets. The project successfully achieved all the targets in recruiting and matching volunteers and was very beneficial to the organisation. The challenge for us is to maintain a co-ordinated approach to volunteering without the specific volunteer co-ordinator post in place.

On behalf of the Roscommon Board I thank and recognise the gift of the wonderfully committed and dedicated staff at front-line and management level whose work has continued to advance the quality of life for the people we support. I also want to acknowledge our partners, the Roscommon Association Supporting People with Special Needs for their continued generous financial support.



SERVICE STATISTICS 2014

A PROFILE OF THE PEOPLE WHO USE OUR SERVICES 2014

Services	Child	Adult	Not Verified	Normal Range	Borderline	Mild	Moderate	Severe	Profound	TOTAL NIDD	TOTAL
Galway***	371	562	82	5	9	363	248	202	24	933	1065
Clare**	40	238	0	0	0	78	161	35	4	278	278
Limerick	392	363	348	0	7	101	192	84	22	363	754
South East*	40	399	27	0	9	92	203	89	19	439	740*
Southern	1820	370	333	761	100	402	401	184	9	2190	2190
Roscommon**	146	230	12	4	11	116	169	57	7	376	427
TOTAL:	2809	2162	802	770	136	1152	1374	651	85	4579	5454

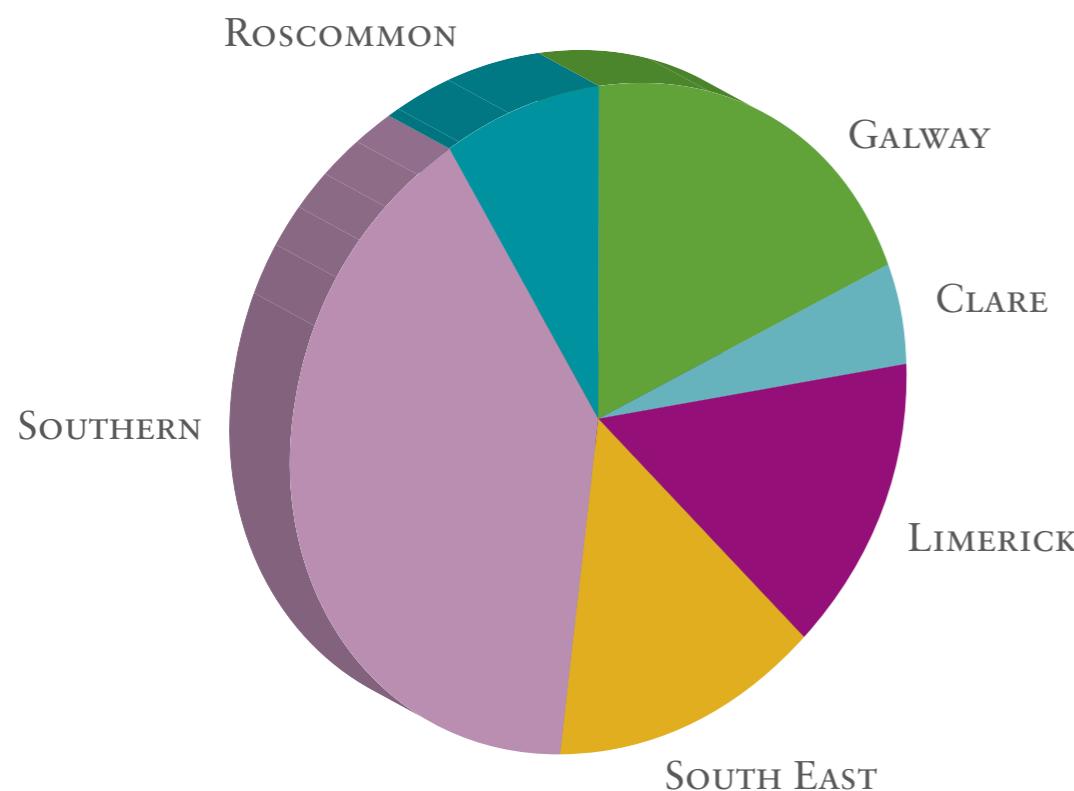
*A further 103 children and 198 adults external to the services received multidisciplinary supports from South East Services.

