

BROTHERS OF CHARITY SERVICES IRELAND  
Annual Report



2016

# 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)



PROOF





## Table of Contents

FOREWORD	4
<i>National Chairperson</i>	4
<i>Chief Executive</i>	6
INTRODUCTION TO SERVICES	8
SERVICES STRUCTURE	10
<i>Approach to Service Provision</i>	12
<i>Organisational Structure</i>	13
<i>Company Board Membership</i>	14
COMMITTEES OF THE NATIONAL BOARD	16
REPORT FROM EACH COMMITTEE CHAIRPERSON	18
<i>Brothers of Charity Services Clare</i>	18
<i>Brothers of Charity Services Galway</i>	21
<i>Brothers of Charity Services Limerick</i>	24
<i>Brothers of Charity Services Roscommon</i>	26
<i>Brothers of Charity Services South East</i>	29
<i>Brothers of Charity Southern Services</i>	32
NATIONAL ADVOCACY CONFERENCE REPORT 2016	34
SPECIAL PROJECT REPORT CODE OF PRACTICE TRAINING	36
SERVICE STATISTICS	38
NATIONAL TEAMS	42
<i>Chief Executive's Forum</i>	44
<i>National Business Systems Team</i>	44
<i>Quality &amp; Evaluation</i>	45
<i>Training &amp; Development</i>	45
<i>Human Resource Management</i>	48
<i>Advocacy Council</i>	48
<i>Designated Officers Group</i>	49
<i>Policy Development &amp; Review Team</i>	50
<i>Finance Team</i>	50
<i>HIQA Provider Nominee Working Group</i>	53
CONSOLIDATED INCOME & EXPENDITURE ACCOUNT	54
EMPLOYMENT FIGURES 2016	56
VOLUNTEERING IN BROTHERS OF CHARITY SERVICES	58
CONTACT DETAILS	60

# FOREWORD

## NATIONAL CHAIRPERSON Bro. Alfred Hassett

Dear Friends,

I am pleased, on behalf of the Board of Brothers of Charity Services Ireland, to present to you our Annual Report 2016.

The National Board of Directors wishes to express its deep appreciation to all associated with the Brothers of Charity Services throughout Ireland, especially to the many individuals, and their families and advocates, for the confidence and trust they continued to place in us throughout 2016. It is in experiencing and sharing the joys and sorrows, the challenges and successes of our daily lives that we all continue to learn, achieve our goals and, together, build a better world for all citizens.

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

During 2106 the Services continued, in as far as possible, to offer the individuals we support every opportunity to live and enjoy ordinary lives in their local communities. As a provider of services we value the myriad of community connections and natural supports that assist us in fulfilling our mission. In addition we value the expertise, flexibility and creativity of our staff teams which are core strength of the Brothers of Charity Services and, on behalf

of all the Directors of the National Board, I extend our deep appreciation to all staff members for their continuing commitment to our mission.

During 2016 the Brothers of Charity Services National Board has been preparing to introduce significant changes to the governance structures of the Services. The Brothers of Charity Congregation, with the National Board of Directors, would like to take this opportunity to express their deep appreciation to the Directors of the Local Boards for their work with us during the past year in preparing for a new governance structure which will achieve strong corporate governance while retaining the best elements of subsidiarity.

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

On behalf of the Board I extend our sincere thanks to the Chief Executive, the members of the Central Leadership Team, and the staff of the National Office; Directors of Services and Service Leaders, Management and Multidisciplinary Teams, and Staff of the Services. They worked diligently throughout the year in continuing to promote the creation of opportunities for each person we support to develop and enrich their lives in a community and society where all are valued and cherished. In particular I extend a warm word of thanks to the many volunteers attached to our Services throughout the country who give of their time freely to support us fulfil our mission.

Finally, on behalf of the National Board I wish to acknowledge and thank the many Government Departments, the Health Service Executive as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout 2016, and we look forward to our continued partnerships with them during 2017.

Brother Alfred Hassett  
Chairman, On behalf of the National Board



## CHIEF EXECUTIVE Johanna Cooney

Dear Friends,

Welcome to the Brothers of Charity Services Ireland 2016 Annual Report. It gives me great pleasure to share with you a brief overview of the activities of the Brothers of Charity Services during the year. When BOCSI incorporated the Services in 2007, establishing a national company and six subsidiary companies, it committed to carrying out a review of the new structures after a six year period to assure itself that the structures remained fit for purpose. Following that service wide review the Board took the decision in 2014 to restructure the services to form a single legal entity with services being delivered through a regional structure that would be aligned to the HSE Community Health Organisations structure. The reason for this internal restructuring is to achieve more efficient and effective governance via a single Board of Directors, ensure accountability, statutory compliance and high quality services. Over the course of the past year Senior Managers throughout the Services worked very hard to ensure a smooth merging of all six subsidiary companies into one company, Brothers of Charity Services Ireland. This legal restructuring was finalised on 31st December 2016 and a new Legal Company, Brothers of Charity Services Ireland CLG (BOCSI), came into being on 1st January 2017.

It is important to say that the single company structure aims to retain the best elements of subsidiarity while ensuring there is a new governance structure to match the future needs of the organisation with an Ethos mirroring the original founding ethos and values of the organisation. It will also ensure that there is appropriate information and knowledge at Board level to inform the strategic direction of the organisation. It will support accountability, transparency and compliance as well as helping to ensure that our funders, and the public, have confidence in how we do our business. This new structure will facilitate a clear single operational authority that can ensure consistency of approach and accountability across all service regions and areas.

In addition we are confident that the many individuals who are supported by our Services will benefit from improved service standards due to an increased sharing of expertise and best practice, improved efficiencies, and further effective use of resources.

BOCSI has always been committed to delivering the best quality services possible and this was again the case in 2016. During the year our Services underwent 100 HIQA inspections throughout the country. In the course of these inspections a total of 1,375 outcomes were tested and our Services achieved a national compliance rating of 73.3%. The Services continue to work to achieve full compliance in all areas; however, additional resources are required to complete all necessary actions. During 2016 the Services engaged with the HSE, at both local level and national level, in respect of the funding required; however, to the great concern of the Board and the Services, we were unsuccessful in acquiring additional resources in 2016. The lack of resources necessary to achieve compliance in some areas presents enormous challenges to the Board, management and especially frontline staff who, often in difficult and challenging circumstances, continue to work hard to improve the quality of life for the individuals supported by our Services.

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

During the past year the members of the National Advocacy Council continued to work tirelessly on issues of concern to their members and the wider disability sector. We welcomed our regular meetings and discussions with the Council whose tremendous contribution greatly influences the direction and development of our organisation and continues to keep us focused on our core values – the dignity and humanity of each person.

Increasing demands are being placed on the staff throughout the Services and I would like to acknowledge those who participate in our many National Teams to undertake specific projects, and share learning and understanding throughout the organisation. I also extend a very special word of thanks to our many volunteers throughout the Services who gave of their time freely during the year. Your contribution makes very positive differences too many lives and for that we are very appreciative.

I wish to acknowledge the continuing support and guidance given by the Directors of the Board of BOCSI to our Services at national and local levels. I extend a sincere thank you to the Congregation of the Brothers of Charity, in particular, Br. Alfred Hassett, Chairperson of the National Board and Br. Noel Corcoran, Regional Leader, for their generous support during 2016.

Thank you to everybody who supported us in any way during 2016 – your support makes a difference.

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

With kind regards,  
Johanna Cooney  
Chief Executive

# INTRODUCTION TO SERVICES

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

Today our Services focus on providing support to people with an intellectual disability in Ireland throughout the counties of Clare, Galway, Roscommon, Limerick, Cork, Kerry, Waterford and Tipperary. An overall total of approximately 5,721 people and their families access our services annually, supported by some 3,792 staff (3,039.27 whole time equivalent). Respecting and promoting the dignity and humanity of each person has always been the core value of the Services. The principal object of the Brothers of Charity Services Ireland states,

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

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

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

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

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# 2016 SERVICE STRUCTURE

## BROTHERS OF CHARITY SERVICES IRELAND AND ITS SIX SUBSIDIARIES

The Brothers of Charity Services Ireland is the single shareholder with six subsidiary companies that deliver services, on behalf of the Congregation of the Brothers of Charity in Ireland. These services are provided to persons with intellectual disability throughout counties Roscommon, Galway, Clare, Limerick, and in the Southern region (Cork and Kerry) and the South East region (Waterford and South Tipperary). Each of the six subsidiary companies is a company in its own right and has its own Board of Directors and its own Service Arrangement with the local HSE. Each Company has its own annual budget received mainly from the HSE through its local CHO area.

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

on Quality and Leadership (CQL). Our services are also monitored and inspected by HIQA.

The National Company is supported by the National Office which comprised the Chief Executive, the National Development Executive and the PA to the Chief Executive. As part of the restructuring process of the organisation and to support the transition to one single entity, a Central Leadership Team led by the Chief Executive is being developed which will consist of the Head of Finance, the Head of HRM, the Head of ICT, the Head of Procurement, the Head of Risk & Compliance, and the Head of Quality & Training.

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

# APPROACH TO SERVICE PROVISION

A General Overview of the Brothers of Charity Services in Ireland

Services include:

