



ANNUAL REPORT

2024

VISION & MISSION STATEMENT

The Brothers of Charity Services Ireland’s vision and mission guide their work.

Vision

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

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

Mission Statement

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

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

Brothers of Charity Services Ireland CLG. Registered Address: Kilcornan House, Clarinbridge, Co. Galway, H91 K2E9, Ireland. Company Registration No: 344780 Registered in Dublin, Republic of Ireland. Charity Regulation Authority No: 20064853. Board: Mrs. A. Geraghty (Chairperson 2025), Bro. A Hassett, Bro. J O’Shea, Mr. P McGinley, Mr. J Barry, Mr. J Hayes, Ms. G Larkin, Ms. S. Allen, Ms. G. Bond, Mr. O. Hillery, Mrs. M. Kenny, Mr. L. Murphy, Mr. T. O’Connell, Mr. B. O’Connell, Mr. F. MacElhone, Ms. A. Sheehan.

www.brothersofcharity.ie

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CHAIRPERSON OF THE BOARD

Brother Alfred Hassett.

I am pleased, on behalf of the Board of the Brothers of Charity Services Ireland (BOCSI), to present to you our Annual Report for 2024. The National Board would like to take this opportunity to thank everyone who works with and for BOCSI and who continue to strive to ensure a quality service for the people we support even in these challenging times and amidst increasingly difficult economic circumstances.

As an organisation we are once again facing change with the withdrawal of the role of the Congregation nearing completion, the Board requested that the Leadership Team plan a future for BOCSI as a stand-alone organisation. We were delighted to present the BOCSI National Strategic Plan 2024 – 2028 this year, which was developed in partnership with all those involved in our Services.

I personally want to thank all the members of the Board and those who serve on Board committees for their work. They give so freely of their expertise and time, and continue to work tirelessly on a voluntary basis to ensure a strong governance structure and to put a succession plan in place to provide stability and sustainability for the people we support and our staff into the future.

The Board is also grateful to the statutory authorities for the supports they provided during 2024 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 continue to develop our local partnerships and extend the use of natural supports within our communities.

As I come to the end of my tenure as Chair of the Board, I want to express my thanks and gratitude to all those who have dedicated themselves to providing a service that truly reflects our ethos of putting the person supported at the centre of our service provision and treating everyone with dignity and respect. I have watched with delight over the years the development and growth of self-advocacy and of advocacy undertaken by the Services on behalf of the people we support. This report reflect this change in focus in a very real way, with the reports from Regions coming from the self-advocacy group themselves.

People supported by the Services rightly entertain the very reasonable expectation of achieving much greater choice and control in their lives. If this goal is to be achieved in full there is a vital need for greater flexibility in the structures and systems through which they are supported. We have always attempted to ensure a very personal response to the wishes, hopes, and dreams of each individual we support and this remains central to the service we offer despite the severe pressure arising from the continued diminution in resources.

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

God bless you all and thank you very much for your support over the years.



CHIEF EXECUTIVE

Michael Hennessy.

It gives me great pleasure to present the Brothers of Charity Annual Report for 2024. Once again it was another extremely busy year with our Regions providing 3,331 children and 2,490 adults and their families with services. These services would not be possible without our 4,431 dedicated Staff and our National Leadership Team.

This year we completed the development and subsequent launch of our National Strategic Plan on 9th September. I wish to acknowledge the work of all staff and people supported who went above and beyond to support the development and publication of our National Strategic Plan 2024 - 2028. We agreed six goals endorsed by our Board as follows:

- Respect people's rights as valued and equal citizens.
- Deliver community based and person-centred services.
- Deliver services that reflect emerging and changing needs.
- Be the employer of choice in our sector.
- Enhance our structures to support service delivery.
- Protect the environment for future generations.

The significant benefit of our strategic planning process was that it has created a single, forward-focused vision that aligns our organisation with the needs of those we support. We developed our plan by including all our stakeholders, those we support, families, our staff, our management teams, as well as our Board. By taking these collective views we are now all aware of our goals and how and why those goals were chosen. We are continuously working on what everyone can do to help achieve our goals and we have created a clear sustainable path to the future for our services. Every decision taken throughout the

organisation will consider our ethos, vision, and mission, and act with the implementation of the broader strategy in mind.

You will read further on in this report all the activities and achievements of the people we support through the Regional advocacy groups. I want to congratulate the National Advocacy Group for once again producing a wonderful enriching annual conference, hosted in our Clare Region. The day gave us all an opportunity to celebrate the major achievements and to learn more about what is important to the people we support. We have highlighted one person supported and the staggering amount they have managed to achieve in 2024. You will also read about the work of the various national support teams without whom the organisation would not function.

A special thank you to our volunteer Board and to the Congregation for their continued direction and guidance and in particular, Bro. Alfred Hassett, for his support during his time as Chairperson of the Board.

I would like to express the Services and my own sincere thanks to Bro. Alfred for his unstinting dedication to the people we support over his 60 year career in Intellectual Disabilities. He is responsible for driving our Services from a health care focus to a support model where we have worked to become a progressive, people focused, and forward thinking service, embedded with an ethos of dignity and respect, for every person involved with the Services. His vision of every person functioning as a valued and equal citizen with support to live their own lives in their own community has transformed our service.

Thank you to all those who trusted us to support you and your families in 2024; we look forward to working with you all in 2025.



INTRODUCTION TO BROTHERS OF CHARITY SERVICES IRELAND

History.

The Brother of Charity Services were founded by the Congregation of the Brothers of Charity Services which is an international, voluntary religious organisation founded in Belgium in 1807, by Canon Peter Triest. The Congregation opened their first services in Ireland in 1883 to provide for mental health needs. In 1938 they started to develop services for people with an intellectual disability and their families as there were no State services available at that time. These services grew steadily over the years. The members of the Congregation made the decision in the late 1990s not to be involved in direct service delivery or operational management of the Services. In 2007, the services were formally transferred from the Congregation to the Brothers of Charity Services Ireland CLG. (BOCSI).

Today.

Our Services focus on providing support to people with an intellectual disability and autism in Ireland throughout the counties of Clare, Galway, Roscommon, Limerick, Cork, Kerry, Waterford and parts of South Tipperary and Kilkenny. Respecting and promoting the dignity and humanity of each person has always been the core value of the Services.

BOCSI endeavours to ensure a personal response to the wishes, hopes and dreams of each individual to whom support is provided. We adopt a person centred approach to service delivery, one in which individuals are assisted and supported by the Services to identify their life

goals. They are, thereafter, supported to achieve these goals through their individual personal plan. The Services offer service responses in local communities, promoting and supporting positive engagement and interaction between those who use our Services and their community, and supporting them to participate in and be included in all facets of community life as equal and valued citizens. The Services work in partnership with local communities, agencies and organisations to initiate and develop increasingly inclusive opportunities for, and with, the individuals we support.

Our Service delivery is based on current best practice, our ethos, the people we support, and an internationally recognised Quality Standard System which measures and accredits our Services. The system of accreditation is the Council for Quality and Leadership (CQL). Our Services are also monitored and inspected by HIQA and the Health & Safety Authority.

The BOCSI is a learning organisation whose responses are based on best practice, and in full recognition of the right of each person to self-determine their own life goals and wishes. We value our staff and support them to fulfil their professional potential.



STRUCTURE - BROTHERS OF CHARITY SERVICES IRELAND

BOCSI's legal status is a Company Limited by Guarantee. There is one overarching Service Level Arrangement between the HSE and BOCSI with individual schedules attached pertaining to the delivery of Services in each of our Regions. Each Region is led by a Director of Services who manages their own annual budget received mainly from the HSE through the local Community Health Office (CHO). The BOCSI is funded under Section 38 of the Health Act.

The BOCSI Company is supported by the National Office which is comprised of the Chief Executive Officer (CEO), the National Heads of Function (Finance & Procurement; Risk, Regulation, Health & Safety, Energy Performance & DPO; Human Resource Management; Information, Communications & Technology; Quality, Safety, Training & Advocacy; National Pensions; and the PA to the Chief Executive Officer.

