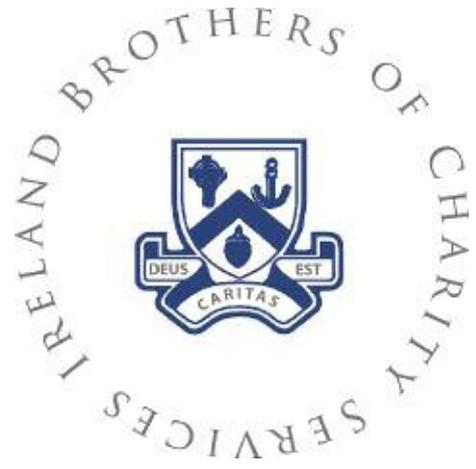


**National Annual Report
2009**

**Brothers of Charity Services
IRELAND**





MISSION STATEMENT



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

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

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

DEAR FRIENDS

This Report sets out the achievements as well as some of the challenges faced by the Brothers of Charity Service Companies in 2009. The National Board would like to take this opportunity to thank our six Local Boards for giving of their free time and for their hard work over the past year. We thank the Chief Executives, Management Teams and Staff who continue to strive to ensure a quality service for the people we support even in these changing times and amidst increasingly difficult economic circumstances. We express our appreciation of the co-ordinating role played by the National Chief Executive and her team of two personnel in support of the National Board.

We continued in 2009 to promote our vision and values as a Christian organisation in which we seek to show a deep pastoral concern for one another. Consequently, our attempt to ensure a very personal response to the wishes, hopes and dreams of each individual we support remains central to the service we offer despite the severe pressure arising from the continued diminution in resources. Persons with intellectual disability entertain the very reasonable expectation of achieving much greater choice and control in their own lives. If this goal is to be more fully attained there is a vital need for greater flexibility in the structures and systems through which they are supported. There are issues involved here that require much serious consideration at the national level by all of the parties involved.

We are grateful to the statutory authorities for the supports they provided during 2009 and for the resources they allocated, acknowledging the difficult times in which we live. We seek, within the parameters available to us, to be as creative as possible in the use of these resources. We aim to source as many as possible of the additional supports that are needed from within families and local communities and wish to see as many as possible of the barriers to volunteerism that currently exist removed.

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

Brother Alfred Hassett

On behalf of the National Board





EIGHT DEFINING CHARACTERISTICS OF THE BROTHERS OF CHARITY SERVICES ETHOS



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FOREWORD FROM THE NATIONAL CHIEF EXECUTIVE

DEAR FRIENDS AND COLLEAGUES,

It gives me great pleasure to present the Brothers of Charity Annual Report for 2009. Once again it was another extremely busy year for the Brothers of Charity Services. During the year progress continued on the implementation of our Strategic Plan and I wish to acknowledge the work of staff and Board Members in our six subsidiary companies in this regard. The six Brothers of Charity Service Companies provided services to 5,178 people with an intellectual disability and their families during 2009. We continue to focus our efforts in the four key areas which underpin our Strategic Plan; namely, person centeredness, inclusion, partnership, and the development of enabling service structures. The Brothers of Charity Southern Service Company hosted the 2009 National Advocacy Conference which was a resounding success and during the year we continued our focus on the further development of our advocacy services. In this respect I wish to acknowledge the hard work and enthusiasm of the National Advocacy Council.

While the economic situation in 2009 presented very obvious difficulties I am pleased to report that our staff and volunteers rose to the challenge, not just in terms of managing funding cutbacks but also by developing new innovative and efficient ways of providing services. You will read about some of these, and about the partnerships and community links which were developed during the year, in the reports from our Companies and from the Working Groups and National Standing Committees.

A significant amount of our service delivery in 2009 was focused on monitoring and consolidating services due to further cutbacks to our existing budget and a moratorium on staff recruitment. We have already highlighted our concerns about the continuing impact of unfocused value for money and efficiency cutbacks on our annual budget in recent years, and particularly so in 2009. The Brothers of Charity Services will continue to endeavour to protect as far as possible the level and quality of service provision to the people who use our services and their families, but we remain concerned at the implications for people with unmet and emerging needs.

At a national level, the work of the Brothers of Charity could not continue without the commitment and work of our internal National Standing Committees and Working Parties, and in particular without the dedicated support of each of our Companies, their Board of Directors and Chief Executives. During the year I was grateful for the guidance and support of the Congregation of the Brothers of Charity, in particular, Bro. Alfred Hassett, Chairperson of the Brothers of Charity Services National Board and Bro. Noel Corcoran, Regional Leader.

As a Service Provider, we greatly value the continuing support received from the National Federation of Voluntary Bodies and the many Agencies, both regional and national, that have shared their expertise with us during the year.

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

WINIFRED O'HANRAHAN
National Chief Executive



INTRODUCTION TO BROTHERS OF CHARITY SERVICES

The Brothers of Charity Services in Ireland today are made up of an overall total of 5,178 people who use our services and their families, and 2963,63 whole time equivalent staff members. Our Services have their origin in the vision and dynamism of Canon Peter Triest (1760-1836) who founded the congregation of the Brothers of Charity in 1807. The Brothers came to Ireland in 1883 and today are one of the largest service providers for people with intellectual disability in the country.

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



MANAGEMENT STRUCTURES

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

The National Company and each of the Local Companies

adhere to and promote the ethos and principles of the Brothers of Charity Congregation in the management and delivery of the services.

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

The role of the National Office is to support the National Company and the six Local Companies. The National Chief Executive acts on behalf of the National Company Board and fulfils the role of Company Secretary.



SERVICE PROVISION



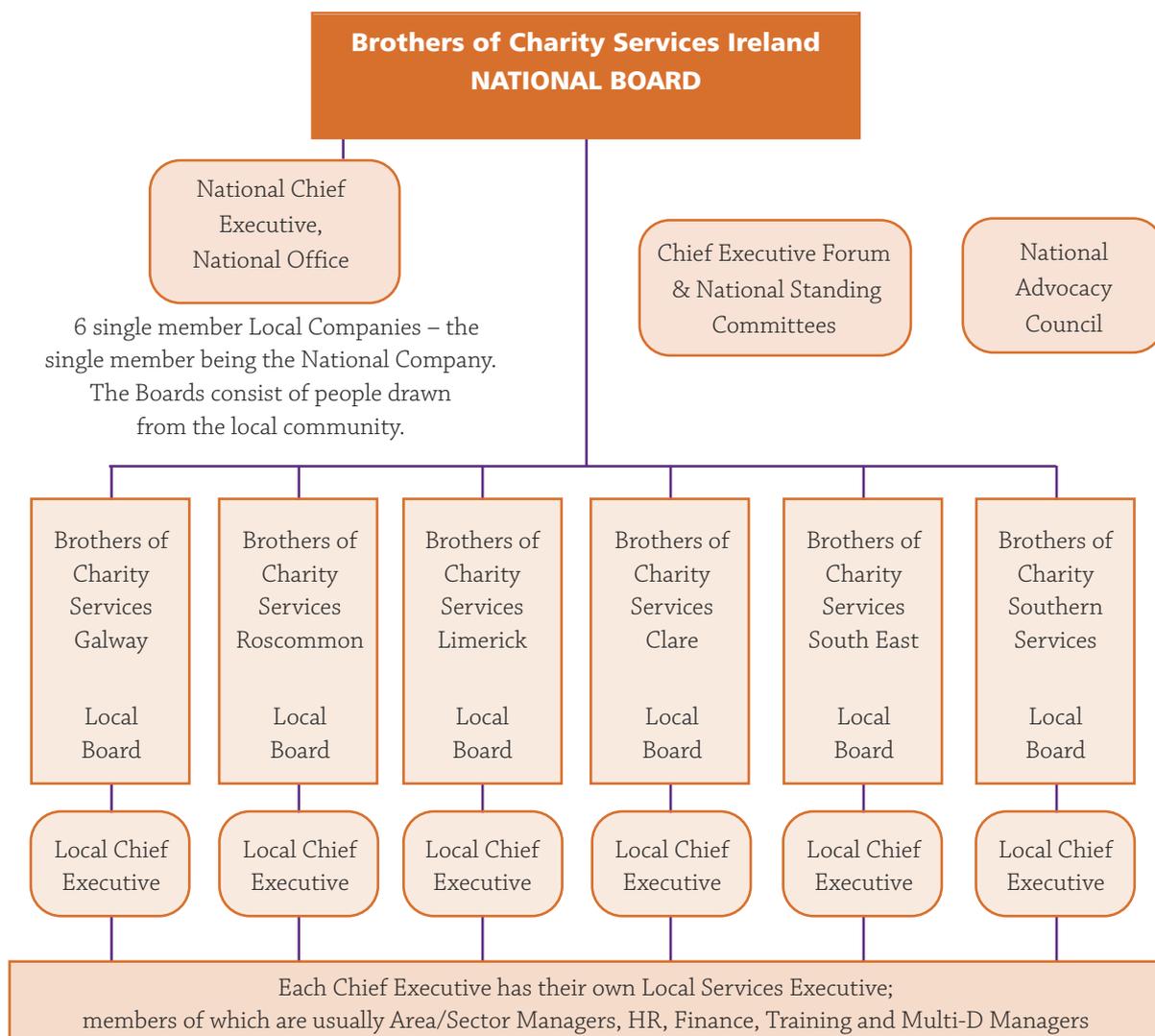
During 2009, the Brothers of Charity Services, Ireland, provided a wide range of services and supports, with some Companies specialising in particular service areas.