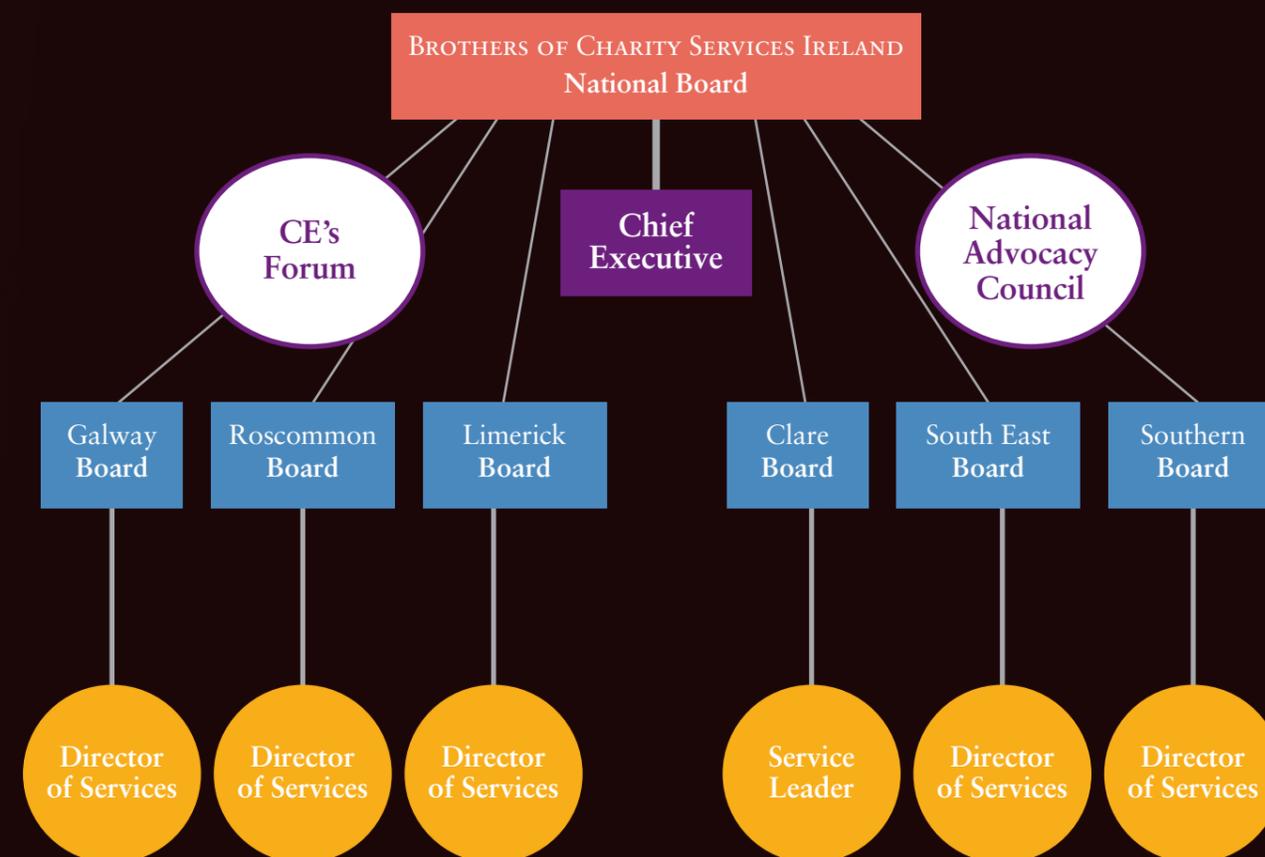
- Early Assessment Intervention
- Development and Pre-School Services
- Health Related Support Services
- Educational Services
- Residential Care
- Day Activation for Children and Adults
- Vocational Preparation
- Advocacy Support
- Supported Living Arrangements
- Personal Development Training
- Family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

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

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

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 2016



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

# BOARD MEMBERSHIP 2016

## 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  
M. Allen

### SOUTHERN DIRECTORS

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

### CLARE DIRECTORS

G. Lyons (Chair)  
M. Allen  
K. Brennan  
P. O'Shea

### GALWAY DIRECTORS

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

### SOUTH EAST DIRECTORS

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





# BOARD COMMITTEES

There are currently four committees in compliance with the Code of Practice for the Governance of State Bodies.

## AUDIT COMMITTEE

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

## QUALITY AND RISK COMMITTEE

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

## NOMINATIONS COMMITTEE

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

## REMUNERATION COMMITTEE

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

Each Committee acts in accordance with its Terms of Reference, which are agreed by the Board, and reports to the Board as required.

Brothers of Charity Services Ireland acknowledges and appreciates the high quality, dynamic inputs of its own various sub-committees, of its subsidiary companies and of all associated with our work in supporting persons with intellectual disability in Ireland.

# BROTHERS OF CHARITY SERVICES CLARE

## Gerard Lyons, Chairperson of the Board of Directors

On behalf of the Clare Board of Directors, I am pleased to present a summary of the activities and challenges arising in 2016. The year was another challenging exciting and busy year for an expanding service in Clare. The Service as the main provider of supports to people with an Intellectual disability in County Clare was very busy in dealing with the increasing number of emergency and planned referrals to its day and residential services. As in previous years, it is very apparent that there are an increasing number of individuals in the county living at home with an elderly parent in bad circumstances who are now requesting access to residential services.

Unfortunately a feature of 2016 was the lack of sufficient funding available from the HSE to deal with emerging emergency cases as the number of successful business cases for funding dried up compared to more recent years. This will have consequences as there remain a large number of people in the county requesting residential placements which will have to be addressed in the coming years.

On a more positive note, the main service development was in relation to the opening of new services for school leavers and RT Exits in the latter part of the year in new locations in Ennis, Kilrush, Miltown Malbay and a proposed new service in Killaloe. The increase in numbers of individuals being supported by the Clare services has resulted in a very significant rise in the number of staff employed by the region, 30% increase during 2015 and 2016, which is challenging the capacity of the Service going forward to provide the multi-disciplinary inputs, staff supervision and administration supports while striving to maintain an individualised support for each person.

During the year, all active residential designated centres (25) operating under HIQA regulations successfully completed the registration process with the Authority. Each Inspector from HIQA was complimentary about the respectful way that staff interacted with individuals living in each house. Overall the registration process during 2016 was a very positive experience for the Services in Clare with no major non-compliance outcomes resulting from inspections. The Persons in Charge, local managers, together with the quality manager, deserves great credit for this achievement in 2016. Persons in Charge of each centre received two days specialised training on the regulations from an external trainer in April 2016 and a number of the same staff and PPIM's for each centre participated in a Fetac Level 6 "Management Essentials" course in May and June 2016. The training involved 3 training days and the completion of 6 online modules and 3 assignments.

In 2016 a number of individuals on our Ennis Streetwise Rehabilitative programme were finalists in the Aontas Star awards for a research project on heritage education in the Burren which included presenting their experience to the Geopark management team and working with the Educational Training Board in the County.

In addition the Streetwise Programme launched a Self-Advocacy module in conjunction with the Mary Immaculate College Limerick where 2 individuals from the Service continued in full time education. The Vocational Training Programme completed a cycle of training programme for trainees during the year and had 6 learners attending a level 4 retail skills programme and 10 learners on an employability skills programme. This programme continues to increase the educational options available to people in the Service and getting people into mainstream employment.

PROOF

Banner Housing Association (The Association) moved a step forward in achieving the aims set out in its strategic plan 2014-2018 by continuing to provide accessible housing to individuals requiring accommodation in the county. Unfortunately it was not successful in any of its Capital Assistance Scheme grant applications during the year resulting in other schemes such as the Long Term Leasing scheme and private financing becoming the main source of new properties. For example the Association purchased two apartments in Ennis using private finance which was facilitated by Clann Credo. During 2016, the Association began adapting to the Voluntary Regulation Code for Approved Housing Bodies and submitted the annual return for 2016 to the Regulator in October 2016.

The Services in Miltown Malbay moved into its first permanent day services location in early 2016, following the purchase of a location in Cuir Na dTonna in 2015 as a base for the provision of day supports for 12 individuals from the area. The new day services location serves as confirmation to the individuals and families in the town of its commitment to supporting people in their own community. During 2016, the service in the town applied to HIQA for its first house to be registered as a residential centre, it is expected that once this house will be registered in early 2017, it will provide respite to a number of individuals from the area. The Services in Scarriff held an open day in June 2016 to celebrate the opening of the new day and respite centre in the town. The event was a great success and was enjoyed by many people in the local community. This centre is a real example of community partnership with the local parish council in the town.

Home Share Clare continued to provide respite options to both Children and adults during 2016. An average of 40 adults and 35 children were in

receipt of home share supports from Host Families on average during 2016. This service is an invaluable support to both the Service and Families especially in an environment where residential funding is becoming hard to obtain and with the advent of HIQA Regulations resulting in delays in the opening of new designated residential centres. The Service was part of a HSE review of governance arrangements in Homeshare services during the year from which a national report was produced "Home Sharing in Intellectual Disability Services in Ireland". This report has recommended that additional resources are required to maintain present governance levels in the Homeshare service.

Four staff in the Service attended the National Code of Practice training for trainers' course in April 2016. The training of staff on the Code commenced in June 2016 with approximately 150 staff trained before year end. It is intended that all other staff in the Service will be trained on the Code by the end of 2017. A number of staff and individuals made a presentation at a National Federation conference "Safeguarding –everyone's responsibility" in November 2016. The individuals concerned spoke about the importance of people being able to recognise abuse and report it together with the importance of drama and film in getting this message across in a more accessible format. A film on recognising abusive situations, which was a work in progress at the time of the conference, was part of the presentation on the day. This DVD on Safeguarding will be finalised in early 2017 for general distribution.

The Clare Advocacy Platform (CAP) had a very busy year in 2016. The advocates oversaw a series of memorable events during the year with the main event being the hosting of the national self-advocacy conference in the West County Hotel in Ennis.



The title of the conference was “The Rising Tide of Learning Disability Ambition” which was to chime with the centenary of 1916. The conference was a great example of the coming together of advocates and staff from all levels in the Service to facilitate the production of a very successful event for over 300 delegates. Aside from the conference , advocacy groups from around the county waged their own campaigns instigating community actions in road safety , trading markets and collaborative projects in theatre, advocacy education and new service developments as well as giving members the opportunity to speak about their own needs and ambitions .

On behalf of the Clare Board of the Directors, I wish to acknowledge what has been achieved in 2016 and to thank management and staff in the Clare Services, members of the local communities and families who support us in our work and the local staff in the HSE for their continued efforts to support individuals in the Services have a good life. As the local Board of Directors in Clare will no longer exist as a result of the corporate restructure with effect from 1st January 2017, I also wish to take this opportunity to thank my fellow directors in the former Clare Company for their work and dedication to the Services in my time as Chair.

## BROTHERS OF CHARITY SERVICES GALWAY

Patrick McGinley, Chairperson of the Board of Directors

The Board would like once again to acknowledge the dedication and commitment of the staff of the Services who continue to support people in so many ways to achieve their personal goals. The relationship between staff and the people we support is a core value of the Services, and the quality of this relationship is obvious in every area, and it is a consistent comment by inspectors in each HIQA inspection. The genuine warmth and sincerity of this relationship is greatly valued and appreciated.

A review of 2016 in the Galway Services reveals a year of significant achievements in a challenging and demanding environment. The Services continue to experience the effects of many years of deep financial cutbacks. During the years of budgetary cutbacks the goal of the Galway Services was to protect front line services as much as possible. This resulted in disproportionate cuts to back office and administration supports. In an increasingly regulatory environment there is huge pressure on our administrative supports which have borne the brunt of the years of cutbacks. Lack of adequate funding for minor capital expenditure which has affected the upkeep of the transport fleet and the maintenance of buildings is a continuing pressure. The population of Galway continues to grow and this results in increasing demands for services. However, despite all of these significant challenges, the year brought many successes and achievements, both for individuals using the Services and for the service areas right across the county.

### REGULATION AND QUALITY

The registration inspections by HIQA of our thirty-three Designated Centres were commenced later than in many other organisations. This resulted in an intensity of inspection visits and by year-end 25 Centres had successfully achieved their full

registration certificates. I would like to acknowledge the support of everybody involved in the process and congratulate them on this very significant achievement. The inspections are by their nature challenging but the outcome has validated the quality of our residential services and has highlighted the need for some further improvements and developments. I would also like to thank the residents who welcomed the inspectors into their homes and told them about their lives.

