



# National Federation of Voluntary Bodies

Supporting people with intellectual disability (CLG)

ANNUAL  
REPORT

2017





## Cover Art

Designed by Carol Harrington & Maggie Barrett

My Name is **Carol Harrington**. I am 31 years of age. I live in Bandon, Co. Cork with my mother and father and 1 brother. I come from a big family of 12 siblings, I have 5 brothers and 6 sisters. I also have 8 nieces and 7 nephews so I am the busiest Aunt in the country and up the walls with all of them!

I absolutely love having the craic and a bit of fun and a laugh. In my spare time I like going to the cinema, horse-riding, singing and enjoying a latte out, in particular in the courtyard bar in Clonakilty. Of course I also love Art. I love creating and designing my own pieces of artwork and working with different colours and materials. I find art very relaxing and love achieving my goal in what I want to create.



What inspired me to create this piece of artwork, with Maggie, was my love of nature, animals and the colour blue. We started with the bright blue sky and went from there!

I hope in the future to enter more Art competitions after the great success of this art piece and enter a singing competition.

My name is **Maggie Barrett** and I am 26 years old.

I have 2 sisters and 1 brother and I live on a farm with my parents and siblings in Lyre just outside Clonakilty. Living on a farm was my main inspiration for this painting which I worked on with my friend Carol. I love living in the countryside surrounded by animals and nature.

Art is one of my main hobbies. I love taking part in different projects and working with all different colours. I have just completed my first year in college doing an Art and Design course which I absolutely loved! I attend Co Action Adult Services in Clonakilty every day where I take part in a lot of activities such as the gym, Zumba, pottery, arts and crafts. I also work in a local office in my home town of Clonakilty.



I love spending time with my friends and whenever there is a social outing I am always ready to go! We go to our local theatre in Rossmore, the cinema, 10 pin bowling and of course eating out! I am over the moon that this piece of art work will make the front cover of the Annual Report!

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## Chairman's Statement

The National Federation of Voluntary Bodies is an umbrella organisation for voluntary/non-statutory organisations who provide services and supports and are of service to people with intellectual disabilities and their families. We comprise over 60 member organisations who operate throughout the Republic of Ireland and are funded by the Health Service Executive under Section 38 and Section 39 of the Health Act 2004.

### Our Mission

To provide the leadership and support that will enable voluntary organisations to adapt to a radically changing operating environment, with the ultimate aim of ensuring that people with intellectual disability live a life of their choosing.

2017 was another challenging year for our members, who have been operating in an extremely challenging environment since 2008. Nevertheless, member organisations of the National Federation of Voluntary Bodies continued to provide high quality essential services to people with Intellectual Disability in partnership with service users themselves, their families and friends, the HSE and other Statutory Bodies.

### Outlook

Demand for services continues to grow due to demographic pressures and changing need. The Report of Working Group 1 of the Transforming Lives Programme – “Forecasting Future Demand for Disability Services in Ireland” clearly outlines the many challenges ahead and it is vitally important that Government come to an understanding of the future challenges

which this report clearly articulates and commence immediate consideration around service planning and resource allocation to meet same.

It, therefore, behoves all stakeholders, Government, statutory and non-statutory organisations, people with intellectual disabilities, their families and advocates, to work together to develop services and supports to meet the needs of people with intellectual disabilities in this country. The ever increasing compliance demands and the costs of regulatory compliance and costs associated with meeting safeguarding requirements continue to challenge us also.

Looking to the future, ratification of the UNCRPD in 2018 and implementation of the Assisted Decision-Making (Capacity) Act, while very welcome, will undoubtedly place increased demands on service providers to ensure that people with intellectual disability will be supported to live valued quality lives within their local communities.

Our members under the umbrella of the National Federation of Voluntary Bodies work together and the importance of maintaining this unity has never been greater. In this regard, I am encouraged by and wish to place on record my appreciation to the many people employed by our member organisations who





## Chairman's Statement

give willingly of their time and expertise to participate on our various Sub Committees and Task Groups and also to those who represent us on relevant National and Regional Working Groups thereby ensuring that we continue our long established and respected advocacy and policy influencing role.

It is also worthy of note that the voice of self-advocates and their families continue to be heard within the National Federation through active participation, consultation and research. This is very important and I would like to place on record my appreciation to all involved.

The Board of Directors of the National Federation of Voluntary Bodies is very mindful of its governance and fiduciary responsibilities and obligations. During 2017 we strengthened corporate governance and work continues in this regard.

This is my second and last report as Chairman of the National Federation of Voluntary Bodies as I step down as Chairman in February 2018. I would like to acknowledge the support and commitment of my fellow board members and on behalf of the Board of Directors I would like to sincerely thank the CEO, Brian O'Donnell, Recording Secretary to the Board, Maria McMahon, the Company Secretary, Bernard O'Regan, and all the secretariat staff for their ongoing hard work, dedication and commitment.



**Breda Crehan-Roche**

Chairman

## Chief Executive's Statement



It gives me great pleasure to present the Annual Report of the activities of the National Federation of Voluntary Bodies' Secretariat for 2017.

Our singular focus during the year was on delivering our Service Plan 2017 which was the product of consultation with our member organisations, our Sub Committees and Reference / Task Groups, and our Board.

The landscape continues to be very challenging. Over the years 2008-2015 overall spend in Disability Services was reduced by 9.4% and although the national economy continues on its recovery path the level of investment in new service developments to meet current essential services and changing needs of people with disabilities remains low. Our Service Plan 2017 contained 7 Key Result Areas. The range of activities which we carried out in the achievement of these Key Result Areas is comprehensively set out in this report, however a number of initiatives warrant special mention as follows.

**"Addressing the Service Delivery Crisis":**

In our business meetings with Government Ministers and HSE Senior Social Care Management during 2017 we highlighted the urgent need for investment, both revenue and capital, and also for funding to meet the significant unanticipated costs of regulatory compliance.

In our Budget 2018 campaign messaging we emphasised the need for a multi-annual investment programme. We were a key driver for the establishment of an Oireachtas

Committee on Disability. We presented to the Joint Committee on Health on three occasions during 2017 on HIQA inspections, pay restoration for Section 39 agencies and ratification of UNCRPD respectively. We will be calling on the Oireachtas Committee on Disability to advocate for a multi-annual investment programme commencing with Budget 2019.

We were successful in bringing the Section 39 pay restoration issue to the highest levels in Government, HSE and the Irish Congress of Trade Unions, and also in having the funding earmarked for Section 38 agencies allocated to the organisations concerned. We lobbied vigorously for the establishment of a Respite Care Scheme which was launched by Government in late 2017.

During the course of 2017 we continued our work on Adult Therapies and expect to finalise a report in 2018.

In response to the exorbitant increase in general insurance premia notified to our Section 39 member organisations we sought and obtained agreement with the HSE to establish a joint National Federation / HSE / State Claims Agency Working Group, to consider extension of the Clinical and General Indemnity Schemes by the State Claims Agency to Section 39 members. The first meeting of the group will take place in early 2018.



## Chief Executive's Statement

In relation to disability policies a number of submissions were made following consultation with our member organisations as follows:

1. Assisted Decision Making Act 2015;
2. Future of Home Care Services;
3. Nursing supports in schools;
4. Resources for Supported Living;
5. Procedure for the Management of Residential Supports including Emergency Placements;
6. Supported Employment

In response to member organisations' requests we established new Sub Committees / Working Groups in 2017 in relation to Information Technology; Social Care Professionals; and Supports for People with Intellectual Disability who are growing older.