**360 Children Services in BoC Clare come under the Early Intervention Team which is a partnership between the HSE, Clare Federation, Enable Ireland.

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

****Galway Services provided multidisciplinary services to 391 children in the Early Intervention Services in partnership with the HSE and Enable Ireland

A total of 6,524 people received a service from Brothers of Charity Services in 2014.



MAIN RESIDENTIAL SERVICES 2014

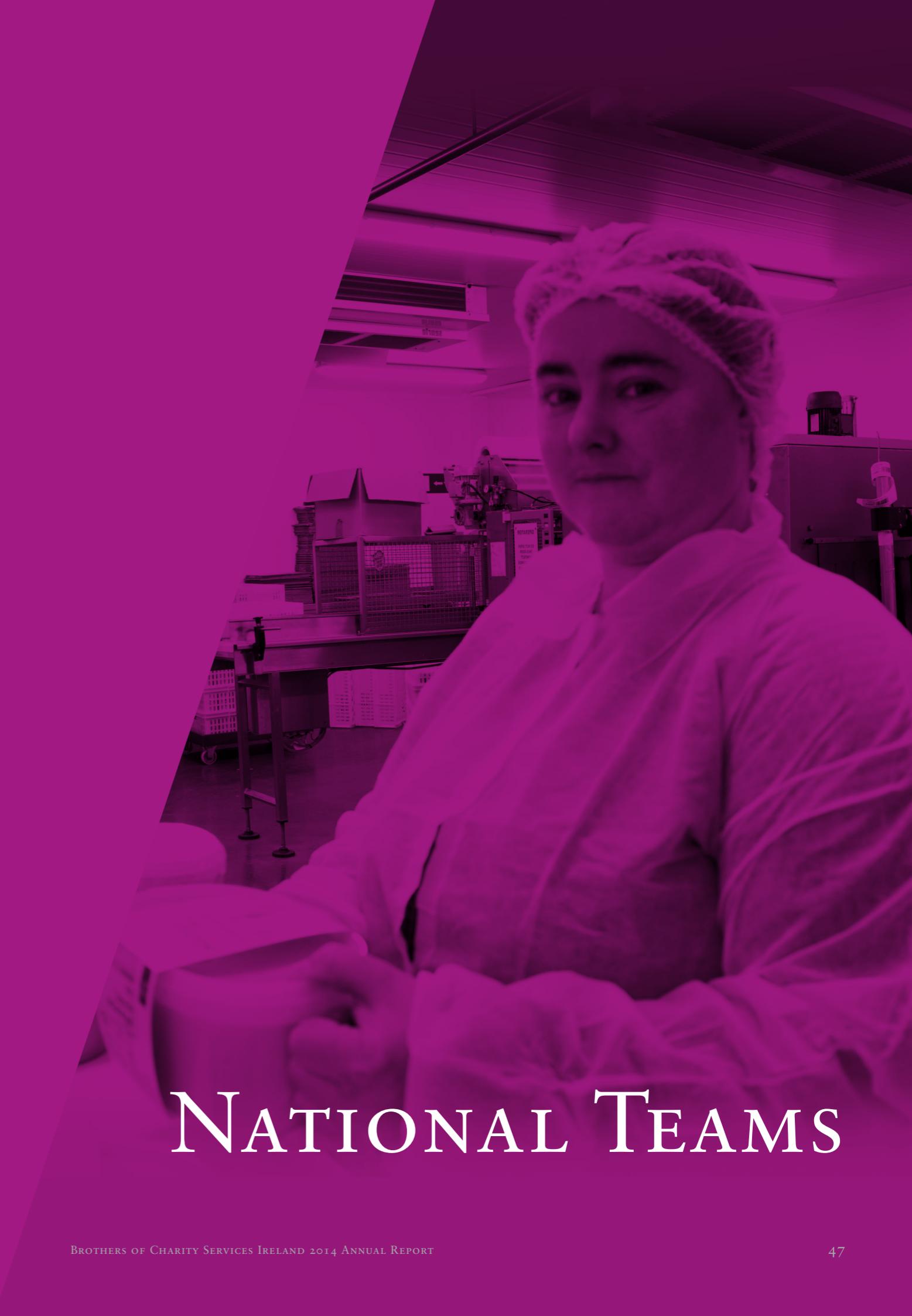
	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
HOME							
At home with parents		76	410	443	158	1658	190
At home with one parent		46	158	37	54	258	68
At home with sibling		11	13	13	16	4	9
At home with other relative		4	1	2	3	6	1
Lives with non relative		2	2	0	0	0	0
Adoption		0	0	0	0	7	0
Foster Care		2	5	3	2	29	11
TOTAL:	3702	141	589	498	233	1962	279
INDEPENDENT SETTING							
Lives semi-independently		8	32	6	26	27	14
Lives independently		2	50	10	6	3	9
Vagrant or Homeless		0	0	0	0	0	0
TOTAL:	193	10	82	16	32	30	23
COMMUNITY INTEGRATED LIVING SITUATIONS*							
5 day community group home		8	12	0	0	4	8
7 day community group home		13	27	35	1	58	0
7 day (52 week) group home		53	179	117	140	94	34
TOTAL:	783	74	218	152	141	156	42
RESIDENTIAL CARE							
5 day residential centre		0	0	0	0	0	0
7 day residential centre		0	0	11	0	6	0
7 day (52 weeks) residential centre		0	24	70	15	32	0
TOTAL:	158	0	24	81	15	38	0
OTHER							
Special intensive placements		4	7	4	15	0	30
Full time residential care -crisis/respite		0	0	0	0	0	0
crisis and relief centre		2	66	0	0	2	47
regular part time care		9	20	1	0	0	11
de-designated unit		0	0	0	0	0	0
Nursing Home & Mental Health		2	5	0	3	0	2
Holiday Residential Placement		0	0	0	0	0	0
Shared Care		0	2	2	0	2	0
Occasional Respite with Host Family		36	50	0	0	0	0
Other		0	2	0	0	0	0
TOTAL:	324	53	152	7	18	4	90
OVERALL TOTAL:	5160	278	1065	754	439	2190	434