### THE ARTS AND MORE

The Galway Services have a strong belief in the value of involvement in the Arts in all its forms for the people who use our Services. There is ample evidence of how supporting people to use their creative talents opens up new worlds for them in building self-confidence; in giving alternative avenues of communication; in building relationships with others of similar interests; and in illustrating the abilities and talents of the people we support. We are very lucky to be supported by staff who share this belief and by the vibrant Arts Community in Galway. In the year that Galway won the bid to be the European Capital of Culture in 2020 I feel it is appropriate to highlight the involvement of people who use our services as artists. The following is just a small number of examples of the dynamic activities throughout the Services in 2016.

Blue Teapot’s film Sanctuary had its premiere in the Galway Film Fleadh in July and won the Best First Feature Film Award. It will go on general release in spring 2017. The “Teapots” are also active participants in the Galway 2020 Capital of Culture Programme and are collaborating with like-minded arts organisations for people with intellectual disability across Europe to stage a special festival during Galway’s 2020 European Capital of Culture year.

“That’s Life” continues to push the boundaries of supporting people with high support needs to get involved in drama and music performance through their multi-sensory theatre work. In May “In Flow” a unique and immersive performance fusing electronic music, gamelan percussion, and visuals was performed in Nun’s Island Theatre by That’s Life Players. The rock band “Electric Dreams” recently performed at a mainstream music venue to great acclaim. The boundaries of That’s Life and what they can achieve are greatly hampered by lack of physical space for their programme, and achieving that appropriate creative space is a goal for the organisation.

#### PARTNERSHIP IN ARTS PROJECT

The Partnership in Arts Project supports a wide range of programmes, mostly located in day services throughout the county, and we are very grateful to Galway County Council which provides funding for the project. Examples of the 2016 partnership projects include the following.

A visual art project entitled “Identity” and involving people who use our service exploring the notion of ‘self’ through a variety of art mediums was the focus in the Swan Centre in Athenry.

The “Drumming for Fun” project involved 17 people in Tope Resource Centre with the support of two local artists, a musician and a visual artist, creating their own Mitchell Drum - a drum that can be played by people with varying degrees of dexterity. The group participated in a public performance on Culture Night.

The “Buddy Bench” project by people in Viewpoint Resource Centre involved placing buddy benches in school yards so that children who have no one to play with can sit on the bench and indicate that they need a buddy. Ten people participated in the project which was linked to the Buddy Bench Ireland initiative aimed at promoting positive mental health and providing young people with a sense of community belonging.

A Fire Safety Training resource for people who use our services developed in consultation with the

Galway Fire Brigade, focused on raising fire safety awareness and presenting information in an accessible format. Over 20 people who use our services were involved in designing the story board for a training DVD which will be completed and go ‘live’ in 2017.

Twenty people from Ashtree Respite Service were involved in developing the story line, performing, making costumes, making props and designing the set for a nativity drama which was performed in the local library.

Ten people in Harvest Studios participated in a Family History Project to research individual family histories focusing on genealogy, family trees and collated photographs. The project built on learning from two previous arts projects – History of Boland’s Lane and Yeats Art Project. Personalised family scrapbooks were produced using paint, print and collage. Some of the completed scrapbooks will be displayed in the local library.

The textile art project entitled “My Favourite Things” by people in Ionad Cois Cladaigh in Carraroe is a joint initiative with Transition Year students from the local school. Six people worked with the students to explore their favourite things and to design their own unique, textile pieces.

The collaborative “This is Me” project by people in Clarenmore was based on the theme of identity. Six people worked with members of the new Irish communities from Doughiska and Oranmore to create self-portraits using monoprints. The project aimed to promote collaboration, support people to get to know their neighbours, and learn about cultural differences, as well as exploring notions of self-image and identity in the community. The resulting work was displayed in the Pride of Place celebration in Doughiska in August.

Rainbow Services is a programme for more mature people. Their project, “Colours of the Rainbow” involved working with a local art teacher each week and liaising closely with another Arts Group. Both groups participated in an exhibition of their work in the Ballinasloe Library as part of the Bealtaine Festival in May. This exhibition was warmly received by the local community. TG4 filmed the

exhibition and the event was shown on television the following week. This caused wonderful excitement for all those who had participated in the project.

The STAR Awards (Showcasing Teamwork, Awarding Recognition) are an awards initiative coordinated by AONTAS as part of the annual Adult Learners’ Festival to acknowledge the great work undertaken by adult learning projects throughout Ireland. The awards celebrate the positive contribution that these projects make to individual adult learners, local communities and wider society. Harvest Studios were thrilled to win the Aontas Award for Connacht.

#### ADVOCACY

The Galway Advocacy Council had another busy year in 2016. Throughout the year they continued to visit service areas to inform the individuals and staff about the work of the Council and support the ongoing work of the local Advocacy Groups. The Council produced a leaflet outlining their issues and needs, to be given to all candidates who were seeking votes in the general election. To support people who use the services to exercise their rights as citizens they developed an accessible guide and carried out training on what’s involved in voting in an election. Following the election, representatives of the Council met with the newly elected TDs to remind them of their election promises and what is expected of them. Representatives of the Council participated in a focus group discussion in relation to the NDA examination of the views of people with disabilities on HIQA inspections, and members of the Council also sought a meeting with HIQA and had a very open and frank discussion with a senior inspector on their experiences of inspections in their homes. Council members were invited to present at a conference in Aras Attracta on how living in the community had changed their lives. The Council ran a number of workshops on assisted decision making which were very successful. The launch of the “Making Rights Real” DVD in February was attended by more than 200 people and members of the Council were interviewed on the subject of Rights on local radio.

#### THE CHALLENGE AHEAD

Going into 2017 the Services will continue to be challenged to deliver quality services with inadequate resources. Some of the challenges are supporting people whose needs are changing due to age or more compromised health; inadequate funding to meet the needs of school leavers; lack of physical space to deliver programmes; growing waiting lists for residential and respite supports; increasing complexity in how funding is allocated for housing for people with disability; difficulty in recruiting some disciplines which is a national problem; and increasing demands for multidisciplinary supports to young children and their families. However, I have no doubt that the management and staff of the Galway Services will continue to be strong advocates and support people to achieve their personal outcomes. I would like to thank my fellow Board members for their generous time and commitment and to acknowledge the many people and organisations, too many to list individually, who supported the Services. And, most importantly of all, I wish to thank all those people who avail of our Services during 2016.

# BROTHERS OF CHARITY SERVICES LIMERICK

Gerard Lyons, Chairperson of the Board of Directors

Looking back on 2016 I wish to acknowledge all that has been achieved by the Services in what has been a very challenging year. These achievements could not have taken place without the commitment, hard work, and dedication, of all staff throughout the organisation. I wish to sincerely thank you for the work that you do on the behalf of the Brothers of Charity Services Limerick.

There has been many exciting experiences and developments happening for people who use our services as we continue to promote community inclusion and opportunities for people to live the best and most fulfilled life they can. This is a testament to the management and staff working in Community and Integrated Services and the clinicians that support them. Also in this regard I want to thank the Advocacy Committee for their contribution to the services this year. A strong advocacy voice for the people attending our service is a strength for the Services. I want to sincerely thank the Chair of the Advocacy Group and the Advocacy Team for all their hard work and commitment including the organisation of the local Advocacy Conference that took place in June.

The HSE Safeguarding team in the Mid-West was set up this year. This team has been developed in line with the HSE's "Safeguarding Vulnerable Persons at Risk of Abuse" National Policy and Procedure. We welcome this as a positive development because it strengthens the safeguarding of people with intellectual disability within our services and the wider community. Our Designated Officer reports all safeguarding concerns to the HSE Safeguarding Team. It is mandatory for all staff to attend safeguarding training and our service Designated Officer and all of our Social Workers are now trained in the implementation of the HSE Safeguarding Policy.

Within our Adult Services we are facing the challenge of supporting a group of people who are aging and require a different model of supports. Every effort is made by management and staff to continue supporting people in their home and day service. However situations do arise where we cannot continue to support the person due to their changing needs. As a Service we are not allowed to employ additional staff to provide the necessary supports. The HSE has instructed that we must operate within our budget. This means that we have to look to alternative options including the use of nursing homes. This is not a choice within the control of the Services but a reality in relation to providing appropriate, quality, and safe services within the resources we have available to us.

As a service we are advocating for the development of a specific plan to support people with intellectual disabilities who are aging. It is our hope that this will be progressed in 2017. Difficult decisions had to be made in 2016 with regard to the use of nursing homes. I want to acknowledge that these decisions were difficult for the person being supported, their families, staff and friends but unfortunately these decision were made in the context of the resources we have, the changing needs of the individuals involved, and the requirement to provide a safe and appropriate service.

In our Children's Services there have been a number of very positive developments which ensure that the finite resources allocated to Children Services are used to their best advantage for the children and families accessing this service. These developments include a more streamlined care pathway for accessing services and training programmes for children. The model of service provision is called family centred practice and supports the families to make key decisions about the support required for their child.

This model is about listening to the priorities of the child and family and then supporting them to develop the required skills to achieve these priorities.