Our existing Quality & Standards Sub Committee and our HR Operational Sub Committees continued their excellent work on behalf of member organisations and in terms of Safeguarding we arranged for the roll out of the online training module which was developed by our Federation in association with St. Michael's House and the Open Training College.

I have concentrated in this introductory piece on some important initiatives which we actioned in what was another very challenging year.

This Annual Report contains the full outline of the activities carried by the Secretariat Team in support of all our member organisations and the people who they support, and reflects very well on the professional attention to detail which each of my Team brings in the course of their work. I wish to acknowledge with sincere gratitude each of their individual contributions to what was a busy and demanding workload.

It is also important that I take this opportunity to thank all the members of our Sub Committees, Task Groups and Reference Groups for their very valuable input which was central to the successful achievement of our Service Plan 2017.



**Brian O'Donnell**  
Chief Executive

## Addressing Service Delivery Crisis

During 2017 we took every opportunity to highlight the serious difficulties being experienced by Service Providers in responding to an ever increasing demand for essential services including new and changing needs in a severely challenging financial landscape.

We brought our concerns to the attention of:

- The HSE (Mr. Pat Healy, Ms. Anne O'Connor and Dr. Cathal Morgan);
- Department of Health (Minister Finian McGrath)
- Joint Committee on Health;
- Oireachtas Committee on Disability.

We made representations highlighting our concerns in relation to the operation of the Residential Services Executive Management Committees. We highlighted that the Executive Management Committees are not operational in some CHO areas and in the CHO areas where they have been established they are operating to minimum effect. We secured agreement with HSE Disability Operations to carry out an extensive review of the operation of these committees in 2018.

Under-investment in services continues to be a significant problem with many member organisations carrying serious funding deficits. We lobbied for extra funding for Respite Care and welcomed the announcement by Mr. Finian McGrath, T.D. Minister with responsibility

for Disability in November 2017 of additional funding of €10m to establish a new Respite Care Scheme.

We made a detailed submission in relation to the School Leavers Programme resulting in modifications to the profiling exercise and additional funding for the programme in 2017. During 2017 the Secretariat began a comprehensive data-gathering exercise with its members, the results of which will support the robust presentation of evidence of the urgent crisis facing services.

This will be finalised in 2018 and will be communicated in the context of the National Federation budget submission in 2018 and in support of all activities directly aimed at addressing the current service delivery crisis.



## Key Results Area 1:

### Implementation of National Policy & Legislation

#### Provide practical support in the implementation of all relevant national policy initiatives:

The National Federation of Voluntary Bodies Secretariat supported its members in the implementation of key national policies and legislation relevant to people with disabilities, their families and those that support them in 2017 in the following areas:

##### Transforming Lives

During 2017 the Chief Executive attended 4 meetings of the Transforming Lives National Steering Group, and 5 meetings of Working Group 1 which oversaw completion of the report on Forecasting Future Demand for Disability Supports in Ireland.

##### Progressing Disability Services for Children & Young People (PDSCYP)

The PDSCYP Reference Group met on three occasions in 2017 to consider the issues our members are facing in implementing this programme. The Reference Group also supported Ms. Gillian Darrer, Regional Services Manager, Brothers of Charity Services, in representing the interests of National Federation members at the National Co-ordinating Group.



The National Federation Secretariat participated in a working group to support the development of a dedicated website for the Progressing Disability Services for Children and Young People Programme. Using information gathered through the 3-stage evaluation of the Informing Families website in 2017 we were in a position to provide up to date evidence-based feedback and input to support the website development process and also to agree with the working group on a mutually exclusive and complementary approach from both the Informing Families website and the PDSCYP website to provide content that will be most intuitive and supportive of parents.

##### Adult Therapy Services

The Adult Therapy Services Working Group met on three occasions in 2017. Four separate Sub Groups were established to carry out work in the areas of:

- Mapping existing MDT resources;
- Gap analysis;
- Developing a vision of what a well-resourced MDT service would look like;
- Service User Consultation.

Three members of the Working Group made a presentation to the National Federation's General Assembly in December 2017 on the summary findings of the Sub Groups. The purpose of this work is to prepare a report for submission to the HSE, the Department of Health and Oireachtas Committee on Disability. It is envisaged that this work will be concluded in 2018.

## Congregated Settings

The Secretariat worked, through its representation on the Service Reform Fund Implementation Group, to highlight issues of importance with regards to the implementation of the Congregated Settings report, including the resourcing of transition programmes and the need to continue to support innovative work across the sector, particularly where organisations are pro-actively supporting the move to community settings, rather than a singular focus on sites in which concerns have led to risks of closure notices.

The National Federation Secretariat participated in the work of the Communications Working Group of the Congregated Settings Programme and provided feedback on accessible communication and supportive messages for the implementation of the programme.

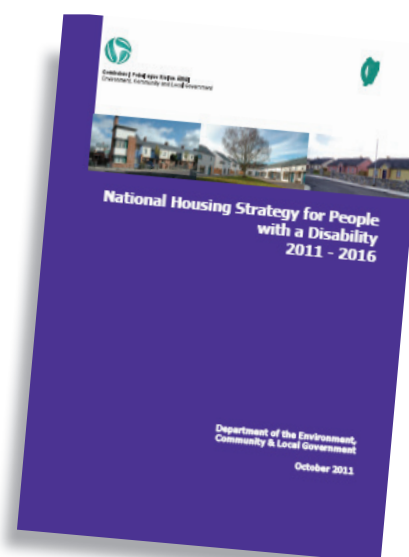
## Residential Supports and Housing

The National Federation Secretariat was represented at the Housing Sub Group by Ms. Alison Harnett. We participated in the work of the Sub Group throughout the year, including contributing to the review process for the updated National Guidance for the Assessment and Allocation Process for Social Housing Provision for People with a Disability.

We arranged for a presentation by Ms. Claire Feeney Senior Executive Officer, Housing Agency to the Next Steps community of learning on the updated National Guidance and its implications for supporting people in accessing mainstream housing supports.

We provided a detailed paper to the Housing Sub Group (which leads on the implementation of the National Housing Strategy for People with a Disability), highlighting key risks and requirements with regards to the resourcing of the implementation of the Time to Move On from Congregated Settings report and the need for appropriate resourcing of supports to facilitate people to take up mainstream housing options in the context of the change from congregated provision. This information, following input from the Housing Sub Group, provided the catalyst for a letter from the Housing Sub Group to the Department of Health in the context of the preparation for Budget 2018.

A National Federation delegation met with HSE Social Care to provide feedback to the draft 'Procedure for the Management of Residential Supports including emergency placements and supports within the CHO Areas' policy, and subsequently provided written submissions to the HSE in relation to issues of concern raised by National Federation member organisations.





## National Disability Inclusion Strategy

The Chief Executive represents the National Federation on the Disability Stakeholders Group, and in this capacity was instrumental in preparing the National Disability Inclusion Strategy launched by Minister Finian McGrath, T.D., in November 2017.

## National roll-out of Informing Families Guidelines

The National Federation Secretariat collaborated closely with the HSE in 2017 in progressing the implementation of a national strategy to roll-out the National Best Practice Guidelines for Informing Families of their Child's Disability.

A communications plan was developed in collaboration with Dr. Ciaran Browne, General Manager Acute Services HSE, and HSE Communications for the implementation, which included:

- An email issued to all staff of the HSE advising the availability of the Guidelines and the commencement of the implementation plan (100,000 staff approximately);
- An article in the HSE's publication Health Matters;
- Engagement with social media to further disseminate information about the implementation of the Informing Families Guidelines;
- Meetings and email communications with hospitals around the country to plan further training sessions.