*Clare - although listed under this category, due to the codes on the NIDD, some individuals included in these numbers are not in the traditional community group settings but are receiving a community based individualised service.

MAIN DAY SERVICES 2014

	TOTAL	Clare	Galway	Limerick*	South East	Southern	Roscommon
Early Childhood Services/Special Pre School	350	0	45	9	37	259	0
Ordinary Pre School	115	0	1	38	0	73	3
Child Education and Development Centre	53	0	53	0	0	0	0
Mainstream Education	1353	12	201	234	0	815	91
Special Schools	557	25	41	4	3	462	22
Special Class in Mainstream School	271	3	18	31	0	199	20
Resource Teacher	18	0	18	0	0	0	0
Home School	18	0	0	0	0	18	0
Training and Vocational Training	172	22	69	0	39	23	19
3rd Level Education	3	0	2	0	0	0	1
Sheltered Work Centre/Employment	260	2	30	61	161	6	0
Support Employment/Open Employment	162	13	27	6	0	98	18
Activation/Adult Day Centre	821	17	204	246	87	180	87
High Support/Intensive Services	187	27	42	23	33	9	53
Programme for the Elderly	139	11	42	21	24	32	9
Home Support	22	0	15	0	2	2	3
Other Day Service-Community Integrated living	197	145	6	0	38	0	8
No Day Service	38	1	33	0	0	4	0
Day Respite	5	0	5	0	0	0	0
Outreach Programme	6	0	6	0	0	0	0
Full time Residential - Day Programme elsewhere	7	0	0	0	0	7	0
Full time Residential - No Day Programme	6	0	2	1	0	3	0
Multidisciplinary Support Services	93	0	48	0	15	0	30
Generic Day Services	6	0	6	0	0	0	0
TOTAL FIGURES	4859	278	914	674	439	2190	364

*5 receive day service elsewhere & 75 children not attending any day service from us



NATIONAL TEAMS

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

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

The role of our National Teams is to act as a support for staff, to inform the Services, and to develop guidelines or governance statements with the National Office on issues relating to the teams' particular area of expertise. The work of each National Team is ongoing. Each Team reports to the Chief Executive and the relevant Board Sub-Committee.