The Chief Executive Officer reports to the Board of the Brothers of Charity Services Ireland and is the Company Secretary. The CEO is responsible

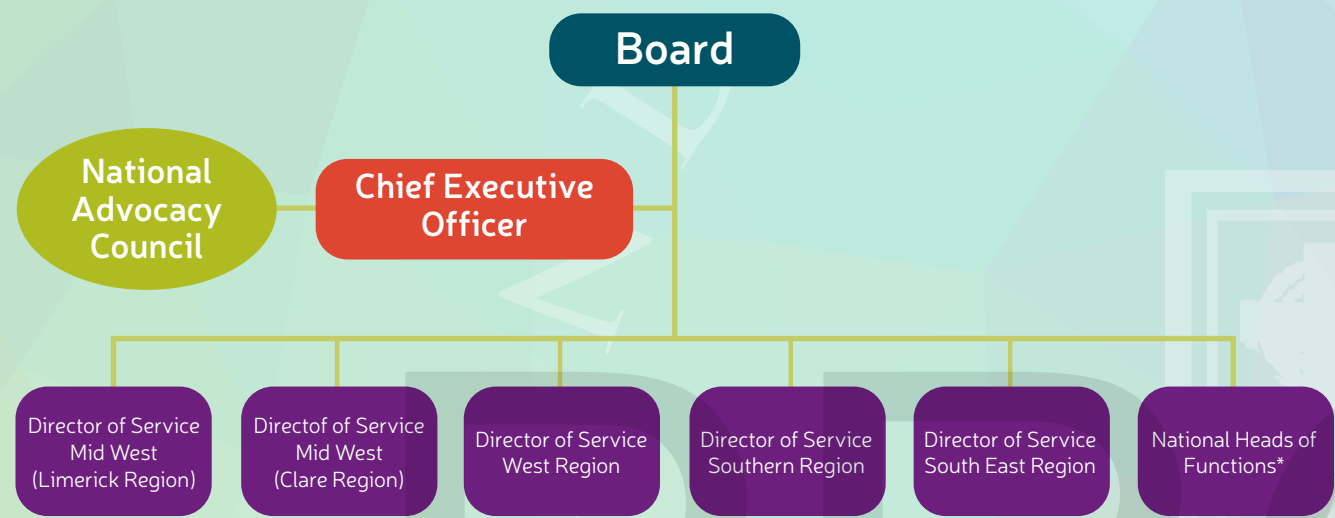
for the management and executive functions of the Company's Regions through the individual Regional Directors of Service. The Regional Directors of Service and the Heads of Function together make up the National Leadership Team under the direction of the CEO.

The National Leadership Team (NLT) supports the Chief Executive Officer, the National Board, Board Committees, National Teams, and Working Groups. It acts as the single point of contact for external agencies and State bodies. The Directors of Service have their own executive teams to support the delivery of services in their Regions.

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



ORGANISATIONAL CHART 2024



Board Membership 2024 And Board Committees.

- | | |
|--|-----------------------------------|
| Bro. A.T. Hassett (Chair) | Mr. J. Barry |
| Bro. J. O'Shea | Mr. S. Hayes |
| Mr. P. McGinley | Mrs. A. Geraghty (incoming Chair) |
| Mr. J. Delahunty | Ms. S. Allen |
| Ms. G. Larkin | Mrs. M. Kenny (Aug 24) |
| Ms. G. Bond | Mr. O. Hillery |
| Mr. L. Murphy (Sep 24) | Mr. A. O'Connell (Aug 24) |
| Mr. B. O'Connell (Feb 2025) | Mr. F. McElhone (Feb 2025) |
| Ms. A. Sheehan (Aug 2025) | |
| Michael Hennessy (CEO) – Company Secretary | |

In 2024 the Board had the following % attendance at all meetings.

- | | |
|--------------|---------------|
| January 100% | September 83% |
| March 81% | November 86% |
| May 91% | |

(The Company Secretary keeps a record of individual Board members attendance).

BOARD COMMITTEES

There are five Board Committees in operation in compliance with the Code of Practice for the Governance of State Bodies.

Each Committee acts in accordance with its Terms of Reference, which are agreed by the Board, and report to the Board. Committee membership is made up of Directors of the Board, one who Chairs the Committee and the appropriate National Head of Function, and where appropriate or required, suitably experienced staff.

Audit Committee

Appointed by the Board, the main objective of the Audit Committee of the BOCSI is to oversee and advise the Board on the Financial Management of the Company. In fulfilling its function it provides independent and timely advice to the Board on areas within its remit. It ensures that there is governance over the income, expenditure, and asset management of the BOCSI and monitors the use of its financial resources.

Nominations Committee

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

Quality and Safeguarding Committee

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

Remuneration Committee

Appointed by the Board the main objective of the Remuneration Committee is to oversee the financial employment practices of the BOCSI and to ensure compliance with the Public Sector Pay Policy.

Risk Management Committee

Appointed by the Board, the main objective of the Risk Management Committee 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 a clear and effective Risk Management systems is in place, and that the welfare of our Staff is safeguarded. This committee monitors and reviews the Corporate Risk Register and identifies and reports any emerging risks to the Board.

APPROACH TO SERVICE PROVISION

A General Overview of the Brothers of Charity Services in Ireland.

The BOCSI endeavours to offer Services in local communities, promoting and supporting positive engagement and interaction between those who use our Services and their community, and supporting them to participate in, and be included in, all facets of community life as equal and valued citizens.

We work in partnership with local communities, agencies and organisations to initiate and develop increasingly inclusive opportunities for, and with, the people who are supported by the BOCSI.

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

Services include:

- Early Assessment Intervention
- Development and Pre-School Services
- Health Related Support Services
- Educational Services
- Residential Care
- Day Activation for 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 with Autism via Children's Disability Network Teams
- Services for Adults with Autism
- Staff Training and Development
- Pastoral Care
- Support of Elderly Persons with Intellectual Disability
- Integrated Leisure Activities
- Multi-disciplinary Services

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



PROFILE OF PEOPLE WHO USE OUR SERVICES

The Brothers of Charity Services Ireland provided some level of Services to 3331 children and 2490 adults and their families in 2024. We provided 1,022 residential places, 2500 day places, 288 day respite places, 597 night respite places and 426 supported living arrangements. A further 389 children were in receipt of our Early Intervention Services. We supported both children and adults during the year along with an additional separate group of adults who receive multi-disciplinary services only. A further 850 Children received services through Children Development Network Teams where BOCSI is the lead Agency or our staff are involved in the delivery of service.

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

Under the Government's Progressing Disability Services (PDS) Strategy a national programme to reorganise children's disability services was set in motion. PDS changes the way children (aged 0-18 years) and their families' access and receive clinical disability services. PDS has reorganised children's services into Children's Disability Network Teams which brings together the current Service Providers to deliver services in partnership with one partnership agency taking the lead, either BOCSI, another Service Provider or the HSE depending on the structure of the team in that geographical area. Our Children's Services have moved to these Children's Disability Network Teams (CDNT). Children receive services from these CDNTs based on their geographical location.

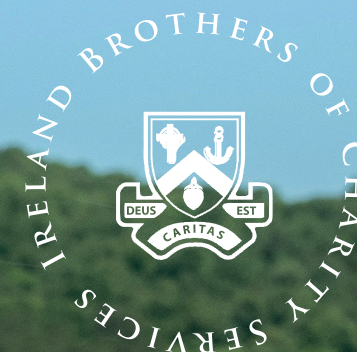
We are very aware that there are currently approximately 500 children on a waiting list for service in the Southern Region alone and we continue to lobby the HSE to address this waiting

list. In order to support the State Government in planning for disability services, each Region updates the National Ability Supports System (NASS), under the GDPR legal basis of public task, which replaced the National Intellectual Disability Database in 2019.

Energy Efficiency

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

The Irish Government through the Department of Energy, Climate and Communications issued a requirement of a 7% annual reduction in carbon emissions by all public bodies including those bodies funding under S.38 of the Health Act. This is a big challenge for BOCSI and we will work toward building partnerships with the HSE Energy Unit, the SEAI, and our suppliers to meet these new targets. To date we have purchased 33 Electric Vehicles and we continue to retrofit where possible and resources are available, insulate buildings, and have numerous solar panels projects underway. We have increased our recycling by 30% over four years. We have Green Teams in operation and are very grateful to our staff and advocates who have become involved to support our compliance. There still remains the issue of funding and sourcing of replacement vehicles, but we continue to strive to meet the climate agenda as best we can with our resources.



Energy Statement

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

We are committed to:

- Reporting our energy efficiency data to the SEAI annually;
- Continual improvement in reducing our energy usage;
- Compliance with all environmental and related legislation;
- Communication of our energy statement and energy programme to all our staff and those who are supported by our Services; and
- Ensuring our suppliers and contractors are aware of our energy programme.

Compliance Requirements

The BOCSI is required to comply with and/or report on the following annually.

- The Health Act 2004
- Health and Social Care Professionals Act 2005
- Comhairle Act and (Amendment) Act 2004 (Advocacy)
- The Disability Act 2005
- Companies Registration Authority (Annual Audited Accounts & Governance)
- Children First in Disability Services 2011
- New Directions 2015
- The Assisted Decision-Making (Capacity) Act 2015
- The Charities Regulatory Authority
- The Climate Action Bill 2021
- Annual Compliance Statement to the HSE (Service Level Arrangement):
 - Governance outlining the current Governance arrangements of the Board
 - Internal Codes of Governance
 - Risk Management
 - Remuneration

- Finance
- Capital Assets
- Taxation
- Procurement
- Related Companies and any subsidiaries etc.
- Staff Absenteeism report to the HSE
- Whole Time Equivalent report
- Quarterly Accounts returns, and
- People who use our Services number returns
- The Code of Practice for the Governance for State Bodies (2016 & Updates)
- The Charities Governance Code 2018 (launched 2020)(Charities Regulator)
- Safeguarding Children: Policy and Standards for the Catholic Church in Ireland 2016
- Health Research Board (National Ability Support System (NASS)
- The Health & Safety Authority - Audits
- The Freedom of Information Act 2014 - FOI Statistical Returns and compliance with the Model Publication Scheme - The Information Commissioners Office
- Data Protection Act 2018 & GDPR - The Data Protection Commissioner
- Complaints - The Office of the Ombudsman
- Patient Safety (Notifications and Open Disclosures) Act 2023
- Health Information Bill 2024
- Sustainable Energy Authority of Ireland (SEAI) Monitoring and Reporting
- State Claims Agency - National Incident Management System (NIMS)
- Incident and Accidents are required to be notified to the HSE Safeguarding Team
- CQL (Council for Quality & Leadership) - quality mark
- Education for Persons with Special Education Needs Act 2004
- Ethics in Public Office Act 1995 & Standards in Public Office Act 2001
- BOCSI Ethos and Compliance with best practice Policies and Procedures and Guidelines



- Irish Council for Social Housing & the Department of the Environment
- HSE Governance and Financial Audits
- The Governance Code for Voluntary and Community Organisations
- The Comptroller and Auditor General - Financial and Governance Audits

- Fundraising Guidelines
- EU Accessibility Act 2025 (from June)

This list is not exhaustive but identifies the most relevant legislative compliance requirements, all of which require some form of reporting and audit. The BOCSI endeavour to meet all compliance requirements annually.