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



ORGANISATIONAL STRUCTURE

The National Company, whose members are Brothers.





COMPANY BOARD MEMBERSHIP 2009



The Brothers of Charity Services became incorporated as Companies on the 1st January 2007. This is the result of five years of planning and hard work by many people within the organisation. The Congregation appointed each Company Board's Directors and appointed the Chief Executives as Company Secretary. Each Company has their own Corporate Strategy, based on the National Company (Brothers of Charity Services Ireland) Strategy and Vision, which will determine the direction of the services into the future.

The Brothers of Charity Services are owned and directed by the National Company whose Directors are members of the Congregation. The National Company acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland. There is one National Board and six Local Boards – one for each geographical region of the services. The National Board provides the ethos and guidelines which are to be followed by the Local Boards and have delegated the task of overseeing compliance with such ethos/guidelines to the Board of Directors of each Local Company. The day to day management of the Company is a matter for the Chief Executive.

THE BROTHERS OF CHARITY SERVICES IRELAND

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

LIMERICK DIRECTORS

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

ROSCOMMON DIRECTORS

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

SOUTH EAST DIRECTORS

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

SOUTHERN DIRECTORS

C. Riordan (Chair)
 T. P. Crosbie
 M. Keogh
 A. Leahy
 T. O'Dwyer
 R. Piersie

CLARE DIRECTORS

S. Costelloe (Chair)
 R. Crimmins (resigned 2009)
 D. Ó Criodáin
 G. Quinn
 R. Hally (resigned 2009)

GALWAY DIRECTORS

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



REPORT FROM EACH COMPANY CHAIRPERSON

CLARE

SIOBHAN COSTELLOE, Chairperson of the Clare Company Board of Directors reports.

In 2009 the Clare services continued to expand the options available to individuals to include; owning or living in their own home, shared accommodation with a family member or friend/housemate, employment, running their own business, 3rd level education/ training opportunities, valued social roles, and inclusive leisure and recreation options. Home Share Clare continued to expand offering a growing number of regular short breaks to children and adults in the home of committed hosts based on meaningful relationships.

Recognising the importance of holding our vision and values in our hearts and minds and, having clarity on how best to implement these, considerable work and progress was made on designing Vision and Values training in line with Social Role Valorisation (SRV) and on completing the Clare Service Strategy 2010-2014.

Tenant's rights to access rent supplement has been one of the challenges faced by individuals, Banner Housing Association and the Brothers of Charity Services over the last number of years. Unfortunately, although tenants in receipt of Disability Allowance are entitled to and receive Rent Supplement throughout the country, people have been refused the allowance in the Mid-West Region. We lodged a complaint with the Ombudsman. The Complaints Officer has in fact finalised his decision and sent his recommendation to the Ombudsman for review, which has found in favour of the tenants. We await the outcome of this.

Widespread consultation took place throughout the services and with the HSE in Clare on challenges around the severe budget deficit the services experienced in 2008 and the implications of the further 2009 cutbacks in funding. Solutions were focussed on zero impact on the quality and quantity of service provision to individuals we support.

Family centred practice involves working with families in a respectful and collaborative fashion in order to deliver optimum outcomes for the person with a disability. It embraces family participation and engagement, emphasising strengths and the significance of informal support networks.



Family centred practice is firmly aligned with current Government Policy in relation to service provision for people with a disability – (National Disability Strategy, Towards 2016, (Vision for Change). This is underlined by current policy within the HSE which aims to deliver a family centred, holistic approach within disability services. To achieve optimum outcomes for the people we support in Clare, capacity building within the services and with families towards family centred practice will be an exciting challenge for 2010 which is in line with our strategy.

The Board would like to thank the management and staff for their work and personal commitment during 2009. I wish to thank also all those people outside the Brothers of Charity Services who have in any way contributed to enhancing the lives of people who use our services. Your support is greatly appreciated.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

GALWAY

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

The year has seen significant attainments and transitions in the delivery of the Galway services. There were some very pleasing developments such as the obtaining of the Council for Quality and Leadership Accreditation, the setting up of a network of Early Intervention Teams in the area of Early Childhood Services, and the Adult Service's continuing progress in supporting people in their move to more suitable housing in the community.

CHANGES AND DEVELOPMENTS IN 2009

- Our Early Childhood Services jointly established seven Network Early Intervention Teams in partnership with the HSE and Enable Ireland. This is a major new venture for our staff and we wish them well as they engage within the new teams. We have no doubt that they will make a substantial contribution to this new development given their already singular level of expertise in working with children over the past 30 years.
- The Health Service Executive established a waiting list initiative through the allocation of staff to provide additional multi-disciplinary support for children of school age. This is a very welcome development for many families who made the choice to have their children attend their local primary schools and this initiative is supported by our Community School Age Team.
- In three of our Child Development Centres (CDCs) the funding which had been provided by the Department of Education and Science came to an end in July. In order to ensure that we could continue to provide a service to this population of children alternative funding had to be secured. In September, the children in the three CDCs who are aged over four years were enrolled in the special schools under the patronage of Ability West in Ballinasloe and Tuam. This ensured the appointment of two Teachers and four Special Needs Assistants in each situation. Similarly the children in Burren View were placed on the roll of Rosedale school, bringing a Teacher and two Special Needs Assistants into the CDC.
- In the Adult Services a major focus this year was the ongoing progress of supporting people to move from campus-based accommodation to more appropriate housing in the community. A further three houses opened in the community for people who had been living on the Kilcornan campus. All who have moved out have settled well into their new homes and are delighted with the space and facilities that it offers them. I would like to wish them well in their new accommodation and thank the staff who facilitated this very positive development.
- Renovations in some of the bungalows in the John Paul Centre have significantly improved the quality of life of the people who live there and we continue to work with families and staff to support a move to community houses for those who wish it.
- With the support of the County Galway Vocational Educational Committee (VEC) we were able to establish two new Day Resource Centres. This provides training in a range of skills for people living in the Kinvara and Ballindereen areas. We are very grateful to County Galway VEC for their ongoing support and partnership.
- The East and West Sectors each held a "Making It Happen" conference both of which were very successful and offered staff and people using services the opportunity to share experiences and achievements.
- The independent evaluation of the two-year Contract Families pilot project was published in November and provided evidence of the success of the project in terms of quality, response to family need and value for money. Though the funding for the project was due to cease at the end of June, we were able to maintain most of the service provided in this scheme to the end of the year.
- Right across the Services, the Arts continued to flourish with many of the people using services being active participants in drama, music, craft-working and art. I would like to congratulate them all and the staff and volunteers who support them for their wonderful achievements in 2009.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

- Our Volunteer Programme supports people to develop friendships, to be more active in their communities and to have more opportunities for leisure and social pursuits. In 2009 seventy-eight volunteers were trained. Many thanks to all of them for their time, commitment and interest, it is greatly valued and appreciated.
- Concern World Wide has an annual Writing Competition and in 2009 people were encouraged to write a letter to US President Barak Obama about issues such as hunger, climate change and child labour. The winning letters from across the globe were collected together and published in a book entitled "Dear President Obama". Mary Kinsella from the Orchard Services was author of one of the winning letters and she was presented with a copy of the book by the American Ambassador to Ireland at a reception in the American Embassy.
- In December Blue Teapot Theatre Company won their category, Best Social Entrepreneur at Ulster Bank's Business Achiever's Award for the Connaught Region.
- In a year when budget cuts were to the fore our main fundraising drive, the Car Draw was a great success. The car was presented to the Services by the Staff through their Staff Draw Fund.