CHIEF EXECUTIVE'S FORUM

The Chief Executive's Forum (CEF) comprises the Chief Executive, each company's Director of Services or Service Leader and the National Development Executive. It acts as an executive coordinating link between Companies. The National Board's strategy is implemented throughout the six Companies and the CEF support the development and implementation of the strategy. It also facilitates shared service functions within the Companies. This group meets six times annually and meets with the National Advocacy Council twice annually.

MEMBERSHIP

Norma Bagge	Director of Service, Limerick
Anne Geraghty	Director of Service Galway
Margaret Glacken	Acting/Director of Service, Roscommon
Julia Kelly	Services Leader, South East
Eamon Loughrey	Services Leader, Clare
Gina Magliocco	National Development Executive, Ireland
Una Nagle	Director of Southern Service
Johanna Cooney (Chair)	Chief Executive, Ireland
Mary Comer	Recording Secretary (PA to the Chief Executive)

NATIONAL BUSINESS SYSTEMS TEAM (NBST)

Towards the end of 2014 a Head of ICT was appointed within the Services with the purpose of bringing together all of the ICT functions within the Brothers of Charity Services Regions into a single integrated business unit.

NATIONAL QUALITY & EVALUATION TEAM

The work of the National Quality & Evaluation Team is informed by national and international best practice, quality systems, policies and reports including HIQA, The Council for Quality and Leadership (CQL), HSE New Directions, Time to Move on from Congregated Settings Report 2011, Report of Disability Policy Review and the Value for Money Review Report 2012. The Team focuses on supporting the implementation of recommendations and requirements from these processes to ensure continuous improvements and a creative response in local service delivery across the regions. The team met four times during the year.

ACHIEVEMENTS 2014

- Provided support to Persons in Charge, management and staff to meet regulations and inspection criteria as part of the registration process for each designated centre within the regions for example developed templates for the Statement of Purpose, Individual Service Agreement and Residents Guide.
- The Galway Service Users Council developed easy read versions of the Individual Service Agreement and the Residents Guide.
- Recommended a process for the 6 monthly and annual reviews.
- All six regions were involved and successfully completed the Enabling Excellence (SSDL) training funded by Genio.
- Many regions provided additional Social Role Valorisation (SRV) training to staff and management. Roscommon contracted Hope Leet Dittmeier to provide additional training and mentoring to participants of the SSDL training.
- Roscommon were involved with HIQA in developing scenarios related to the ID sector to support the delivery of the Institute for Health Improvement Training Modules. Cork, Limerick and Galway completed the entire course. While there were elements of some modules of benefit, overall the course focus was based on the medical model and therefore its relevance to the disability sector was limited.
- Roscommon completed the Person Centred Excellence Interim Review in August. Waterford completed the 4th Accreditation visit for Quality Measures in May. Galway Services completed the Person Centred Excellence Basic Assurances Update and are working towards the Person Centred Excellence Interim Review in September next year.

- Waterford completed a review of the recruitment process that includes individuals with disabilities, to explore ways of enhancing the process further, to develop the skills and capacity of others to be involved in the recruitment process.
- Cork piloted the Kilkenny Social Inclusion training within Day Services and are now exploring next steps for 2015.

OBJECTIVES 2015

- Continue to support the persons in charge, management and staff meet regulations and inspection criteria as part of the HIQA registration process for each designated centre within the regions.
- Many regions have plans to progress the Enabling Excellence training within their regions in a number of ways such as focus on school leavers, identify specific staff teams and project areas to mentor through SSDL and deliver more SRV training to staff.
- Regions involved in CQL to continue to engage with the Person Centred Excellence Accreditation process with CQL giving consideration to how and timeframe involved whilst meeting registration obligations with HIQA.
- Explore quality initiatives within day services to ensure ongoing development in line with New Directions.

MEMBERSHIP

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

NATIONAL TRAINING & DEVELOPMENT TEAM

The Brothers of Charity Services engage with all people of good will in building a better world for every human being, especially those who are in danger of being marginalised.

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

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

ACHIEVEMENTS FOR 2014

- Identified and delivered training that supported the organisation implement systems and processes to comply with the Health Act 2007 (Care and Support of Residents in Designated Centres for persons (Children and Adults) with Disabilities) Regulations 2013.
- Members of the committee linked with the National IT personnel in Galway on upgrades and ongoing improvements to the National Training Database going forward.