ADVOCACY IN BOCSI 2024



National Advocacy Council

The National Advocacy Council (NAC), which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils met six times in 2024. The Council also had 2 meetings with the NLT in May and November. Each Region met with the national board on 1 occasion within their Regions.

Current elected roles NAC:

Chairperson	Claire Nagle, Mid-West Region (Clare)
Vice Chairperson	Bernie Bourke, Mid-West Region (Limerick)
Treasurer	West Region (Galway)
Venue Coordinator	Mid-West Region (Limerick)
PRO	Southern Region

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

Members

Sinéad Leahy, Southern
 Nora Healy, Roscommon
 Killian O’Gara, Roscommon
 Claire Power, South East
 Philip Crosbie, South East
 Claire Meagher, South East
 Pat Flaherty, Galway
 Áine McDermott, Galway
 Joe McNamara, Galway
 Arthur Sexton, Limerick
 Bernie Bourke, Limerick
 Helen O Regan, Limerick
 Claire Nagle, Clare

Facilitators – Staff who support advocates

Siobhan Flynn, South East
 Rob Hopkins/Roisin Glynn, Clare
 Lorna O’Leary, Southern
 Emily Walsh, Roscommon
 Jackie Moran, Galway
 Sarah Meek, Limerick
 Louise Tyler, Limerick
 National UNCRPD Connect: Nicola O’Mahony

2024 marked the year of the signing off of the National Advocacy Policy, thank you Julia Kelly, Director of Service South East and Chair of the National Policy Review Group for getting this over the line on time for National Clare Conference.

The National Advocacy Council (NAC) was greatly involved in the launch of our Strategy 2024-2028. Advocates took part in the development of the strategy across all Regions. It was very exciting filming with Rebecca McGrath, National HR Social Media Officer, and identifying the goals across the Region.

Our Strategy includes six high level goals:-

- Goal 1** – Respect People’s Rights as Equal and Valued Citizens
- Goal 2** – Deliver Community-based and Person-centred Services
- Goal 3** – Deliver Services that reflect emerging and changing needs
- Goal 4** – Be the Employer of choice in our sector
- Goal 5** – Enhance our Structures to Support Service Delivery
- Goal 6** – Protect the Environment for future generations

The six Strategic Goals laid the framework for our expectation of delivery of service over the next 4 years. There was a very informative day in Limerick and the sun shone upon us as we shared the plan for the future.

Other areas of discussion that took place with the NLT and the NAC during their quarterly meetings included; retirement for people supported from Regions; the availability of respite services; waiting lists to get respite; and sharing experiences and knowledge across service and how this is best managed.

We have a shared challenge nationally with the introduction of the new Assisted Decision Making

law; some people have experienced barriers in accessing and setting up bank accounts, this needs to be monitored and solutions presented to those affected. Advocates worked with Laura Coyne BOCSI Head of Finance to ensure people are protected financially in their financial transactions with the banks and we are very grateful to her for her time and expertise.

At the December 2024 NAC meeting; Claire Nagle, Chairperson, formally thanked Brother Alfred for his unstinting support throughout the years and wished him good luck on his impending retirement.



Brother Alfred and Claire Nagle



During the year we identified and agreed the National Advocacy Training Pack for self-advocates and for staff on how to facilitate self-advocacy. The National Advocacy Service also released their 'Speak Up' and 'Speak Up Guidance' on Advocacy and how to facilitate Advocacy. The POMS accessible workbook was shared with members.

For years the NAC has requested a name change for our organisation. This year we requested and collated suggested names from all advocates. Unfortunately, when checking with the Company's Register all the names suggested were already in use. It was concluded that the best way forward was to employ a professional company to help us develop and implement a name change.

Supporting People to go on holidays was an issue that was raised frequently in 2024 by advocates; guidelines will be drawn up nationally as it is important that everyone has a chance to go on holidays.

NAC members highlighted the shortage of day staff. The issue is that when there are limited staff there is limited choice of activity. The NLT agreed to make all relevant policies in an accessible format. Accessible format includes Easy Read but is not limited to it and the benefit of using recordings and mini-films was highlighted. The advocates welcomed the input from multi-D staff to help create a set of recorded programmes which explain policies.

NAC raised the issue of compensation for people who are involved in induction training and interviewing staff. They already receive travel and subsistence payments but are looking for recompense for their time.

NAC members greatly appreciate the agreed the raised budget from BOCSI and are off to plan our work for the next year.

2024 welcomed the Human Rights Awareness films with a teaser shown at the National Advocacy Conference 2024. January 2025 will see the release of the start of 8 episodes.



26TH NATIONAL ADVOCACY CONFERENCE



'Let's Get Real'

We settled on the title 'Let's get Real' for BOCSI's 26th National Advocacy Conference back in January 2024.

This title reflects a feeling within our advocacy committee that the reality of people's lives is not always seen clearly; "some difficulties can be minimised and achievements not fully valued". People can often be told they are "wonderful" and honest feedback is lost in an anxious flurry of well-meaning praise, leaving behind a sense of uncertainty over what are actual achievements and if they are valued and appreciated... "Ok, everyone... it's brilliant but **let's get real!**"

The planning team met regularly from January 2024. It was a large group and occasionally hard to keep 'on track', but with inputs on environment concerns such as avoiding the use of plastic souvenir bags, provide sunflower seeds for all delegates to grow, pots, and genuine Clare soil, hard to get more down to earth than that!, the group were preforming in no time. We required a professional technical team and our sincere thanks to Paul Barry, ICT for his support. We wanted a top class venue which we identified in the Armada Hotel which is moored on the glorious cusp of the wild Atlantic way. We even managed to coincide a full moon affording luminous views of waves rolling onto a mile wide golden beach for all delegates.

The key note address was delivered by Fiona Weldon, Capacity Officer with the Independent Living Movement. The Conference showcased the BOCSI's internationally renowned inclusive research experience dating back to its first steps in 2008, when the Clare and Galway Region advocates inaugurated the Inclusive Research Network of Ireland under the guidance of Professors Patricia O'Brien of Trinity College Dublin and Roy McConkey of Queen's University

Belfast and FedVol's patronage convened at a World Congress gathering of IASSIDD in South Africa.

Sixteen years on we were able to draw together advocates through our long experience, to contribute their human rights ideas to launch a Global Advocacy Manifesto from contacts we have established globally; The West Region (Galway) in partnership with Dutch advocates discussed their work accessing equal opportunities launched their joint film on Human Rights. The West Region (Roscommon) and the Australians gave their relationships training perspective. The South East and the Kenyans talked of their pride in paid work and the Maltese delegates gave examples of training leading to self-employed work. The Southern Services and the Canadians emphasised their desire for access to mental health support, and the Mid-West (Clare) Region partnered with India through Drama. The Mid-West (Limerick) Region presented on training along with Doctor Amitabha from India who opened a window on the services he has established including training centres for people with disability to create meaningful roles in their society.

Advocates from Ireland across the services, were linked, each with a respective country which brought out their own inspiring contributions: - a TV game show, a campaign for people with hearing support needs, a spectacular fantasy production highlighting work and respect issues, the launch of an Irish Human Rights and Equality Commission training package with films featuring members of our National Advocacy Council from across the services who are ready to launch these films as a standalone training package in 2025.

Each presentation brought the expectation of all our capabilities to new heights.



Star Ukrainian Dancer Aleysia Stoin and outgoing Clare Advocacy Coordinator Rob Hopkins

Having introduced us to Aleysia Stoin, a Ukrainian refugee experiencing cerebral palsy, living in Clare and spreading her award winning dancing talent to train and inspire others, Clare TV legend, Marty Morrissey and our own Chief Executive, Michael Hennessey were invited to throw their own energetic shapes on stage. As a spontaneous eruption of infectious energy seized the conference attendees, under the tutelage of our resident Zumba guru Kasia, the whole room was sent a-reeling and a-rocking! 350 hearts pumped with exhilaration - we all **Got Real** together!

Cartoon and drama presentations from Mid-West (Clare) Region, challenged and provoked delegates and the Strictly Come Dancing vibe progressed into the night, with a dance off judged by Marty and Armada Hotel owner and Mt Everest mountaineer, John Bourke, followed by the arrival of the Liam MacCarthy Cup, with 2024 triumphant hurlers from... you guessed it, County Clare! Further paroxysms of heightened elation palpably gripped the delegates!