Presentations on the Informing Families Guidelines were made at the Rotunda Hospital's Perinatal Palliative Care Study Day; to the Progressing Disability Services for Children and Young People's Programme Steering Group in preparation for training provision; and at the American Association on Intellectual and Developmental Disabilities, National Federation, St. Michael's House & KARE Comparative Joint Seminar on 16th October, 2017.

Training took place in the National Maternity Hospital at the Medical School in the University of Limerick, and in Roscommon and Mayo Children's Disability Services (CHO 2).



Informing Families Training at the National Maternity Hospital



Health Matters Article Informing Families circulated to 100,000 staff across the HSE

A three-stage usability and evaluation of the Informing Families guidelines was carried out, comprising:

- Analysis of the use of the website using background analytics data;
  - An on-line survey of users (completed by 190 participants); and
  - Experimental user testing phase with 19 families of children with disabilities.
- Data collection was completed on 30th September, 2017 and final analysis will be completed in 2018.

### Individualised Supports

The Next Steps community is a vibrant collaborative community comprising 26 National Federation members developing individualised supports and sharing learning in the process, which continued to grow in 2017. Six meetings of the Next Steps Community took place during the year and provided shared learning with regards to a wide range of innovative supports that are being developed by member organisations. This in turn supported the development of person-led and person-centred models of support in the organisations taking part.



Minister Finian McGrath and the Next Steps community members



Natasha Dowling shares her achievements in living the life of her choosing at a Next Steps Meeting

The community also shared their learning with the wider sector, including HSE service providers and in September 2017 we welcomed Minister Finian McGrath to share with him the innovative work being undertaken by members of the National Federation. Minister McGrath expressed his support for the work and indicated that he would welcome a continued link with the group in order to learn from the innovation that is continually developing.

Work was also undertaken directly with member organisations by the Secretariat to support members in planning individualised supports, change management, and linkage with good practice examples in areas of development in response to member requests.

### Task force on Personalised Budgets

The Chief Executive is a member of the Task Force on Personalised Budgets which met on 4 occasions during 2017. The need for clarity in relation to the mechanism to be employed in the unbundling of existing budgets was highlighted along with a call for research into practice applying in other jurisdictions.

### Assisted Decision-Making (Capacity) Act 2015

A detailed submission was made by the National Federation to the HSE's draft Code of Practice in relation to the Assisted Decision-Making (Capacity) Act 2015. Two representatives from the National Federation were nominated to the HSE Social Inclusion's National Disability Team for the Assisted Decision-Making (Capacity) Act, in preparation for the convening of this group. This is a matter of key importance to member organisations and during 2017 planning took place to organise a seminar regarding service-user finances, to take place early in 2018.

### Sexual Offences Legislation

The Sexual Offences Act was passed into law on 22nd February, 2017. Liaison took place in 2017 between the National Federation Secretariat and the Centre for Disability Law and Policy to begin preparation of a briefing document for member organisations to clarify the role of service providers as set out in the new Act. This briefing paper will be issued in 2018.

### Education Policies

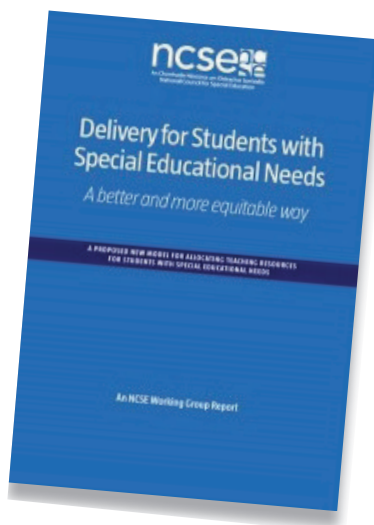
The Secretariat arranged for Mr. Jim Mulkerrins, Assistant Principal, Department of Education & Skills, to present to the National Federation's General Assembly on 5th April, 2017 to inform members about the implementation of the NCSE's new Model for Allocation of Special Education Teaching Resources in Mainstream Schools.

A working group was established in 2017 by the Department of Education & Skills to address issues that have arisen and were earlier communicated by members in relation to nursing supports for children with complex medical needs and who require nursing support to attend school. The National Federation Secretariat facilitated a consultation process with members to develop a detailed submission to the working group in relation to the issues arising and in relation to governance and funding arrangements for same. Ms. Alison Harnett participated on behalf of the members in a consultation exercise of the Working Group at which a draft plan to be submitted to Government was discussed. Further work will take place on this issue when the response to the draft plan has been provided by Government.

### Vocational Training & Employment

The National Federation arranged consultation with self-advocates on the importance of work in their lives, the jobs that they are employed in, and access to employment supports, through the production of its second Voice Box Video Booth film, on 12th October, 2017.

Forty-eight self-advocates took part in the consultation, the results of which will also form part of the work of the HSE's working group on developing positive messages about work under the Comprehensive Employment Strategy. Post-production on the film will take place in 2018, at which time it will be disseminated to all key stakeholders.







Voice Box Video Booth  
'What I want to say about ..... Work'



Alison Harnett, Arun Asan, Jonathan Angus and  
Claude Madec - part of the film crew for  
the Voice Box Video Booth

### Inclusive Research Network

The Inclusive Research Network had another busy year in 2017. The members agreed that 'health' would be the topic for their next research project. This was done through discussion in groups and voting. The research method of focus groups was also agreed in the same way. Members decided on the best questions to ask and chose photos that matched the questions to help people understand the focus of the research. The research title is 'Doctors and Us'. It is about finding out what it is like for a person with an intellectual disability to visit their doctor and what can be done to improve the experience for them.



Later in the year IRN members worked together on an ethics application which was submitted and approved by the University of Limerick in October 2017. The first phase of the training on How to Run a Focus Group was held in November. More training will take place in early 2018 and role play will be used as part of the training.

During the year some IRN members presented the findings of its previous research project 'Our Homes' at various events including a presentation given at Trinity College by Ms. Nancy Leddin, Chairperson of IRN, and Ms. Carol Ann O'Toole, IRN member.

In July 2017 there was a poster competition at the Centre for Disability Law & Policy Summer School and the Inclusive Research Network won first prize for its poster on 'Our Homes'. IRN members Mr. Brian Donohoe and Ms. Christina Burke were presented with the prize at a ceremony on Friday 23rd June, 2017 on behalf of IRN.



IRN wins first prize at NUIG Summer School



IRN Focus Group Training



### **National Federation's Working Group on Health Outcomes for Older Adults with Intellectual Disabilities**

In recognition of the changing needs of adults with intellectual disabilities and the consequent changing requirements of service providers to respond to these needs, a proposal was developed and approved by the Board to establish a working group to examine how members can contribute to addressing health outcomes for older adults with ID. The first meeting of the group took place in December 2017, at which draft Terms of Reference were developed. It is the intention of the Working Group to link closely with the Healthy Ireland Framework and a partnership has been developed with the Centre for Ageing and Intellectual Disability in Trinity College Dublin to inform the actions of the group. Further work will proceed in 2018.

### **Submissions on key policy issues**

In 2017 a range of policy submissions were made by the Secretariat in collaboration with members, in response to key priorities identified by the members as detailed above. In summary, submissions were made in relation to:

- The Assisted Decision Making (Capacity) Act - HSE draft Guidance;
- The Future of Home Care Services;
- Nursing supports in schools;
- Resourcing for supported living;
- Procedure for the Management of Residential Supports including emergency placements and supports within the CHO Areas;
- Supported Employment.

