



BROTHERS OF CHARITY SERVICES IRELAND
Annual Report

2021

THE BROTHERS OF CHARITY SERVICES IRELAND REVIEWED THEIR VISION AND MISSION IN 2022 AND HAVE ADOPTED THE FOLLOWING STATEMENT OF VISION AND MISSION TO GUIDE THEIR WORK.

VISION

“Working together we seek to create supports and to shape communities where the people we support are valued and equal citizens.”
(March 2014)

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.

MISSION STATEMENT

“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 2014)

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.



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: Bro. A Hassett. Bro. J O'Shea. Bro. N. Corcoran. Ms. M Allen. Mr. P McGinley, Mr. J Barry.
Mr. J Hayes. Ms. A Geraghty. Mr. J Delahunty. Ms. G Larkin. Mr. E Cusack. Ms. S. Allen.

www.brothersofcharity.ie

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FOREWORD

CHAIRPERSON OF THE BOARD Brother Alfred Hassett

Dear Friends,
I am pleased, on behalf of the Board of Brothers of Charity Services Ireland, to present to you our Annual Report 2021. In 2020 we all faced the unprecedented impact of the Corona Virus Pandemic which hit our shores in March 2020, never thinking that it we would still be facing the challenge during 2021. The Board wishes to express its appreciation to all associated with the Brothers of Charity Services Ireland especially to our staff and management for their courage, determination, and unstinting energy through the various challenges presented during the year and in ensuring the safety of the many individuals we support.

We wish to express our appreciation for the continued work of the National and Regional Advocacy Councils for their resolve and positive engagement during the year; and to the families and advocates for the confidence and trust they continue to place in our Services.

During 2021 the impact of the pandemic was significant leading to the reduction or closure of schools and day services. Where possible, some form of service continued through the inventiveness and commitment of our staff and access to technology. We have always valued the myriad of community connections and natural supports that assist us in fulfilling our mission to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens. We have missed those connections throughout the pandemic and will endeavour to re-establish them once it is safe to do so.

We work to deliver innovative, quality, and safe services despite the seriously challenging pandemic and the demands of the financial and regulatory environment in which we operate.

We are concerned about people on waiting lists, school leavers, and those with changing needs; and we highlight these issues with our funders. We seek to be as creative as possible as we face requests to deliver more services and comply with more regulations with less resources. While appreciative of the level of support that is available, the Board is increasingly concerned about the longer term effects this pressure may have across the organisation.

The Board values the expertise, flexibility, and creativity of our front line staff. We recognise that they are the core strength of our services and extend our deep appreciation to all for their unfailing energy and continuing commitment to the people we support and our mission. We also wish to recognise the tireless work of the National Advocacy Council who reminded us of the importance of interaction with family, friends, and colleagues.

On behalf of the Board I want to express our sincere thanks to Michael Hennessy our Chief Executive and the members of the National Leadership Team who work diligently to lead, promote, drive, and support the operation of the Services through very difficult and unprecedented times.

I wish to acknowledge and thank the many Government Departments, the Health Service Executive, Public Health, and the many other Statutory Bodies which gave us ongoing support and assistance throughout 2020, including clinical guidance and financial support, and we look forward to our continued partnership with them during 2021. I also wish to acknowledge all those with whom we have been associated who are no longer with us and pray for healing for those who love and miss them.

Brother Alfred Hassett
Chairman,
On behalf of the BOCSI Board



Bernie in Limerick

CHIEF EXECUTIVE Michael Hennessy

Welcome to Brothers of Charity Services Ireland (BOCSI) 2021 Annual Report. Once again we are delighted to share with you a report of the activities on our services during the past year. This the second year of the global pandemic was extraordinary, and the Services had to continue to protect the people we support, families, and our staff. The Services had to respond minute to minute and day to day as new guidance was issued by Public Health. The introduction of vaccinations gave us hope that we might see an end to lock downs, and reduced services, but the pandemic continued to impact on us through staff illness and difficulty recruiting new staff. I am proud to say that the community of the BOCSI rose once again to meet the challenge together. The people we support, families, advocates, staff, and management all worked tirelessly to ensure that as safe as possible an environment was maintained and that most of our services could continue to operate during the pandemic.

Despite the pandemic this report also contains information and reports on other challenges and achievements in 2021 from the Directors of Service, National Function Heads, Internal Teams, Working Groups, the National Advocacy Council, along with some service statistics.

The BOCSI places huge value on quality of service delivery and we continue to work on our national quality control through the implementation of the Council of Quality and Leadership (CQL) standards throughout the Services.

The National Advocacy Council (NAC) continued its work with external bodies and agencies on issues of concern to its membership and the wider

disability sector. The Advocacy Structure has operated within the BOCSI for over 30 years and we continue to be awed by the work carried out by the advocates and their supporters at every level of the structure. As the pandemic continues the NAC have played a vital role in communicating with the people we support and keeping their spirits up during the country-wide lockdowns. The NAC meet with me and the NLT regularly to discuss and share objectives for the Services and to hear and address any national concerns the NAC have on behalf of its members.

The BOCSI employs 4,733 staff as of December 2021 an increase on the previous year of 4.5%. I want to acknowledge all staff and managers who work tirelessly and innovatively to improve the quality of life for the people supported by our services. These efforts include nurturing community partnerships to enhance the life experiences of those we support and ensuring an individualised approach to services.

I would like to thank the many staff who participate in our National Teams during the year. Some of these teams were formed to undertake specific projects, while other teams are permanently in place to agree and review national approaches and shared learning and understanding. I wish to recognise the challenges the National Leadership Team continued to encounter and its efforts to produce quality services within available resources. I want to congratulate all staff on their continued drive and commitment to provide individualised person-centered services in fulfilment of our Ethos.

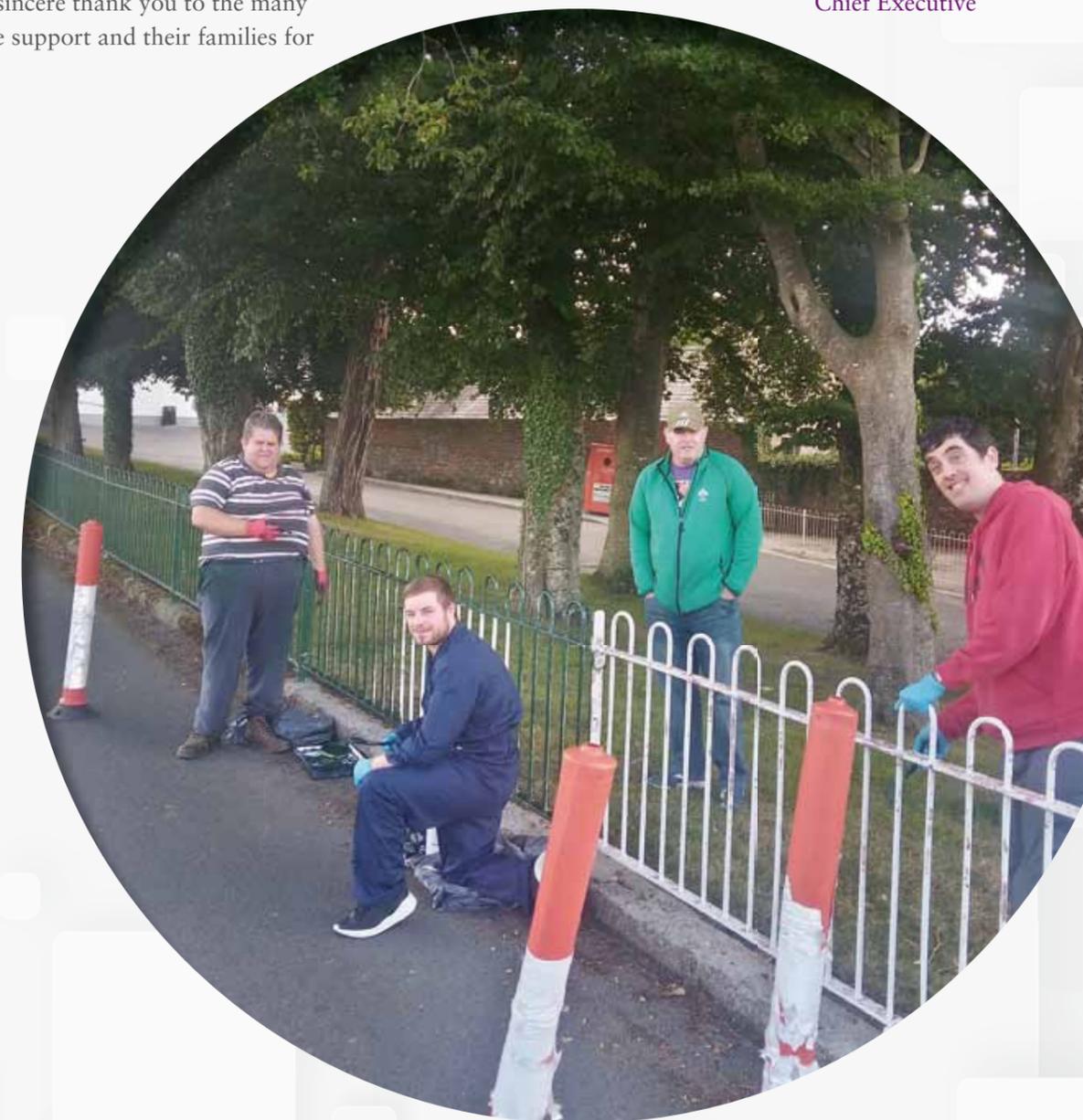
I wish to acknowledge the continued support and guidance given by our Board the members of which

are all volunteers, and I extend a sincere thank you to the Congregation of the Brothers of Charity, in particular, Bro. Alfred Hassett, Chairperson of the Board, Bro. Noel Corcoran and Bro. John O'Shea, Regional Leader, for their generous support during 2021.

I offer a very sincere thank you to the many individuals we support and their families for

allowing us the privilege of sharing in their lives and for their continued trust and faith in each of us. Working together we can develop connected lives where all are cherished and respected as valued and equal citizens of our country.

Michael Hennessy
Chief Executive



INTRODUCTION TO BROTHERS OF CHARITY SERVICES IRELAND

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

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. An overall total of 6,000 people and their families accessed our Services in 2021 supported by 4,733 staff (3897 whole time equivalent). Respecting and promoting the dignity and humanity of each person has always been the core value of the Services. The principal object of the Brothers of Charity Services Ireland states,

'Belonging to an internationally active movement and rooted in the values of the Christian Gospels, the Brothers of Charity Services Ireland provide quality Services to support people who are in danger of being marginalised. The Brothers of

Charity strive to create opportunities and choices that develop and maintain connected lives where all are cherished as valued and equal citizens in our communities.'

The Brothers of Charity Services attempt 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.