The biggest challenge for us in 2009 was the financial one. The allocation from the HSE contained "Value for Money" (VFM) cuts which left us with a shortfall of €1.8 million. This included the 1% cut from 2008 which we had been assured would be "once-off" but became permanent in 2009, and a further 2% VFM cut. In addition we did not receive any resources to fund staff increments, which in effect, was a cut of a further 0.5%. The severity of this cut in funding led to rigid cost containment measures which resulted in: diminished services in some areas, the non-filling or delayed filling of staff vacancies, reductions in resources to support community services, reduced funding for staff training, and cuts in essential maintenance and service development.

The Board of Directors has been very seriously concerned about the reduction in funding that has so adversely impacted



on the work of our services along with the retirement of our highly experienced and very effective Chief Executive, whose departure coincided with the imposition of a moratorium on staff recruitment. Despite the Board's legal obligation to appoint a Chief Executive it has been unable to do so. Given that we provide services to more than 1000 people at 130 centres annually throughout County Galway the Board feels that the situation that has arisen is utterly unconscionable. There is a deep and very real concern among members of the Board about the sustainment of quality services and the development of services going forward.

The critical nature of service provision as it now stands has brought to the Board a deeper appreciation of and gratitude for the outstanding dedication shown by staff. Their sense of vocation has been uplifting. The Board is extremely grateful to our Acting Chief Executive, Anne Geraghty who is discharging very onerous duties most competently in extremely trying circumstances. Taken together, all these efforts are a source of pride to those involved while they consolidate the sense of inter-dependence that exists within our services.

In conclusion, the Board would like to thank the management and staff for their dedicated work and personal commitment during 2009. I wish to thank also all those people outside the Brothers of Charity Services who have in any way contributed to enhancing the lives of people who use our services. Your support is greatly appreciated.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

LIMERICK

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

Our Services have experienced significant changes throughout 2009. These changes have been achieved, in large part, due to the flexibility and commitment of Staff working with the Organisation. On behalf of the Board I wish to thank sincerely all Staff for the contribution they have made throughout 2009.

The changes were necessary to address our current financial deficit while endeavouring to maintain the same level of Service provision. While we achieved our goal the opening deficit of €1.2 million remains and has to be dealt with in the medium term.

It is disappointing to note that some of the changes that took place did have a negative impact on the quality of Service provision. In a number of houses there are increased numbers of individuals living together and sharing bedrooms. Evening recreational services, greatly valued by the people attending our Services have been cancelled and vacant posts such as

Occupational Therapy have not been replaced. Bungalows on Campus, which require significant capital investment, are not being maintained to an acceptable standard due to the absence of minor capital funding. This impact on the quality of our Services is very disappointing, especially in light of the publication in 2009 of the Health Information and Quality Authority's National Quality Standards.

Our Regional Challenging Behaviour Unit, Cois Coillte, was also closed during 2009. As a result of the Mental Health Act (2001) Amendment, Cois Coillte could no longer operate as a challenging behaviour unit as services provided by the Brothers of Charity Services Limerick are not governed under this Act. On behalf of the Limerick Board I wish to recognise the commitment and dedication of staff that worked with and supported for over 10 years people who attended this Unit since 2001 some of who have moved onto more inclusive living circumstances in the Community.





2009 was also a year of celebration. During the year our West Limerick Services celebrated their 25th Anniversary. This celebration was marked by the creation of a sensory garden on the grounds of the Day Centre by the Day Services Staff and the opening of a Multi Sensory room in the Day Centre funded by the local Fundraising Committee.

Our Children's Services in West Limerick went from strength to strength in 2009 with the recruitment of therapists at the latter stages of 2009 for the provision of a school age service for children ages 6 to 18. This Service is expected to commence in January 2010. As both the Team and the Service will be expanding, securing a suitable team base for this important Service is a priority for our Services.

Our Services also ran a Golf Classic in 2009 in order to raise money for the JP McManus Pro Am in 2010. This Classic, which was run by a Committee of Volunteers, was a great success and resulted in 3 Teams, representing Brothers of Charity Services Limerick, being entered to the Grand Qualifier for the Pro Am taking place in July 2010. The Services has greatly benefited from funding from this Classic in the past and we hope to benefit from the forthcoming classic also.

The opening of our Doon and Feohanagh houses was a very welcome development during 2009. These top quality houses were built in partnership with Thomond Housing Association and provide a home to 12 individuals in Doon and 9 individuals in West Limerick. Funding from the JP McManus Pro AM 2005 was also used to part fund the Doon project.

In 2009 the Certificate in Leadership and Advocacy commenced in Limerick Institute of Technology (LIT) in partnership with Brothers of Charity Services Limerick, Citizens Advocacy Project (project funded by Citizen Information Board, (formally Comhairle) and LIT). This course was open to individuals who access intellectual disability services in Clare, Limerick, Tipperary, Kerry and Cork and provides an opportunity for individuals with an Intellectual Disability to attend 3rd level education. The Certificate programme aims to equip participants with the knowledge, skills and attitude required to take control of their own lives and to speak up for themselves and others. In total 16 people graduated and of these 8 attend services with the Brothers of Charity Services Limerick. The Board welcomes, supports and is greatly encouraged by this development which offers individuals the opportunity of mainstream education.

Finally the Board wishes to pay tribute to Mr. Robert Sillery who retired during 2009 and who was Chief Executive of the Brothers of Charity Services Limerick since 1991. Robert's commitment and dedication to people with Intellectual Disability in the Mid West Region is evidenced in the way the Service has developed and expanded during his time in office. The Board extends its deep appreciation to Mr. Sillery for his contribution to the Services in Limerick and wish him well in his retirement. The Board would like to thank the Acting Chief Executive, Norma Bagge, management and staff for their dedicated work and personal commitment during 2009.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

ROSCOMMON

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

2009 has been a year that has required great energy and fortitude from staff and leaders within the Brothers of Charity Services Roscommon to continue to roll out excellent services and to grow and develop services. The year will be remembered in the history of our services as the time when economic growth came to a sudden stop in Ireland and Government spending had to be taken from the disability services.

In Roscommon 3% of our budget was top sliced from our 2009 allocation. In spite of this we continued to maintain full service delivery due to cost cutting measures implemented by all sections of services.

We developed new services for school leavers in September 2009. New development funding allocation is expected for these developments but nothing was received in 2009. 'The County Roscommon Association Supporting People with Special Needs' have been very supportive financially while we

wait for the allocation.

We succeeded this year in achieving recognition for our quality standards and were awarded Responsive Service and Community Life Validation in November by the Council on Quality and Leadership (CQL). The Board were briefed on the financial position quarterly and received briefings from the Quality Committee, HR, Training and Health & Safety on the work being done.

In 2009 Triest Press was launched as a separate enterprise company and is now providing a quality and much sought after printing service to the community, and all employees are getting great job satisfaction from their work.

The Brothers of Charity National Research Project, funded by Pobal, commenced in 2008 with the bulk of this work carried out in 2009. The project has four distinct aims:

1. To examine the effect of different models of accommodation on the quality of life of people with





intellectual disabilities in transition.

2. To conduct a longitudinal analysis to identify the variables affecting the rate of acquisition of Personal Outcomes and improvements in service quality.

3. To examine the effectiveness of person centred planning.

4. To conduct a detailed qualitative analysis of the barriers to the sustained implementation of supports that increase social inclusion and quality of life of people with intellectual disabilities.