The National Federation Secretariat collaborated with St. Michael's House and KARE to host a joint comparative seminar with the American Association on Intellectual and The National Federation Secretariat collaborated with St. Michael's House and KARE to host a joint comparative seminar with the American Association on Intellectual and Developmental Disabilities (AAIDD) looking across the life-cycle for people with an intellectual disability on both sides of the Atlantic on 16th October, 2017. Whilst the seminar could not complete all planned sessions due to travel restrictions on foot of Hurricane Ophelia, significant sharing of experiences took place on the day with a selection of presentations from the programme from the US and Irish delegations proceeding as planned.

### **Family and Friends Forum**

In 2017 it was agreed by the National Federation Board that support be offered to members who were establishing a local level Family and Friends Forum. The National Federation Secretariat



provided this support through Ms. Niamh Mc Gauley who offered both the learning and practical tips that had been highlighted and identified as part of the Feasibility Study undertaken in 2016. Niamh offered support by means of phone calls, email correspondence and presented the findings of the Feasibility Study alongside support tips for some organisations who requested same.

**Niamh McGauley presenting  
on the Family & Friends Forum**

### **Liaise with 3rd level institutions to share learning and practice developments**

Lectures were provided for the LLM in International and Comparative Disability Law and Policy, National University of Ireland, Galway to share learning regarding the movement to independent living, in March and November of 2017.

The lectures took place in collaboration with self-advocate Mr. Martin Dooher, who is a member of the National Federation's Next Steps community of practice.

Training was provided in April 2017 to the post-graduate medical students at the Graduate Entry Medical School at the University of Limerick regarding the needs of families of children with disabilities.

## Key Results Area 2: Quality, Innovation & Standards

### Consolidate our commitment to continuous quality improvement and innovation

#### Quality & Standards Sub Committee

The National Federation of Voluntary Bodies is committed to continuous quality improvement in services, leading to the realisation of the Federation vision of people with disabilities “...being supported to live a life on one’s own terms”. The Strategic Plan 2016– 2019 of the National Federation sets out five strategic priorities including Strategic Priority 2: “Consolidate our commitment to quality improvement and innovation”. The National Federation’s Sub Committee on Quality & Standards is responsible for overseeing the implementation of this strategic priority and is tasked with the specific objectives of:

- Considering and advising on how best to support and include people with a disability, and their families, in decisions that affect their lives;
- Contributing to the shaping and implementation of the HIQA National Standards / Regulations in residential disability services;
- Providing practical support to member organisations in the implementation of the Adult Safeguarding and Children First Policies;
- Contributing to the shaping of a review of the New Directions National Standards for Adult Day Services;
- Providing practical support to member organisations in the implementation of appropriate quality systems;
- Identifying innovative and best practice quality developments for dissemination throughout the Federation;
- Ensuring that the value add, which a vibrant community and voluntary sector brings to the lives of people with intellectual disability, is articulated and understood.

Ms. Anna Shakespeare, Chief Executive, St. Michael’s House, is the Chair of the Quality & Standards Sub Committee which met on 5 occasions during 2017.



Members of the Quality & Standards Sub Committee: L-R Bernard O’Regan, Western Care, Sheila Buckley-Byrne, St. Hilda’s; Maura Crowley, KPFA; Anna Shakespeare, St. Michael’s House and Chairperson; Bernie O’Sullivan, COPE; Elaine Teague, St. Michael’s House; Eileen Costello-Conneely, Ability West; Grainne Sexton, Gheel; Margaret Larkin, SOS; Jillian Sexton, NFVB; Roger Greengrass, WIDA.

## Implementation of the Regulations for Residential Services for Adults and Children with Disabilities HIQA Providers Forum

The Health Information and Quality Authority (HIQA) is responsible for the inspection and registration of designated centres for adults and children with disabilities. HIQA commenced regulation of these services in November 2013 and shortly thereafter the HIQA Providers Forum was established to facilitate communication between the Authority and representative organisations of service providers. Membership of the Forum includes the National Federation of Voluntary Bodies, the Disability Federation of Ireland, the Not for Profit Business Association, the Irish Council for Social Housing and the Health Service Executive. In particular the work of the Forum focuses on:



- Provision of updates on the implementation of the regulatory processes, policy direction and registration programme for residential services for children and adults with disabilities.
- Presentation by Service Providers of wider queries and information items generated from membership for clarity.

During 2017 the National Federation was represented on the HIQA Providers Forum by Ms. Anna Shakespeare, Chairperson, Quality & Standards Sub Committee, Mr. Brian O'Donnell and Ms. Jillian Sexton, National Federation Secretariat.

## Fire Safety in Community Dwelling Houses – Code of Practice for Fire Safety in New and Existing Community Dwelling Houses

One of the main challenges arising for Service Providers who fall under the Health Care Act 2007 / Regulations has been the obligations arising in relation to fire safety. Following publication of a Draft Code of Practice on Fire Safety by the Department of Housing, Planning and Local Government a submission was made by the National Federation to the Department in February 2017 in relation to the provisions within the draft code of practice. The final Code published in late 2017, seeks to provide guidance on fire safety in community dwelling houses.



## Oireachtas Joint Committee on Health

In April 2017 the National Federation was invited to meet with members of the Oireachtas Joint Committee on Health in relation to rates of compliance with the requirements of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013. Mr. Brian O'Donnell, Chief Executive, National Federation Secretariat and Mr. Bernard O'Regan, Chief Executive, Western Care Association, attended the Joint Committee session and presented to Committee members. In support of the Federation's attendance a formal submission was made to the Committee which set out the role of the National Federation, provided details of the work which was undertaken in anticipation of the introduction of the regulations, detailed the challenges and issues arising for Service Providers as a result of the registration / inspection process and presented a summary of the overall impact of the regulatory / inspection process. The submission also sought to outline key recommendations to support the on-going development of high quality services and increasing compliance levels across the disability sector as a whole.



### Nursing Homes Ireland (NHI)

A meeting took place in early 2017 with the Chief Executive of NHI to discuss common issues arising in relation to the registration / inspection process and the costs being incurred by Service Providers arising from same.



### National Guidance on Restrictive Practices Restrictive Practices Working Group

Throughout 2017 the Restrictive Practices Working Group, chaired by Mr. Brian McDonald, Positive Behaviour Support Manager, Ability West, continued its work on the development of best practice guidelines. The document aims to provide direction to Federation members in the support of individuals with complex issues in line with national legislation and international best practice. The work of the Group will conclude in early 2018.

### HIQA – Symposium on Restrictive Practice Thematic Inspection Programme

HIQA commenced work on the development of a thematic programme focused on restrictive practices in designated centres during 2017. In focusing on this issue HIQA recognised the importance of this issue to individuals living in designated centres and also to Service Providers who are struggling in trying to find a balance between individual's rights to autonomy and liberty and their responsibility to ensure individual's health and safety. In November 2017 HIQA held a symposium event for key stakeholders at which the National Federation was represented.



### National Federation Website

Following discussion with the Quality & Standards Sub Committee it was agreed that member organisations would share examples of the key policies required by Service Providers under Schedule 5 of the Health Care Act 2007. This reference bank of information / policies is located on the National Federation's website – [www.fedevol.ie](http://www.fedevol.ie) You can access this section of the website here.