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

STRUCTURE

BROTHERS OF CHARITY SERVICES IRELAND

The Brothers of Charity Services Ireland is a Company Limited by Guarantee, and provides Services to people with an Intellectual Disability and Autism on behalf of the Congregation of the Brothers of Charity in Ireland. These Services are provided throughout counties Roscommon, Galway (West Region) Clare, Limerick (soon to merge to become the Mid-West Region), Cork & Kerry (Southern Region), and Waterford, Kilkenny, and South Tipperary (South East Region). There is one overarching Service Level Arrangement between the HSE and BOCSI with individual schedules attached pertaining to the delivery of Services in each Region. Regions manage their own annual budget received mainly from the HSE through the local Community Health Office (CHO).

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

The BOCSI Company is supported by the National Office which is comprised of the Chief Executive Officer, the National Heads of Function (the Head of Finance; Risk and Regulation & Health & Safety; Human Resource Management; ICT; Quality, Safety, Training & Advocacy; and Procurement); and the PA to the Chief Executive Officer.

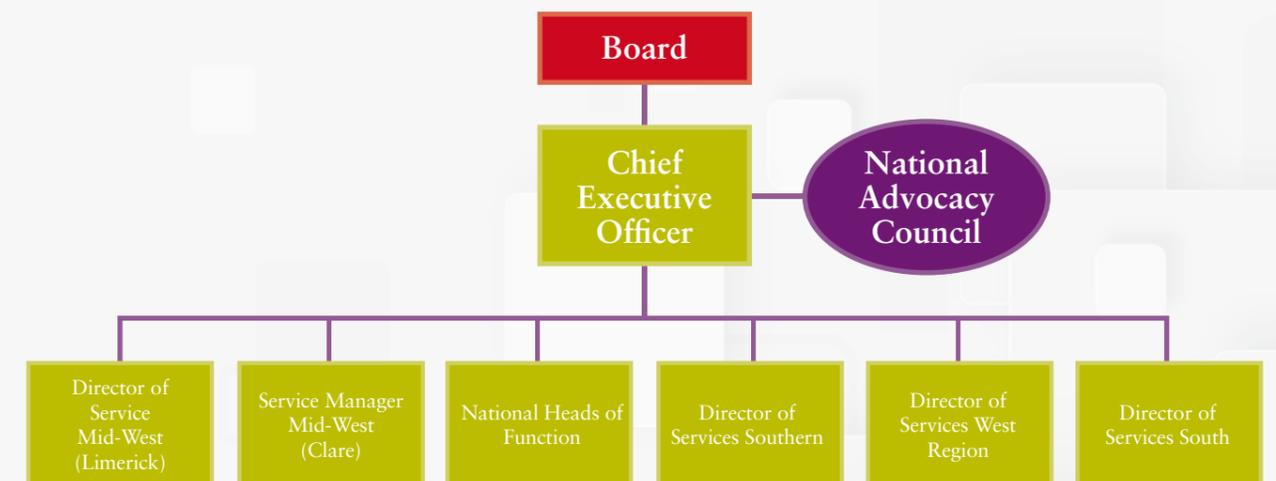
The Chief Executive Officer reports to the Board of the Brothers of Charity Services Ireland and is the Company Secretary. The Chief Executive Officer is responsible for the management and executive functions of the Company's regions through the National Leadership Team.

The National Leadership Team supports the Chief Executive Officer, the National Board and its Committees, National Teams and Working Groups and it acts as appropriate as the single point of contact for external agencies and bodies. The NLT is made up of the four Directors of Service, the National Heads of Function and one Service Manager. The Directors of Service and the Service Manager have their own executive teams to support the delivery of services.

The National Advocacy Council is made up 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 2021



BOARD MEMBERSHIP 2020 AND BOARD COMMITTEES

Brothers of Charity Services Ireland CLG

Bro. A.T. Hassett (Chair)

Mr. J. Barry

Ms. A. Geraghty

Mr. E. Cusack

Michael Hennessy (CEO) - Company Secretary

Bro. J. O'Shea

Ms. M. Allen

Bro. N. Corcoran

Mr. S. Hayes

Mr. J. Delahunty

Ms. S. Allen

Mr. P. McGinley

Ms. G. Larkin

BOARD COMMITTEES

There are currently five committees 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 support the Board in fulfilling its function by providing independent and timely advice to the Board on areas within its remit. It ensures that there is full control over the income, expenditure and assets of the BOCSI and ensures that all of its resources are used effectively in fulfilling its responsibilities.

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 of the BOCSI.

QUALITY AND SAFEGUARDING COMMITTEE

Appointed by the Board, the main objective of the Quality and Safeguarding Committee of the BOCSI 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 of the BOCSI is to oversee the employment practices of the BOCSI and ensure that they comply with the Public Sector Pay Policy.

RISK MANAGEMENT COMMITTEE

Appointed by the Board, the main objective of the Risk Management Committee of the BOCSI 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 Risk Management systems are in place, and that the welfare of those who are supported by the Services and our Staff is safeguarded.



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 responses.

Services include:

- Early Assessment Intervention
- Development and Pre-School Services
- Health Related Support Services
- Educational Services
- Residential Care
- Day Activation for Children and Adults
- Vocational Preparation
- Advocacy Support
- Supported Living Arrangements
- Personal Development Training
- Family and Sibling Support
- Supported Employment
- Home Support
- Host Families

- Crisis Intervention
- Respite Services
- Services for Children and Adults with Autism
- Staff Training and Development
- Pastoral Care
- Support of Elderly Persons with Intellectual Disability
- Community School Age Support
- 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 Brothers of Charity Housing Associations, mainstream Housing Associations, and local authorities in the provision of appropriate residential accommodation.

A PROFILE OF PEOPLE WHO USE OUR SERVICES

The Brothers of Charity Services Ireland provided some level of Services to 6,900 people in 2021. These Services have been identified in the previous section of this report. 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 3,364 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 CHO depending on the structure of the team in that geographical area. Our Children's Services are included in this strategy and they have been working on moving our children's service delivery to the Children's Disability Network Teams (CDNT). Parents have been informed of these changes and the identity of the lead agency. Children will receive services from one of these CDNTs based on their home address.

Our day services had to close under the direction of Public Health in 2020. Staff from day services were reassigned into residential services and where appropriate 'Covid Isolation Units'. The BOCSI through the multi-disciplinary teams set up on-line services and supports for those who had to stay at home when the day services closed. Some Day service premises were transformed into some residential settings and others covid isolation units, to ensure everyone was supported in the best way possible throughout this very difficult and unprecedented time.

A lot of the people we support have underlying complications and they were required to cocoon. This restricted movement was very hard for some people to understand. The National Advocacy Teams

in each Region stepped up to produce newsletters to keep people informed and came up with various on-line interactions and competitions to help with morale. Staff had to change the way they worked to ensure the safety of the people they support, these changes included wearing PPE, keeping work clothes for work only, working in pods, in specific areas only, monitoring their own health and temperature on a daily basis and to agreeing to only work in BOCSI during the pandemic. On top of this our staff worked tirelessly to ensure those who were cocooning were kept as entertained and stimulated as possible.

Our residential services grew during the pandemic as people were unable to stay at home fulltime once day services closed. Our residential services include supporting people in independent settings, their own home, community integrated living settings, full residential and temporary respite services along with crisis and special intensive and nursing home services.

In order to support the Government in planning for disability services, each Region updates the National Ability Supports System (NASS) 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. Up to 2020 our target was that we achieve an energy saving of 33% from our baseline and we met that target. However our work is not done, the EU Green Deal sets a target of 55% CO2 emissions reduction by 2030.

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 10 Electric Vehicles and we continue to replace lighting with LEDs and insulate buildings and retrofit boilers where funding is available.

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
- 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
- Data Protection Act 2018 & GDPR
- The Office of the Ombudsman
- The Information Commissioners Office
- The Data Protection Commissioner
- 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
- 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
- Standards in Public Office Act 2001
- The Governance Code for Voluntary and Community Organisations
- The Charities Code of Governance (from 2021)
- The Comptroller and Auditor General - Financial and Governance Audits
- Fundraising Guidelines

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.

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND MID-WEST REGION

REPORT FROM THE DIRECTOR OF SERVICE NORMA BAGGE (LIMERICK)



I wish to start this overview of 2021 by acknowledging all that has been achieved by the staff working for the Brothers of Charity Services Ireland Limerick Region in what has been another challenging year, compounded by the ongoing pressures relating to the covid pandemic. They have demonstrated resilience of spirit and a real commitment to the people we support in ensuring continuity of safe services. I also wish to acknowledge the resilience, adaptability and understanding of the people we support. Their service has been disrupted, especially day services, throughout the year as we comply with the requirements of public health advice.

Once the vaccination roll out took place 2021 began to return to some level of normality by offering a level of comfort to staff and the people we support. Our Service worked in conjunction with HSE in arranging vaccination clinics and ensuring everyone was facilitated to get a vaccine at the earliest possible opportunity. We developed a national document on 'consent for vaccination' to ensure the people we support were fully consulted prior to vaccination.

The response to the covid pandemic was very much an organisational response with front line staff supported by their management and administrative support staff and members of the multidisciplinary and quality and training teams being available for swabbing and redeployment at times during the year.

Despite the disruption of the covid pandemic we opened a number of new day service facilities. The new facilities have been well received and we thank the people who attend the day service for their flexibility during the process. We also opened a number of new residential houses that offer people a high quality home in really good locations with access to transport and community facilities. These houses were facilitated by Limerick City and County Council and we are very grateful and appreciate the councils continued support.

We experienced a high number of HIQA inspections during the year and in the majority of cases the outcomes were positive with plans put in place to address any gaps identified. Where gaps exist that cannot be addressed within existing resources they have been escalated, via business case or plan, to the HSE. We continue to have non-compliance issues in respect of fire proofing buildings and each year we successfully manage to upgrade a number of houses to be fully fire compliant under the new fire regulations.

One of our recurring issues is that we have a large population of people we support who are aging in service. This means that the current model of supports we provide for these people will no longer meet their needs. Where we have no alternative we must seek the services of a nursing home. This is not ideal but is a harsh reality of the environment

we currently operate within. We hope that this can be address in any future planning by the HSE.

Our Regional Advocacy group remained very active throughout 2022 and continued to raise issues of concern in relation to services. During the year they met with both HIQA and Senior Management in the HSE. The Limerick Advocacy group participated in the National Advocacy conference and reminded us all about how hard Advocates work in order to get their voices heard on important issues and how long it can take for an issue to be addressed. The group also arranged a local webinar in June which shone a light on the work the Advocacy group do on behalf of their peers.

The process of acquiring CQL accreditation has advanced during 2021 with the roll out of Person Centred Planning training to management and staff in one designated centre as well as training provided to all members of our management and clinical teams. To support CQL accreditation our Training Department has been restructured and is now placed within the Quality Department.

The Children Services in West Limerick were impacted negatively by the cyber-attack on the HSE IT systems; despite this the team did an excellent job in maintaining supports and services. The children's team provides services in line with the HSE policy "Progressing Children Services" which promotes a model of Family Centred Practice. We work in partnership with the HSE and other Service Providers in the region to provide the best services possible within the resources allocated.