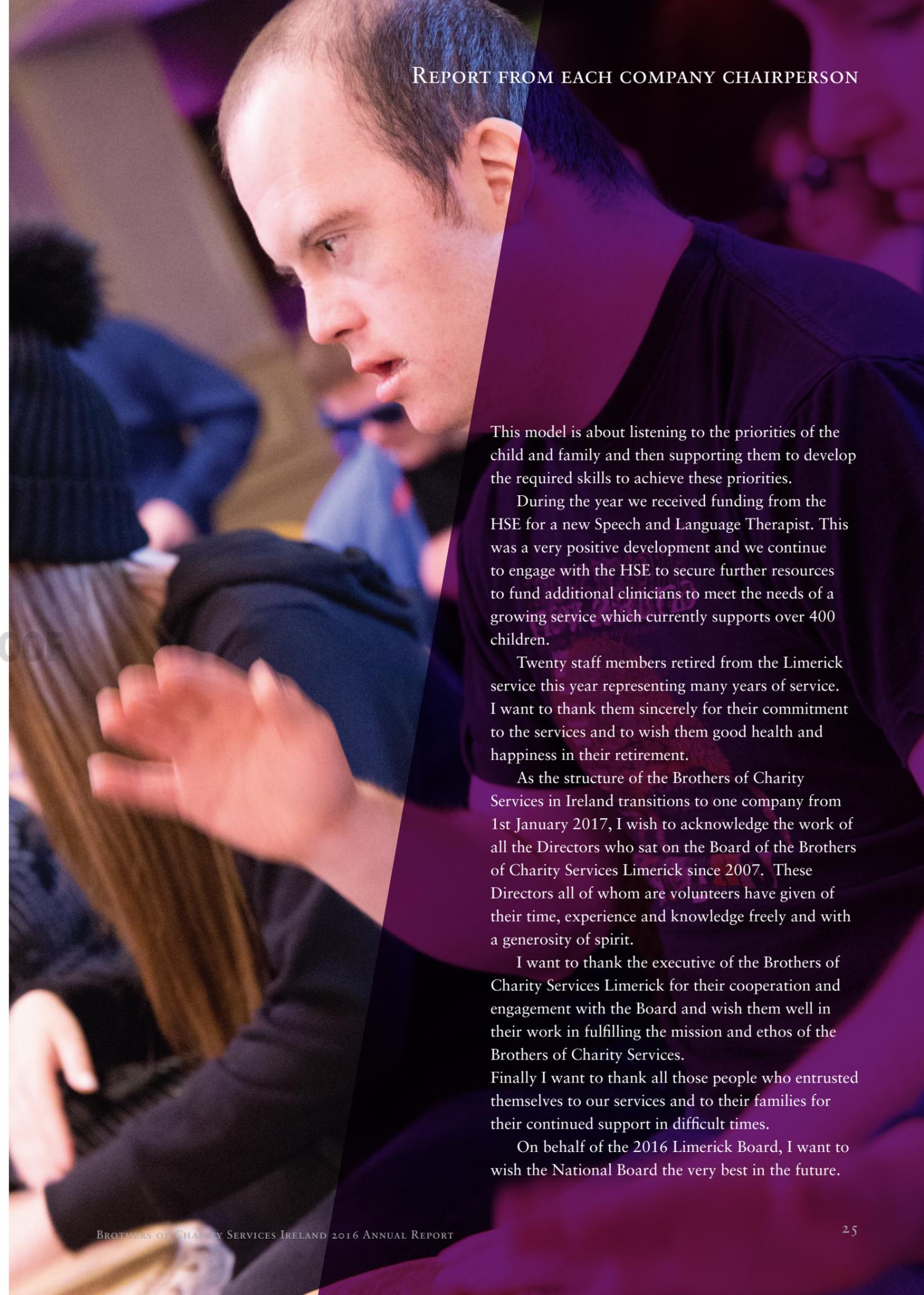
During the year we received funding from the HSE for a new Speech and Language Therapist. This was a very positive development and we continue to engage with the HSE to secure further resources to fund additional clinicians to meet the needs of a growing service which currently supports over 400 children.

Twenty staff members retired from the Limerick service this year representing many years of service. I want to thank them sincerely for their commitment to the services and to wish them good health and happiness in their retirement.

As the structure of the Brothers of Charity Services in Ireland transitions to one company from 1st January 2017, I wish to acknowledge the work of all the Directors who sat on the Board of the Brothers of Charity Services Limerick since 2007. These Directors all of whom are volunteers have given of their time, experience and knowledge freely and with a generosity of spirit.

I want to thank the executive of the Brothers of Charity Services Limerick for their cooperation and engagement with the Board and wish them well in their work in fulfilling the mission and ethos of the Brothers of Charity Services. Finally I want to thank all those people who entrusted themselves to our services and to their families for their continued support in difficult times.

On behalf of the 2016 Limerick Board, I want to wish the National Board the very best in the future.



# BROTHERS OF CHARITY SERVICES ROSCOMMON

Patrick McGinley, Chairperson of the Board of Directors

2016 presented many challenges and highlights for the Brothers of Charity Services Roscommon. Along with our Ethos a deliberate and intentioned focus on promoting the citizenship of the people we support guided the decisions and actions of the Services throughout 2016.

## ADVOCACY

Roscommon advocacy continues to grow and prosper. One of the main issues highlighted to Service Directorate by Advocates were the challenges surrounding transport in a rural county. Advocates highlighted issues relating to the amount of paperwork required by HIQA and the intrusive nature of some of the personal information required. Many of the advocates articulated their views in 'the Voice-Box' at the Brothers of Charity Services Ireland National Advocacy Conference in Ennis. This has given service providers, HIQA, and front-line staff a very good insight into the impact of regulations and inspections on peoples' lives.

One advocate has inspired many others to follow their dreams; his dream was to reach the top of Croagh Patrick. In order to achieve his dream he needed to involve family, friends and an entire community to overcome the challenge of his physical disability. This individual's dream became a showcase for what can happen when we all work positively together. Advocates were enthused and inspired by the upbeat and motivational BOCSI National Conference in Clare – congratulations to all involved.

## COMMUNITY

As part of our ongoing efforts to promote social role and work opportunities for people we support a number of links were forged with community agencies and projects. Two representatives from Brothers of Charity Services Roscommon Region were invited to sit on the steering group of the Pobal funded

Ability Focus project, set up by Leader Partnership Roscommon. This project's aim is to support young people with disabilities to transition from school to further education and training and to enhance their future employment prospects. To date this programme has been successful in meeting its stated targets and a number of the participants use our services.

A representative from Brothers of Charity Services Roscommon Region was invited to be part of the Equality Network Group, a multi-agency group with the aim of promoting equality of opportunity for all in County Roscommon.

Brothers of Charity Services Roscommon was involved in the Rural Transport Local Links project which has successfully set up a number of new transport networks around the county to meet community demand.

Brothers of Charity Services Roscommon Region is involved in the Working Group implementing the aims of the 'Age Friendly Strategy' chaired by Roscommon County Council.

A representative from Brothers of Charity Services Roscommon was invited to sit as part of Leader Partnership's Board of Directors for County Roscommon. This provides a significant opportunity for us to raise awareness of the needs of people with intellectual disabilities as part of ongoing community development policy for the county. We were involved in ongoing projects to promote social inclusion and employment opportunities throughout the year in partnership with the SICAP (social inclusion) strand of Roscommon Leader Partnership. A number of training opportunities countywide were offered to people using our services to enhance their employment and community participation skills.

We have found that working with a broad range of community agencies on community development opportunities has significant ongoing benefits for the

people we support. We are represented on the County Roscommon Housing Steering Committee and the County Local Community Development Committee.

Our long-time voluntary partners and fundraisers, the County Roscommon Association Supporting People with Special Needs celebrated 50 years of volunteerism throughout the County this year. The County Association was formed in 1966 in Roscommon Town and district. It is timely to recognise the hard work and generosity of so many people in Roscommon over the last fifty years. Their support has been invaluable in meeting crisis situations with once off funding enabling us to provide support that would not otherwise have been possible.

## EARLY CHILDHOOD SERVICES

The ECS team have successfully partnered with their colleagues in the HSE to transition the delivery of supports in line with the national policy on progressing disability services. The team completed an extension to their main pre-school, Lean ar Aghaidh, in Roscommon town in 2016. This project was solely funded by monies raised locally through the Parents and Friends of Lean ar Aghaidh. This fundraising initiative was launched by a substantial donation by "Marathons for Muireann". Muireann and her family will always be remembered for their generous spirits.

AIM the new Access and Inclusion Model is being rolled out nationally following an inter-departmental review of preschool access for children with additional needs. Our existing Early Childhood Services model compliments the introduction of AIM as the principles and approach were already in operation in our services. Towards the end of 2016 the Early Childhood Services experienced a dramatic increase in demand for its in-home support services mainly due to the relocation of families with limited natural support networks.

## SCHOOL AGE SERVICES

The Brothers of Charity Services School Age team is actively engaged with their partners in the HSE to progress the national policy. The main challenge in school age services continues to be the lack of funding for any respite, outreach, transport, or residential supports. There was an increase in referrals in 2016 and we experienced the highest number of School Age emergency admissions in any year to date.

## QUALITY AND COMPLIANCE

Capital and revenue costs continue to be the main obstacle towards achieving compliance with HIQA standards in our Region, these compliances relate mostly to fire proofing buildings, staff numbers and suitability of buildings. We continue to escalate the capital and revenue requirements to the HSE but to date only very limited additional funding has been made available. We are compliant on those standards that do not require capital relating to residents rights, dignity, communication, family and personal relationships, general welfare and development, and healthcare needs.

We hosted a very successful 4 day Personal Outcomes Measures workshop in October 2016 with Becky Hanson, Chief Services Officer with Council for Quality and Leadership and Margaret Farrell, the Irish representative from the Outcomes Network of Ireland. We are delighted and proud of our continued accreditation with the CQL.

## ADULT SERVICES

Unmet and changing needs are a significant concern to all involved in the delivery of adult supports. Family and staff continue to advocate for people to age with dignity in their own home. It is not always possible to secure the resources to make this a reality for people who use our Services.

PROOF



## BROTHERS OF CHARITY SERVICES SOUTH EAST

John Barry, Chairperson of the Board of Directors

Representing the Board of Directors I am pleased to present a synopsis of the activities and challenges arising in 2016.

### SERVICE DEVELOPMENTS

This year saw a number of developments in services throughout the South East.

The funding which was made available for the provision of a residential place for an individual with high support needs late 2015 commenced early in the New Year. It is hoped that once a suitable house is acquired that this development will be extended to two other individuals. Funding was also made available for an individualised residential service which commenced in April. The individual now lives in an apartment of her own. Late in the year funding was confirmed for a residential place for an individual who was in urgent need of a placement. This funding will facilitate the opening of a community house which will accommodate a further two individuals. It is expected that the individual will move in early in the new-year.

The Board were very impressed to note the expansion of services with the opening of four new day services – two each in Waterford and South Tipperary. These developments in the main were to facilitate placements for school leavers. In Waterford we were very fortunate to acquire a purpose built centre – Sunrise House which has been rented for one year from a child care committee. We are hopeful this building will be made available to us for a longer term once the year is over. Sunrise House is home to Cois Cille which came from the reconfiguration of two day services, Quest and Ceim Eile, with the addition of school leavers with high support needs. The second day service COMPASS is for three young adults with autism and occupies the first floor of the building.

In South Tipperary a new day service - Rivus House opened for school leavers in Clonmel. In addition as part of our continuing efforts to ensure that individuals can access services in their local community the second new service opened in Ballyporeen. This service while facilitating a reduction in numbers attending the Nagle Centre in Cashel also enabled access to local services for a number of school leavers from that area.

A very welcome development this year was the provision of funding by the HSE for a Supported Living Co-ordinator to develop BAILE – our supported living service. This post was filled in November and we expect that the Service will be up and running in the New Year. South Tipperary's Homeshare Project was successful in securing a funding allocation through Pobal. Tipperary Services were allocated funding for a new Social Work post for 0-18's under the Progressing Disability Services for Children and Young People Programme.

### COMPLIANCE

In our residential services our focus this year has been on ensuring compliance with HIQA standards and regulations. In the course of the year there were 14 registration inspections and 13 monitoring inspections. HIQA identified deficits in our staffing in South Tipperary which resulted in having to put in additional staff in houses without additional funding being made available it should be noted however that in the main the staffing deficits were found in houses which had had their staffing cut during the years where budget cuts had been required. A positive outcome of this however was that an appropriate PIC structure has now been put in place and houses are staffed at an appropriate level. The Board acknowledge that while deficits have been found primarily in the areas of staffing

and fire compliance the outcomes under the headings of Social Care, Rights, Dignity and Consultation, Communication and Family and Personal Relationship have been excellent.