This project is led by the Roscommon team researching transition to inclusive living. Findings will be disseminated at a Conference in May 2010. We are also partners in a longitudinal research study on ageing, TILDA (The Irish Longitudinal Study on Disability and Ageing), being carried out by Trinity College Dublin.

There was ongoing work on ensuring compliance with various statutory requirements throughout the year, including returns on statistics required by our Service Level Agreement with the HSE and the development and compliance of systems in line with the McCoy Report. These systems are now fully implemented.

Promotion of rights for people with intellectual disability was also a high priority in 2009. A DVD was launched on "Promotion of Rights" by the Rights Committee and it was widely circulated. While the economic environment is challenging at present it has not affected our drive and mission to support people with intellectual disability to have inclusive and meaningful lives as citizens. Our staff and families and local communities work in partnership with individuals to ensure this.

The County Roscommon Association Supporting People with Special Needs continue to be a very supportive and significant partner in all our work. The Roscara Housing Association Ltd continue to provide housing for people with intellectual disability and as 2009 comes to a close a further 7 units are nearing completion in Boyle which will bring the total number of tenants in County Roscommon to 42.

The Board would like to thank the Chief Executive, Marian Keigher, management and staff for their dedicated work and personal commitment during 2009.





REPORT FROM EACH COMPANY CHAIRPERSON...contd

SOUTH EAST

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

On behalf of the Board of Directors of the Brothers of Charity Services South East, I present a brief account of the work carried out in the South East Services during 2009.

Throughout the year, the company operated in an environment which was economically challenging to us in that we sustained a further 2% cut to our funding allocation. We responded to this challenge by having a prepared fiscal plan in place at the start of the year and adjusting it as we progressed through 2009. The reductions we made as a result of these adjustments were selected to ensure minimal negative effect on the frontline delivery of services and to the individuals in receipt of services in Waterford and South Tipperary.

In our efforts to operate within our agreed allocation we concentrated on reducing expenditure in non pay areas and continuing our efforts to make changes to our skill mix within the organisation working towards the individualisation of services. However, the threat of the imposition of the recruitment moratorium announced by the Department of

Finance earlier in 2009 remained a concern for us throughout the year in view of the potential negative impact the loss of posts would have on both the level of services delivered and on our flexibility to introduce a range of different service delivery models or responses.

While very conscious of the external threats to the organisation, we continued to work to ensure operating systems within the organisation supported our mission. In 2008 extensive work went into developing an integrated quality enhancement framework to enable teams at local level maximise their contribution while ensuring the quality of services and supports provided. We are very pleased to say that the introduction of this quality framework to all service delivery areas was completed during 2009. This framework supports teams to make sure that all planning, whether at individual level through the person centred planning process or at team level through the Team based Performance Management process is integrated, resulting in the achievement of personal outcomes for the individuals being supported.

A major focus of training during 2009 was on the two Codes of Practice; one for all persons who support adults using the Brothers of Charity Services and the other for all persons who support children using the Brothers of Charity Services. These codes were developed and piloted in the South East Services during 2008 and adopted nationally in 2009. Feedback from staff members indicated that this training was extremely valuable and a real support to them in their work as it clarified the standards that were expected of them both as employees and as supporters of people who use our services. In addition to our code of practice, and acknowledging, in line with the ethos of our organisation, that those in leadership roles in the services have a particular role in helping people to feel valued and in facilitating support networks, we introduced formal Peer Support to newly appointed frontline staff. This helped new staff to become familiar with the organisation, its participants and its mission; supported learning 'on the job';





enhanced job related knowledge and skills and promoted and supported good practice.

As a result of this positive feedback we are proposing to expand this to other staff groups during 2010.

In February 2009 we hosted a Family conference in Clonmel which was very well supported by families from Waterford and South Tipperary. Presentations covered a wide range of topics and were delivered by people using the services, family members, staff members and guest speakers. As the Chairperson of the board, I welcomed this opportunity to inform the families of the role of our board. The success of this conference led to the establishment of regular family information sharing meetings which were held on a number of occasions in 2009, both in Waterford and South Tipperary, covering a range of topics of interest to families. These meetings have now become a regular part of our Service's work.

The Services continued, during 2009, to progress our work on the implementation of our record management system. We are pleased that we now have in place, in every service delivery area, a standard physical filing system for records of all people who use our services. In addition to this we commenced the implementation of the electronic document management system and propose to have that completed by 2011.

Throughout 2009 the Services continued to participate in The National Research Project funded by Pobal. This project supports six people using our services in the southeast, who, having already looked at their current life situation and identified a personally preferable arrangement, wished to work towards achieving that. Our involvement in this project throughout the year has greatly supported our efforts to be a person focused service and we look forward to the outcomes of the project in 2010 and to using the learning from the project as we continue to support people to introduce positive changes of their choice into their lives.

In conjunction with Waterford Youth Arts, a number of individuals who use our services completed a DVD called 'After I've Gone'. This film examines the issue of death, which is so difficult for all individuals and families. It looks at the things that need to be considered, discussed and agreed with their

family members, especially the person with a disability, in advance of that person's main carer, next of kin or advocate dying. This film was very well received at the family conference and following on from that, was presented at a Workshop held by the Forum on End of Life in Dublin in July 2009.

Also in July, the Tory South East services, in partnership with the Ferrybank Community Arts group, organised a Ferrybank Community Summer Festival. This two day event, which took place in a number of local community facilities, was blessed with sunshine in the midst of a wet summer and the grounds at Belmont welcomed record crowds to enjoy the vast array of activities and stalls. A tremendous local volunteer effort including staff and persons who use the services ensured the success of this venture and plans are in place for the 2010 Summer Festival. We acknowledge the assistance given to us by the Waterford Area Partnership and Waterford City Arts in funding the event.

This is but a short synopsis of the work carried out in the South East Services during 2009. It would be impossible to outline everything we do however, the many positive interactions, partnerships, joint ventures and projects have been invaluable in supporting us to create an equal and inclusive society for the people who use the services of the Brothers of Charity South East.

I would like to pay tribute to my fellow Board Members for their support, contributions and assistance throughout the year. I also wish to acknowledge the support of the National Board of Directors during 2009. I particularly wish to acknowledge the staff of the South East Services for their genuine commitment to the people who use our services and, in increasingly challenging times, their ceaseless efforts to be person focused in their responses. A particular word of thanks to the people who use our services who, throughout the year, regularly informed us of the issues important to them and kept us focused on the overall mission of our services.

Finally I wish to thank Johanna Cooney, Chief Executive, and the members of the Services Executive Team for their guidance and leadership in the services and their support to the Board throughout 2009.



REPORT FROM EACH COMPANY CHAIRPERSON...contd

SOUTHERN

DR. CASHEL RIORDAN, Chairperson of the Southern Company Board of Directors reports.

2009 saw a major downturn in the national and international economies. This impacted heavily on the on-going funding base available to us from the Health Services Executive. Our annual allocation from the HSE was reduced by €1,500,000. At the same time we were advised that there could be no reduction in service levels which was indeed a challenge given the on-going funding cuts since 2003. We implemented cutbacks in the amount of €800,000 by reducing administrative and support posts and by scaling back non-pay budgets to a minimum. The remaining €500,000 needed to balance our budget could not be found and therefore we had no option but to seek a contribution from people who use our services. This will be implemented over 2009 and 2010.

We signed our first formal Service Level Arrangement with the HSE for 2009 but had ongoing serious concerns on our ability to meet the agreed service levels in a climate of financial cutbacks and recruitment embargos.

We welcomed 9 school leavers to training programmes and supported 19 training graduates in sourcing employment during the year. Congratulations to the twelve people who use our services who graduated from the UCC Contemporary Community Living Project in September and we hope that the course will continue to be developed at the University.

The National Advocacy Conference themed 'Keep on Moving' (no matter what difficulties life may bring) was hosted by our Region in November. It was the first time it was run on a more condensed timescale (one-day event) and was a great success.

Six people who use our services joined the national research project funded by Pobal. This project was very interesting and very much in line with our strategic action plan.