### Links with the HSE - Quality Improvement Division

In 2017 Mr. Gerry Clerkin, Head of Quality & Safety – Social Care Division, HSE, joined the National Federation's Quality & Standards Sub Committee with the aim of facilitating a positive exchange of information between the HSE and National Federation member organisations on the work programme which the quality and safety division is overseeing. Some of the key initiatives focused on during 2017 are outlined below.



### HSE Social Care Division / HSE Funded Providers Sub-Committee for Quality & Safety

In autumn 2017 the National Federation was invited to nominate representatives to the HSE Social Care Division / HSE Funded Providers Sub-Committee for Quality & Safety. The National Federation nominated Ms. Anna Shakespeare, CEO, St. Michael's House and Ms. Margaret Glackin, Director of Services, Brothers of Charity Services Roscommon – both members of the Federation's Quality & Standards Sub Committee. The main aim of the Committee is to support communication and information sharing between the Social Care Division and HSE Funded Agencies relating to service compliance and quality and safety in designated centres for children and adults.

### **HSE Policies, Procedures, Protocols & Guidance (PPPG) Framework**

In April 2017 Ms. Brid Boyce, HSE National Lead PPPG Project, Quality Improvement Division, HSE, presented to members of the Quality & Standards Sub Committee on the 'Framework for Developing Policies, Procedures Protocols and Guidelines (PPPG)' to introduce the overall framework and provide guidance on how it should be utilised. The National Federation is also represented on the HSE National PPPG Working Group established to support the development of policies required under the Health Act 2007 / HIQA related Regulations. Federation members were also invited to share relevant documentation and join the various working groups established to support the development of the key Policy documents.

### **HSE Integrated Risk Management Policy and Draft HSE Incident Management Framework**

Mr. Padraig McLoone, Social Care Risk and Compliance Officer, HSE, made a presentation at the Federation's General Assembly meeting on June 14th on the HSE's Integrated Risk Management Policy and on the draft Incident Management Framework. This provided a useful opportunity for participants to hear details of the policy framework / documents and how they apply to agencies.



### **Access to HSE Community Services Portal (CSP)**

To complement existing information systems and support the aggregation of data related to quality and safety a 'Community Service Portal' has been developed by the HSE. The CSP is an access point which includes access to HIQA inspection information and two Federation member organisations were sought to take part in a pilot project to review the process. In autumn 2017 Gheel Autism Services and St. Michael's House volunteered to participate in this pilot phase and on completion access to the CSP will be extended to all interested Federation members.

### **Presentation - Ms. Marie Kehoe O'Sullivan, National Disability Specialist, Quality Improvement, National Quality Improvement Office, Disability Services – Social Care Division, HSE**

Ms. Kehoe O'Sullivan presented at the September 2017 meeting of the Quality & Standards Sub Committee on the HSE's quality improvement programme of work and in particular outlined plans regarding the development of a 3-year quality improvement strategy to be developed by the HSE. A series of workshops took place in late 2017 to feed into the development of the strategy.



Ms. Ann Sheehan and Ms. Marie Kehoe O'Sullivan,  
National Quality Improvement Office, Disability Services, HSE

### **National Incident Management System (NIMS) / State Claims Agency**

During 2017 work was undertaken with the HSE in relation to expanding NIMS to include Section 39 agencies. Ms. Irene O'Byrne of the State Claims Agency made a presentation at the December 2017 meeting of the General Assembly.

Following this meeting Agreement was reached with Dr. Cathal Morgan, HSE's Head of Operations, Disabilities Social Care and Mr. Gerry Clerkin, Head of Quality & Safety – Social Care Division, HSE to establish a joint Working Group to engage with the State Claims Agency with a view to extending the terms and breadth of the Clinical and General Indemnity Schemes to Section 39 member organisations.

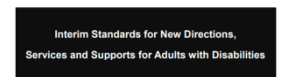
### **New Directions Personal Support Services for Adults with Disabilities**

We continued our strong representation on the New Directions National Working Group. Both National Federation representatives Mr. TJ Duggan, Cheeverstown House, and Mr. Trevor Jacob, CWCW, Enniscorthy ensured that all our members' interests and concerns were articulated at the national level. The National Federation Secretariat was also represented by Ms. Alison Harnett on the New Directions Adult Day Services Working Group on the Comprehensive Employment Strategy, which began work in 2017 on the development of a messaging strategy to support positive information about employment particularly focused on young people aged 18-25 years. This work will conclude / be launched in 2018.

### **Self-assessment tool & continuous quality improvement plan Interim Standards New Directions**



Mr. Michael Farrell, St. Michael's House, provided a comprehensive overview of the New Directions Interim Standards Self-Assessment Tool - Continuous Quality Improvement at the June meeting of the Quality & Standards Sub Committee. The presentation provided details on the plan of work for 2017 and the sites involved in the pilot phase. It also addressed how the self-assessment framework / process will assist locations in evaluating the day services/supports provided and developing quality improvement plans to address identified service gaps.



### **Safeguarding - Promoting Safe Services and Quality Improvement for children and adults**

A key area of work which the National Federation focused attention during 2017 was supporting member organisations in the provision of safe services for children and adults and ensuring that services were compliant with relevant legislation and national policies in this area. The National Federation's Safeguarding (Children & Adults) Implementation Group, whose membership consists of Designated Liaison Persons and Designated Officers from across Federation member organisations, met on 5 occasions during 2017.



Members of the National Federation's Safeguarding (Children & Adults) Implementation Group

### Children First – HSE Social Care Division Children First Oversight Committee

The HSE Social Care Division Children First Oversight Committee continued its work during 2017 – the National Federation was represented on the group by Mr. Liam Keogh, Daughters of Charity Services, and Ms. Jillian Sexton, National Federation Secretariat. A central focus of the work of the Group during 2017 was on preparing for the commencement of the remaining sections of the Children First Act 2015 and ensuring that organisations have robust policies and procedures in place to address child protection and welfare concerns which arise.



### HSE Social Care - Children First Risk Register

In autumn 2017 the National Federation contributed to the development of a 'social care' risk register in relation to the implementation of the requirements of the Children First Act.

Key issues highlighted included the increasing demands being placed on organisations in achieving compliance with the provisions of the Children First Act, including mandatory reporting; mandatory assisting and increasing thresholds in accepting child protection and welfare referrals by Tusla.

### Establishment of CHO Children First Implementation Groups

Correspondence was issued to the HSE CHO Chief Officers seeking representation of National Federation members on each of the 9 CHO Children First Implementation Groups which have been established. The aim was to ensure that the issues that are arising for National Federation members in relation to child protection and welfare are addressed at HSE CHO level.

### Garda Protective Services Bureau

In February 2017 members of the National Federations Safeguarding (Children & Adults) Implementation Group met with a representative of the Garda Protective Services Bureau to discuss key adult safeguarding and child protection issues; how concerns which arise are dealt with and how communications between agencies and the Gardaí can be improved. This was a very productive meeting and a central action arising from the meeting was the importance of organisations developing good linkages / working relationships with the Gardaí at a local level.

### Minister of State for Disability Issues

On September 14th 2017 a meeting took place with Minister Finian McGrath T.D. Minister of State for Disability Issues, to address the concerns arising for Federation members in relation to child protection and welfare. Arising from this meeting it was agreed that a further meeting be arranged between Minister McGrath, Minister Katherine Zappone, Department of Children & Youth Affairs, Tusla and the National Federation. We were seeking to ensure that any protection / welfare concerns arising for children with an intellectual disability are addressed in a timely and co-ordinated manner.