#### CHALLENGES

2016 saw the continuation of the financial challenges which the Services face. We have an aging population and the Services struggle to continue to provide the appropriate levels of support in the absence of recognition by the HSE of this funding requirement. We have, in some circumstances, had to provide additional staffing without funding to ensure that individuals whose needs have changed are receiving appropriate supports.

We continue to face significant challenges due to the lack of suitable housing for individuals with increased physical needs due to advancing years.

A further concern for the Services is the lack of resources for any new residential developments to address those on our extensive waiting list.

There continues to be significant engagement with the HSE with increased reporting requirements in the areas of Compliance and Corporate Governance. The HSE Service Improvement Team has completed its report however we await the outcome. Compliance requirements in the areas of energy monitoring and reporting have also added to the increased burden on our administrative resources

In relation to staffing we have found it difficult to recruit appropriately qualified staff particularly psychologists and RNID nurses. Our efforts to ensure that we do not increase our non-compliance with the European Working Time Directive has impacted on our ability to attract and retain social care staff. While there were discussions at National Implementation Team level there has still been no agreement on rosters that will meet the directive.

#### PARTNERSHIPS AND ACHIEVEMENTS

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 citizens in their community. Below are just some of examples of the partnerships developed and achievements of individuals during the year.

A poster entry supported by Speech and Language was accepted for the World Congress of IALP held in Dublin and was co-presented with an individual supported by services. Our Speech and Language Department are in early exploration of the use of eye-gaze technology for individuals with severe/profound disabilities and early indications are that this technology could have very positive outcomes for people we support empowering them to communicate.

The Meeting House hub in Tramore which opened last year has hosted a number of exhibitions for local artists and is making a positive impact by their ongoing community involvement in a range of activities. One individual in the Waterford Services has his own radio show every week which is broadcast on Tramore Local Radio

Due to de-congregation of the campus the Services continue to explore partnerships which ensure that vacant rooms and buildings on the Belmont Campus are utilised. The 'Back To Education Initiative' (BTEI) now rent rooms for a variety of FECTAC accredited courses which are free to the participants. These rooms continue to be used by the Services too. In addition the main kitchen in Belmont, which has not been used for a number of years, will now be the base for the newly formed Waterford Food Bank. Individuals in our Services will be involved in the delivery of food parcels.

Tory Services in Waterford entered a mini-garden in the community section of a competition during the Waterford Food Festival and won. Their prize is that they will get to present their garden in Bloom 2017 – something to look forward too. The Social and Recreation Department as usual had a busy year. This year we were treated to a pantomime “The Sleeping Beauty and a Few Dozy Cows”, in the Theatre Royal in Waterford with a cast of individuals supported by the services, community members, and staff. South Tipperary hosted a talent show in the Boru centre in Cashel.

#### ADVOCACY

Expert training was organized for sixteen of our Advocates & staff supporters on Assisted Decision Making (ADM) and the feedback was excellent. The level of interest and enthusiasm for learning more and becoming more proactive about speaking up on this issue was inspiring. This has generated lots of ideas on moving forward with our Advocacy efforts by focusing attention, energy and training on empowering advocates to advocate on this most important of bills.

In a very positive initiative taken by an Advocacy Group in our START RT centre work linked with the Bank of Ireland in the context of getting support for individuals to open bank accounts and other banking

issues. This involved bank staff coming to the centre to meet with advocates to gather information needed to open accounts. The issue had arisen for individuals with autism having difficulty entering a bank branch due to sensory overload, and the problems this caused for them and their parents.

I would like to thank all those who were involved in any way during the year in raising funds for the Services. Similarly, I thank members of the local communities, families and community organisations who support us in our work and the HSE for their continuing support. We recognise that our staff are our greatest asset and this year saw a number of individuals, moving on to pastures new - we wish them all the best. Sadly also we said goodbye to a number of long service staff who retired this year. We wish them a long and happy retirement.

Finally on behalf of the Board I would like to acknowledge what has been achieved in 2016 and to thank the management and staff of the South East Services for their continued efforts to ensure that individuals supported receive a quality, person centered service. I am conscious that our Director of Services fulfils a dual role as National Chief Executive and I thank her for her continuing commitment to the South East Services.

# BROTHERS OF CHARITY SOUTHERN SERVICES

John Barry, Chairperson of the Board of Directors

I am very pleased to have this opportunity to outline to you some of the key achievements of the Southern Region in 2016. As the country emerges from the years of economic recession and as the services are nearing maximum capacity it is apparent that a multi-annual service planning system, such as a rolling three-year plan, is now required to support the strategic objectives of the region, essentially to allow it to respond and develop to meet the increasing demand for services in the region. This plan will need HSE agreement on the resource requirement not only for frontline services but also for the multidisciplinary, management and back-office supports necessary to sustain growth and to maintain our service standards in an increasingly regulated sector.

Since 2013 the demands of the Health Information and Quality Authority (HIQA) have been a major input into how the services operate and this has resulted in significant investment. Your Board has fully supported this work. The residential services continued to undergo registration and monitoring inspections with some significant challenges due to the incompatibility and changing needs of the residents which arose in three areas. To ensure compliance with the Governance Regulations under the Health Act, it was also necessary to make amendments to the areas assigned to Persons in Charge. The region has 44 houses grouped into 26 Designated Centres and almost 50% were registered by the end of 2016 while all of the others are at an advanced stage in the registration process.

The Region's focus on 2016 has been on consolidating the core service base to ensure compliance with the numerous demands from all stakeholders. The services identified its key risk areas and made strong representation to the HSE in relation to waitlists that cannot be addressed in the following areas.

- Assessment of Need under the Disability Act 2005 especially those awaiting an ASD Diagnostic Assessment
- Children's ASD intervention services
- Child and Adult Respite Services
- Residential Waitlists.

I am pleased to say that some advances have been made on all of the issues involves as the HSE has provided some additional resources or has committed to working with the Services into 2017 to seek resolution on these demands

## HIGHLIGHTS / DEVELOPMENTS

- We welcomed 13 school leavers and 7 training graduates into Rehabilitative or new adult day placements in the year.
- Our Speech & Language Therapy Department secured funding for 3 therapy posts for a short-term waitlist initiative for long waiters on the therapy waitlist. This is funded from primary care funding and the initiative has been extended into 2017.
- Our Head of Psychology and Head of Social Work finalised training on Clinical Risk Assessment and commenced assessment and staff training, which has been most beneficial to those service areas looking for regular clinical risk oversight and guidance on care planning.
- In May, the Rosmini Resource Centre in Bandon presented at a New Directions Learning Event as part of the roll out of the HSE Strategy for adult day services. The presentation 'From Classroom to Community' outlined the journey for the Centre in changing from a training centre to a community outreach base where individuals are supported to have valued social roles in the community. Well done to all involved.
- The North Kerry Intervention Disability Team (KIDS) in North Kerry relocated to larger rented

premises in Listowel in July 2016 that will greatly facilitate the Team in supporting the children and families in that network area.

- We established a local Kerry Management Forum to ensure we devoted sufficient time to issues arising in our three KIDS Teams in Kerry. We continue to seek for a lookback and strategic action plan to be developed for all KIDS Teams to resolve some of the ongoing governance issues in relation to line management, clinical governance non-pay cost increases and facility upgrade requirement.
- We arranged for a review of the support needs of children on the respite, shared care and residential waitlists to inform HSE Service Planning. From this exercise, the HSE has identified some additional funding for 2017. We continue to highlight the support needs of adults in need of respite breaks.
- We acquired an additional residential facility in the Bandon area that will be funded from the sale of another property in Cork city in 2017/2018. The HSE has facilitated us in the bridging of the cash flows in these changes which are necessary due to the changing needs of residents.
- In September, faced with significant increased insurance renewal costs, we were successful as part of Brothers of Charity Services Ireland group in transferring the liability insurance portfolio to the State Claims Agency so helping to mitigate these increased costs.
- We secured additional funding late in 2016 for an ASD intervention waitlist initiative for one year. This initiative is a trans-agency venture to be rolled out in 2017 with our ASD Services in South Lee, with COPE Foundation in North Lee and St Joseph's Foundation in North Cork.
- The accounts for the year showed a revenue deficit due mainly to once off expenditure on property upgrades in residential services. A deficit recovery

plan is to form part of the regular meetings with the HSE as part of the Service Level Arrangement meetings in 2017.

At the end of 2016, to allow for the implementation of the groups new Corporate Governance Strategy, the Southern Services Company was merged into one national company titled Brothers of Charity Services Ireland. At this significant moment the Board of Directors reflected on the wonderful work of the company's first Chairman the late Dr Cashel Riordan who guided the company during its set up period and who sadly passed away in January 2016. 'May he rest in peace'.

I would like to take this opportunity to thank the Director of Services, the Senior Management Team and all the staff for their dedication to the Vision and Values of the Brothers of Charity and most especially for the wonderful care they give to all those amazing people that they look after. In conclusion as this chapter of the Southern Services draws to a close it falls to me to sincerely thank all those who served as company directors on a voluntary basis over the past ten years.

PROOF



# 2016 NATIONAL ADVOCACY CONFERENCE

The National Advocacy Conference was hosted by the Clare Region on the 13th and 14th of October in the West County Hotel. This year's theme was "The Rising Tide of Ambition of People with Extra Support Needs: Love, Freedom and Equality."

Chiming with the state's centenary celebrations regions took the opportunity to research and connect with: the history of disability services, (Limerick) the sea change in capacity laws, (Cork) relationship rights, (Galway) freedoms of people with disability then and now (Roscommon) and the proclamation of equality as people see it now (Southern Services)

Links forged by Clare advocates through the Inclusive Research Network led to an exchange with Die Menschen Zuerst (Austrian People First). Our gathering coincided with the Austrian national advocate congress and we exchanged filmed greetings. Themes of love, freedom and equality resonated with our Viennese friends' campaign for equality before the law in relationships, property ownership, will making and medical procedures.

The ambition of people's campaigning for law change was praised by Minister Katherine Zappone in the conference opening address. Her presentation, pre-recorded due to a clash with the Budget, acknowledged "the role played by self-advocates... putting pressure on successive Governments to finally bring... rights home."

The voice of people with disability dominated the conference, from the launch of "VoiceBox" – FedVol's video diary confessional featuring people experiencing services with HIQA; to inspiring speakers in other mainstream-style settings; an Afternoon Show discussion on the joys and pitfalls of married life with experts by experience from Dublin and Cork, Mary I College students from Brothers of Charity Services

Clare, Aine Carey and Kate Crotty on ambitions fulfilled in the company of 3rd level students at Limerick; chairs of the Independent Self Advocacy Platform and the Inclusive Research Network with their university accredited studies which have attracted government attention; hilarious Republic of Telly-esque shock disclosures of people in open public love trysts; wheelchair mountain climbers; cutting edge eye gaze directed technology... this conference had innovation and inspiration in spade-loads. As Barry Lynch from Inclusion Ireland put it "the program had several potentially life changing presentations."