At the latter stages of 2022 we received very welcome funding from the HSE to enable us to purchase some vehicles. The HSE also funded the Services in respect of covid costs incurred which was really important given the increased costs associated with the pandemic.

The Services were successful in securing funding from Pobal to support a "Let's get to work" programme in partnership with the Technical University of the Shannon (TUS). The aim of this programme is to give people we support throughout our day services the opportunity to learn skills that will support them to take on a work placement with the hope of long term employment. This programme

has already secured a number of placements for the participants and it has been a really positive development within the Limerick Services with future plans already being explored.

The Services was successful in securing additional very much needed and welcomed Speech and language therapy for the people we support in our Adult Day Services via the school leaver process. The BOCSI secured a grant under the "Strengthening Disability Services" for additional Occupational Therapy posts focused on addressing unmet sensory needs for the people we support. Limerick Services will benefit from this grant and it is hoped that a new post will be in place next year. Our Psychology department continue to work with the University of Limerick to support student placement on the doctoral programme.

During 2021 we made a decision to upgrade 2 homes within Bawnmore in an effort to improve the quality of life for residents living on the campus. While the BOCSILR is fully supportive of the Governments policy on de-congregate we also recognise the gaps that currently exist, within the Mid West, for specialist services for people who are aging and have complex needs as well as individuals who have behaviours that challenging. Upgrade works commenced on two bungalows and a plan was submitted to the HSE for consideration in respect of a strategy for the development of specialist services for people with Intellectual Disability. The work was part funded by the HSE as well as from fundraising money collected specifically for Bawnmore over many years.

Looking back on the 2021 we recognise that it was both challenging largely due to the ongoing impact of the pandemic, as well as a year that we progressed a number of significant projects. The Services continues to address the challenges it faces grounded in the ethos of the Brothers of Charity Services. We continue to engage actively with the HSE in order to secure additional funding to meet the changing needs of the people we support as well as advocated for funding for new places. We are constantly learning and searching for new opportunities for the people we support in order to enable them to have a full and happy life.

Finally on behalf of the Brothers of Charity Services Limerick Region I wish to thank the Chief Executive, the National Leadership Team, and the Board for their ongoing support of the Limerick Region's Services.

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND MID-WEST REGION

REPORT FROM THE SERVICE MANAGER, MARTINA RYNNE (CLARE).

2021 began as 2020 had ended-with COVID. January 2021, saw a number of Covid outbreaks across the county and Managers struggled to fill rosters, whilst keeping people safe. Public Health and the HSE were on hand through 'Outbreak Meetings' to provide assistance. Capital and Revenue Monies for extra staffing, provided by Minister Rabbitte's Office in the last quarter of 2020, ensured we were able to provide a greater level of day service while adhering to the social distancing rules. Some individuals supported through Day Services wished to have 5 days per week restored, others given the high levels of Covid in the first quarter of 2021 wished to avail of limited services, because they felt the risk was too great for them and their families.

People in BOCSI residents continued to receive full day supports at home rather than travelling to a day service. The big challenge for all people supported were the national restrictions implemented during the peaks of the covid pandemic. Service meetings locally, nationally, and with the HSE, in addition to training events, continued on-line, through a combination of Microsoft Teams, Webex and Zoom.

The Covid Vaccination Programme was a welcome process and the roll out of the vaccine began in the spring of 2021. There was some initial confusion as to where on the priority list services such as ours were categorised, but once clarity was sought and provided nationally, the practicalities of getting both staff and those supported vaccinated had to be planned and implemented. We worked in partnership with the HSE Disabilities Office to set up and gain access to vaccination clinics both on our premises and off site. The Managers of the services worked with those supported, families, and staff to ensure people were fully informed about the vaccine itself and the roll

out. There was a renewed sense of hope, excitement, and a feeling of protection surrounding those who received the vaccine. Personally, the availability of sweets at the vaccination clinics operated from our own bases made getting the jab a little easier!

The Brothers of Charity Services Clare have a total of 34 designated centres, 4 of which were registered in 2021. In the timeframe 1/01/2021 – 31/12/2021 the Clare Region had a total of 27 inspections, 20 announced, 6 unannounced and 1 Infection Prevention & Control inspection. 14 of these inspections resulted in a renewal of registration.

Our compliance rate across these inspections was 94.7% of which 77.8% were compliant, 14% Substantially Compliant, and 8.2% non-Compliant Orange. The Clare Services are starting to experience some HIQA compliance issues relating to the changing needs of individuals, in particular people who are aging in service. The challenge for us is the lack of funding available to meet these changing needs leaving us exposed as HIQA demand compliance and we are unable to meet these requirements within our current budget.

The Clare Regional Advocacy Group held their meetings on-line and question arose around the use of masks for both themselves and the staff teams. They advocated for social events to be organised and expressed how difficult it was for the people we support being unable to meet up with their friends. With the support of our staff, towards the latter half of the year the Advocacy Group organised an on-line disco which was a great fun. The National Conference was on line and again a huge success. The necessity of having meetings and conferences on-line has paved the way for some people to attend

events where they may not have been able to attend in person in the past.

In 2021, we saw a number of new school leavers coming to our services, while at the same time, a number of those who were partaking in the Rehabilitative Training Programme (RTP), progressed on to receive day service funding from the HSE. Five people completed their time on the RTP, one from the west Clare programme referred to as 'Project Me' and the remainder in the Ennis area, known as 'Streetwise'. All five people progressed to day services in their local areas. A total of eight new people came into the RTP, one into 'Project Me' and seven into 'Streetwise'. A further four people came directly into day services from school, one to North Clare, two to Shannon and one to Ennis. All of the individuals who were referred directly into day services, have significant needs, with one to one staffing required. A new day service is being set up in Shannon and Miltown Malbay where this group of people will attend services.

In 2021, after a number of years of requesting enhanced day service provision for people supported on a part-time basis across the county, two individuals in the Killaloe area, received enhanced day funding to ensure they receive a five day service. This is a very welcome development which we hope to replicate in the following years.

During 2021, the Clare Services started the process of buying two premises for day service in Ennis and Scariff. The Services had rented the property in Ennis for the previous 7 years. The Landlords gave us first refusal at a reduced price. I wish to express how very grateful the BOCSI is to the Landlords for such a generous gesture; it was most welcome and the services secured a loan through Clann Credo to purchase the property.

Until 2020 the day service in Scariff was based in a small building in the centre of the town and this worked well for a number of years. The number of people accessing the Scarrif service has increased over the years and this increase alongside the onset of Covid made the location an unsuitable option for day service provision. A larger location was sourced and rented for an 18 month period, with the view to purchase. Again, similar to Ennis, a loan from Clann Credo was secured and the property was purchased.

The Triest Community Employment Scheme is a labour market intervention, funded by the Department of Social Protection, to provide training and employment opportunities for those on the live register for 12 months or more. The scheme is governed by a Board of Directors, made up of Managers from our services. Until 2021, the Scheme provided training and employment opportunities for twenty five participants. The scheme is highly regarded by the Department who fund the scheme, because the success rate of participants who complete the programme being placed in employment is approximately 60%. This success was recognised by the Department in 2021, with the allocation of an additional 10 places, bringing the number of places on the scheme to a total of 35. In essence, this translates to 19.5 hours each week from each of the thirty five participants and while the scheme did not manage to fill all those places in 2021, the opportunity is available to fill 35 places and thus make this resource available through frontline supports to those we support across the county of Clare.

While, 2021 was largely shaped by Covid and our efforts as a staff team remained focused on the management of the virus and keeping people safe, the latter part of the year looked more positive, due to the availability and up take of the vaccine. Christmas 2021 was once again over-shadowed by covid outbreaks and lock downs. Managers had to forego any holidays over the Christmas period of 2021 and the first six weeks of the New Year were very difficult for all involved. Frontline staff worked diligently and bravely in outbreak situations delivering quality care and comfort to those who became ill. Thankfully, by the spring time, the frequency of outbreaks had reduced.

Finally, I would like to take this opportunity to thank the frontline staff, management, multi d, and all other staff employed in central supports for the commitment they have shown over the last two extremely challenging years. Staff at all levels of the organisation have been tested in many ways and without their ongoing resilience, the Clare Region could not provide the quality service that it does to people with an intellectual disability and their families across the county.

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND SOUTH EAST REGION

REPORT FROM THE DIRECTOR OF SERVICE JULIA KELLY

The start of 2021 saw a surge in the number of COVID cases following the Christmas break and the first quarter of the year was extremely difficult for staff and individuals supported alike. On a positive note however the HSE vaccination programme commenced in January and was rolled out over the early months of the year which eventually bore fruit. Day services remained open albeit at a reduced level supported by the additional temporary staff who had been recruited for this purpose. A number of day service staff continued to be redeployed to support individuals in our residential services who under advice remained at home. The additional once off HSE funding which had been received in late 2020 to support day services paid dividends and allowed us to make the appropriate adaptations to existing day service locations thereby ensuring that the maximum numbers were supported while being mindful of social distancing. We were pleased when the Government Plan, announced on the 31st August, paved the way for the return to full capacity of day services on 26th October.

Even in the midst of Covid service developments continued in 2021. One new residential place opened in Tipperary, two new residential places in Waterford and across the region we welcomed twenty one new school leavers into our day services and opened three new day service locations. The principal development during the year however was in September 2021 when the Services took over a service in Duffcarrig, Co. Wexford which was successfully tendered for. This service consists of twenty four residents and has a staffing complement of seventy nine. Recruitment is ongoing to fill these

posts and therefore the Duffcarrig service continues to have a significant reliance on agency staffing. This is an exciting and challenging development for the Services and we look forward to working with the individuals in Duffcarrig to achieve registration of the centre.

We continue to be concerned that our residential waiting list is increasing and that the only funding for residential places is for emergencies. Without additional funding to develop more residential places it is difficult to see how the position of families who continue to struggle to support their family member, despite their own advancing years and declining health, can be improved. In 2021 through the auspices of the Belmont Park Housing Association we acquired 2 houses to replace inappropriate rented houses and provide for increased capacity.

During the year we had 21 HIQA inspections across the region and we achieved a compliance rate of 87.1%. We had 4 non compliances in the “red category” which related to fire compliance issues in one house which have been addressed in full. As noted last year COVID has led to significant learning in a number of areas. We continue to hold meetings on line and this has resulted in a significant reduction in time spent attending meetings off site and to facilitating the attendance of individuals at meetings who might not otherwise be available to attend. Staff training is now a mix of on line and face to face training which reduces the requirement for staff to travel to training. One unforeseen impact of the day service closure has been that a number

of residents have said they do not want to go back to day services and that they would prefer to be supported from their home. We continue to work to explore how we may facilitate these requests. Our biggest challenge as we come to the end of the year is our difficulty in attracting sufficient numbers of qualified staff. Our HR Department is working tirelessly to try and address this issue in a shrinking health sector employee market. Despite the difficulties a significant number of new staff joined us this year and we hope they enjoy a long and fulfilling career.