### Tusla – Child & Family Agency

Tusla is the national agency charged responsible for improving wellbeing and outcomes for children. During 2017 a survey was undertaken with Federation member organisations in relation to the child protection and welfare issues arising for members in referring cases to Tusla – Child and Family Agency. On October 23rd a meeting took place between

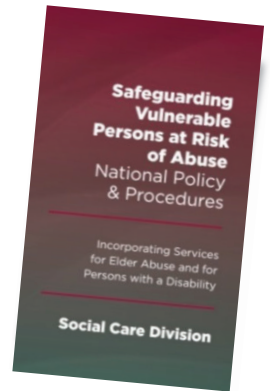




representatives of Tusla and a delegation of Federation members led by the Chief Executive to highlight the concerns arising for Federation members in relation to child protection and welfare. A number of actions were agreed at this meeting which will be progressed during 2018.

### **Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures**

The National Safeguarding Policy sets out a number of principles which promote the independence and rights of adults who may be vulnerable and also outlines the procedures to be followed if there are concerns of abuse and / or neglect of a vulnerable adult. The Policy provides details on a number of structures to be developed in order to support the safeguarding agenda. Since the Policy was officially launched in late 2014 the National Federation has been working both at a national level with other key stakeholders and with its membership to support this area of work.



### **Review of National Safeguarding Policy**

A review of the National Safeguarding Policy commenced in early 2017 and the Federation was invited to nominate 2 representatives to join the Review Development Group. A call for written submissions was made in August and to support the development of a National Federation submission a Workshop event was held on September 6th to facilitate Federation members input into the Policy review. Work on redrafting the national policy will continue into 2018.

### **HSE Safeguarding Reference Group**

To support implementation of the National Safeguarding Policy a Reference Group was established comprised of representatives of the HSE, National Federation of Voluntary Bodies, Disability Federation of Ireland and the Not-For-Profit Association.



The group aims to:

- Provide leadership and direction in safeguarding vulnerable adults from abuse and promoting their rights.
- Support all Service Providers in the implementation of the Policy.
- Identify impediments to the ongoing implementation and application of the Policy and recommend any corrective action.
- Evaluate the implementation of the HSE's Safeguarding Policy across all agencies providing Services to People with Disability.
- Participate in a formal review of the Policy.

During 2017 the HSE Safeguarding Reference Group met on a regular basis to address the issues of concern arising for members in relation to safeguarding. The National Federation is represented on the Group by: Mr. Michael Flood, Brothers of Charity Services; Mr. Tom Hughes, Western Care Association and Ms. Jillian Sexton, National Federation Secretariat.

### Safeguarding Policy - Compliance Checklist / Audit

In early 2017 the National Safeguarding Office circulated a 'compliance template' which sought to establish individual organisations level of compliance with the provisions of the National Safeguarding Policy. The National Federation co-ordinated completion of the templates which were then returned to the National Safeguarding Office for analysis. Overall there was a high level of compliance with the requirements of the national policy and a number of issues were identified for members implementing the Policy which were addressed by the HSE Safeguarding Reference Group.

### Establishment of CHO Safeguarding Groups

Correspondence was issued to each of the HSE CHO Chief Officers seeking representation of National Federation members on each of the CHO Safeguarding Groups which have been established. Representation was sought to ensure that the issues arising for Federation members in implementing the National Policy at a local / organisational level are addressed.

### National Safeguarding Committee

The National Federation is represented by the Chief Executive Mr. Brian O' Donnell on the National Safeguarding Committee, which is chaired by Ms. Patricia Rickard Clarke. The Committee is a multi-agency and inter-sectoral body, established in 2014, in recognition of the fact that safeguarding vulnerable people from abuse is a matter that cannot be addressed by any one agency working in isolation, but rather by a number of agencies and individuals working collaboratively with a common goal. The NSC brings together key players in public services, legal and financial services, the health and social care professions, regulatory authorities and NGOs representing older people, people with disabilities and carers. All have come together with one objective in mind – to ensure that adults who may be vulnerable are safeguarded.

National  
**Safeguarding**  
Committee

Promoting the rights of adults  
who may be vulnerable.



During 2017 the work of the Committee focused on:

- the development of safeguarding legislation;
- informing the work of the Oireachtas Joint Committee on Health;
- undertaking research into levels of abuse in Ireland; and
- the running of a highly successful public information and safeguarding awareness campaign.

### Online Safeguarding Programme

During 2017 the national roll-out took place of the on-line Safeguarding programme developed by the National Federation, St. Michael's House and the Open Training College arising from funding secured via the Pobal Dormant Account fund.



pobal

government supporting communities

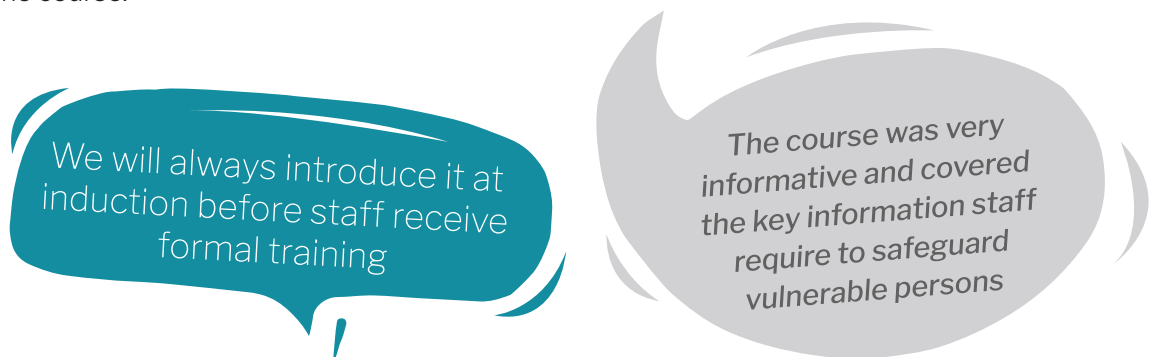
The 'Safeguarding Vulnerable Persons at Risk of Abuse' on-line programme aims to increase the knowledge and skills of staff/volunteers in relation to safeguarding vulnerable persons and dealing with safeguarding incidents when they arise. In particular, it focuses on the "Safeguarding Vulnerable Persons at Risk of Abuse, National Policy & Procedures" document published by the HSE in December 2014 and sets out the procedures to be followed when a safeguarding concern arises. A key feature of the course is the emphasis placed on organisational culture and the importance of the creation of an open culture which seeks to ensure that staff/volunteers are clear that safeguarding is everyone's responsibility.



Key areas covered within the on-line Safeguarding Course include the following:

- Defining the key terms of safeguarding vulnerable persons at risk of abuse;
- The features of a positive organisational culture;
- Everyone has a role in safeguarding;
- Reporting Abuse;
- Do's and Don'ts of Safeguarding.

In February 2017 the on-line safeguarding course was made available to all Federation members. Over the course of 2017 a total of approx. 1,500 staff members / learners participated in the on-line course.



A Project Evaluation was completed with the aim of comprehensively reviewing the Project to determine if its aims and objectives were met; in particular to ascertain the value of the on-line resource material developed and if there is an increased understanding in relation to the safeguarding requirements across the organisations involved in the Project – in particular with Persons-in-Charge (PICs) and Designated Officers (DOs). The final evaluation report, which documented the very positive outcomes of the Project, was submitted to Pobal in late January 2017 along with the final project accounts / report.

### Office of the Director of Public Prosecutions

In March 2017 a meeting took place with a representative of the Office of the DPP to discuss issues arising for organisations in relation to the progressing of cases involving people with an intellectual disability.