Quality innovative work was displayed at Day Two's Mini Arts Fest: Speckled Egg Dance Co. from NUIG's workshop and solo performances showcasing dance advocacy; Irish Times award winning comic film Silent Moves; internationally renowned "autist aka artist", Larry O'Brien on emigrating to Ireland and finally the 3 minute challenge, short films under the banner "Advocacy Without Words" giving people with communication challenges a platform to express their self-advocacy.

The national conference maintained and developed the Brothers of Charity Services Annual Self-Advocacy Conferences' reputation for capturing up-to-the-minute developments in the field and as our eyes turn to Galway's offering in October 2017 we reflect on Minister Zappone's wish that our conference be "an uplifting and memorable event" and conclude with our own sense the her hope was fulfilled.

# SPECIAL PROJECT REPORT CODE OF PRACTICE TRAINING



The Brothers of Charity Services Ireland submitted a Grant application to Pobal and were granted €0,000 from the Dormant Account Fund. This Grant was to support the development of a national training programme that would set clear guidelines which will guide, support, clarify roles and responsibilities, assist with decision making, and set standards of conduct in line with the requirements set out in the HIQA standards for all BOCSI Staff. This project is to be completed through a two tier training approach: A three-day train the trainer programme for nominated trainers across all 6 regions and a further one or two-day training delivered by trainers in each region. The aim was to have 1,436 staff members who work with the Brothers of Charity trained by the end of the project. The Brothers of Charity Service's covered the remaining 80% of the costs.

We developed training materials and secured the attendance of managers for the train the trainer programme and had trained 33 Instructors prior to the summer 2016. Training for staff began in July 2016 and as of the end of November 2016 the number of staff trained nationally was 524.

At the end of each course staff were requested to comment on the usefulness of the course and what follows are a compilation of the reviews received.

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

Our target is to have delivered training to 1,436 staff within the duration of our contract which ends in June 2017. All Regions have training scheduled from January 2017 and we expect to achieve our project target and in fact exceed it. We are very grateful to An Pobal for supporting this project and for the National Training & Development Team for taking the lead in implementing the project.





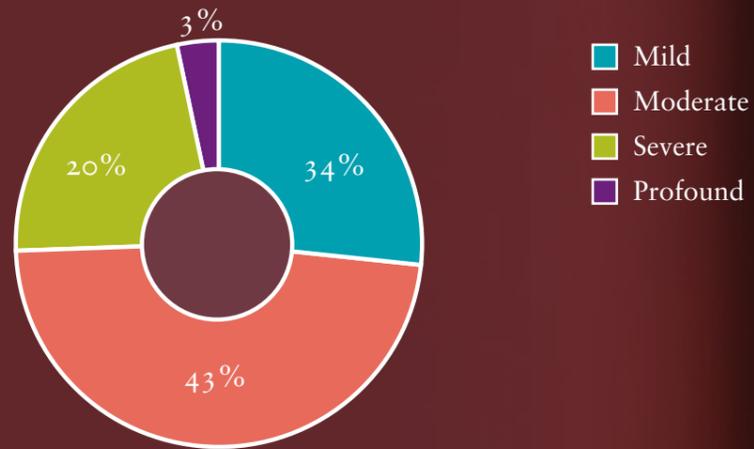
# SERVICE STATISTICS 2016

## A PROFILE OF PEOPLE WHO USE OUR SERVICES

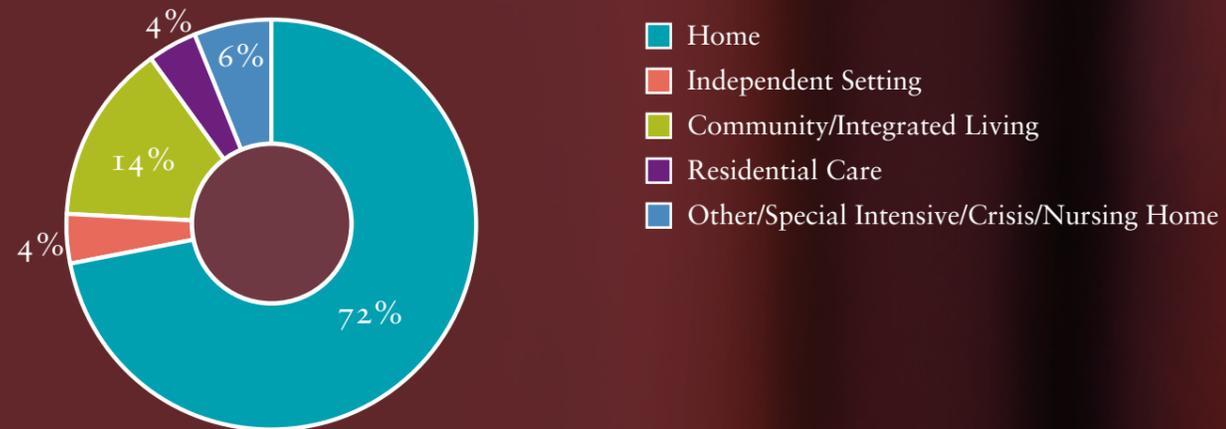
The Brothers of Charity Services Ireland provided some level of services to 5, 721 people in 2016. These services can be divided into Day Services, Residential Services, Respite, and Multi-disciplinary services. Multi-disciplinary services refers to interventions by psychologists, speech & language therapists, social workers, physiotherapists, and many other therapeutic interventions.

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

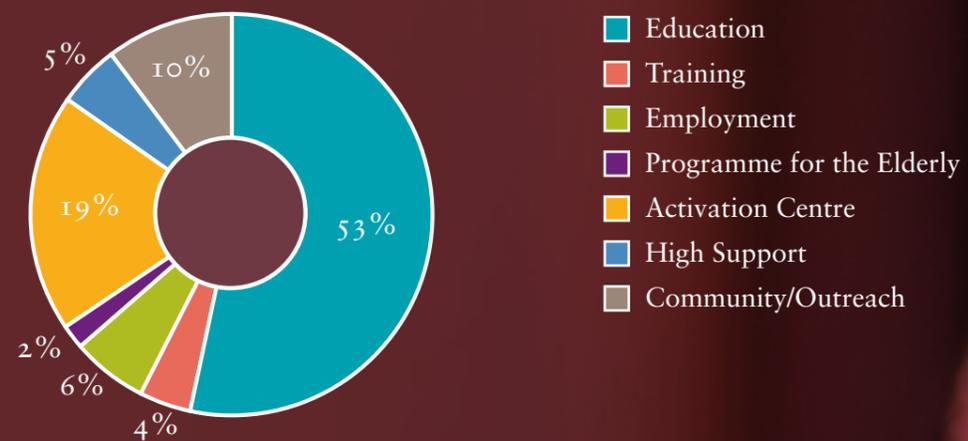
## SERVICES DELIVERED BY RANGE OF ABILITY



## RESIDENTIAL SETTING



## DAY SERVICES



# 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, Health and Welfare, 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 and the quality of life of those we support.

The role of our National Teams is to act as a support for staff, to inform the Services and Governance, 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 on-going. Each Team reports to the Chief Executive and the relevant Board 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 co-ordinating link between Companies. The National Board's strategy is implemented throughout the six Companies and the CEF supports the development and implementation of the strategy. It also facilitates shared service functions within the Companies. This group meets six times annually and also meets with the National Advocacy Council twice annually. One of the main undertakings of the CEF in 2016 was preparing for 31st December 2016, when the six companies were dissolved and merged into one company the Brothers of Charity Services Ireland.

### MEMBERSHIP

<b>Johanna Cooney (Chair)</b>	Chief Executive, Ireland
<b>Norma Bagge</b>	Director of Services, Limerick
<b>Anne Geraghty</b>	Director of Services, Galway
<b>Una Nagle</b>	Director of Southern Services
<b>Eamon Loughrey</b>	Services Leader, Clare
<b>Margaret Glacken</b>	Acting/Director of Services, Roscommon
<b>Gina Magliocco</b>	National Development Executive, Ireland
<b>Julia Kelly</b>	Regional Services Manager, South East
<b>Michael Hennessey</b>	Head of Finance
<b>Brian Leah</b>	Head of HRM
<b>Ronan Coy</b>	Head of ICT
<b>Mary Comer</b>	Recording Secretary (PA to the Chief Executive)

## NATIONAL BUSINESS SYSTEMS TEAM (NBST)

Towards the end of 2014 a Head of ICT was appointed with the purpose of bringing the ICT functions within the Brothers of Charity Services into a single integrated business unit. The National Business Systems Team (NBST), appointed by the Chief Executive, was tasked to evaluate the current system and select and deliver a report on a suitable payroll system that will support the needs of the Brothers of Charity Services Ireland into the future. Investigation into the payroll system will include significant elements of the finance, human resources and other existing Brothers of Charity Services' systems and functions, as well as the evolving ICT infrastructure.

The team met for the first time on 23rd June 2015, and thereafter a further three times using also telephone conference and team viewer. The Team presented a Report to the Chief Executive in June 2016 following extensive research which outlined the various options available and identified the most suitable option for the Services. The team having completed their task were disbanded in June 2016.

### MEMBERSHIP

<b>Jim Williams/Kevin Carey</b>	Chairman
<b>James Barry</b>	Finance, Clare
<b>Kevin Carey</b>	Information Technology, Galway
<b>Brian Leahy</b>	Human Resource Management, National
<b>Gina Magliocco</b>	Development, National
<b>Mary Power</b>	Payroll, South East.

## NATIONAL QUALITY & EVALUATION TEAM

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

### ACHIEVEMENTS 2016

- To encourage celebration and sharing of creative approaches to supporting service users, regions organised 'Making It Happen' Seminars or Local Advocacy Seminars where service users and staff presented personal stories and achievements, advocacy related videos and information on a variety of successful projects.
- Supported frontline staff and Persons in Charge of each designated centre through HIQA registration and monitoring inspections. While some designated centres are still in the process of registration, the majority are now fully registered with HIQA.
- Coordinated six monthly unannounced visits on behalf of the Provider and Annual Reviews in line with Department of Health Regulations.
- Facilitated a variety of training events, information sessions and support workshops to share the learning from HIQA inspections that took place.
- Regions continued embedding the Supported Self Directed Living (SSDL) ethos in to the Person Centred planning process for service users.
- Supported Persons In Charge to undertake certified training in Management Skills

## OBJECTIVES FOR 2017

- Review our processes for the Six monthly unannounced Inspections and the Annual Review to ensure continuous improvement across all designated centres
- Work with the National BOC ICT Department to develop and implement an HIQA Inspection Action Reporting Engine to facilitate increased efficiency around the analysis and monitoring of compliance with HIQA National Standards and Regulations
- Complete the CQL Reaccreditation process in Galway, Roscommon and Waterford.