- Attended briefing sessions with regard to the registration and regulation of disability residential services and New Directions Day Services and provided on going updates to managers and staff in regions.

- Provided support to managers, person in charge and staff around documents and templates required for registration e.g. Statement of Purpose, Individual Service Agreement, Training Records, Training Matrix and Guidance Documents published by HIQA.

- All regions completed Enabling Excellence Training and provided feedback on the experience and learning to their management team.

- Reviewed local training policies and prepared a draft National Training Policy.

- Explored the possibility of compiling a national reference document of training providers however given the diversity of the training approach across regions it was only relevant to look at MAPA. Agreed to centrally order resources for MAPA training in 2015.

- All regions have delivered a number of different on - line courses to explore the potential and possibility of this approach. Overall, there is a need to enhance IT infrastructure across all regions to support an E-Learning approach going forward.

- Some regions completed the Institute for Health Improvement training modules.

ACTIONS/PROJECTS FOR 2015

- Continue to support the PIC, managers and staff teams to comply with regulations and registration requirements for residential services for children and adults with disabilities.
- Align training provided within regions to meet requirements of regulations and registration of disability services.

- Explore the options available in terms of the accredited training required for the PIC and PPIM

- All regions are exploring ways to disseminate learning of SSDL, implementing plans, evaluating effectiveness of plans and delivering additional training within regions and/or participating in further training opportunities with Genio.

- Continue to explore and evaluate the effectiveness and benefit of training through on line learning modules.

MEMBERSHIP

Jodie Healy	Roscommon
Mary Rowan (Chair)	Clare
Rebecca Santos	Cork
Denise Shaw Kelly	Limerick
Mairead Vaughan	Galway
Kaye Whelan	Waterford

NATIONAL HUMAN RESOURCES (HRM) TEAM

The National Human Resources Team comprises HR representatives from each of the regions. Its objective is to co-ordinate the HR function in addition to sharing best practice. The HR Team met 5 times in 2014. 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 TEAMS KEY ACHIEVEMENTS IN 2014.

- Membership of the National LRC group in relation to sleepovers
- All regions are utilising Pensions Shared Services in 2014
- Preparing the HR function for the impact of HIQA registration
- Introduction of new sick leave schemes across all regions
- Management of measures agreed under the Haddington Road Agreement

- Finalised a draft of a revised National procedure on the investigation of allegations of abuse against staff
- HR input to the Service Improvement Team process

MEMBERSHIP

Judith Conway	Southern
Colette Geoghegan	Clare
Mary Hennigan/Ciara O'Dowd	Roscommon
Michelle Kenny	Galway
Brian Leahy (Chair)	Limerick
Elizabeth Tyrrell	South East

NATIONAL ADVOCACY COUNCIL

The National Advocacy Council, which is comprised representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on five occasions during 2014 - March, May, July, September and November. The Council also had two meetings with the Chief Executive's Forum in March and November 2014.

THE MAIN ISSUES DISCUSSED ARE AS FOLLOWS:

- Service Users Paying for Staff to go on holidays
- BOCS House Charges / Nursing Home Charges
- HIQA
- Inclusive Research Group and other Research being undertaken within the BOC Services
- Developing Easy Read Policies - the Visitors Policy was the first Easy Read National Policy finalized in 2014
- New National Structures for the BOCS
- National Advocacy Conference
- Name change for Brothers of Charity Services
- Clare Region presented at the IASSID Conference in Vienna in July
- National Advocacy Council Logo
- Payment for work on the National Advocacy Council
- New Directions
- Work was done on the UN Convention and the Assisted Decision Making Bill

The National Advocacy Conference was hosted by the Roscommon Region on 18th October 2014. The theme for this year's conference was 'Equality for All'.

The National Council will continue to be involved in developing and consulting on National Policies.

The number of people participating in the National Advocacy Council has risen during 2014 and we are looking forward to working with our new members.

Members of the National Advocacy Council also participate in external projects such as:

- the National Platform of Self Advocates;
- Inclusive Research Network;
- Working with Senator Katherine Zappone and NUIG on the 'Right to Love' Bill;
- Next Steps Project;
- New Directions; and
- Inclusion Ireland.