The next morning brave souls plunged into the high tide noon time waters of Spanish Point before the hotel, capped off with a tutorial on seashells seabirds and tidal phenomena by marine expert David McGrath. Stragglers and late risers were treated to nostalgic episodes of previous conference presentations from all Regions of the Service spanning 25 years.

The Global Manifesto film launched in the Mid-West (Clare) Region reached the shores of China when it was presented at the Belt and Road Human Development Conference in Beijing. Attendee Xuemi Chen, UNICEF child protection specialist then asked and we gave permission, for her to include our film as a resource raising awareness of peoples' potential, for families of children with disability across the Chinese Republic. She has given an undertaking to let us know of any tangible impacts. We may yet lay claim to "**Making it Real**".

REGIONAL ADVOCACY HIGHLIGHTS 2024

West Region Advocacy

Engagement in Advocacy remains very strong in Galway and Roscommon. There are 13 local Advocacy groups in Galway and 7 in Roscommon. Representatives from all local groups make up the Regional Advocacy Councils. There continues to be almost 100% attendance at all meetings.

4 people supported continue to represent the West Region on the National Policy Action Group. The focus of work in 2024 was to consult on and complete the following policies: Advocacy, food and nutrition and intimate care. The NPAG also worked on the national service agreement. The group received funding of 3,000 euro to make policies more accessible by converting them into videos. Filming will begin in 2025. The NPAG also made a submission to the National Federation of Voluntary Bodies on the safeguarding policy.

The West Region, on behalf of the National Advocacy Council created and coordinated the filming of an 8 episodes 'Rights Awareness Learning Programme'. The programme gives an overview of what a right is and explores specific rights identifies by Advocates. Each episode includes a guidance document to support staff facilitators when delivering the programme. Advocates from all Brothers of Charity Regions were involved in the filming. The NAC launched the programme at the National Advocacy Conference in Clare in October 2024 with a planned rollout in early 2025.

The BOCSI Clare Region hosted the 2024 National Advocacy Conference. The theme was Let's Get Real. The West Region made 2 presentations at the conference. Roscommon Advocates presentation was called "Let's get real about relationships" and Galway's presentation was called "Let's Get real about rights". 76 people from the West Region attended the Conference.



Leah Connolly, from Reidhlean Centre in the Athenry Services presented at the HSE Sharing day in Dublin Castle on September 26th. The theme was people's experience of making their own decisions. Leah's presentation was about her decision to manage her finances independently.

Advocates continue to campaign for access to third level education with Advocacy groups presenting at both ATU and University of Galway. In 2024, funding was awarded to develop a third level course for people with ID. 10 people supported from Galway attended focus groups with the ATU Galway and Tús Athlone. 2 people supported from Roscommon attended ATU Sligo. 2 people supported and 1 staff from BOCSI West continue to be involved with the working group in NUIG.

16 Advocates from the West Region participated in focus groups that helped to inform the BOCSI Health Strategy.

A new working group has been formed called the Community Action Group in Galway. This group includes advocates from SUAS in Ballinasloe, Failte Community Services and Galway Chairperson Pat Flaherty. The focus is on issues affecting people living independently. The group made good progress in highlighting issues raised with elected Councillors and TD's.

A new changing places facility opened in Salthill. Advocates were involved in the working group to get this facility.

17 West Region Advocates took part in a consultation for New Directions. The consultation included 2 focus groups and 2 interviews. 17

people took part in 2 focus groups and 2 one to one interviews. Advocates received payment for their expertise.

Advocates continue to advise and work with other organisations such as New Directions Implementation and monitoring group, Digi Academy, the inclusive research network and Inclusion Ireland.

34 people supported in Roscommon successfully completed interview skills training and are actively sitting on interviews panels. 12 staff from Galway received training on supporting people on interview panels.

Pat Flaherty a member of the Advisory Board for the Social Work Department in the University of Galway continued in his role as a lead lecturer on the Social Work Masters course. His presentation was on Advocacy. Roscommon advocates presented at TUS Athlone around the positives of working with the Brothers of Charity Services Ireland.

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

West Region advocates developed accessible voting information for the Local and General elections. This supported more people to go out and vote. Advocates devised a PowerPoint, a guidance document and mock polling cards to support people around voting. Raleigh Row created 2 information videos on how to vote and a drama called "I want change".

Advocates continue to be members of the Human Rights Committees in Both Galway and Roscommon.

Members of the Inclusive Research Network from Galway and Roscommon completed their research on "Supporting decision making" The

findings from this research will be published in 2025.

Advocates continue to be involved in the Personal Outcome Measures part of central induction training for staff and students.

Advocates meet with local politicians to highlight and raise awareness on disability issues for example; medical cards, lack of dental services, costs of blood test, public transport and the disability blue parking badge. They also met regularly with local politicians and public representatives around accessible issues like pedestrian crossings, disabled parking and accessible equipment in local amenities like playgrounds and public pools.

Advocates continue to be part of consultations, public events and submissions including the National Federation Submission on the new safeguarding policy, the National Disability Strategy and the Green Paper on Disability payments

Martin Sheils from Failte Community Service and Aine McDermott from Limelight Creative Arts in Oranmore were awarded the Martin Dooher and Majella Jordan Advocacy awards in 2024 for their outstanding Advocacy work.

In January 2024, Members of the Galway and Roscommon Advocacy Councils were involved in the launch of the Quality plan 2024-2028 at the "Making it happen" event in the Shearwater Hotel in Ballinasloe. Advocates made several presentations on the day.

Advocates from the West Region contributed to the development of the 5-year strategic plan. Advocacy representatives attended the launch in the Radisson Hotel in Limerick in September 2024.

West Region Advocacy continued . . .

West Region Advocates met with the Board of Directors in September 2024. Issues affecting people supported which were raised included:

- Wanting a real social life
- The changing needs of people as they age in the service
- Transport
- Staffing
- The time it takes to process new staff
- Barriers to making community connections
- Respite hours to enjoy time away from family home and to use these hours for holidays and hotel breaks
- Barriers to employment
- The right to work and the need for staff supports to work.
- People supported in the Service want the Brothers of Charity Services to invest in employing skilled staff to find people meaningful jobs that they want and they will enjoy.

- Down syndrome Ireland have a National Employment Programme and in 2023 supported 92 people to achieve paid employment. West Region Advocacy groups see a strong need for an employment service similar to the "Let's Get to Work" programme that ran in the Region in the past. Advocacy groups requested that the service consider reintroducing this service. Advocates would like the Services to consider what job opportunities for people supported may be available within the BOCSI and would welcome research and identification of posts that may be suitable within BOCSI.
- Advocates would like to see dedicated Staff Advocacy Officers in all areas of the West Region as they feel this would support the development and education around Advocacy in all areas of the Service.

Mid-West - Clare Region Advocacy

Elections took place 2024 for Clare Region Advocacy Group the officers elected include
Chairperson: Daniel Hickey, Vice Chairperson: Helen Nagle, Secretary: Aine Carey and Assistant Secretaries: Lisa Acheson & Danny Montgomery.

Clare Advocates met with management quarterly, this allowed lively debate on current issues raised; transport, best use of community resources, ensuring that there are fair and transparent access to resources across the county and that areas are working collaboratively with each other for best use of resources.

Clare presentation at the National Policy Action Group, voiced strongly for information to be in a more accessible format, seeking opportunities in the local Education training boards for grants to follow through on building skills for digital media for Clare reps.

Clare Students appeared with Simon Harris in the Limerick Leader newspaper after funding measures were put in place for students across Ireland. Minister Simon Harris TD approved a number of initiatives aimed at supporting students with disabilities to access and engage with higher education. Clare students take their roles very seriously as active citizens in the community with a number of advocates positively campaigning in the community for more accessible paths to access their classes at the local Education Training Board. Their positive approach and diplomatic effort; afforded them along with Ennis Municipal



Streetwise won the Active Disability Award, Best Outdoor Activity initiative 23 and attended the Awards Ceremony in 2024.

District Counsellors to officially open the completion of works to the community. Well done to all involved.

In 2024 the world witnessed the humanitarian crisis in Gaza and the wider Regions. Clare advocates wanted to do something however small and took action by hosting coffee mornings to raise funds to support aid to the people of

Gaza. Coffee mornings were held in Ennistymon, Miltown, Kilrush, Shannon, and Ennis. With a view of 'communities helping communities in need' €1,593.50 was raised and presented to the Unicef offices in Dublin. A special thank you to Holly Cotter, Emmanuel Laadigbolu, Ben Corry, Ivan Yablokor, Comfort Boseah for travelling to Dublin to present the cheque in person.



A number of students took part in Community Classes in the Community Allotment Rosleavan Ennis led by the horticulture tutor from the Limerick Clare Education Training Board sing community grants from the Education Training Board.





This year Clare Advocacy were tasked with hosting and planning the National BOCSI Advocacy Conference. We got really active on-line to ensure a good social media campaign in the lead up to the conference. This brought a new type of opportunity and skill building to the team as we had not engaged with social media before for our National conference. We wanted to give a big "Thank You" to Rebecca McGrath who advised and supported us as we navigated this new water.

South East Region Advocacy

The South East Regional Advocacy Council (RAC) met throughout 2024 on a monthly basis. Meetings rotated from face to face to online, with face-to-face venues between Waterford and South Tipperary. The numbers of reps attending the RAC meetings regularly increased by the end of 2024.