### MEMBERSHIP

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

## NATIONAL TRAINING & DEVELOPMENT TEAM

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 are committed to working with people with intellectual disabilities to claim their rightful place as valued and equal citizens.

We endeavour to reflect and deepen the shared ethos, values and vision of the Brothers of Charity Services within our Learning and Development initiatives and in all aspects of service provision. All Learning and Development initiatives are rooted in the needs of our primary customers who are the individuals who avail of our services. While acknowledging that the people who avail of our services are our primary customers, the Brothers of Charity Services recognise their staff members as a highly significant resource in providing an innovative and quality service. This team met five times during 2016.



## ACHIEVEMENTS FOR 2016

- Continued to improve the training database with IT (Galway). This enables the training departments regionally to offer matrix, reports and more streamlined booking systems for their staff and have readily available information for Audits. This will be on-going throughout 2017.
- Supported the PICs, managers and staff teams to comply with regulations and registration requirements for residential services for children and adults with disabilities.
- Training provided within regions has been continually aligned to meet requirements of regulations and registration of disability services.
- Online learning has been explored and some regions are using the HSEland.ie website to do online eLearning programmes and continue to be explored. We have concluded that we need a national commitment and investment to progress on line learning further and this will have to be discussed and explored further with ICT in 2017.
- SSDL training. Further exploration was completed and more Staff attended SSDL training this year.
- The National Training and Development policy has been updated and is in its final stages of sign off.
- Training, policy and procedures for staff support and supervision has been delivered/rollout in all the BOC regions and this will be continued throughout 2017.
- Frontline Managers training has been and will continually be rolled out in regions. This includes Peer mentoring, skills programmes, Positive Behavioural Support, Management training to name a few.
- Code of Practice training/Pobal funding from the Dormant Accounts Fund. The national training proposal succeeded in achieving funding; the Train the Trainer programs were completed in 2016 (44 trainers trained in total) and subsequently staff training programme were implemented in each region; by November 2016 524 staff had received training. We applied for and received a 6-month extension to complete the project in June 2017.

## FOCUS FOR 2017

- We will continue to seek clarification from HIQA and the National Federation of Voluntary Bodies on the PIC and PPIM accredited training to enable us to explore the options available.
- Continue to explore and evaluate the effectiveness and benefit of training through on line learning modules however as previously mentioned it is concluded and recommended that support, commitment and investment is required to progress this forward from a national perspective with a strong input or investment/commitment from ICT.
- All regions continue 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.
- Execute and complete the 1436 staff training in the Code of Practice as funded by the dormant accounts by June 2017 and report on same to the national office.
- Explore the many opportunities/initiatives to further develop staff to develop more effective teams through training.

## MEMBERSHIP

<b>Rebecca Santos (Chair)</b>	Southern Services
<b>Jodie Healy</b>	Roscommon
<b>Mary Rowan</b>	Clare
<b>Regina O'Donovan</b>	Limerick
<b>Mairead Vaughan</b>	Galway
<b>Kaye Whelan</b>	South East

# NATIONAL TEAMS

## NATIONAL HUMAN RESOURCES (HRM) TEAM

The National Human Resources Team comprises HR representatives from each of the regions and is led by the National Head of HRM. Its primary objective and benefit is to act as a co-ordinating function for the development of best practice in Human Resource Management and in addressing Industrial Relations Issues and those of Employment Law. The HR Team held formal discussions 7 times during 2016 focusing particularly on:

- Recruitment
- Standardisation of Terms and Conditions across regions
- Leadership Development
- Employee and Industrial Relations
- Sleepover Issue

### MEMBERSHIP

<b>Brian Leahy (Chair)</b>	National Head of HRM
<b>Judith Conway</b>	Southern
<b>Colette Geoghegan</b>	Clare
<b>Bernie Grace</b>	Roscommon
<b>Michelle Kenny</b>	Galway
<b>Elizabeth Tyrrell</b>	South East
<b>Vacant</b>	Limerick

## NATIONAL ADVOCACY COUNCIL

The National Advocacy Council, which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on six occasions during 2016. The Council also had two meetings with the Chief Executive's Forum in March and December 2016.

<b>Christine Burke</b>	Chairperson
<b>Brian Hogan</b>	Vice Chairperson
<b>Claire Power</b>	Treasurer
<b>Aoife Hegarty</b>	Vice Treasurer
<b>Helen O'Regan</b>	Venue Coordinator

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

### MEMBERS

<b>Tom Mulqueen</b>	Southern
<b>John Collins</b>	Southern
<b>Aoife Hegarty</b>	Roscommon
<b>Linda Beirne</b>	Roscommon
<b>Daniel Gubbins</b>	South East
<b>Claire Power</b>	South East
<b>Lorraine Mahon</b>	Galway
<b>Majella Jordan</b>	Galway
<b>Martin Dooher</b>	Galway
<b>Christina Burke</b>	Galway
<b>Helen O'Regan</b>	Limerick
<b>Bernie Bourke</b>	Limerick
<b>Frank Fennell</b>	Limerick
<b>Brian Hogan</b>	Clare
<b>Martina Ryan</b>	Clare
<b>Orla McMahon</b>	Clare

### FACILITATORS\*

<b>Ann Holden</b>	Southern
<b>Anna Nolan</b>	Roscommon
<b>Tony Lyons</b>	South East
<b>Siobhán Flynn</b>	South East
<b>Jackie Moran</b>	Galway
<b>Kate O'Connor</b>	Limerick
<b>Rob Hopkins</b>	Clare

\*Facilitators = staff who support Advocates

The main issues discussed this year are as follows:

- Aras Attracta, the National Advocacy Council made a submission to the Review Group Consultation.
- New HSE Service User Charges
- HIQA – working on an accessible report and with HIQA on service user's feedback on their visits.
- Inclusive Research Group and other Research
- Being undertaken within the BOC Services
- Developing Easy Read Policies – Intimate Care, Missing persons, Access to Education, Training and Development, Food and Nutrition and Advocacy.
- New National Structures for the BOCS
- National Advocacy Conference which was held in Clare.

## PROOF

- Name change for Brothers of Charity Services
- New Directions
- Work was done on the UN Convention and the Assisted Decision Making Bill, worked with legalcapacity.ie.
- Election 2016, the council worked on an accessible voting information document and encouraged all service users to get out and vote.
- Work has started on Safeguarding and Anti Bullying educational tools for People who use services.
- Strengthening advocacy structure across the organisation
- Getting each region to be more involved in recruitment and selection of staff, Induction training and Personal outcomes training and to get paid for their work.

Members of the National Advocacy Council also participated in external projects in 2016:

- Voices project by NUI Galway
- The National Platform of Self Advocates
- Inclusive Research Network
- Next Steps Project
- New Directions
- Inclusion Ireland
- Disable Inequality DFI
- NDA report – what we think of HIQA
- Anti-Bullying Group in DCU

# NATIONAL TEAMS

## DESIGNATED OFFICERS GROUP

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

The Group had 5 meetings in 2016 and the issues addressed were:

- Reviewing compliance with the HSE Safeguarding Policy.
- Exploring and developing relationships with the HSE safeguarding teams and best practice in regard to the implementation of the new policy and procedures.
- Review of National BOC Child Protection Policy
- Review of National BOC Safeguarding Vulnerable Adults Policy and Procedure
- Review and development of thresholds for referral to Designated Officer in regard to peer to peer incidents
- Updates on training received by members including train the trainer, investigative interviewing and on working groups that members are part of.
- Updates on safeguarding issues encountered nationally.
- Ongoing peer advice and discussion in regard to issues encountered by Designated Officers and ensuring that we implement best practice in regard to safeguarding of adults and children.

### MEMBERSHIP:

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

# NATIONAL TEAMS

## NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM

The purpose of this team is to manage the development, review and monitoring of all national policies and procedures, guidelines and governance statements to ensure best practice and that the organisation as a whole is compliant with the requirements from various statutory bodies.

In 2016 the Team reviewed and/or developed the following National Policies & Procedures.

- National Policy on the Safeguarding of Vulnerable Adults at Risk of Abuse
- National Policy on Intimate/Personal Care
- National Policy on Infection Prevention and Control
- National Policy Access to Education, Training and Development for Adults Supported by the Services
- National Policy on Records Management
- National Policy closed Circuit Television (CCTV) and Guidelines
- Procedure for Fuel Card Management
- National Policy on Managing Attendance
- Communication with Individuals Supported by the Services
- National Lone Workers Policy
- Dignity at Work National Policy
- Grievance and Discipline Procedure
- National Policy, Admissions, Transfers & Discharges
- National Policy- Visitors

### MEMBERSHIP

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

## NATIONAL FINANCE TEAM

The National Finance Team is made up of the National Head of Finance and the Head of Finance from each of the six Brothers of Charity Services Regions 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.

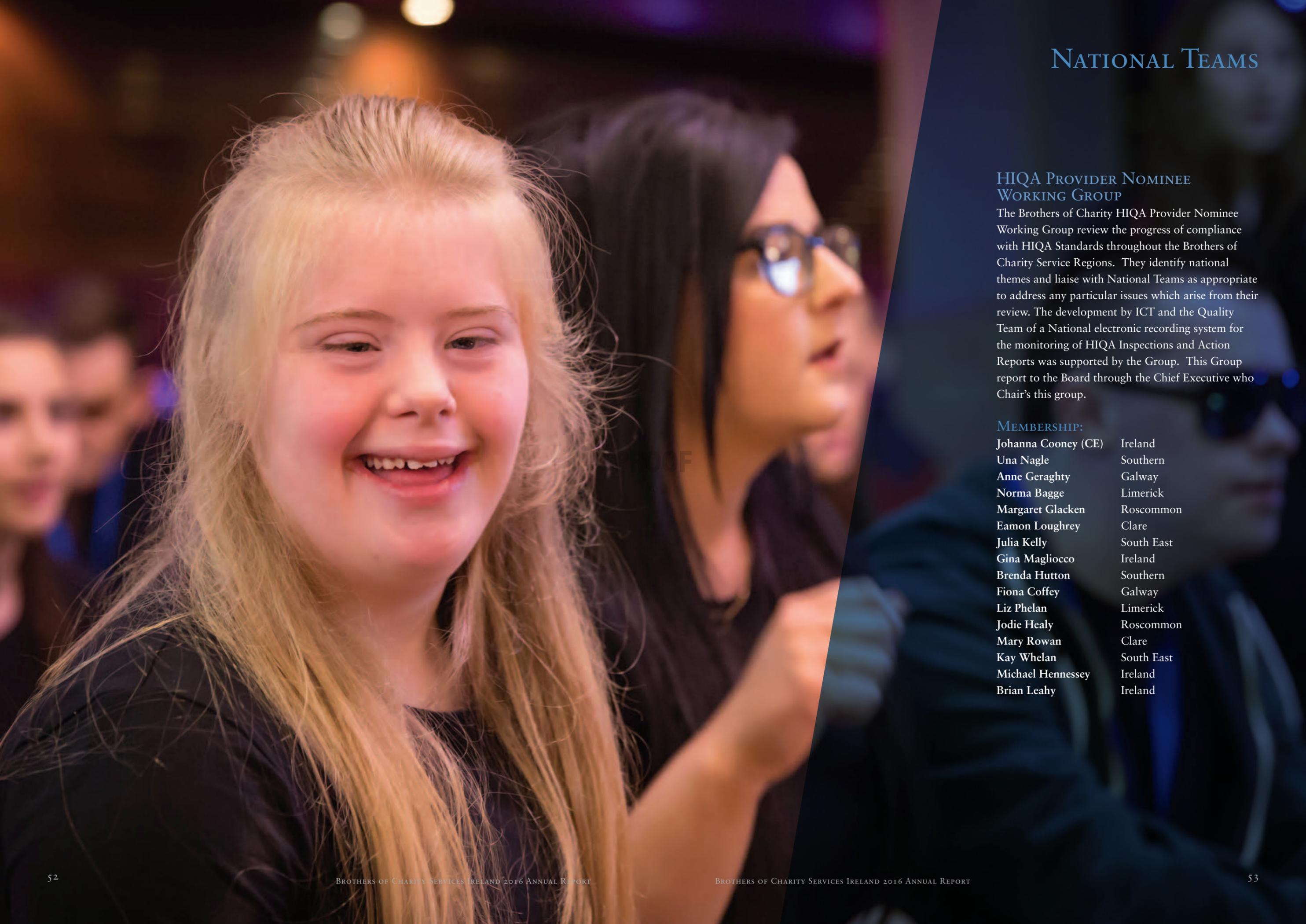
The Finance team met on a number of occasions during 2016. There were general purpose meetings and a few specific purpose meetings on a particular urgent topic. The main items of work completed in 2016 were the