The National Advocacy Council has gone through a restructuring process putting in place a more formal structure with agreed roles to ensure it is more effective and efficient. The new roles are:

Chairperson	Christine Burke
Vice Chairperson	Brian Hogan
Treasurer	Michael O'Toole
Vice Treasurer	Aoife Hegarty
Venue Coordinator	Helen O'Regan
Media Officer (a person from Cork Advocacy Council will fill this post).	

The role of Secretary will alternate from person to person by agreement.

During the year the Galway advocates informed the Group on their input into staff training at induction and at personal outcomes training days. This prompted other regional advocates to request involvement within their own regions. A manual was put together by representatives from the South East to advise regions on how best to organise national conferences. Each region will use this

manual and add to it after hosting the event to ensure continuing learning.

MEMBERS

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

FACILITATORS*

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

*Facilitators = staff who support Advocates



National Advocacy Council 2014

NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM

During 2014 the National Policy Team focused on reviewing the policies required by HIQA. Policies updated and/or developed in 2014 are as follows.

- Missing Persons
- Education Policy for Children
- Food and Nutrition
- Code of Practice for Staff working with Adults
- Code of Practice for Staff working with Children
- National Policy and Procedures for the Safeguarding of Vulnerable Adults at Risk of Abuse
- Intimate/Personal Care
- Infection Control
- Access to Education, Training & Development
- Procedures for the Investigation of Allegations against Staff of Abuse of Vulnerable Adults
- Risk Management

The following policies are in draft and will be finalised in 2015.

- Admissions, Discharges and Transfers
- Communication Policy
- Lone Workers Policy
- Records Management Policy
- National Complaints Policy
- Dealing with Behaviour that Challenges
- CCTV

MEMBERSHIP

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

NATIONAL FINANCE TEAM

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

The following is a list of the main activities undertaken by the F-team in 2014:

- Review and discuss the impact of the HSE allocation cuts imposed in 2014 and proposed for 2015 in order to develop solutions to the on-going funding gaps created by the cutbacks.
- Discussion on the on-going work on the non-pay Procurement procedures and policy of each company
- Discussion and the work involved on the NHASS account deficit of each company and obtaining an agreement from the HSE to cover the deficit.
- Discussion on the on-going review of the Corporate Structures of the Service carried out during the year.

MEMBERSHIP

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



CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT 2014

SUMMARY OF CONSOLIDATED ACCOUNTS YEAR ENDED 31ST DECEMBER 2014

<u>Income</u>	
Health Service Executive	155,917,465
Other HSE Grants	9,243,034
Other Income	15,370,006
Deferred Income Released	(385,372)
Designated Funds Released	223,630
HSE Additional NHASS Funding 2014	1,644,912
Total:	182,013,676
<u>Expenditure</u>	
Pay	156,191,720
Non Pay	26,861,558
Total:	183,053,278
(Deficit) for the year	(1,039,603)

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



EMPLOYMENT STATISTICS 2014

EMPLOYMENT STATUS

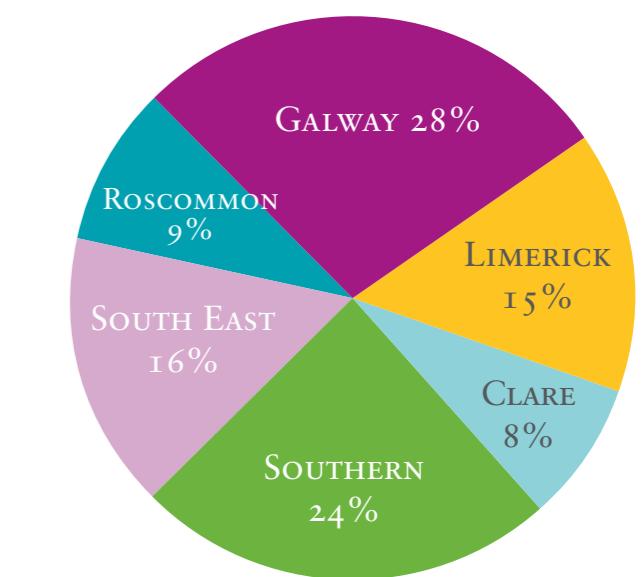
Service Company	Permanent	Permanent	Fixed Term	Fixed Term	Specific Purpose	Specified Purpose		
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Total No.	Total WTE
Galway	366	354	7	212	15	25	979	786.16
Limerick	173	207	21	126	0	0	527	427.54
Clare	49	166	5	13	55	0	288	217.78
Southern	267	240	0	319	0	0	826	655
South East*	215	173	15	26	106	0	537	446.56
Roscommon	72	299	3	0	0	0	374	250.31
TOTAL	1142	1439	51	696	176	25	3531	2783.35