RAC reps met directly with the director of service and the 3 Regional managers on a monthly basis. This continues to be a great way of meeting with senior management directly after the Regional meeting and will continue.

Philip Crosbie continued in his role as Chairperson of the RAC in Waterford. He did however take a small step back from this role from September due to beginning of 2-year course in SETU.

Claire Power – previous Waterford chairperson – stood in for Philip during this time. Claire Maher continued as the chairperson in South Tipperary.

Claire Power continued throughout the year to represent the South East on Inclusion Ireland subcommittee working with board members of

Inclusion Ireland on the importance of "Inclusive Boards" where people with intellectual disabilities are elected as board members. Although her term of office ended in December 2024 Claire really enjoyed her time working with Inclusion Ireland over the past 2 years.

Billy Gear and Claire Power from Waterford are currently representing the South East on the NAC Policy group.

From January 2024 the South East Regional Advocacy Council meeting minutes included easy to read minutes as well as an audio version for those who preferred to listen to the minutes.

In 2024 South East RAC recorded and launched the "Advocacy Works" podcast, season 1 in

Waterford in July. Working with John Barron from Anamhub, Philip, Claire and Grace co-hosted the podcast with the advocacy officer Siobhán Flynn. Episodes included 'What is Advocacy?' Advocacy in the BOCSI, Rights, Meet the Manager, Meet the support staff, the national advocacy council annual conference. In total 10 episodes were launched in 2024 and available on Spotify, YouTube and Anamhub.

The South East hosted their first "Advocacy Gathering" in November 2024. This was held in the Tower Hotel Waterford where people supported by the services shared their achievements and success stories about their lives. From Michael travelling to New York, to Anthony going on a cruise, Kevin's Ski trip and Adrian's holiday to Romania and others who shared their employment and sporting achievements. Throughout the day people spoke about what advocacy meant to them through a number of different formats. This was a great success with over 200 people supported and staff in attendance.

The Advocacy newsletter continued throughout 2024 with 4 bumper issues. This is still a great platform for people supported in the service to

share what they are doing in their lives while also gaining information on important issues that are currently happening within the service and also throughout the country.

The South East Region attended the NAC conference "Let's Get Real" in Clare in October 2024. It was a great success for the Clare Region. The South East film "Let's Get Real" done in conjunction with Waterford Youth Arts was on the topic of employment and was really enjoyed by all. Billy Gear was one of the main characters of the film and was only delighted to share his film success at the conference.

Throughout the year a number of RAC representatives in the South East were involved in feedback on the government green paper on disability payments, BOCSI strategic plan, BOCSI national visitors' policy, CQL research on people's lives and how things have changed. Reps also met with South East basic assurances factor group 1 and gave feedback to the factor lead on the human rights committee.

South East representatives met with the national board in March and the biggest **challenge identified is making sure people supported with higher needs are included in Advocacy.**



Siobhan Philip Grace Claire & John Advocacy Works Podcast launch July 24

Mid-West - Limerick Region Advocacy

The Limerick Regional Advocacy Council can look back on 2024 and be very proud of their achievements. Advocacy works, and as we are all aware advocacy works because of the hard work and dedication of local reps, local meetings, facilitators, Regional council and national council. New reps for this year on the council have said that they enjoyed learning new skills and learning how a meeting is run.

While a lot of work remains to be done we celebrate the wins. Issues raised through advocacy in the Limerick Region include day service closures due to lack of funding for relief day service staff, housing in relation to changing needs or independent living options and shortage of respite beds.

Day Service: We continue to link with both the SMT and the HSE to advocate for a relief panel for day services. Without this, day services continue to struggle to remain open and offer full range of activities when staff are out and cannot be replaced. There was some improvement in 2 day services in 2024 where an additional staff was allocated but this remains a big advocacy issue across the BOCSILR.

Housing: Again this will remain on the agenda for the council but we celebrate an achievement for one person supported who advocated for herself both locally and represented herself at an advocacy meeting with members of the National HSE to get age appropriate housing which she needed following a change in family circumstances. This was great news for this person and for advocacy.

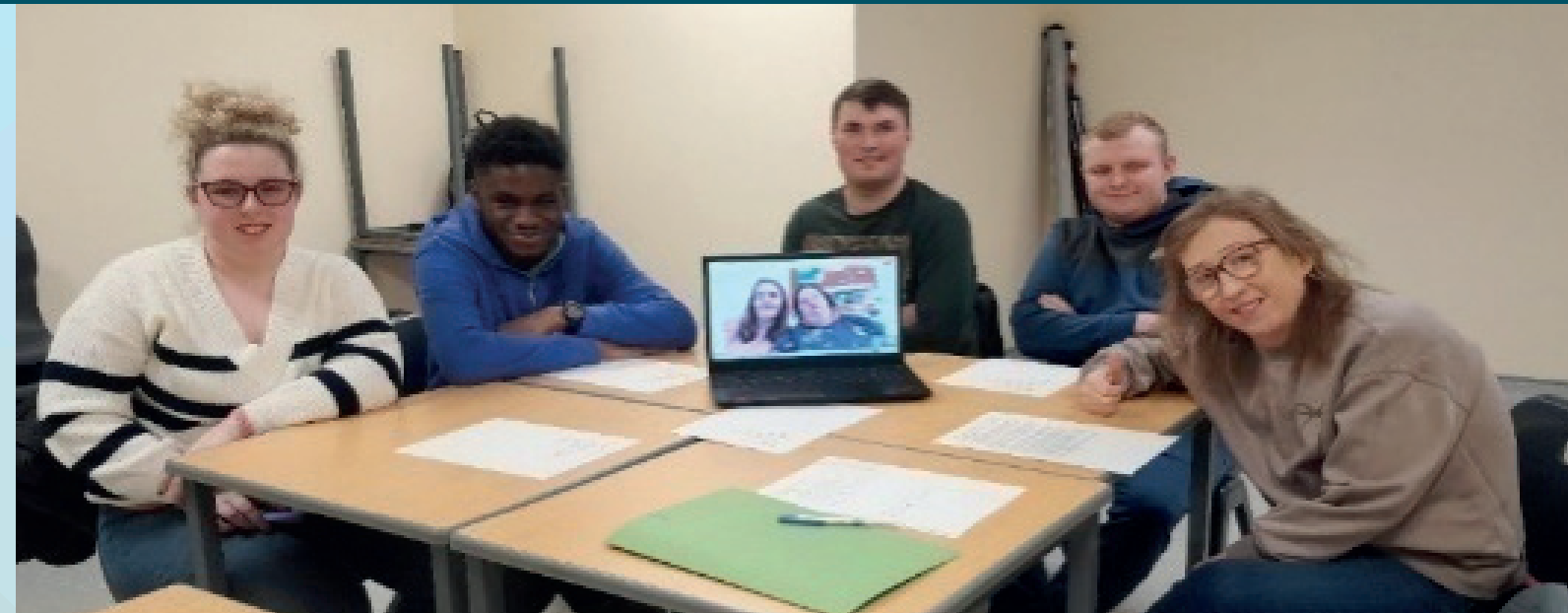
Respite: This is another issue that has been on the agenda for quite some time as we did not have enough respite beds to meet the growing demand for respite and also to attend respite services with their friends. A person who was

staying in respite long term now has a residential placement which means there is now more capacity for respite in Limerick and funding has been achieved for a new respite house in West Limerick in Askeaton. This house is not open yet but we hope will be open soon once staffing is secured.

This year the Regional Council (RAC) have developed a link with our Facilitates Department with the manager attending a Regional meeting and offering support to any ongoing or outstanding maintenance type concerns which can be relayed by the chairperson - to date this is working very well.

Grainne Cunningham Confidential Recipient (HSE) attended the regional meeting in January where she gave independent advice on issues that were raised. The RAC met with officials from Allied Irish Bank (AIB) to raise concerns around banking options for people with disabilities and to get clarity on 'person in care accounts' which have now been withdrawn for new applicants.

The National Advocacy Conference remains one of the main highlights of the year for advocates. Feedback from advocates is they loved taking part in Strictly Come Dancing and having the opportunity to raise the Limerick Flag. People enjoy the information shared from other Regions and the social aspect meeting all friends old and new from across the services.



Southern Region Advocacy

The Southern Region has made huge progress in advocacy throughout 2024, increasing its representation and further strengthening our voice.

A key milestone was the establishment of 18 local advocacy groups, empowering people supported to address issues that matter to us. These issues include lack of accessible information in applying for social housing, the need for out-of-hours support and improved access to supported living services. These groups have played an important role in highlighting and addressing the concerns of those we represent through the advocacy structure.

The Regional Advocacy Council (RAC) worked very hard meeting nine times throughout the year and engaging twice with the Region's senior management team to ensure the issues important to us are represented. The RAC also focused on becoming more efficient by, sourcing its own laptop, setting up an official email address and electing a Chairperson and Secretary. These actions will improve communication with and accessibility for the people we support in the Region.