Renovation work at Bawnleigh House commenced to create three respite areas. The HSE provided once-off funding to enable enhanced respite to be provided in 2010.

We continued to work closely with the HSE National Working on Congregated Settings. This group's report is due to issue in 2010. The HSE have indicated that they will be attempting to timeframe the relocation of services from Congregated settings and a feasibility study is being finalised in this regard.

Welfare and protection training updates were piloted and continue to be rolled out. It is hoped that all staff will have updated training by May 2010.

Child & Adolescent Mental Health Services saw significant development in the year with our South Lee/West Cork and Kerry Services receiving sanction for an additional Consultant in Psychiatry, and Psychology, Social Work, Nursing and therapy posts.

Overall it has been a year of highs and lows but the National Advocacy Council Conference and UCC graduations stand out as the biggest advancement on the rights of the people we support. Well done to all involved! The Board would like to thank our Chief Executive, Una Nagle, the management and staff who have worked so hard to maintain a quality services under very difficult circumstances.





NATIONAL WORKING GROUPS AND STANDING COMMITTEES

The Brothers of Charity Services recognise that a significant amount of background support is required to enable our front line services deliver quality care to the people who use our services. The role of background support is to develop management, clinical and administrative processes that are:

- 1) efficient,
- 2) easy for people to access and understand,
- 3) evidence-based,
- 4) monitor performance and
- 5) deliver continuous improvement and value for money.

Our core support services work to ensure that our Services run as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, HR, Training & Development, Evaluation & Quality and Administration all work together to continuously improve our infrastructure. The work of these functions, while not overtly evident, directly impacts on the quality of the service delivered.

CHIEF EXECUTIVE FORUM

The Chief Executive Forum (CEF) is made up of the National Chief Executive, the six Local Chief Executives and the National Development Executive. The forum acts as a co-ordinating link between Companies. It facilitates and co-ordinates the National Board's strategy, assisting the implementation of this strategy throughout the six Companies. It also facilitates shared service functions within

the Companies. The CEF meets a minimum of six times per year. The CEF also determines the number of National Standing Committees and National Working Groups in operation within the Services. It drafts and agrees the terms of reference for each Committee and Group, appoints its members and directs and monitors reports.

In 2009 a main focus of the CEF was responding to the McCoy and O'Farrell Reports from the HSE and coordinating a response to the Value for Money Questionnaire.

In addition the following Governance Statements, Guidelines and National Policies & Procedures were revised or drafted in 2009:

- 1) The Welfare & Protection of Vulnerable Adults (Revised 09)
- 2) The Investigation of Allegations against a Staff Member of Incidents of Abuse
- 3) National Policy on The Welfare & Protection of Children (Revised 09)
- 4) National Governance Statement on The Welfare & Protection of Children
- 5) National Governance Statement on Safe Recruitment
- 6) National Governance Statement on Intimate Care

NATIONAL STANDING COMMITTEES

The role of a National Standing Committee is to act as a support for staff, to inform the Services, and to develop guidelines or governance statements on issues relating to the





standing committees' particular area of interest – such as Finance, Human Resource Management, Training and Development, and Quality and Evaluation. These Committees operate by sharing knowledge and operating services. The work of National Standing Committees is on-going and they are made up of representatives from each Company.

NATIONAL QUALITY & EVALUATION STANDING COMMITTEE

Highlights

- Database advancements with support from IT Shared Services
- The Galway Company achieved full accreditation from the Council on Quality and Leadership (CQL).
- The South East Company made application for accreditation to the CQL.

- The Roscommon Company have achieved the Community Life aspect of accreditation by the CQL.
- Input in Health Information and Quality Authority (HIQA) Standards and Outcomes Network Ireland to contribute to the development of good quality standards.
- Updated Governance Statement on Quality Services and Systems.
- Ongoing Personal Outcome Measures training and associated elements.
- Contributions to conferences run by Outcomes Network Ireland and the National Disability Authority.
- Sharing of resources, materials, ideas and training within the services.

2010 Proposed Actions.

- Develop a Self-Assessment tool to incorporate HIQA Standards.





- Continue to review paperwork for individual planning linked to Personal Outcome Measures' database.
- Pilot the Health & Safety Audit Reporting Database (HASARD) and review how the implementation of the Accident and Incident Recording System (AIRS) is progressing.
- Continue to promote the development of individualized services.
- Consider the learning from the Brothers of Charity Services National Research Project.
- Continue to support local and national developments.
- Continue to support service accreditations in delivering a person centred person focused quality service.

NATIONAL INFORMATION & COMMUNICATIONS TECHNOLOGY STANDING COMMITTEE

At the November 2007 Chief Executive Forum it was agreed that a consultant would be hired to carry out a feasibility study on developing further our ICT Shared Services. The report

issued in 2008 and one recommendation from the Consultant was that we should establish a National Standing Committee to drive the process. The role of the Committee is to provide vision and strategic leadership to the ICT function through the prioritising of key projects, plans, work programmes, resources and expenditure for ICT services. The Committee will also determine ICT policies and standards and resolve policy issues and conflicts that may arise.

Each Company has a representative on this committee. A smaller working group was formed to drive Shared Services forward within the organisation and they will report to the National Chief Executive Forum in 2010.

NATIONAL TRAINING & DEVELOPMENT STANDING COMMITTEE

Achievements 2009

1) Review of the Brothers of Charity Services National Strategic Plan - Section Three. This was reviewed in relation to Learning & Development and response forwarded to the





National Chief Executive.

2) The customisation of the Skills Level 5 Care Assistant Programme was reviewed and recommendations were returned individually to the National Federation of Voluntary Bodies.

In addition, a number of meetings were attended to discuss module customisation by committee members. The modules were as follows:

- Communications
- Infection Prevention & Control
- Work Experience
- Care Skills
- Care Support
- Intellectual Disability
- Care of the Older Person
- Person Centred Focus to Disability
- Legislative Procedures & Quality

3) Training & Development Database Development

- Training & Development database was updated in late 2009. Amendments are currently being utilised in some Companies and will be reviewed in 2010.

Focus 2010

- 1) Develop the Training & Development Database
- 2) Customisation of SKILLS modules – Nutrition; Palliative Care; Rehabilitation Support; Activities of Living Patient Care; Family Support Workers.
- 3) E-Learning -The working group are continuing to meet and the first meeting is scheduled for March 2010.
- 4) Examine Funding Opportunities for the development of further training and database development.
- 5) Review of Governance Statement on Training & Development

NATIONAL HUMAN RESOURCES (HRM) STANDING COMMITTEE

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





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

The HRM standing committee met on five occasions in 2009. The key focus areas for the committee in 2009 were:

- The introduction of 37.5 hour week for nurses. This posed challenges on many fronts for each company as the implementation of the reduced working week was to be on a cost neutral basis. By the end of 2009 the majority of Companies had implemented the 37.5 hour week with a few outstanding issues remaining.
- The introduction, in conjunction with the National Finance Standing Committee, of a longer lead time for payroll. This involved detailed consultation with all of the various stakeholders to ensure consistency and clarity. The

introduction of the longer lead time will allow for greater efficiency and accuracy in payroll inputting and processing.

- The involvement of Service Users in recruitment is another area that the HRM standing committee have been working on in 2009 and work continues in this area into 2010.
- Cost Containment Measures in line with reduced budgets and the Moratorium on Recruitment. This has been a key focus for all companies in the past twelve months and into 2010. The HRM standing committee worked on reviewing and discussing various solutions in addressing the challenges posed by the reductions in budgets.
- An ongoing focus on the management of attendance and the introduction of guidelines to managers on the successful management of attendance. This focus was maintained throughout the year.