I would like to remember the fourteen individuals we supported and one staff member who passed away during the year. The restrictions during the year made everything surrounding bereavement much more difficult for everyone involved and did not allow for the normal rituals such as attending funerals to show our support. Their loss is felt by those who knew them; they will be remembered and may they rest in peace.

We said goodbye to a number of staff who left us for pastures new and we wish them all the best. We also had a number of staff retiring. We thank them for their years of hard work and dedication and wish them all a very long and happy retirement. I would like to extend my thanks to those families, community organisations, and the local HSE personnel who continue to support us and whom we work closely with for their continued efforts on our behalf.

Finally I would like to take the opportunity to acknowledge and thank all our staff who have for the second year in a row demonstrated great flexibility in responding to the changes wrought by the Covid pandemic. Staff have cancelled holidays, undergone redeployment, changed work patterns, and practices without complaint. It has been another very difficult year for the services and the support, flexibility, and commitment that management and staff teams demonstrated throughout this crisis continues to be exceptional. I want to thank the individuals we support who continue to be our inspiration as we look forward with confidence to 2022.



REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND SOUTHERN REGION

REPORT FROM THE DIRECTOR OF SERVICES UNA NAGLE

2021 was another difficult year due to the continued COVID19 pandemic status, the significant staff shortages and the worldwide economic supply difficulties which has led to inevitable inflationary impacts on our non-pay budget.

First and foremost we wish to acknowledge the continued heroic work of all our staff across all service areas in maintaining services especially those in frontline service areas often working long shifts and having to cancel planned leave to cover rosters. This has taken its toll on staff especially as the pandemic status continues and the wearing PPE in front-facing services adds to the strains on these exceptionally talented colleagues. However despite all of the obstacles we are delighted to update of some key developments during the year.

Our Children's residential respite services continued to operate throughout the pandemic which was a massive support to families of individuals with significant complex support needs.

In April 2021 all of our clinical support services in Cork reconfigured to the HSE PDS interdisciplinary geographical model of Service for children aged 0-18 years. This meant that our intellectual disability and autism specific services (early intervention services and school aged supports, ASD specific teams, regional ASD team and Regional Trasna Positive Behaviour Support Services) all reconfigured to Children's Disability Network Teams across Cork in partnership with COPE Foundation, Enable Ireland, CoAction and St Joseph's Foundation. This re-configuration led by the HSE saw clinicians assigned

to various new teams to support children & families in local geographical networks.

Despite an extended period of planning for reconfiguration the actual reconfiguration process caused significant disruption to our Services leading to the loss of specialist services. The time needed by the newly formed teams to adjust and get to know their new caseloads impacted on the efficiency of service delivery. In addition, the number of children assigned to the CDNT's was significantly higher than projected highlighting the level of inadequate funding for the CDNTs and leading to long waitlists for families. This is a significant concern and one that we continue to highlight to the HSE for resolution.

We need to acknowledge the work undertaken by all of our staff and staff of partner agencies assigned to work in our Networks for their input during this difficult time. Our challenge now is to ensure that we support them in their work and use every opportunity to source additional resources for the Teams to enable them to manage their caseloads effectively.

In August 2021 the Kerry Children's Services, which reconfigured to the PDS model of Service in 2013, had to undergo further alignment to the primary care geographical networks. This led to the disbandment of the Mid-Kerry Team. The majority of the Children in this network were transferred to the South-Kerry network which now operates in two main bases at Killarney and Tralee with a number of outreach facilities including at Cahirciveen and

Killorgan. Special thanks to our Teams in Kerry for ensuring this realignment was undertaken seamlessly.

The Adult services continued to experience difficulties due to staff shortages and recruitment difficulties. We are most appreciative of our exceptional staff whose steadfast efforts have kept services running in spite of these challenges. The reality that the workforce is reducing and that demand for services is increasing, called for updated recruitment strategies and the establishment of a working group to look at various options to address the immediate impact and reduce the long term risk. We are delighted that our funding proposal to expand the regional Respite Service at Garretstown was approved by the HSE. This will facilitate the renovation of the main Centre which will open all year round Monday to Friday nights and for a single occupancy apartment to operate alternate weeks.

The Bavon Day Service which supports 15 adults was opened in the renovated former Mercy Convent at Mayfield the majority of these places were taken up by pre- 2021 school leavers who were in temporary locations.

We welcomed 8 school leavers to RT Training placements at Caritas and 20 RT training Graduates/ school leavers to new adult day service placements. This proved challenging due to staff shortages and difficulties in sourcing suitable buildings to meet the support needs of these new entrants especially those with significant complex environmental support needs.

We reached agreement with the HSE for the de-congregation of eight individuals in 2022/23 which is a very welcome progress which will bring us closer to our aim of full de-congregation. We continue to request HSE funding focus on further de-congregation opportunities in the near future.

Thank you to our managers and staff who continued to support day attenders to return to day services and to enjoy the on-line activities which has certainly enhanced to quality of life for all.

A special thank you to all of the staff who trained as vaccinators and who supported all persons supported to avail of the vaccine which has ensured safe services during the year.

As usual our clinical staff were busy with various initiatives throughout the year including various the creation of 'You Tube' clips to support families and staff in communication and in managing behaviours that may challenge.

We re-established the Complex Case Forum and appointed a 'Complex Case Nurse Manager' who guides staff teams when working towards the development and implementation of an individual's vision. This role also oversees the development of person-specific goals and support plans for identified individuals with complex support needs.

Our clinical staff participated in a HSE National working group on Clinical Supervision Policy and together with our Quality Department they inputted locally and nationally on the proposed implementation of the Assisted Decision Making (Capacity) Act (ADMA).

We were delighted to learn that the Occupational Therapy Department's proposal via National Office for additional therapy sessions and the development of resources and supports for individuals with complex sensory support needs and their carers was sanctioned for funding under the HSE's Sustaining Disability Services National *Funding Initiative. This project will be rolled out in 2022-2024.*

These are just a flavour of all the good work that goes on in the Southern Region. We are so honoured to support all persons supported and to work alongside such great colleagues. We sign off remembering our former colleagues who sadly passed during the year and thank them and their families for the time they gave to their work with the BOCSI Services.

REPORT FROM EACH SERVICE REGION

BROTHERS OF CHARITY SERVICES IRELAND WEST REGION

REPORT FROM THE DIRECTOR OF SERVICES EAMON LOUGHREY

2021 continued to be busy and challenging year for the West Region in the midst of the various waves of the COVID-19 pandemic. While there was some welcome respite from restrictions during 2021, we finished the year with the fifth wave of infection which impacted on our services yet again. The year really challenged the resilience of persons supported, their families, and our staff teams as we battled to maintain service delivery while minimising the risk of infection. Even though service delivery was impacted the dedication and supports delivered by our staff under difficult circumstances was exemplary.

The vaccination programme had a positive impact as there was a very high uptake amongst staff and persons supported and the in-house PCR testing programme introduced in 2021 ensured that we did not have to rely on overstretched HSE testing centres during the peak of infection. With the cooperation of the HSE, we were able to open our own vaccination hubs for people supported in Clarinbridge, Galway City, and Roscommon. Our frontline staff and back office teams continued to work incredibly hard for the second year of the pandemic, often under significant pressures at peak periods of the virus. Unlike 2020, we had a significant number of staff and persons supported who contracted Covid-19, which put huge pressure on rosters and the delivery of services. For example, a request to support Frontline Staff over Christmas 2021 ensured the continuity of residential services during a new wave of infections. I would like to thank the BOCSI National and Regional Covid Infection Control teams for their dedication and

commitment to the people we support together with the support we received from Public Health during 2021.

The West Region is very grateful to the HSE and government for providing specific funding to alleviate the effects of the pandemic including additional funding for the resumption and upscaling of our day services. The West Region was able to achieve a breakeven financial outturn during the year; however, there remains a substantial legacy deficit in one of the sectors, which will require a substantial funding injection to rectify in the years ahead. The region continued in 2021 where possible, on the integration of the various functions and departments of the former Galway and Roscommon regions. I want to thank staff and management for their cooperation and work on the integration process, which is a major, restructure of service delivery and corporate functionality in the Brothers of Charity Services Ireland. With effect from 1 January 2022, the two former Quality departments in Galway and Roscommon will integrate fully into one regional QED department.

The Quality and Training Departments in Galway and Roscommon worked innovatively and tirelessly to deliver staff training and development together with a number of quality initiatives during the year. Due to Covid 19 Infection Prevention and Control (IPC) precautions and restrictions, the Quality and Training Department continued to coordinate on-line training for staff for mandatory and essential training and facilitated face-to-face training when required for practical aspects of mandatory training

such as Manual Handling, Studio 3, MAPA and the use of PPE. Staff were also supported to attend on-line training and webinars on the Assisted Decision Making (Capacity) Act 2015 in preparation for implementation of the Act in 2022. Persons in Charge were supported to develop Covid 19 IPC guidance documents and Outbreak Management Plans for designated centres as required by HIQA.

The services in Galway were successful in achieving an overall compliance rate of 95% in 2021 following numerous HIQA inspections. The services in Roscommon had a number of inspections during the year and while most reports achieved high compliance outcomes, a number of centres had governance and management issues raised by Inspectors. We will continue to work with HIQA on resolving these matters in 2022.

The year marked the 25th Anniversary of the founding of the Blue Teapot Theatre Company. However the continued COVID restrictions imposed meant that most activities took place behind closed doors or online. Fortunately, Blue Teapot were able to continue production of the Into the Dark Woods play by Charlene Kelly. This ground breaking play will have its premiere in 2022. The Blue Teapot Performing Arts School welcomed five new students alongside two concurrent years. The owner of the premises from where the Blue Teapot operated for the last 25 years sadly passed away in 2020 and we wish to express our gratitude to Mr. Brian Silke (RIP) and his family for their generosity over the years. We were overwhelmed to discover that he had stated that the Blue Teapot Company was to receive the opportunity of first refusal on the premises in the event that it was put on the market. We are delighted to announce that we were granted a loan and completed purchase this year. This is a huge relief to all connected with the Blue Teapot as this secures our future and gives the Theatre Company their own home.

For our "That's Life programme with all the challenges that 2021 presented, there were also new discoveries and the development of new and exciting ways of working and of engaging with people supported across the city and county. That's Life

flexible model of service enabled us to respond in creative ways to the challenges presented by Covid 19 and to continue to give people rich experiences in the arts. Despite the limitations imposed by the pandemic, 2021 was a year characterised by record numbers of people engaging in all projects.

Some highlights include:

Magic Garden Festival in Kilcornan walled garden.

This event included live music and promenade style show through the garden. There were art installations in various sections of the garden, created by people supported including ceramic birds, Hens installation and more.

Disco Van, travelling pop-up disco, which went to centres across the service for a memorable series of outdoor discos.

The Painters Travelling Street Theatre and Music Show performed for audiences at outdoor locations across the service.

Bounce Online, monthly online club nights hosted by 'That's Life' DJs and VJs.

A Bees World, hugely successful art installation in Nuns Island theatre. Groups worked with artist Heather Watson online throughout lockdown to create the art work.