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

### MEMBERSHIP

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





## NATIONAL TEAMS

### HIQA PROVIDER NOMINEE WORKING GROUP

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

#### MEMBERSHIP:

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



# SUMMARY OF CONSOLIDATED ACCOUNTS 2016

SUMMARY OF CONSOLIDATED ACCOUNTS YEAR ENDED 31ST DECEMBER 2016

## Income

Health Service Executive	174,446,420
Other HSE Grants & Funding	11,026,538
Other Income	14,502,413
Deferred Income	(378,690)
Designated Funds Released	16,067
<b>Total:</b>	<b>199,612,748</b>

## Expenditure

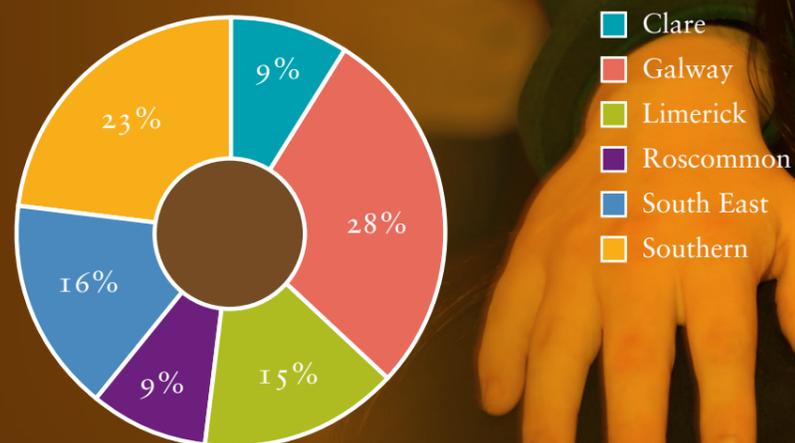
Pay and Associated Expenditure	171,324,999
Non Pay	30,419,181
<b>Total:</b>	<b>201,744,180</b>
<b>(Deficit) for the year</b>	<b>(2,131,432)</b>

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

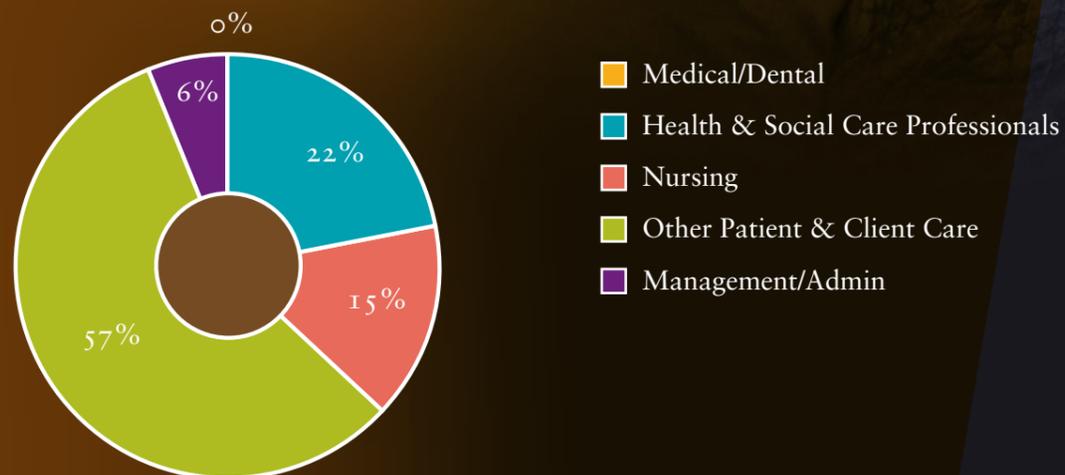
# EMPLOYMENT FIGURES 2016

The Brothers of Charity Services Ireland employ 3,792 staff both full-time and part-time. The whole time equivalent number of staff posts for 2016 is 3,039.27. 6% of our staff is attributed to Management and Administration and the other 94% work directly with the people we serve.

## HEAD COUNT BY REGION



## STAFF BY PROFESSION





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

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

- Supporting individuals to engage in social and recreational outings and activities such as attending dances, social gatherings, shopping and swimming;
- Volunteer Buddy Scheme - volunteers buddying with individuals and supporting them to establish and maintain friendships;
- Supporting individuals to attend sporting occasions or to visit their family; and
- Individuals with particular skills and expertise in, for example, Information Technology, Gardening, Arts and Crafts choose to volunteer their time in day services.

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

**All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the Safeguarding Policies and Procedures of the 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](http://www.brothersofcharity.ie/volunteers.php)

# BROTHERS OF CHARITY SERVICES IRELAND, COMPANY OFFICES AND CONTACTS

## NATIONAL COMPANY

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

## CLARE

Eamon Loughrey,  
Services Leader  
Brothers of Charity Services Clare  
Banner House,  
Clare Road  
Ennis, Co Clare.  
V95 PV29  
Tel: 065 6849400

## LIMERICK

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

## SOUTH EAST

Johanna Cooney  
Director of Services  
Brothers of Charity Services South East  
Belmont Park  
Ferrybank  
Waterford. X91 NCX7  
Tel: 051 832211

## GALWAY

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

## ROSCOMMON

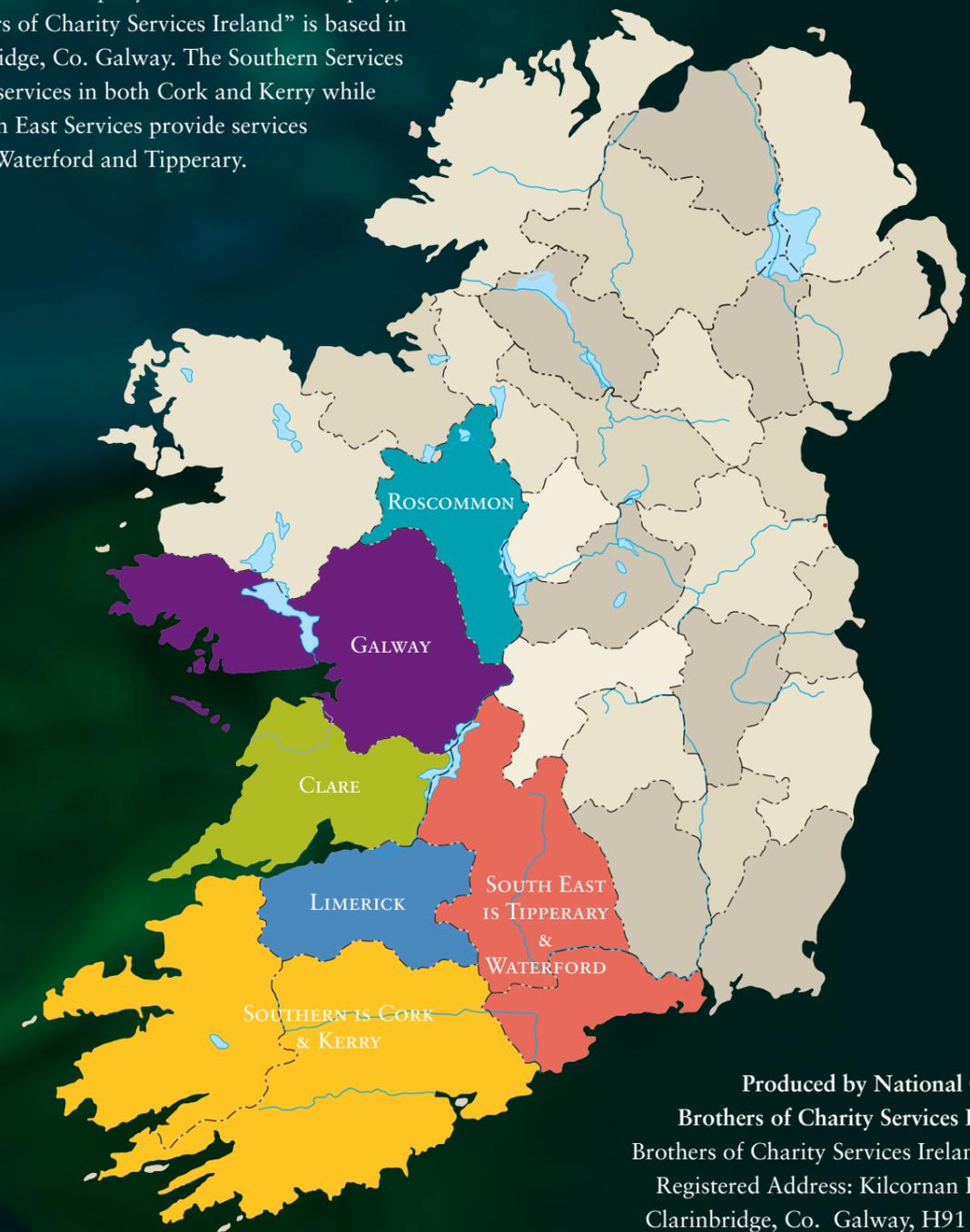
Margaret Glacken  
Director of Services  
Brothers of Charity Services Roscommon  
Lanesboro Street  
Roscommon. F42 XA62  
Tel: 0906 628500

## SOUTHERN

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



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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**PROOF**

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