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





EMPLOYMENT STATUS 2009

EMPLOYMENT STATUS

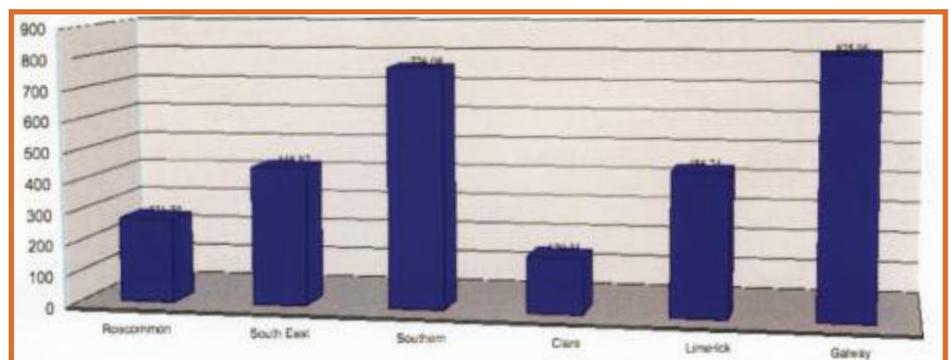
W.T.E. = Whole time equivalent

Service Company	Perm FT	Perm PT	Job Share	Temp. FT	Temp. PT	Locum	Training	Total No.	Total WTE
Galway	394.82	177.27	28.58	27.11	167.23	29.95	1	999	825.96
Limerick	214.82	133.39	0	14.72	17.28	78.53	0	594	458.74
Clare	50	90.99	0	1	17.43	19.89	0	246	179.31
Southern *	459.64	64.53	30.73	41.39	179.79	0	0	1108	776.08
South East	224.76	93.97	1	51.81	0	77.28	0	591	448.82
Roscommon	87	167.07	0	7.86	0	9.79	0	421	271.72
TOTAL	1431.04	727.22	60.31	143.89	381.73	215.44	1	3959	2960.63

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

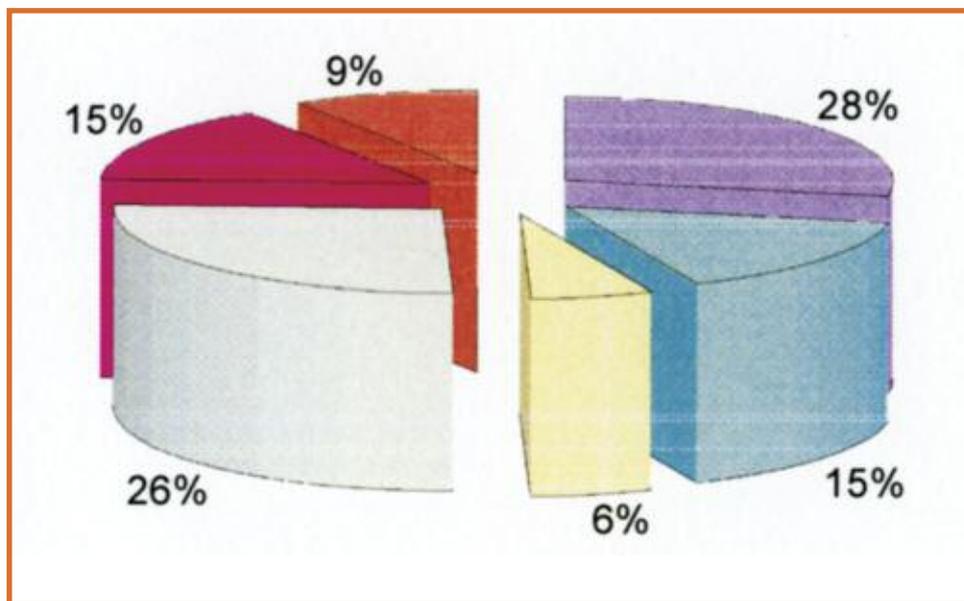
EMPLOYMENT FIGURES

Galway	825.96
Limerick	458.74
Clare	179.31
Southern	776.08
South East	448.82
Roscommon	271.72





% EMPLOYED BY COMPANY



Galway Limerick Clare Southern South East Roscommon





NATIONAL ADVOCACY COUNCIL



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

Maria Wolfe and Ann Mahon jointly Chair these meetings. Kevin Murphy is the Secretary. The representatives on the National Council bring issues from their own areas to the group and often find that the same issues arise elsewhere. National issues are highlighted and recommendations for resolution are developed. Sometimes clarification is needed from Chief Executives on particular topics and the meetings also provide an opportunity for the Chief Executives to bring

information to the representatives.

Over the past year Government cutbacks were discussed at length and the effects they are having on the service people are receiving. Representatives also sought clarity on why cutbacks were worse in some areas than others. As a result of that discussion the National Council released their own statement to the media highlighting the fact that these cutbacks were affecting people's basic human rights.

Other topics which arose were the fact that people using services contribute varying amounts of money to their upkeep depending on where they live and with whom they live. There were discussions around the whole area of relationships and people's desires to have friends / boyfriends/girlfriends. The Council discussed the supports people need to have meaningful relationships and the various obstacles.

The National Council host a conference annually with a different Brothers of Charity Company taking responsibility for it each year. A theme is chosen jointly by the Council and the Company and each area put together a presentation for the conference based on that theme. It's a perfect opportunity to share learning and experiences, discuss the challenges and rejoice in the achievements.



A PROFILE OF THE PEOPLE WHO USE OUR SERVICES

COMPANY AND INDIVIDUAL ABILITY RECORDED ON DATABASE

Service	Child	Adult	not verified	normal range	borderline	mild	moderate	severe	profound	TOTAL Database
Galway	391	505	50	4	15	355	241	206	25	896
Clare	46	193	2	0	0	56	165	25	7	255
Limerick	0	379	0	0	3	70	190	93	23	379
South East	57	334	34	0	5	79	165	86	22	391
Southern	1017	323	116	324	76	340	322	158	4	1340
Roscommon	190	233	39	7	10	136	164	59	8	423
TOTAL:	1701	1967	241	335	109	1036	1247	627	89	3684

FIGURES NOT INCLUDED – NOT RECORDED ON NIDD

NOTE:

Galway – In addition 129 Children and 40 adults receive multidisciplinary supports in community services.

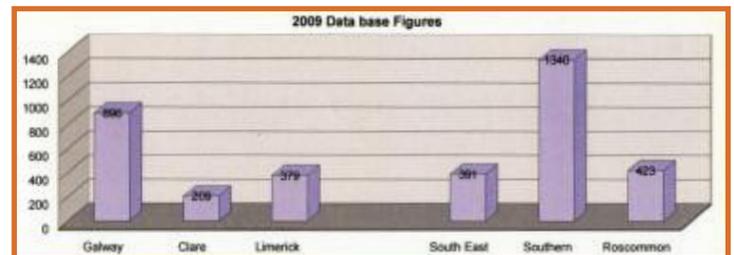
Clare – 718 Children receive services from Clare's Early Intervention Team in partnership with Enable Ireland, Clare Fed and the HSE.

Limerick – provide services to 240 Children in partnership.

South East – In addition to above 185 children & 258 adults receive multidisciplinary supports from joint HSE and BoC teams.

Southern – please note that the high numbers in Normal Range & boarderine relate to Children with ASD.

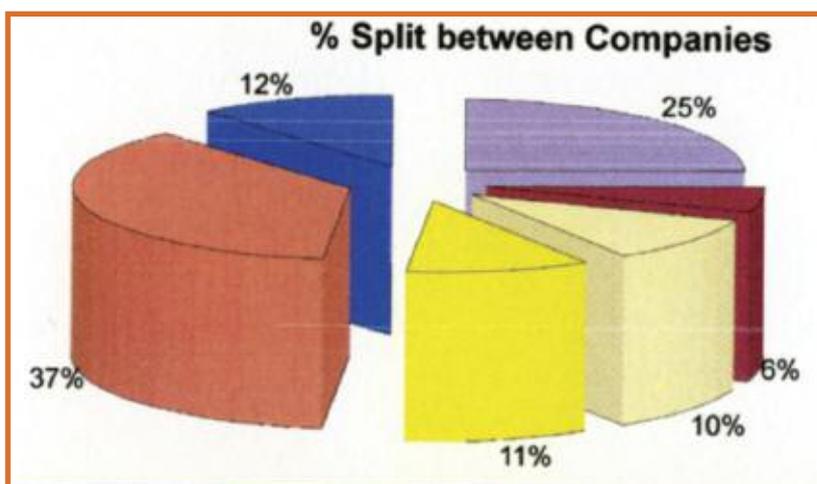
Roscommon – provide part services to a further 66 people in respite and secondary day services.