Scarecrow Festival, with installation of over 50 scarecrows in the walled garden in Kilcornan, made by individuals and centres from across the service. Including the hugely popular promenade show in the garden 'Meet the Scarecrows'.

Country Time with Sabrina, series of online country music concerts with Sabrina Fallon, country artist.

Increased access to and use of technology ensured that people supported remained connected with their families and friends as well as availing of a wide range of online opportunities including advocacy events, classes and workshops. While some people supported missed their day services, others enjoyed their time at home and engaging in more activities on an individualised basis.

Services for children were again especially impacted by the Pandemic with schools closed for a period at the start of 2021. We strove to ensure there was

as little as possible reduction in respite services with a small decrease in community outings and involvement. The provision of a safe emergency service for a number of students was maintained in Rosedale school during the restrictions. The school received great support and cooperation from the Parents Association in the maintenance of supports during the restrictions. For example the school was able to buy in music therapy for the students which was very successful. The “July Provision“ and holiday projects in August were delivered in 2021 which was a welcome relief to many families.

The Children Development centres (CDCs) in both counties continued to provide safe emergency services for a number of students when schools were closed in response to Covid restrictions. For example in the Burrenview CDC, Babero performed an Interactive show for the children in the centre which was a great success. Staff and children in the centres continued to find innovative ways to share the experience of school events and activities with families. The Christmas play was recorded and shared with families online. Centre based respite centres continued to provide as much respite as possible in line with safe restrictions and staff shortages in 2021.

Services in Roscommon continued to be busy with a number of innovative projects and developments during 2021 as follows:

- Two persons supported in Athlone participated in the Digi ID project with Trinity College. This is an innovative inclusive education programme that addresses the challenges of digital inclusion and digital literacy among people with intellectual disabilities.
- The Triest Press Company opened a satellite premises in Castlerea, which are operated by persons, supported, who joined our services in 2021.
- The West Galway sector saw a number of positive developments during 2021 including the following:
- The establishment of a sixth service area in the east of the city, providing day and residential services for adults. The strengthened governance structure ensured greater equity in the provision of residential services.

- A new day service was established in the West End of Galway City providing access to all city based services.
- Failte Community Services were awarded grant funding to develop a garden room and create an outdoor garden space for outdoor activities. People supported by Failte Community Services rolled up their sleeves and planted the flowerbeds themselves.

The highlights from the East Galway sector included:

- ‘Accessibility Ballinasloe’ won a COVID-19 Community Response Award from the Galway County Cathaoirleach community in 2021. They won the award for their efforts in maintaining the resilience of people with disabilities throughout the pandemic and involving people supported in that process. Galway Bay FM hosted the event on the night.
- The sector piloted developing cooking and household skills with a mix of on-line and practical cooking and life skills. This involved budgeting and learning about healthy eating and shopping. The project developed a new cookbook based on recipes from individuals that were both delicious and healthy. The Minister of State Frank Feighan visited our service to participate in a number of presentations on the Healthy Ireland Project.
- There was an ongoing focus on building skills from people we support in the use of on-line and computer technology. We received support from the Galway & Roscommon Education & Training Board (GRET) in building a number of iPads and computers which were made available on loan to individuals we support. We are very grateful to our IT department for their support throughout this process.
- The Dolmen Centre in Kinvara moved to a new location that provided extra space.
- Due to the expansion in the number of services, it was decided to split Skylark Services into two service areas with the establishment of a new Loughrea service.

- Many people developed green fingers and commenced various horticulture initiatives. SUAS received a donation from a local author that enabled them to plant and kit out their new Poly-tunnel project. Clarin Services also developed a new poly tunnel project in Kilcornan.
- There were many art projects developed in the sector during the year. For example, the Iris Centre put on a beautiful display of butterflies and signs in Ballinderreen. Limelight had a wonderful exhibition in Oranmore on Culture night and developed a number of signs for Renville Park featuring artistic representation of local wildlife. Everyone loved the scarecrow shows and were impressed with all the great scarecrows that were on show in the garden in Kilcornan.

In January 2021, the Head of our Psychology Department in Galway presented at a Webinar hosted by the national HSE’s Disability Office. They shared information regarding the way Psychology Teams across both adult and children’s services utilised on-line platforms to deliver crucial services. The support and innovativeness of the IT department in BOCSI was highlighted including the rapid and responsive action at national level at the start of the Pandemic. Findings that the level of engagement from persons with Mild ID was greatly enhanced by engaging with remote platforms was noteworthy as transport challenges are major barriers in counties with rural populations and ineffective public transport system.

Training on Dialectical Behaviour Therapy (DBT) was provided to ensure the continuation of this service in Galway. The Psychology Department continued to facilitate placements in Clinical and Educational Psychology throughout the pandemic and lockdown, which illustrated the dedication of both the supervisors and the trainees to deliver services under very difficult circumstances. The Physiotherapy Department commenced a structured format for the provision of Aquatic physiotherapy services at the Waves hydrotherapy pool in the John Paul centre. The Department also commenced the roll out of Tone & Posture management training via an on-line platform for staff training across Adult services in the West Region.

On behalf of the senior management team in the West Region, I wish to acknowledge what was achieved during 2021, another unique year operating during the Covid-19 Pandemic. I would like to thank the National Office of the Brothers of Charity Services Ireland for their continued support. I would also like to thank our frontline staff and line management for their continued effort in keeping people safe and delivering quality services under severe pressure. I wish to thank members of the local communities and families who supported us in our work and the staff from the HSE for their continued efforts to support individuals in the Services to have a good life.

2021 NATIONAL ADVOCACY CONFERENCE

“ADVOCACY WORKS”

The National Advocacy Council (NAC) for the second year running had to cancel their annual conference which was due to be hosted by the Roscommon Service. The “We can be Hero’s” conference will now hopefully take place in October 2022. The NAC decided to do another webinar the theme was “Advocacy Works” Congratulations to everyone involved in this years “Advocacy Works” Webinar hosted in the Glor Theatre in Ennis.

Lorraine Mahon and Pat Flaherty (Galway Region), Nora Healy and Aoife Hegarty (Roscommon Region) and Claire Nagle (Clare Region) all jointly hosted the event.

The event was hugely successful and included excellent presentations from all BOCSI Region’s Advocacy Councils and due to the nature of the event we were able to welcome presentations from overseas organisations in Canada and India.

Claire Nagle opened the webinar and welcomed all participants including the Minister for Disabilities Anne Rabbitte who delivered the opening address. We also had a special guest appearance by Nathan Carter, one of Ireland’s leading country singers.

Michael Hennessy, Chief Executive delivered the closing address. Everyone enjoyed the event but we all agreed that we really missed the in person conference.

We agreed to take the knowledge we have gained in relation to use of technology and will facilitate on-line attendance at our conferences as well as in person in the future. We can include larger numbers of advocates as it allows for people who are from a different country to present as well as those who would not be mobile enough or could afford to attend in person to participate.

You can download the video recording from this OneDrive Account:

<https://sarahboland-my.sharepoint.com/:v/p/hello/EURkJO1gq5FCsIMYU8fhpHsBfRINtd28ptMvFfe92AOdQ?e=lb0Qw4>

Many thanks to National ICT for their support. It was lovely to participate in all the live chat and see everyone enjoying the webinar.



ADVOCACY CONFERENCE



NATIONAL TEAMS & REPORTS FROM NATIONAL HEADS OF FUNCTIONS

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 & Training, Risk, Safety, Health and Welfare, Compliance & Regulation, Data Protection, Policy Development, Advocacy, Energy Efficiency, 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 the each teams' particular area of expertise. The work of each National Team is on-going. Each team reports to the relevant Head of Function, through them to the Chief Executive Officer and the relevant Board Committee as projects determine.

THE NATIONAL LEADERSHIP TEAM MEMBERSHIP

Michael Hennessy	Chief Executive Officer (Chair)
Norma Bagge	Director of Services, Mid-West Region (Limerick)
Laura Coyne	National Head of Finance
Kenneth Gavin	National Head of Procurement
Margaret Glacken	National Head of Quality & Safety
Julia Kelly	Director of Services, South East
Brian Leahy	National Head of HRM
Eamon Loughrey	Director of Services, West Region
Mike Lyons	National Head of ICT
Gina Magliocco	National Head of Risk & Regulation
Una Nagle	Director of Services, Southern Region
Martina Rynne	Service Leader, Mid-West Region (Clare)

Recording Secretary, Mary Comer (PA to the CEO)

The National Leadership Team (NLT) reports to the Chief Executive Officer and 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 2021 was monitoring and implementing plans to ensure that quality, safe services continued to be delivered during the Global Pandemic and to minimise any negative impact on our staff and the people we support. The NLT continued to meet on line to ensure business continuity during the various lock downs in 2021 and when they were lifted met face-to-face. The NLT and the Board met to develop a National Strategic Plan to steer our way into the future and to revise the Vision and Mission; this plan will be finalised in 2022 as an interim strategic plan dealing with the pandemic in currently in play.

ETHOS & MISSION

Bro. Alfred Hassett (Chairperson of the Board) joined one of the NLT's first meetings in 2021. He stated that "You did very well indeed to bring the services through this pandemic with a near impeccable record; in the way you succeeded in keeping peoples' lives together; the relationship between yourselves as a leadership team; the relationships between yourselves and the people you are leading; and your relationship with the people you support and their families. This is completely in line with the ethos and values of the Congregation, 'Deus Caritas Est', 'God is Love', this means that we look to and after those we support." He pointed out how the HIQA reports continually return the very high level of staff understand of the mission and ethos of the organisation and how we carry it out.

He expressed how this is a great comfort to the Congregation and to the Board. Bro Alfred stated "we are moving along in age and are concerned over time to see to what extent we can ensure that the ethos and values of the BOCSI remain alive and well. We are grateful that the strategic plan is being worked on and the focus for us is how you strategize

to embrace and bring forward the ethos and values of the Congregation. He went on to state that "he would be grateful if you would convey our thanks, Board and the Brothers here in Ireland, as we really wish to express our gratitude and understanding of the dangers that front line staff have faced, the sacrifices they have made, and the dedication to those we service. We want them to know that we are fully cognisant of the work they do and continue to do. Please share our thanks with the Regional Teams and all staff." He expressed his "delight and support for the level of advocacy undertaken by the Services and Advocacy Council on behalf of the people we support, particularly in relation to ensuring our population were vaccinated at the earliest possible juncture".

The NLT are very grateful to Bro. Alfred for his attendance and the much needed morale booster at a time when staff were exhausted; the restatement of the ethos, vision, and mission of the BOCSI gave us all the strength to continue our work.

NATIONAL TEAMS

NATIONAL ADVOCACY COUNCIL

The National Advocacy Council (NAC), which comprises representatives from each of the Brothers of Charity Services Regional Advocacy Councils, met on 16 occasions during 2021. The Council also had meetings with the CEO Michael Hennessey and the NLT. Due to covid restrictions most of the NAC meetings were on line.