Southern Region national representation grew in 2024 with the election of two advocates to the National Policy Action Group as well as three advocates representing the Region on the National Advocacy Council. As part of the national forums, the Southern Region advocates participated in consultation focus groups to inform the development of rights training videos for people supported as well as participated in the filming of the videos which are due to be released in 2025. Thirty-eight people supported and their support

staff attended the 2024 National Advocacy Conference in Clare and presented on the theme of Let's Get Real about Health and Wellbeing. The presentation captured the lived experiences, challenges and achievements of the people supported in the Southern Region in this area.

Other Regional developments include, 10 people supported completed interview panel training at the beginning of the year providing them with the skills to participate in the recruitment process of new staff. This is in addition to people supported participating in delivering induction training, membership on the organisation's rights committee and on a number of the Region's Council for Quality Leadership (CQL) Basic Assurance groups.

This year the Southern Region launched its 2023-2025 Quality Action Plan at the Region's first Quality Action Showcase Event. This event saw 350 people supported and staff come together to share in the achievements of people supported from across the service. People supported participated in the planning of this event as well as participation on the day through video and in person presentations and music groups.

The achievements of 2024 reflect the dedication and commitment of advocates across the Region, driving meaningful change and enhancing the rights of people with disabilities.

NATIONAL TEAMS & REPORTS FROM NATIONAL HEADS OF FUNCTIONS

National Advocacy Council

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

Our core support services work to ensure that our Service runs as smoothly and trouble free as possible. To enable this to happen, Management, ICT, Finance, Human Resource Management, Quality & Safeguarding, Training, Risk, Health & Safety, Compliance & Regulation,

Data Protection, Policy Development, Advocacy, Energy Performance, Facilities, Transport, and Administration all work together to improve our infrastructure and Service Delivery. The work of these functions directly impacts on the quality of the service being delivered and the quality of life of those we support.

The role of our National Teams is to act as a support for our Staff, the Chief Executive Officer, and the National Leadership Team; to inform the Service and Governance; to undertake specific projects; to ensure compliance; and to develop policies and procedures on issues relating to each teams' particular area of expertise. The work of each National Team is on-going. Each Team reports to the relevant National Head of Function, through them to the Chief Executive Officer, and the relevant Board Committee as projects determine.

The National Leadership Team

Michael Hennessy (Chair)
Norma Bagge
Mary Carty
Laura Coyne
Breda Golden
Julia Kelly
Brian Leahy
Eamon Loughrey
Gina Magliocco

Chief Executive Officer

Director of Services, Mid-West Region (Limerick)
National Head of ICT (Chief Information Officer)
National Head of Finance
National Head of Quality, Training, Safeguarding & Advocacy
Director of Services, South East
National Head of HRM
Director of Services, West Region
National Head of Risk & Regulation & Health & Safety, DPO, FOI, Complaints & EPO.
Director of Services, Southern Region
Director of Service, Mid-West Region (Clare)

Una Nagle
Martina Rynne
Recording Secretary, Bridgie Ryan (PA to the CEO)

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

The NLT acts as the executive co-ordinating link between Regions. It also facilitates shared service functions within Regions. This Team usually meets a minimum of six times annually and meets with

the National Advocacy Council twice annually. All other National Teams report to the NLT via the Head of Function or the CEO.

One of the main undertakings of the NLT in 2024 was to complete the National Strategic Plan to ensure the sustainability of the Services into the future. The NLT and the Board met to launch a National Strategic Plan to steer our way into the future and to revise the Vision and Mission.

National Policy Review Group – Report from Chairperson Julia Kelly.

National Policy Development and Review Team Membership

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

The purpose of this team is to manage the development, review and monitoring of all national policies and procedures, guidelines and governance statements to ensure standardised practice throughout the Services. This team monitors new requirements from various statutory bodies and ensures that BOCSI national policies and procedures support and promote compliance with any new legislation. The team works closely with the National Advocacy Council Policy Action Group to ensure that there is appropriate consultation on any relevant policies being developed or reviewed and that any such policies are not signed off until feedback from this Group has been considered.

In 2024 this team met 5 times and reviewed the following policies:

- National Policy on Visitors

- National Policy for the Safeguarding of Vulnerable Adults at Risk of abuse
- National Procedure for the Safeguarding of Vulnerable Adults at Risk of abuse
- National Policy Intimate/Personal Care
- National Policy Infection Prevention and Control
- National Policy Access to Education, Training and Development for Adults Supported by the Services
- Child Safeguarding Statement
- National Procedure for the Investigation of Allegations against Staff of Abuse of Vulnerable Adults or Children
- National Policy on Applications for Services Supports, Transfers and Withdrawal of Services Supports
- Good Practice Guidelines on Bereavement

- National Staff Training and Development
- National Lone Working Policy
- National Falls Prevention and Management Policy
- National Protected Disclosure Policy and Procedure
- National Policy on the Reimbursement of Domestic Travel Expenses
- National Complaints Policy
- National Policy & Procedure on Programme Development & Approval in QQI validated BOCSI Education and Training

At the end of the year there were a number of new policies in development which we hope to have signed off in 2025. A significant advancement this year was the launch of the Policy Portal, a centralised repository accessible to all staff for easy access to policies and procedures.

As Chairperson I would like to extend my gratitude to all members of the Policy Team for their dedication and hard work. Special thanks go to Mary Rowan, who announced at our final 2024 meeting that she will be stepping down from the team. We look forward to welcoming Aoife Connaughton to the team in 2025.

Report of the National Head of Quality, Training, Safeguarding & Advocacy – Breda Golden 2024

National Training & Development Team Membership

Breda Golden (Chair)	National Head of Training
Anna Nolan	West Region
Mary Seale	West Region
Jonathan Lerner	Southern Region
Eoin Wallace	Southern Region
Liz Phelan	Limerick Region
Mary Rowan	Clare Region
Kaye Whelan	South East Region

The National Training & Development Team comprises of representatives from each of the Regions. The Team endeavours to reflect and deepen the shared ethos, values and vision of BOCSI within our learning and development initiatives and in all aspects of service provision. All learning and development initiatives are rooted in the needs of the people who avail of

our Services. The BOCSI recognise that their staff members are a highly significant resource in providing our innovative and quality services and we continue to develop a consistent national approach towards supporting employee progression and service development. The Chair of this Team reports to the CEO and is a Member of the Board Quality & Safeguarding Committee.

National Quality & Evaluation Team Membership

Breda Golden (Chair)	National Head of Training
Anna Nolan	West Region
Mary Seale	West Region
Jonathan Lerner	Southern Region
Eoin Wallace	Southern Region
Liz Phelan	Limerick Region
Mary Rowan	Clare Region
Kaye Whelan	South East Region

The National Quality Team comprises of representatives from each of the Regions. The work of the National Quality Team is informed by national and international best practice, quality systems, policies and reports including HIQA (overarched by the Health Act 2007), The Council for Quality and Leadership (CQL), HSE New Directions Interim Standards 2015, The Assisted Decision Making Capacity Act

2015, Time to Move on from Congregated Settings Report 2011, and Value for Money and Policy Review of Disability services in Ireland Report 2012. The Team focuses on supporting the implementation of recommendations and requirements from these processes to ensure continuous quality improvements and a creative response to people who use our services across the Regions.

National Safeguarding (Designated Officers) Team Membership

Breda Golden (Chair)	National Head of Safeguarding
Jo Rynne	Clare Region
Kieran Barrett	Southern Region
Jackie Taylor	South East Region
Olivia Williams	West Region (Galway)
Katie Campbell	West Region (Galway)
Padraig Rooney	West Region (Roscommon)
Karen Lyons	Limerick Region

The work of the National Safeguarding Team comprises of representatives from each of the Regions. The work of the National Safeguarding Team is informed by national and international best practice, national legislation, policies and reports. The team strive to promote a strong

culture of safeguarding within the organisation. In addition to complying with the safeguarding duties of the designated role the Safeguarding Officers also play a significant role in supporting staff in terms of training, advice, and guidance.

Report from the National Head of Human Resource Management

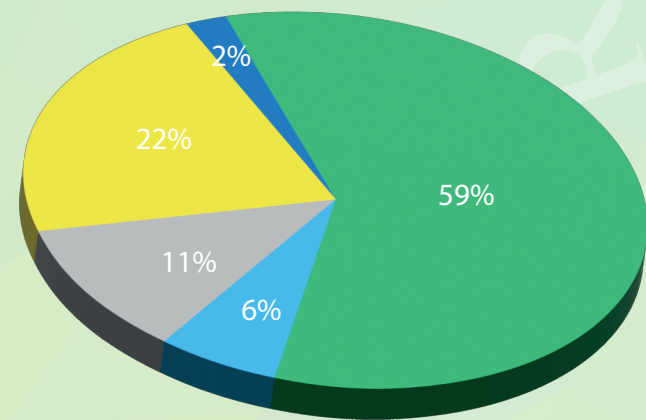
– Brian Leahy

Human Resource Management Team

Brian Leahy (Chair)	National Head of HRM
Yvonne Cummins	Southern Region
Mike O'Dwyer/Catherine Birkhead	Mid-West Limerick
Colette Geoghegan	Mid-West Clare
Bernie Grace/Niamh Masterson	West Region
Elizabeth Tyrrell	South East Region

The National Human Resources Team comprises HR representatives from each of the Regions and is led by the National Head of HR. Its primary objective is to act as a co-ordinating function for the development of best practice in Human Resource Management and in addressing Industrial Relations Issues and those of Employment Law.