**Health related Quality & Access Policies**  
**National Cancer Screening Service**

In autumn 2017 we liaised with the National Cancer Screening Service regarding the development of easy read documentation relating to the bowel screening programme being rolled out nationally to ensure that the materials are customised to the needs of people with an intellectual disability.



An tSeirbhís Náisiúnta Scagthástála  
National Screening Service



## Key Results Area 3:

### Human Resources / Employee Well-being & Development

Ensure that staff employed and volunteers engaged by member organisations are equipped with the competencies and skills necessary to implement national policy relating to people with intellectual disability.

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#### Support National Federation members in relation to human resources issues

The National Federation's Operational Human Resources Group is chaired by Ms. Olive Leonard, Director of Human Resources, Muiriosa Foundation, and its primary role is to ensure that National Federation members are supported to tackle key human resource issues and address the human resources related provisions contained in relevant national policy documents / agreements. Membership of the Group is open to all human resources personnel across National Federation member organisations.

The Operational Human Resources Group met on 5 occasions during 2017 and the following is a summary of the key areas of work undertaken by the Group:

- Discussions took place at Operational HR Group meetings on organisations experiences of the HIQA inspection and registration process – particularly in relation to human resources issues arising in this context.
- Garda vetting of staff / volunteers was monitored throughout 2017 to ensure that organisations had access to a timely Garda vetting process for all newly recruited staff / volunteers.
- A number of briefing sessions / meetings were arranged for National Federation members during 2017 which included presentations on future human resources trends, supervision within services and the development of competency frameworks.
- Key industrial relations issues of concern to National Federation members were addressed during 2017, central amongst these were sleepovers; compliance with the European Working Time Directive; On-Call Allowances and the Injury at Work Scheme.
- The 'restoration of pay' was a major issue for concern to Federation members during 2017 and the National Federation sought to ensure that the challenges faced by organisations were clearly flagged with the HSE, Department's of Health and Public Expenditure & Reform and the Irish Congress of Trade Unions. Although Pay Restoration in respect of Section 38 member organisations was provided for the HSE's letter of allocation for 2017, many Section 38 member organisations had not received funding to restore pay in line with the agreed timelines. The matter was raised with the HSE and resolved.
- The Chief Executive made a presentation to the Oireachtas Committee on Health on the issue of Pay Restoration in Section 39 organisations during which among other points, the serious difficulties with regard to recruitment and retention of staff being experienced by Section 39 member organisations were highlighted.



National Federation, Human Resources group members

### Engagement with the HSE

During 2017 the National Federation sought to ensure that we continue to enhance the working relationship that exists between the National Federation and the Human Resources National Directorate, HSE. The following activities were undertaken in this regard:



- **HSE National Director for HR:** A meeting took place with the HSE National Director for HR, Ms. Rosarii Mannion in June 2017 at which the key human resources related issues of concern to Federation member organisations were discussed – key actions were agreed for follow-up. Key amongst these were the need for regular engagement between the Federation and the HSE HR function.
- **Health Sector Employee Engagement Survey:** The National Federation supported the roll-out of the health sector staff survey undertaken by the HSE in late 2016 and the circulation of the survey findings / development of action plans by individual agencies who took part in the survey during
- **Trust in Care:** A review of the Trust in Care Policy was initiated by the HSE in 2017 and initial feedback in relation to the Policy and its operation was provided by the National Federation to the HSE in early January.
- **Meeting with Assistant National Director HR - Leadership, Education & Talent Management:** A meeting took place on June 7th with Ms. Pat O'Boyle, Assistant National Director HR - Leadership, Education & Talent Development, HSE, to discuss the current programme of work underway and to identify possible opportunities for engagement between the HSE and National Federation members. A 'Leadership Academy' was launched by the HSE in late 2017 through which a range of leadership development programmes were designed and which are open to HSE Funded Agencies.
- **HR Training Programme:** In autumn 2017 the HSE contracted Byrne Wallace Solicitors to deliver a series of employment law related training sessions for senior HR personnel across the Health Service. The 'Senior HR Team Network Programme of Education' aimed to address human resource and employment law issues arising in the healthcare environment and to offer guidance on critical issues facing senior HR managers. HR personnel from across a number of Federation members participated in the 6-day programme.



- Restoration of pay: A series of meetings took place throughout 2017 with key stakeholders including the HSE, key government departments and relevant health sector trade unions regarding the restoration of pay within Federation member organisations.

The National Federation sought to ensure that all parties were clear regarding the issues involved and the need to secure the necessary funding to meet the costs associated with pay restoration. This work will continue into 2018.

- Corporate Employee Relations Services (CERS): Throughout 2017 the National Federation continued to work closely CERS, HSE, which is the representative body for health service employers that aims to promote the development of improved human resources practices within the health services and represents / support employers in the management of industrial relations. Key issues under discussion during 2017 related to: implementation of the Labour Court Recommendation relating to sleepovers; compliance with the provisions of the European Working Time Directive (EWTD); national pay agreements, etc.

- National Joint Council / Joint Information & Consultation Forum: The position in relation to industrial relations matters of relevance to agencies was monitored and support provided to those who represented National Federation members on key national working groups such as the National Joint Council (NJC) and the Joint Information & Consultation Forum (JICF). The NJC is the primary forum for the management of industrial relations in the health service and Ms. Olive Leonard, Muiriosa Foundation, and Ms. Natalya Jackson, Daughters of Charity Disability Support Services, represented the interests of National Federation members on the Council during 2017. The JICF provides a forum for information sharing and consultation in relation to HSE projects. The National Federation was represented on the JICF during 2017 by Ms. Jillian Sexton, National Federation Secretariat. Key presentations made to the members of the JICF during 2017 included inputs on the following HSE projects and initiatives: National Strategic Framework for Health Workforce Planning, Findings of the Health Sector Employee Engagement Survey and the Values in Action Project.

- Human Resources National Investigations Unit: One of the key actions outlined in the Health Services People Strategy 2015-2018 Leaders in People Services is the establishment of a ‘... unified National Investigations Unit which provides a timely and efficient response and uses learning outcomes to continuously improve performance.’ A Working Group was established to support the development of the Unit and a reference manual on conducting human resources investigations. Ms. Pauline Brennan, Human Resources Manager, Western Care Association, was the National Federation’s nominee on the Working Group during 2017.

### Strategic Human Resource Issues:

A number of actions were undertaken during 2017 to support the implementation of key Strategic Human Resources initiatives - delivery of Front Line Managers Training Programme in UL; briefing from Ms. Mary Connaughton, Director, CIPD Ireland, on the work priorities of CIPD and current thinking in relation to HR practices.



## Supervision in Services

Mr. Brendan Collins, Open Training College, attended the June 2017 meeting of the Operational HR Group to discuss the process of staff supervision within services. The College is currently undertaking research in this area with a view to developing a training module for managers responsible for supervising /supporting staff.



## Social Care Workers – CORU Registration / Progression Routes

At the June 2017 meeting of the National Federation General Assembly Dr. Karen Finnerty, Director, Open Training College, gave a presentation entitled ‘CORU Update and Matters for Consideration’ which focused in particular on the registration process for Social Care Workers. Arising from discussions a Task Group was established to consider the issues arising for organisations in relation to registration of Social Care Workers. This Task Group began its work in late 2017 with the following broader remit:



- To address the issues arising for National Federation member organisations in relation to CORU and the registration of Social Care Workers.
- To provide updates to member organisations on the registration process and to seek to address issues arising with the regulatory authority CORU.
- To review / contribute to the syllabus of Social Care College Programmes where requested and provide feedback from an employer perspective.
- To consider the overall role of ‘Social Care Worker’ (particularly in relation to highlighting the differences between the role and that of ‘Care Assistant’);
- To examine career progression routes for Social Care Workers / Leaders working in the intellectual disability sector.