Current elected roles NAC:

Chairperson	Claire Power, South East Region
Vice Chairperson	Claire Nagle, Mid-West Region (Clare)
Treasurer	West Advocacy (Galway)
Venue Coordinator	Limerick Advocacy
PRO	Southern Region

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

MEMBERS

Tom Mulqueen	Southern Region
John Collins	Southern Region
Nora Healy	West Region (Roscommon)
Killian O’Gara	West Region (Roscommon)
Claire Power	South East Region
Claire Meagher	South East Region
Lorraine Mahon	West Region (Galway)
Pat Flaherty	West Region (Galway)
Bernie Bourke	Mid-West Region (Limerick)
Helen O’Regan	Mid-West Region (Limerick)
Lisa Acheson	Mid-West Region (Clare)
Clare Nagle	Mid-West Region (Clare)

FACILITATORS – STAFF WHO SUPPORT ADVOCATES

Siobhán Flynn	South East Region
Rob Hopkins	Mid-West Region (Clare)
Rosin Glynn	Mid-West Region (Clare)
Lorna O’Leary	Southern Region (Cork)
Emma Corcoran	West Region (Roscommon)
Emily Walsh	West Region (Roscommon)

Jackie Moran	West Region (Galway)
Sarah Meek	Mid-West Region (Limerick)
Liz Phelan	Mid-West Region (Limerick)
Felister Ndua	Mid-West Region (Limerick)

The main issues addressed this year was the covid pandemic and how to ensure that people were in receipt of safe and secure services and also able to keep in touch with their family and friends.

- We undertook to support the production of regional monthly newsletters,
- We advocated and encouraged people to have their own i-pad or smart phone to ensure contact with family and friends.
- We advocated for safe visits from families.
- We had our meetings on line including our meeting with the National Leadership Team bi-annually and the Chief Executive quarterly.
- We hosted a couple of very successful webinars.
- The National Advocacy Conference was held via a webinar and was very successful, a full report on this event is available on page 30.
- We continued to advocate with Government on behalf of our population.
- We continue to be part of the various all Ireland networks all on line.
- We engaged with the team working on updating the BOCSI National Advocacy Policy.
- We started to look at options with regard to making information accessible for all and considerations around our own specific purpose cloud based portal for documents and policies was investigated.

We want to acknowledge the work of the BOCSI ICT staff who worked tirelessly to ensure we all had access to the internet and communication devices to keep us in touch with our family and friends during the various lockdowns.

NATIONAL TEAMS

NATIONAL POLICY DEVELOPMENT AND REVIEW TEAM MEMBERSHIP

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

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 any feedback from this Group has been considered.

IN 2021 THE TEAM REVIEWED THE FOLLOWING NATIONAL POLICIES & PROCEDURES.

- National Policy Access to Education, Training and Development for Adults Supported by the Services
- National Policy Managing Attendance
- National Vetting Policy and Procedure
- 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
- National Lone Working Policy
- Open Disclosure Policy

THE FOLLOWING NEW POLICIES WERE DEVELOPED IN 2021.

- Protected Disclosure Policy and Procedure
- National Policy on the Reimbursement of Domestic Travel Expenses
- National Complaints Policy

DESIGNATED OFFICERS GROUP MEMBERSHIP

Jo Rynne (Chair)	Mid-West Region (Clare)
Kieran Barrett	Southern Region
Michael J Carroll	South East Region (Waterford & Tipperary)
K Michael Flood	West Region (Galway)
Karen Lyons	Mid-West Region (Limerick)
Padraig Rooney (Secretary)	West Region (Roscommon)

The role of the Designated Officers Group within the Brothers of Charity Services endeavours to provide a uniform, coherent response to safeguarding within the services. Whilst Safeguarding is everybody’s business the Designated Officers group act as a source of support and advice on matters of child protection and adult safeguarding throughout the service.

The meetings take place a minimum of four times a year and provide an opportunity to discuss and reflect on practice issues as well as reviewing policies, procedures and guidance documents.



NATIONAL TEAMS

It is important to note that 2021 brought with it the continued challenge of Covid 19 and the pandemic. Whilst there has been much discussion as to the effect this has had on referrals to safeguarding, as some services were suspended, it is important to note that some people expressed a preference for the alternative way their supports were being delivered.

ACTIONS COMPLETED IN 2020

- Sign off and implementation of the Peer to Peer protocol.
- Attend training in relation to revised Trust in care/Allegations against staff policy.
- Access to OLIS to be made available to DO's.
- Complete and submit statistics via Microsoft teams.
- When the HSE revised policy is implemented ensure BOCSI review and adjust our Safeguarding Policies and procedures to be in line with same.
- BOCSI e-learning module to be completed and rolled out. It is hoped that this module will be interactive and will have input/ voiceovers from individuals with disability and short films added. This is an opportunity to create a really good resource but it must be done in a way that gets the primary messages across and can be edited as policies evolve.
- As the post of chair and minute taker are reviewed on an annual basis for 2021 the posts will be held by Jo Rynne (Chair) and Pdraig Rooney (Secretary).

REPORT OF THE NATIONAL HEAD OF QUALITY, SAFEGUARDING, TRAINING & ADVOCACY – MARGARET GLACKEN NATIONAL COVID CLINICAL TEAM

A National Covid Clinical Team (CCT) was established on 18.03.2020 in response to the need highlighted by the National Leadership Team for a co-ordinated clinical approach by the BOCSI to the coronavirus pandemic (COVID 19). In 2021 the CCT kept abreast of changing guidance from the Health Service Executive and the Health Protection Surveillance Centre as the impact of the virus emerged. As new guidance and information was published the Clinical Team reviewed, developed, and updated BOCSI guidance documents to ensure that all staff had the relevant information in a timely and accessible format. The group was led by a member of the National Leadership Team and each Region provided clinical representation.

Margaret Glacken	Clinical Lead, National Office
Maria Murphy	Clinical Lead, West Region (Roscommon)
Aoife O'Donohue	Clinical Lead, West Region (Galway)
Karen Downes	Clinical Lead, Midwest Region (Clare)
Caroline Heffernan	Clinical Lead, Midwest Region (Limerick)
Breda Gaffney	Clinical Lead, Waterford Southeast Region
Maria Kirby replaced by Sharon Russell	Clinical Lead, Southern Region

NATIONAL TEAMS

THE FOLLOWING DOCUMENTS WERE PREPARED BY THE GROUP FOR IMPLEMENTATION IN THE SERVICES.

- Guideline for Services on the Prevention and Management of COVID 19 Version 9 2021
- Monitoring Staff Symptoms during
- Pathways of Care during COVID
- Safe Rostering during COVID
- Guidelines for Enhanced Support Facility COVID
- Guidelines for High Support Isolation Area COVID
- Guidance on Facilitation of Visits to Residential Services
- Approach to supporting people in residential services as Ireland moves through the phases of easing Coronavirus COVID restrictions.

COMMUNICATION

It was essential to ensure that staff received accurate information and the most up-to-date guidelines based on the information received from Public Health and the HSE as the pandemic progressed. The CCT reviewed and drafted policies and procedures and ICT (George Allard) and the National Head of Risk & Regulation (Gina Magliocco) designed, researched, and populated a portal to deliver up-to-date information and other resources in an easily accessible format for all Staff.

The Covid-19 Portal developed into a responsive network for staff and managers which facilitates immediate access to all information relating to dealing with the impact of Covid-19 on our Services. The Portal provides resources for our staff on Vaccination information and support documents; Fun Activities for people supported, BOCSI Covid related Guidelines, Policies and Procedures; Easy to Read Documents and Posters including Irish Sign Language posters: Covid-19 Public Information;

Guidance on Minding your Mental Health; and a Training Bulletin Board and information on the required national training for staff.

The portal provides links to the BOCSI YouTube channel and HSELand training and acts as a hub for staff to share information with other regions of the BOCSI and to support one another through the various lockdowns. The portal also facilitated the recording of essential managerial data and the delivery of messages to staff from the Chief Executive. We envisage that the portal will continue to support staff and management throughout this pandemic and beyond.

NATIONAL TRAINING & DEVELOPMENT TEAM MEMBERSHIP

Margaret Glacken	National Head of Training (Chair)
Jodie Healy	West Region (Roscommon)
Jonathan Lerner	Southern Region
Regina O'Donovan	Mid-West Region (Limerick)
Mary Rowan	Mid-West Region (Clare)
Mairead Vaughan	West Region (Galway)
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 our primary customers who are the individuals 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.



NATIONAL TEAMS

NATIONAL QUALITY & EVALUATION TEAM

The work of the National Quality Team is informed by national and international best practice, quality systems, policies and reports including HIQA (overarched by the Health Act 2007), The Council for Quality and Leadership (CQL), HSE New Directions Interim Standards 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.

MEMBERSHIP

Margaret Glacken	National Head of Quality (Chair)
Fiona Coffey	West Region (Galway)
Jodie Healy	West Region (Roscommon)
Brenda Hutton	Southern Region
Liz Phelan	Mid-West Region (Limerick)
Mary Rowan	Mid-West Region (Clare)
Kaye Whelan	South East Region

REPORT FROM THE NATIONAL HEAD OF HUMAN RESOURCE MANAGEMENT – BRIAN LEAHY

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. The National Head of Human Resource Chairs this Team and reports to the Chief Executive Officer and directly to the Board as a member of the Remuneration Committee to the Board. Each Region is supported by a team of dedicated and dynamic HR staff.

HUMAN RESOURCE MANAGEMENT TEAM MEMBERSHIP

Brian Leahy (Chair)	National Head of HRM
Judith Conway	Southern Region
Mike O'Dwyer	Mid-West Region (Limerick)
Colette Geoghegan	Mid-West Region (Clare)
Bernie Grace	West (Galway & Roscommon)
Elizabeth Tyrrell	South East Region

STAFFING AT A GLANCE

The BOCSI employed 4,733 staff as of December 2021 an increase on the previous December of a 200 staff an almost 4.5% increase. The whole time equivalent (wte) number of staff posts at the end of 2021 was 3897 an increase of over 191 wte or greater than 5% on the previous year's total.

Approximately 6% of our staff are classified as Management and Administration, this percentage includes many managers of services.

Therefore, over 94% of our staff work directly with the people we support. The low 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 and as we seek to make our services more responsive and effective.

REPORT FROM THE NATIONAL HEAD OF FINANCE – LAURA COYNE

NATIONAL FINANCE TEAM MEMBERSHIP

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

NATIONAL TEAMS

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 2021. 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

The ongoing pandemic and the substantial pressure which that put on resources in 2021 resulted in a continuing focus on monitoring costs control

within the organisation, including incremental Covid related costs. System improvements in 2021 focused on the improvement of vendor management processes in the light of increasing external fraud risk and on headcount reporting generally. The organisation continues to make incremental changes to its processes and systems in preparation for the roll-out of HSE Integrated Financial Management System in the future.