This National Head of Human Resource Chairs this Team and reports to the Chief Executive Officer and attends the Remuneration Committee



Staff breakdown by profession

Again this year only 6% of our staff are classified as Management and Administration, this percentage includes managers of services. Therefore, over 94% of our staff work directly with the people we support. The low

to the Board meetings. Each Region is supported by a team of dedicated and dynamic HR staff.

Staffing at a Glance

The BOCSI employed 5,448 staff as of December 2024 an increase on the previous December of a 249 staff. The whole time equivalent (wte) number of staff posts at the end of 2024 was 4431, an increase of over 200 wte or approximately a 5% increase on the previous year's total.

- Admin/Management
- Medical & Dental
- Nursing
- Health & Social Care Professionals
- General Support Services
- Other Patient & Client Care

administration figures, while a testament to the hard work and professionalism of back office functions, continues to impact us negatively as we have increased compliance requirements as we seek to make our services more responsive and effective.

Report from the National Head of Finance

– Laura Coyne

National Finance Team Management

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

The National Finance Team comprises the National Head of Finance and the Heads of Finance from each BOCSI Region. The Finance Team met formally on a monthly basis in 2024. The National Head of Finance reports to the Chief Executive and attends the Audit Committee to the Board.

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

- reporting/management information
- budgeting, costing and cost control

- transaction processing and procedures
- internal controls, governance and compliance
- cash management
- relevant legislative, pension, payroll and tax changes
- introduction of new systems/system changes
- financial policies and procedures
- crisis financial management

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

SUMMARY OF CONSOLIDATED REVENUE INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST DECEMBER 2024

Income	€
Health Service Executive	342,909,698
Other HSE Grants & Funding	4,991,490
Other Income	18,482,084
Deferred Income	(167,685)
Total:	366,215,587
Expenditure	
Pay and Associated Expenditure	307,669,555
Non-Pay	62,135,728
Total:	369,805,283
(Deficit) Surplus for the year	(3,589,696)

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

In 2024 all team meetings operating under Risk & Regulation & Health & Safety took place on line. Meeting on line has the dual positive impact of reducing our expenses and travel costs as well as our carbon footprint and is a much more efficient use of staff time. There may be occasions when a face to face meetings will be more productive but this will be kept to a minimum.

Freedom of Information Team Membership

Gina Magliocco (Chair)	National Head of Risk & Regulation
Ann Donoghue	West Region
Mary McMahon	Mid-West Region (Clare)
Brian Muldoon	Mid-West Region (Limerick)
Margaret Barry/Gillian Doyle	Southern Region
Margaret Ryan	South East Region

Compliance with the Model Publication Scheme is handled nationally and published via the National Web Site which is currently under review. FOI requests are processed within each Region by the Regional FOI Officer and appeals are reviewed Regionally at Director of Service level or nationally by the National FOI Officer as appropriate. The National Freedom of Information Team (FOI Team) is made up of the FOI Officers from each of the BOCSI Regions. This team reports to the National Head of Risk &

Regulation. The ongoing purpose and benefit of the FOI Team is the sharing of information, advice and support, regarding compliance with the FOI Act. Through the sharing of information it strives to achieve conformity in responding to FOI requests. The Team ensure that BOCSI complies in a standardised way with the relevant legislation and the Chair keeps the Chief Executive Officer informed of trends in FOI requests and any legislative developments and matters nationally.

Health & Safety Team Membership

Gina Magliocco (Chair)	National Head of Risk & Regulation
Bryan Galvin	Southern Region
Sandra Jennings/Helena Hayes	West Region
Sean O'Connell/Peter O'Donoghue	Mid-West Region (Limerick)
Colm Power	South East Region
Louise Skerritt	Mid-West Region (Clare)

The Chief Executive Officer (CEO) has overarching responsibility under the Safety, Health, and Welfare at Work Act, 2005, to ensure, so far as is reasonably practicable, the safety, health and welfare at work of all employees and others affected by BOCSI activities. The BOCSI employs 5,448 staff nationally. The CEO has appointed the National Head of Risk & Regulation & Health & Safety to report to him on all national matters relating to Health & Safety.

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

The objective of the National Health & Safety Management Team is to support those in the Regions appointed with the management of

Data Protection Team

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

The Data Protection Officer (DPO) is responsible for the implementation of the compliance requirements as set out in the Data Protection Act 2018 and the EU General Data Protection Regulations in BOCSI. In order to achieve compliance the DPO has the support of the Data Protection Team (DPT). The Data Protection Representative (DPR) as well as supporting

Health & Safety; to support the National Head of Risk & Regulation to reassure the CEO and the Board in relation to the governance and implementation of health & safety standards throughout BOCSI; and to identify a clear and effective national Health & Safety Management system.

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

The BOCSI Risk Management Policy and Procedure and associated training includes Health and Safety Management. This H&S team return a National Health and Safety Monitoring Form which issues quarterly. This quarterly audit gathers data to inform the Board, through the Risk Management Board Committee, on the compliance of Regions with the requirements set out by health and safety legislation.

the processing Subject Access Requests and reporting Data Breaches to the DPO, are responsible for identifying needs in their Region for training; ensuring that Data Protection Impact Assessments take place when new data processes are proposed; and ensuring that Data Protection Agreements are in place regionally as appropriate. The DPO acts as an adviser and auditor and

deals with all national Data Protection issues as they arise including appeals and responses to complaints received by the Data Protection Commissioner. The DPO reviews all breaches and determines what is reported to the Data Protection Commissioner.

The Data Protection Team (DPT) is made up of a Data Protection Representative (DPR) from each

Risk Management Team

Gina Magliocco (Chair)	National Head of Risk & Regulation
Louise Skerrett	Mid-West Region (Clare)
Anne Dundon	West Region
Jonathan Learner	Southern Region
Liz Phelan	Mid-West Region (Limerick)
Margaret Ryan/Colm Power	South East Region

The National Risk Management Team (RMT) is made up of representatives from each Region and reports to the National Head of Risk & Regulation. The National Head of Risk & Regulation reports to the CE and the Board Committee on Risk Management and maintains the Corporate Risk Register. Each Region has a Risk Manager who monitors the implementation of the National Risk Management Policy and Procedure in their Region and supports the Region in identifying risks, undertaking risk assessments and training; and advising their Director of Service regarding the Regional Risk Register. Training is delivered to staff via the Quality & Training Function to ensure the standardised application of the Risk Management Policy and Procedure throughout BOCSI. Training and monitoring takes place Regionally to ensure

Energy Efficiency Team

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

Region and reports to the National Head of Risk & Regulation who in turn reports to the CEO and the Board. The DPT work together to support each other towards achieving full compliance. In 2024 the DPT developed one national Register of Processing Activity (ROPAs) and this will be finalised in 2025 and uploaded to our Data Privacy System.

the Risk Management Policy is embedded in each Region. Risk Management is on the Agenda of all management and Governance meetings.

The main objective of the RMT is to monitor the BOCSI Risk Management System and ensure a standardised clear and effective National Risk Management System is in place throughout the Services. This ensures best practice for our Services and complies with the requirements of various State Bodies and compliments our Council of Quality & Leadership (CQL) Standards. In 2024 the Risk Management Team in partnership with our ICT initiated the development of a standardised Electronic Risk Management System which reflects our current paper system. We envisage that this ERMS will be fully operational by early 2026.

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

BOCSI is required by the Irish Government and monitored through the Department of Energy, Climate and Communications to reduce carbon emissions by 7% annually up to 2030. We are required to produce and update a Climate Action Road Map for the organisation. The Energy Efficiency Team's role is to support the BOCSI

on working towards the various energy efficiency targets including setting up of Green Teams, promoting Green procurement and a Cycle to Work scheme. We currently have 33 Electric and hybrid vehicles and six SEAI funded solar panel projects under way, along with retrofits in two of our larger sites. Our green teams are beginning to develop and Advocates are getting on board. Our waste management figures are showing an increase in our recycling which is very rewarding for all those involved.

Governance and Regulatory Compliance

The National Head of Risk & Regulation drafts the annual report and drafts, reviews, and updates, Governance documents for the BOCSI in relation to the operation of the Board, Annual Compliance Statement, the CRA and the Charities Code.

Other roles that fall under this National lead are the Ombudsman Liaison Officer and National Complaints Officer.

- Replaced the patch management tool with Datto.
- Replaced the Switches system with Sophos.
- Ran a tender to find a vendor to replace our current physical hardware in our Data Centre.
- Migration project to replace the data also finalised
- Commenced a project to replace HR's legacy document management system with Therefore document management system – used in HSE – solution incorporates some workflows such as Probation, Re-vetting and work permits, Coru and NIMBI.
- National OLIS information sharing day – successful showcase of OLIS and OLIS DOCS for the Regions held in May in Clare. Almost 100 staff in attendance.
- Recruitment and upskill ICT staff.
- Ran a project to collect BOCSI requirements to influence a tender to go to market to procure a Rostering and T&A system which is future proofed to work with NiSRP. Tender launched in November.
- Automated workflow to on-board new entrants as soon as they sign their contract, this means that new entrants identity can be created on our systems before initial payroll, facilitating staff training and staff access to systems and reducing duplicate accounts. Audit trail of who has ordered what equipment. Efficient and time saving as process now takes minutes where it had taken days.
- Procured licenses for upgrading windows server as Server 2016 eols in 2026 and MS SQL server licensing
- The Helpdesk run by ICT supports all employees and people supported.