WTE = Whole time equivalent

*2 training

WTE EMPLOYEE NUMBERS 2014

Galway	786.16
Limerick	427.54
Clare	217.78
Southern	655
South East	446.56
Roscommon	250.31

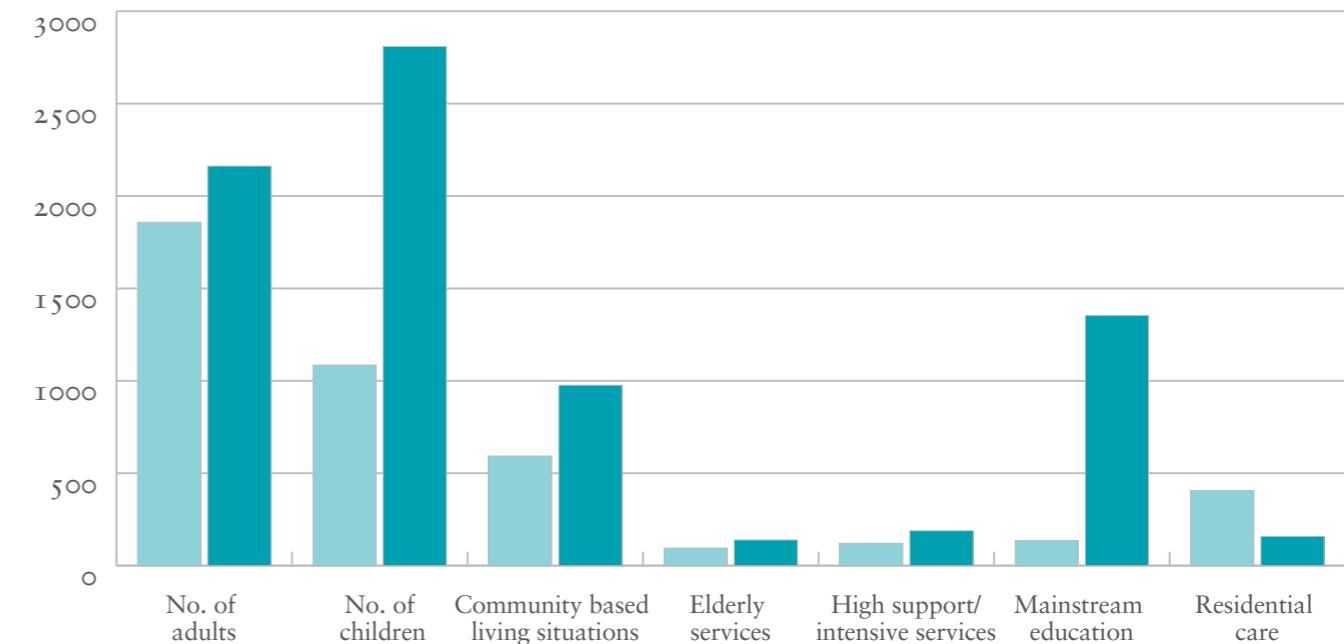


COMPARISON FIGURES IN RELATION TO SERVICE DELIVERY 2004:2014



COMPARISON FIGURES FOR 2004 AND 2014

	2004	2014
No. of Adults	1858	2162
No. of Children	1085	2809
Community Based Living Situations	593	976
Elderly Services	95	139
High Support/Intensive Services	121	189
Mainstream Education	136	1353
Residential Care	406	158





VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY

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

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

- Supporting individuals to engage in social and recreational outings and activities such as attending dances, social gatherings, shopping and swimming;
- Volunteer Buddy Scheme - volunteers buddying with individuals and supporting them to establish and maintain friendships;

- Supporting individuals to attend matches or to visit their family; and
- Individuals with particular skills and expertise in, for example, Information Technology, Gardening, Arts and Crafts choose to volunteer their time in day services.