The National Head of Finance also manages BOCSI insurance 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 2021

Income	€
Health Service Executive	260,694,248
Other HSE Grants & Funding	3,906,606
Other Income	14,367,360
Deferred Income	(2,255,019)
Designated Funds Released	–
Total:	276,713,195
Expenditure	€
Pay and Associated Expenditure	228,850,883
Non Pay	47,690,904
Total:	276,541,787
Surplus for the year	171,408

Figures from our external Auditor Tony Brazil, MK Brazil.



NATIONAL TEAMS

REPORT FROM THE NATIONAL HEAD OF RISK & REGULATION, HEALTH & SAFETY, ENERGY EFFICIENCY, AND DPO - GINA MAGLIOCCO

In 2021 all team meetings operating under Risk & Regulation took place on line and this practice will continue into the future. Meeting on line has the dual positive impact of reducing our travel therefore our carbon footprint and is a much more efficient use of staff time. There will be occasions when a face to face meetings will be more productive but this will be keep this to a minimum.

FREEDOM OF INFORMATION TEAM MEMBERSHIP

Gina Magliocco (Chair)	National Head of Risk & Regulation
Ann Donoghue	West Region (Galway)
Mary McMahon	Mid-West Region (Clare)
Marianne Murphy/ Ciara Dowd	West Region (Roscommon)
Brian Muldoon	Mid-West Region (Limerick)
Margaret Barry	Southern Region
Margaret Ryan	South East Region

Compliance with the Model Publication Scheme is handled nationally and published via the National Web Site. 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 2014 and the model publication scheme. Through

the sharing of information it strives to achieve conformity in responding to FOI requests. The purpose of this Team is to ensure that BOCSI complies in a standardised way with the relevant legislation and to keep 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
Sean Gallagher	Mid-West Region (Limerick)
Bryan Galvin	Southern Region
Fran Keating	South East Region
Anna Nolan	West 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 other affected by BOCSI activities. The CEO has appointed the National Head of Risk & Regulation 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. Each Region has individual Site Specific Safety Statements in place. 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 main objective of the National Health & Safety Management Team is to support

NATIONAL TEAMS

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; to identify a clear and effective Health & Safety Management system throughout the BOCSI; and to support those in the Regions appointed with the management of Health & Safety. 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, template Site Specific Safety Statements, and discuss and exchange best practice.

The BOCSI Risk Management Policy and Procedure and associated training includes Health and Safety Management. The Corporate Safety Statement was ratified in 2021 by the Board and is updated annually by the National Head of Risk & Regulation. 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 the Health & Safety Authority.

DATA PROTECTION TEAM

Gina Magliocco (Chair)	National Head of Risk & Regulation
Ann Donoghue (DPR)	West Region (Galway)
Mary McMahon (DPR)	Mid-West Region (Clare)
Brian Muldoon (DPR)	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). Each Region has a Data Protection Representative who as well as 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.

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

RISK MANAGEMENT TEAM

Gina Magliocco (Chair)	National Head of Risk & Regulation
John Armstrong	West Region (Roscommon)
Colette Geoghegan	Mid-West Region (Clare)
Anne Dundon	West Region (Galway)
Eugene O'Loughlin	Southern Region
Liz Phelan	Mid-West Region (Limerick)
Margaret Ryan	South East Region

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



NATIONAL TEAMS

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.

The National Risk Management Team (RMT) is made up of representatives from each Region and reports to the National Head of Risk & Regulation. 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. The National Head of Risk & Regulation Chairs this committee and reports to the Chief Executive Officer and directly to the Board as a member of the Risk Management Committee to the Board.

In 2021 the Risk Management Policy & Procedure was reviewed and updated following learning from the pandemic. The accompanying training package to support the delivery of Risk Management Training was also amended and on-line training was delivered during 2021. Training and monitoring takes place regionally to ensure the Risk Management Policy is embedded in each Region. Risk Management is on the Agenda of all management and Governance meetings. The Risk Management Team membership and terms of reference will be reviewed in 2022 as the introduction of the standardised Risk Management Policy & Procedure are embedded and also to reflect and acknowledge the work of the progress made by the team and the completion of the teams Terms of Reference.

ENERGY EFFICIENCY TEAM

Gina Magliocco (Chair)	National Head of Risk & Regulation
Ken Gavin	National Head of Procurement
Dave O'Halloran	West Region (Facilities)
Christopher Crowe	Mid-West Region (Clare)
Bryan Galvin	Southern Region
Yvonne Cummins	Southern Region (HRM)
Brendan Lyons/ Sean O'Connell	Mid-West Region (Limerick)
Breda Breen	South East Region

The Climate Action Plan for Ireland requires that we move our target in line with the EU to a climate neutral economy. From 2021 there will be new mandatory reporting requirements for additional information from the SEAI by public bodies. These 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.

The new target of 50% for 2030 and net zero for carbon reductions by 2050 will be very challenging for our Services without the investment of resources. The Climate Action Bill requires that we move our target in line with the EU to a Climate neutral economy (net zero carbon dioxide emissions) by 2050. 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. The Energy Efficiency Team's role is to support the BOCSI on working towards the various energy efficiency

NATIONAL TEAMS

targets including setting up of Green Teams and promoting Green procurement. This team met 5 times during 2021 and agreed that considering the new compliance and reporting requirements that BOCSI should, if funding is made available, employ an Energy Efficiency Engineer to lead out on an energy efficiency strategy for BOCSI. A proposal and job description was forwarded to the National Leadership Team for consideration.

PUBLICATIONS, WEB SITE AND MEDIA

This year the focus has been on the provision of information for those who are supported by our services, parents, and our staff in response to the Covid-19 pandemic via the continued population of the Covid-19 Portal and additions to our National Web Site.

GOVERNANCE AND REGULATORY COMPLIANCE

The National Head of Risk & Regulation drafts, reviews, and updates Governance documents for the BOCSI in relation to the Board, Annual Compliance Statement, the CRA and the Charities Code. Other roles that fall under this National lead are the Ombudsman Liaison Officer, National Complaints, and the Open Disclosures Lead for BOCSI.

REPORT FROM THE NATIONAL HEAD OF INFORMATION & COMMUNICATIONS TECHNOLOGY 2021 – MIKE LYONS

The Brothers of Charity Services Ireland continued to develop and progress its ICT strategy during 2021. The ICT strategy sets out our vision to: "Deliver a secure and responsive information service that enables Brothers of Charity Services Ireland to share and engage with our stakeholders."

The ICT strategy has three core themes of (1) Improving ICT Services, (2) Reducing ICT Complexity and (3) Increasing the Value of ICT.

IMPROVING ICT SERVICES

A number of initiatives were implemented during 2021 to improve our ICT services.

TWO NEW NATIONAL ROLES:

- Fulltime ICT Support Analyst recruited to help support the National Infrastructure and ensure the timely management of the ICT ticketing system
- Another 0.5 WTE was also recruited to assist with National Support, this person also dedicates 0.5 of their time to the Limerick region who had a single person supporting ICT up until this point, this will help ensure continuity of ICT service in the region.

NEW SERVICE DESK VENDOR:

- Alemba was chosen for its full featured user portal and to provide granularity to ICT team to track issues and identify and address patterns

APPLICATION DEVELOPMENT:

- Our Client Relationship Management system has been further enhanced to enable new features;
- Document Management System – provide a single, secure central repository for Client Data
- A Training Channel which includes a range of videos to support users

COVID PORTAL:

- Was further enhanced to include National and Regional Dashboards and Reports to help give Management an overview of Covid positive cases, absences and vaccination/booster progress



NATIONAL TEAMS

HR EFORMS:

- HR EForms development commenced. Pilot rollout in the West Region to provide staff with workflow enabled digital request forms for HR related tasks

HR INTRANET LAUNCHED DECEMBER 2021:

- As a central repository for HR data

REDUCING ICT COMPLEXITY

- Rollout of HPE Aruba firewalls to residential houses. Secure connection to datacentre. Allow devices to be maintained remotely. Better quality of internet connections for staff and supported persons.
- ICT continue to harness further automation of tasks to meet the BOCSI user and business needs. New staff services such as, email, online desktop and applications can be deployed in minutes using automation. These new processes will continue to evolve as we reduce ICT complexity through automation and as the business continues to see the benefits and envision new requirements to gain further efficiencies

INCREASING VALUE OF ICT

- MetaCompliance a Security Awareness Training Tool was chosen and piloted. This will help ICT to train BOCSI users about cyber security threats and increase awareness so that they can change their behaviours and embrace a culture of cyber security awareness
- Further consolidation of systems including remaining OLIS databases been migrated to SQL platform. This finalised the move of BOCSI client relationship system to the Data Centre providing a central and more secure infrastructure for BOCSI critical data.
- Our focus on continued ICT value, security and automation will be key areas in 2022 as BOCSI focuses on becoming a modern and technology based organisation.



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.

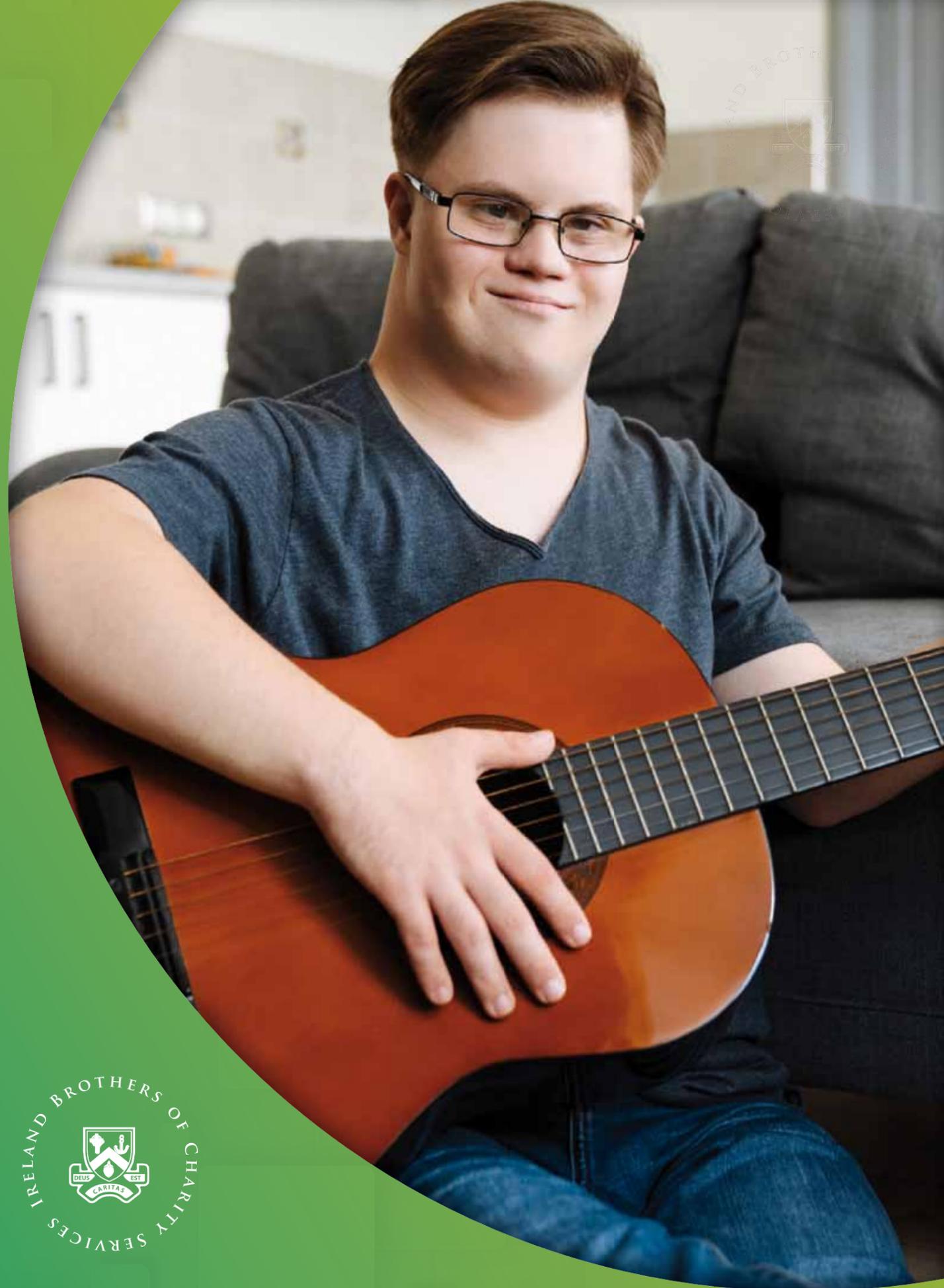
THE TYPES OF SUPPORT THAT VOLUNTEERS ARE CURRENTLY INVOLVED WITH INCLUDE:

- 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.