Report from the National Head of Information & Communications Technology 2024

– Mary Carty.

The ICT function understands and works with key business functions on data harmonisation. It defines, designs, and delivers projects to increase our data integration and ultimately redesigns the way data is used, stored and consumed within BOCSI. The ICT Function within BOCSI is a National Function and operates under the direction and management of the National Head of ICT who reports to the Chief Executive Officer. Projects for 2024:

- Further investment in our Client Services System OLIS and OLIS Docs, training staff in place in all Regions showing commitment to our flagship client services project. Plan to extend this by putting a product owner for OLIS in place to drive innovation and adoption.
- Invested and implemented new e-mail filtering solution.
- Security – Introduced the Vade system which uses AI and real-time behavioural analysis to stop advanced threats like phishing and zero-days before they reach the inbox. Its robust URL scanning rewrites and checks links on click, catching malicious redirects that static filters miss. With seamless Microsoft 365 integration and minimal setup, Vade offers stronger, smarter protection than previous solution.
- Applications development moved to a Cloud First approach to development – moving away from our current development language to web based development.

ONE OF OUR MANY SELF-ADVOCATES SHARE SOME OF THE HIGHLIGHTS OF THEIR VERY BUSY LIFE IN 2024

My name is Joe McGrath and I receive supports from BOCSI Mid-West Clare Region.

In 2024 I was Vice-Chair and Director of the 'Irish National Platform of Self-Advocates' which was set up in 2011 and is an organisation run by and for people with intellectual disabilities in Ireland. Their primary goal is to improve the lives of people with disabilities by advocating for equal rights, opportunities, and the support needed for people to reach their full potential. They are a membership organisation with an elected steering committee. I spoke in the Oireachtas throughout the year. We did a road show and went to different advocacy groups and spoke about our work on government policies that affect our lives. We are working on the strategy and action plan for people with disabilities.

I work as a co-trainer on the NUIG disability laws and policies on assisted decision making team. I worked on the BOCSI draft sexuality policy and I attended the yearly BOCSI National Advocacy conference in the Armada and was part of the organising committee.

I am the Access Officer for Seed Savers to make it more accessible for individuals with extra needs. Seed Savers cultivate heritage apple trees and vegetable seeds, preserve them in our seed and field bank, and share the surplus produce with the public to help conserve these varieties.

- Conserve the National Heritage Collection of Irish Apple Trees.
- Ireland's only living public seedbank
- Research to identify heritage varieties
- Educate our community

I completed first aid training and I spoke on Scariff Bay radio, advocating for improving the entrance to our day service in Ballyminogue and due to that interview I was offered a slot on Scariff Bay radio as an interviewer.

It has been a busy 2024 and I am looking forward to an even busier 2025!



VOLUNTEERING IN THE BROTHERS OF CHARITY SERVICES AND CITIZEN ADVOCACY

The Brothers of Charity Services Ireland (BOCSI) deeply appreciates the many individuals who volunteer their time throughout our Regions.

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

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

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

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

We usually have approximately 200 volunteers supporting people throughout our Services. All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the Safeguarding Policies and Procedures of the BOCSI and the Service Region. For further information please log onto our website or phone the Brothers of Charity Service closest to you.

www.brothersofcharity.ie/volunteers.php

DATA PROTECTION & GENERAL DATA PROTECTION REGULATIONS

The BOCSI operates under the Data Protection Act and the EU General Data Protection Regulations.

The aim of data protection legislation is to protect the rights and freedom of data subjects. We have a Data Protection Officer (DPO) under the legislation because we carry out large scale processing of special categories of data in order to fulfil our role in providing Services to people with an intellectual disability under Section 38 of the Health Act. The main GDPR lawful basis under which we operate as a Section 38 organisation is 'public task' in relation to data

belonging to people who are supported by our Services and 'under contract and 'legal obligation' in relation to data belonging to our employees, suppliers, and volunteers. We use the lawful basis of consent only if we are required to process data outside of our standard operations. We share data with other State Bodies including but not limited to Revenue, the Health Service Executive, TUSLA, HIQA, Health & Safety Authority, and An Garda Síochána. For further information and privacy notices please visit our website where we have a dedicated Data Protection area.

BROTHERS OF CHARITY SERVICES IRELAND CLG, COMPANY OFFICE AND REGIONAL SERVICES CONTACTS FROM 2024

BOCSI COMPANY

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WEST REGION (Galway & Roscommon)

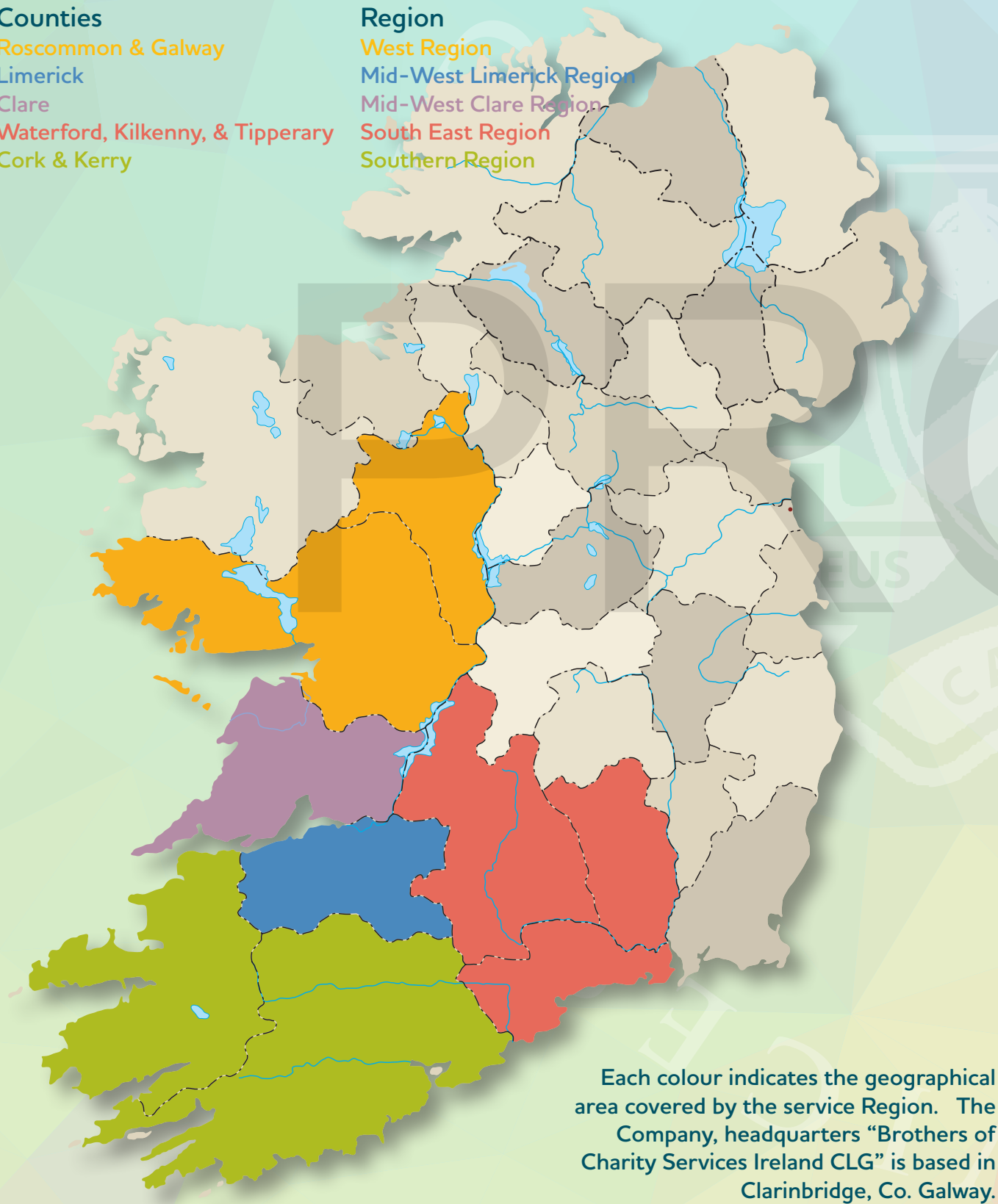
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LOCATIONS OF BROTHERS OF CHARITY SERVICES 2024



Philip Grace & Claire podcast launch photo July 24



Brothers of Charity Services Ireland CLG. Registered Address: Kilcornan House, Clarinbridge, Co. Galway, H91 K2E9, Ireland. Company Registration No: 344780 Registered in Dublin, Republic of Ireland. Charity Regulation Authority No: 20064853. Board: Mrs. A. Geraghty (Chairperson 2025). Bro. A Hassett. Bro. J O'Shea. Mr. P McGinley, Mr. J Barry. Mr. J Hayes. Ms. G Larkin. Ms. S. Allen. Ms. G. Bond. Mr. O. Hillery. Mrs. M. Kenny. Mr. L. Murphy. Mr. T. O'Connell. Mr. B. O'Connell. Mr. F. MacElhone. Ms. A. Sheehan.

www.brothersofcharity.ie

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