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

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

For further information please log onto our website or phone the Brothers of Charity Service closest to you.

www.brothersofcharity.ie/volunteers.php

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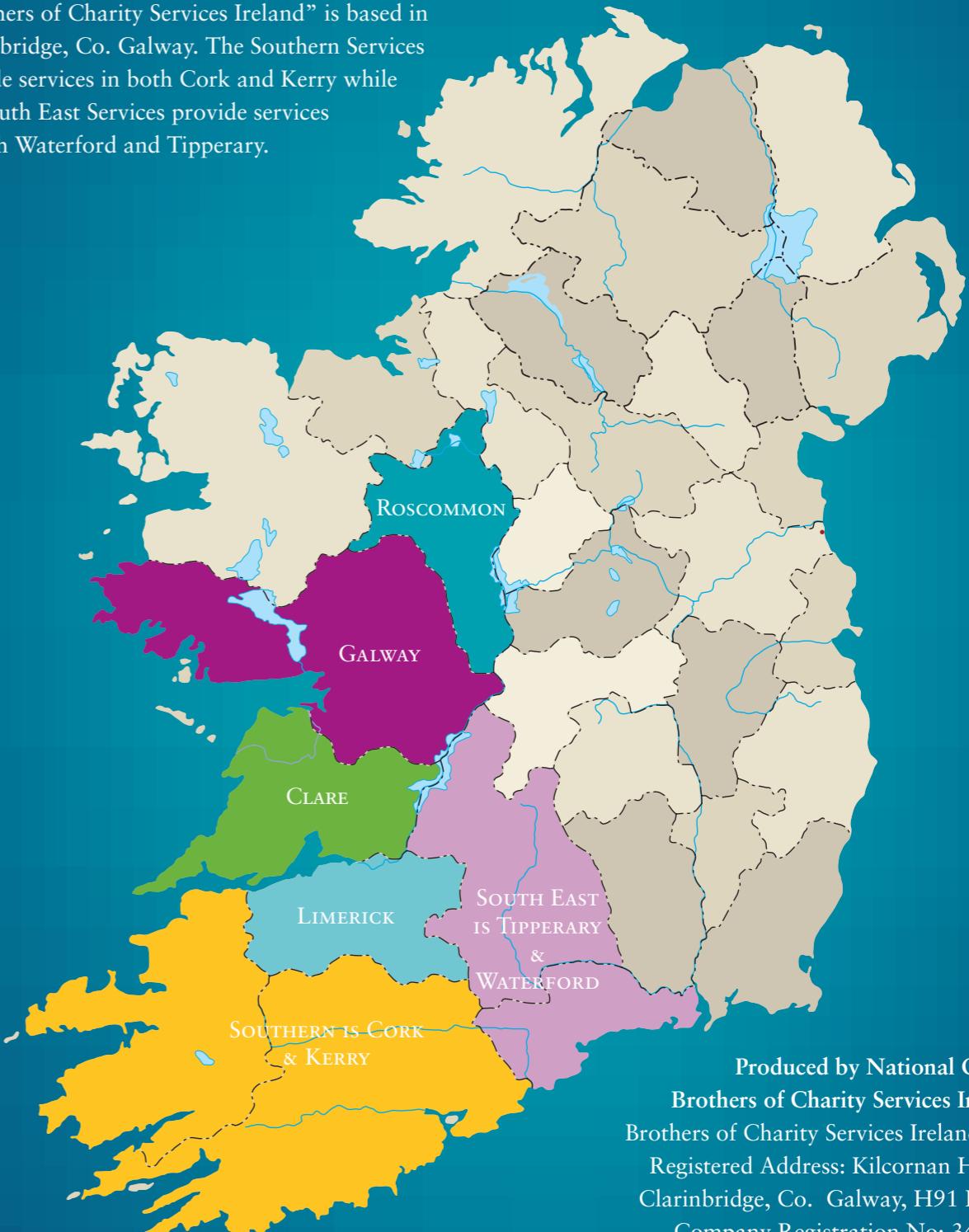
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Each colour indicates the geographical area covered by the service company. The National Company, "Brothers of Charity Services Ireland" is based in Clarinbridge, Co. Galway. The Southern Services provide services in both Cork and Kerry while the South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



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