No volunteers worked in the BOCSI during 2020/21 due to the pandemic; we usually have approximately 300 volunteers supporting people throughout our Services. All persons who offer their time as volunteers within the Brothers of Charity Services are subject to Garda vetting and bound by the Safeguarding Policies and Procedures of the 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

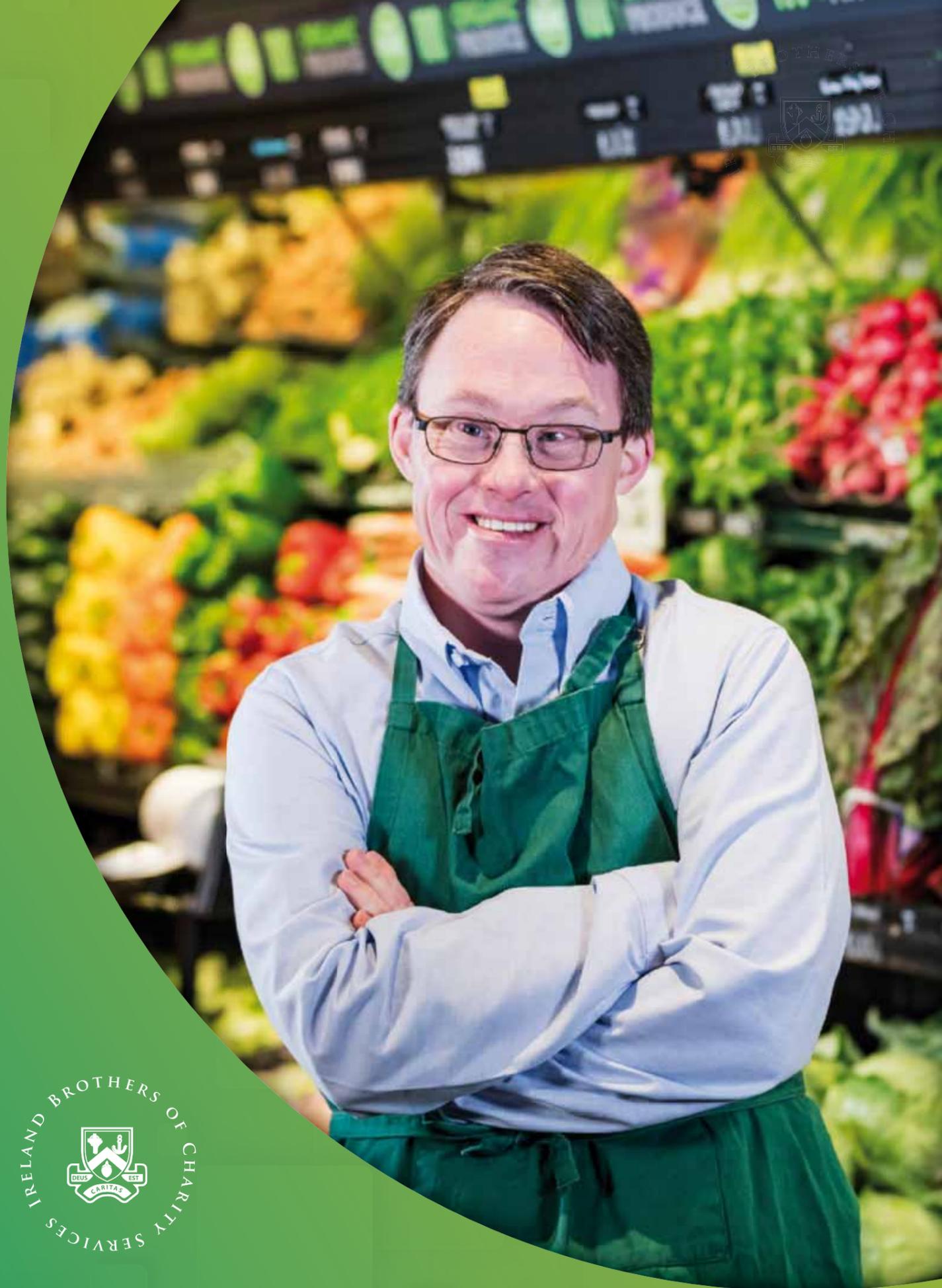


DATA PROTECTION & GENERAL DATA PROTECTION REGULATIONS

The BOCSI operates under the Data Protection Act and the EU General Data Protection Regulations (2018). We have a Data Protection Officer (DPO) 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. We have appointed a Data Protection Representative in each of our Regions to support the management of Subject Access Requests, implement the national plan for GDPR compliance, and to report Data Breaches to the DPO. 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 share data with other State Bodies including but not limited to Revenue, the Health Service Executive, TUSLA and An Garda Síochána. Please see our web site for further details of Data Protection and GDPR.

<http://www.brothersofcharity.ie/data-protection.php>



BROTHERS OF CHARITY SERVICES IRELAND CLG, COMPANY OFFICE AND REGIONAL SERVICES CONTACTS FROM 2020

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SOUTHERN REGION

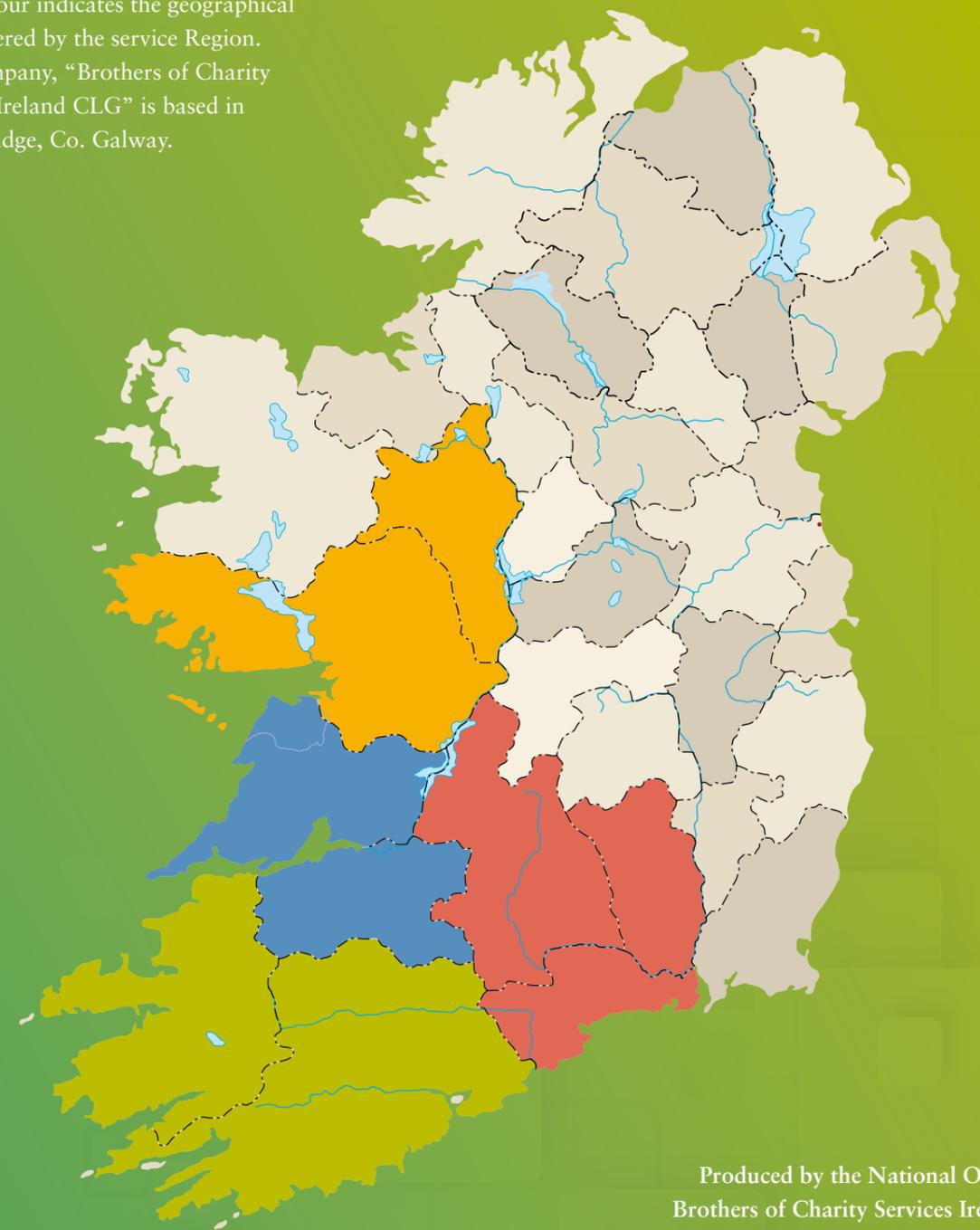
(Cork & Kerry)
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Director of Services
BOCSI Southern Region
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LOCATIONS OF BROTHERS OF CHARITY SERVICES 2022



Each colour indicates the geographical area covered by the service Region. The Company, "Brothers of Charity Services Ireland CLG" is based in Clarinbridge, Co. Galway.



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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: Bro. A Hassett. Bro. J O'Shea. Bro. N Corcoran. Ms. M Allen. Mr. P McGinley, Mr. J Barry. Mr. J Hayes. Ms. A Geraghty. Mr. J Delahunty. Ms. G Larkin. Ms. S Allen. Mr. E Cusack. www.brothersofcharity.ie

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