Database Figures up 132 and non database figures up 284 on 2008 figures to 1636.

TOTAL NUMBER OF PEOPLE WHO RECEIVED SERVICES FROM BROTHERS OF CHARITY IN 2009 WAS 5,274

PERCENTAGE OF PEOPLE WHO USE OUT SERVICES SPLIT BY COMPANY



Total amount of people who received Services in 2009 was 5,274.



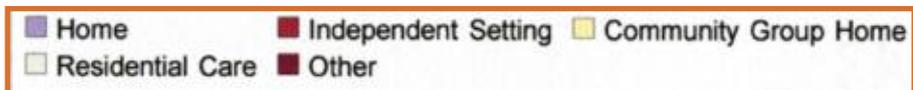
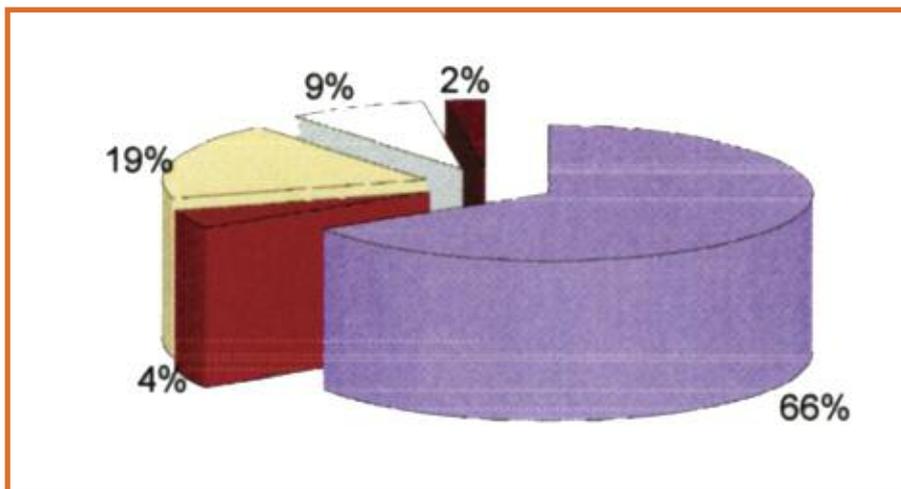
MAIN RESIDENTIAL CIRCUMSTANCES

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
Home							
At home with parents		73	410	51	134	949	225
At home with one parent		35	129	34	43	151	63
At home with sibling		6	12	14	12	3	9
At home with other relative		3	6	2	3	1	2
Lives with non relative		1	0	0	0	1	1
Adoption		0	0	0	0	5	0
Foster Care		1	2	3	3	7	5
TOTAL:	2399	119	559	104	195	1117	305
Independent Setting							
Lives semi-independently		2	25	7	18	21	14
Lives independently		3	39	13	5	2	13
Vagrant or Homeless		0	0	0	0	0	0
TOTAL:	162	5	64	20	23	23	27
Community Group Home							
5 day community group home		14	10	0	0	5	7
7 day community group home		23	34	34	6	40	1
7 day (52 week) group home		36	129	111	127	54	41
TOTAL:	672	73	173	145	133	99	49
Residential Care							
5 day residential centre		0	0	0	0	1	0
7day residential centre		0	2	22	0	4	0
7 day (52 weeks) residential centre		0	79	81	29	93	0
TOTAL:	311	0	81	103	29	98	0
Other							
Special intensive placements		4	6	4	8	1	19
Full time residential care -crisis/respite crisis and relief centre*		0	0	0	0	0	0
regular part time care*		6	78	0	0	0	4
de-designated unit		2	8	0	0	2	17
other (Nursing Home)		0	0	0	0	0	0
Holiday Residential Placement		0	2	2	0	0	2
Shared Care		0	1	0	3	0	0
Not Applicable		0	43	0	0	0	0
		0	0	1	0	0	0
TOTAL:	213	12	138	7	11	3	42
OVERALL TOTAL:	3757	209	1015	379	391	1340	423
TOTAL DATA BASE	3638	209	896	379	391	1340	423



RESIDENTIAL SETTING

Home	2399
Independent Setting	162
Community Group Home	672
Residential Care	311
Other	87



*Although listed under this category, due to set codes on the NIDD, 28 individuals included in these numbers are not in the traditional community group settings but are receiving a community based individualised service in Clare.

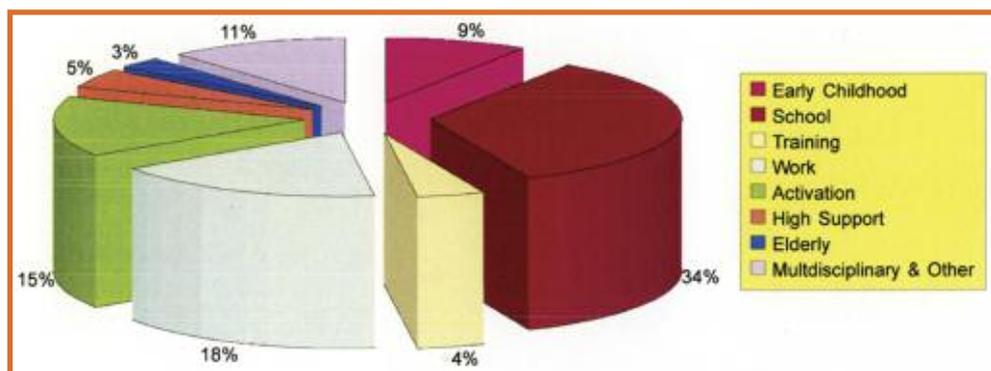


MAIN DAY SERVICE

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon
Early Childhood Services/Special Pre School	336	0	86	0	45	178	27
Ordinary Pre School	62	0	21	0	0	37	4
Child Education and Development Centre	52	0	46	0	0	6	0
Mainstream Education	584	1	112	0	0	371	100
Special Schools	351	8	23	0	4	290	26
Special Class in Mainstream School	120	1	22	0	0	83	14
Resource Teacher	154	0	76	0	0	3	75
Training	158	26	46	0	24	32	30
Sheltered Work Centre/Employment	457	9	40	149	167	37	55
Support Employment/Open Employment	188	17	53	11	1	82	24
Activation/Adult Day Centre	551	7	190	96	102	149	7
High Support/Intensive Services	174	21	49	20	27	9	48
Programme for the Elderly	106	7	43	35	2	9	10
Home Support	30	1	14	0	4	1	10
Other Day Service-Community Integrated living	138	64	11	1	8	49	5
No Day Service	16	0	11	2	0	3	0
Day Respite	1	0	1	0	0	0	0
Outreach Programme	8	0	2	2	0	0	4
Full time Residential - Day Programme elsewhere	0	0	0	0	0	0	0
Full time Residential - No Day Programme	64	0	1	63	0	0	0
Multidisciplinary Support Services	107	2	36	0	7	1	61
Generic Day Services	58	45	13	0	0	0	0
TOTAL:	3638	209	896	379	391	1340	423

DAY SERVICE

Early Childhood	336
School	1248
Training	158
Work	645
Activation	552
High Support	175
Elderly	106
Multidisciplinary & Other	418





THE NATIONAL FINANCE STANDING COMMITTEE

The National Finance Standing Committee (the F- team) is made up of the Head of Finance from each Company. The Team had four meetings in 2009.

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

The following is a list of the main activities undertaken by the F-team in 2009:

- Work and discussion on the implementation of the change in pay date for the Service.
- Work and discussion on the implementation of the Pension Related Deduction (PRD) on staff salaries during the year.
- Review and discuss the implications of Shared Services across the various companies including payroll and superannuation and the costs involved in changing the present payroll system.
- Discussions and work on the new Service Level Agreement requested by the HSE in 2009.
- Review and make recommendations to the Guideline on the Handling of Service User's Personal Monies.
- Review and develop possible solutions to the Allocation funding cuts imposed by the HSE during the year.

CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT

Year ended 31st December 2009

(extracted from the 2009 Audited Accounts)

Income	€
Health services Executive	176,154,824
Other Income	<u>22,664,036</u>
Total Income	198,818,860
Expenditure	
Pay	170,073,508
Non Pay	<u>28,710,620</u>
Total Expenditure	198,784,128
Surplus for the year	34,732



NATIONAL WORKING GROUPS

NATIONAL WORKING GROUPS

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

SHARED SERVICES

In 2007 the Brothers of Charity Services Ireland established a shared services working group. The Group was set up to consider ways to increase co-operation among our Brothers of Charity Companies to allow us to increase our focus on our core business of service provision. The aim of the strategy was to prioritise our resources into direct service delivery, keep our focus on core business and keep “back office” and associated costs to a minimum. The Brothers of Charity already had shared services in place in relation to Audit, Pension and Insurance functions.

Since the beginning of this year the economic situation nationally has deteriorated putting pressures

on our funding from the HSE. The idea of adopting a “shared service approach” has gained traction, as organisations recognise it as an appropriate model for gaining scale advantages of organisational support service functions without losing autonomy.

The original working group was downsized earlier this year to concentrate on ICT and payroll as possible further shared service areas. The key underlying criteria of the working group was to ensure its recommendations on implementing shared services preserved the local access to strategic management data. The working group will report to the Chair and Chief Executive Forum in 2010.

NATIONAL RESEARCH WORKING GROUP

The Brothers of Charity Services recognises the importance of high quality ethical research. In order to promote and ensure best practice when undertaking research within our services the Chief Executive Forum convened a research working group. The main task of the working group is to formulate and recommend a National Research Strategy to the Chief Executive Forum. This strategy will be in keeping with the ethos of the organisation and the law. It will have the following functions. The working group issued its first report to the Chief Executive Forum for review in December 2009.



VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY

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

Citizen Advocacy is one of the areas where volunteers are vital. It calls for the establishment and support of a one-to-one relationship between the volunteer and the person who has a disability. An Advocate is a person who is free from conflict of interest and makes a personal voluntary commitment to provide some of the emotional and/or material supports required by the individual they are partnered with. The focus of this partnership is matching the individual to the volunteer; therefore it is essential that we have volunteers of both genders and all ages.

Advocates participate in an orientation process and are then matched with a person who uses the services. The nature of each Advocacy relationship is very individual and is based on the needs of the Advocacy partner and the Advocate's ability to meet these needs. The two people in the relationship together decide the terms of the relationship. The scope of Citizen Advocacy relationships may be as diverse and different as the individuals involved in them. The range of functions that a Citizen Advocate performs for and with their Advocacy Partner are endless, some examples are as follows.

- Assist their partner to grow and develop their skills, abilities, image and status by challenging the person's own expectations and those stereotypes to which the person may be subject.
- Introduce them to new experiences, resources and networks within the community be it a sport or social club or just being around, whatever the age appropriate activity.
- Speak out for their advocacy partner's interests and welfare.
- Make sure that their advocacy partner's requirements and wishes are taken seriously by the people and services paid to support them.
- Ensure that the advocacy partner's right to make choices and decisions about their own life is encouraged, developed and recognised.
- Ensure that personal information about their advocacy partner is kept confidential.
- Stay in touch with the Citizen Advocacy Coordinator and ask for support and advice as needed.

The skills necessary to be a good Citizen Advocate include:

- A sense of right and wrong,
- A sense of fair play,
- To be able to put yourself in someone else's place,
- To be a good listener,
- Patience, and
- Confidence to speak up for someone else.

For information on volunteering in the Brothers of Charity Services please contact the relevant Company or see our website on

www.brothersofcharity.ie/volunteers.php

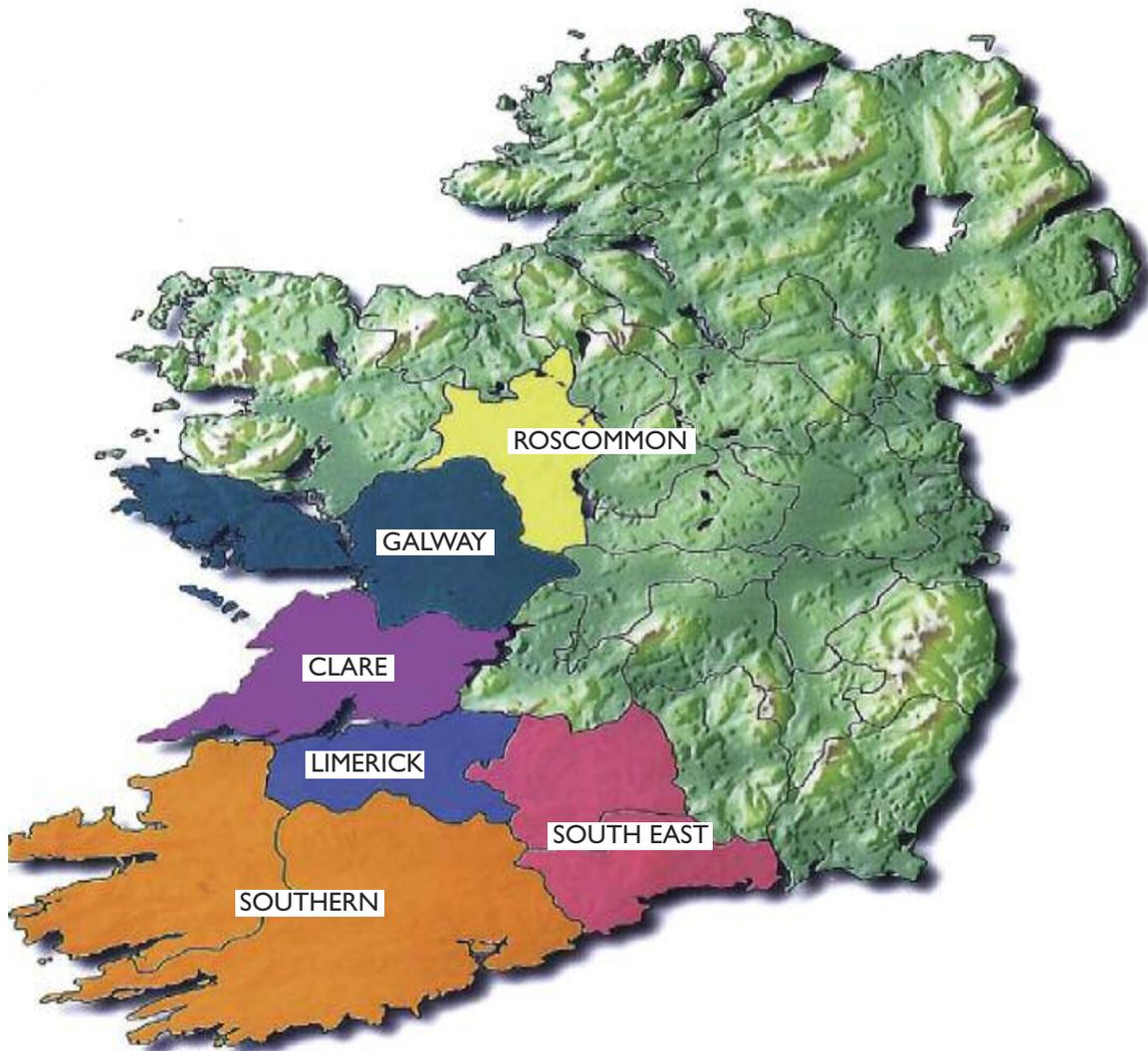


BROTHERS OF CHARITY SERVICES IRELAND, COMPANY OFFICES AND CHIEF EXECUTIVES

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



LOCATIONS OF BROTHERS OF CHARITY SERVICE COMPANIES



Each colour indicates the geographical area covered by the service company.
The National Company, “Brothers of Charity Services Ireland Ltd” is based in Clarinbridge, Co. Galway.

PRODUCED BY THE NATIONAL OFFICE GM2010



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

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

Directors: Bro. N. Corcoran, Bro. A. T. Hassett, Bro. D. Kerins, Bro. J. Killoran,
Bro. V. W. Manning, Bro. J. O'Shea, Bro. J. Rackley.

www.brothersofcharity.ie