The work of the Social Care Workers Task Group will continue into 2018.

## Workforce Planning / Skill Mix

**Competences and Skill Mix:** A National Federation response to the paper entitled ‘Competencies and Skills Mix for a Community Based Model of Disability Care’, developed by the Transforming Lives Programme which is responsible for implementing the recommendations of the ‘Value for Money and Policy Review of Disability Services in Ireland’ was submitted to the HSE in March 2017. The purpose of the paper was to explore how staff competencies and skill mix in disability services will need to change and adapt to meet the needs of people with disabilities in a reconfigured module of disability service delivery that is more individualised and community focused.

**Competency Framework:** WALK, presented an overview of the organisations competency framework at the April meeting of the Operational Human Resources Group. The aim of the competency framework is to identify the effective behaviours for all roles within the organisation that link directly with the organisation’s values - by doing this the organisation aims to ensure that the behaviours demonstrated by staff on a daily basis mirrors the values of the organisation.





### Engagement with Health Sector Trade Unions

The Chief Executive presented at a Conference organised by SIPTU on “Intellectual Disability – The Forgotten Sector” on 7th September, 2017.

### Recruitment Initiatives

Health Sector Recruitment Fairs: Throughout 2017 National Federation member organisations participated in a series of recruitment fairs organised by Health Sector Jobs. The recruitment fairs, held in Dublin and Cork, provided an opportunity for those seeking employment in the health sector to gather information on employment opportunities and meet with potential employers. Feedback from the events was very positive.



Health Sector Jobs Recruitment Fair

### Social Media – Recruitment

During 2017 information was sought from Federation members on the main sites / means employed to recruit staff. One of the main interest areas expressed by organisations was the use of social media as a means of recruiting staff. As a result a 1-day training event was organised by the National Federation in November 2017 which focused on ‘recruiting staff through the use of Social Media’. The training was delivered by ‘The Wheel’ and 21 participants from across Federation member organisations participated in the session. The feedback from the training was excellent



Really excellent tips  
on LinkedIn and  
"employer brand" !

Excellent training, trainer  
was really knowledgeable  
and helpful - great to get  
really good tips.

**Ensure training & development initiatives are focused on skills development to meet the requirements of the new policy direction Managing for the Future:**

**Building your skills as a Front Line Manager in a Person Centre Environment:**

A further cycle of the Front Line Managers Training Programme commenced in the University of Limerick in September 2017 with a total of 21 participants from across National Federation member organisations taking part in the Certificate Programme (Level 6). This programme is seen as being central in building the capacity of Front Line Managers to lead the development and implementation of excellent person centred services and supports. The Programme also aims to assist organisations in meeting obligations required under the HIQA related regulations/standards, particularly those related to the provision of accredited training for new managers of front-line staff and supervisory (theory and practice) training for managers.



Participants of the Managing for the Future: Building your skills as a Front Line Manager in a Person Centre Environment Programme, September 2017

**Support our Membership to promote the welfare and well-being of their staff  
Health, Safety & Employee Well-being Working Group**

The Health, Safety & Employee Well-being Working Group of the National Federation of Voluntary Bodies met on 3 occasions during 2017. The Group has been operational for over 6 years and is a very valuable forum for health and safety personnel to meet, share information and address specific health and safety issues of concern to Federation members.

Key highlights of the groups work programme for 2017 included:

- Mr. Finbarr Colfer, Deputy Chief Inspector of Social Services, HIQA, facilitated a very informative discussion on the Health Care Act 2007 Regulations - in particular those related to health and safety, risk management, fire precautions & emergency planning.
- Various health and safety related topics were discussed including the HSE revised Integrated Risk Management Policy 2017, Code of Practice for Fire Safety in New and Existing Community Dwelling Houses, the National Incident Management System and health & safety related training.
- Information sharing included experiences of HIQA inspections, policy development, patient safety alerts, updates to health and safety related legislation.

### Employee Assistance Programme

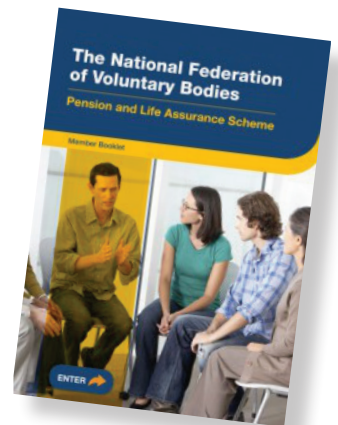
During 2017 the Employee Assistance Programme, administered by Vhi Corporate Solutions, continued to provide a very valuable service to employees working within National Federation member organisations – over half of National Federation members are currently members of the Scheme. Key features of the Employee Assistance Programme include:

- EAP on-line support website;
- Specialist information;
- Legal information;
- Financial information;
- Telephone counselling;
- Face-to-face counselling;
- Website - [www.wellbeing-4life.com](http://www.wellbeing-4life.com);
- Monthly EAP Promotion.



### National Federation of Voluntary Bodies Pension & Life Assurance Scheme

The Secretariat oversaw the administration of the National Federation of Voluntary Bodies Pension & Life Assurance Scheme, which as at 31st December, 2017 had a fund value of over €195 million and is comprised of 4,501 members (3,489 active members and 1,012 deferred members). The National Federation Secretariat supported the Trustees on all matters relating to the Pension Scheme and between participating employers, New Ireland and Cornmarket. The Secretariat ensured the timely remittance of all members' contributions to the fund manager, responded to general queries on the pension scheme and co-ordinated all replies. It processed employee death benefit payments and applications for retirement on grounds of ill health and ensured all required documentation was submitted to relevant parties in a timely manner.



The pension trustees completed Trustees Training in 2017 in line with the Pension Board's requirements on trustees to undergo training every two years.

Dedicated New Ireland Pensions Consultants continued to engage with member organisations and made themselves available to complete a review of member's options under the scheme and the fund choices most suitable to them. Contact details of the dedicated New Ireland Pensions Consultant are available from member organisation's Pension Scheme Administrator.

### Retirement Seminars

As part of our continuing efforts to provide ongoing personal development and fulfillment for members of the National Federation's Pension and Life Assurance Scheme, the Pension Trustees, sponsored by New Ireland and in conjunction with Retirement & Life Planning, organised two Retirement Seminars in 2017 for members of the NFVB Pension Scheme who are approaching retirement. The seminars afforded members an opportunity to make plans for a rewarding and enjoyable future in the years after their working life has concluded. Feedback from the seminars was very positive.



## **Section 38 Pension Schemes**

### **Nominated Health Agencies Superannuation Scheme (NHASS):**

During 2017 the National Federation's NHASS Working Group continued to meet with the HSE to address the issues arising for agencies who are members of the Scheme.

### **Single Public Service Pension Scheme**

A meeting took place of Section 38 agencies in January 2017 to discuss the issues arising for members in relation to the operation of the Single Pension Scheme. Arising from same a summary of the main concerns arising was forwarded to the Pensions Section, Department of Public Expenditure & Reform for consideration.



## Key Results Area 4: Governance & Finance

During 2017 the Board of The National Federation of Voluntary Bodies established a Task Group to advise on appropriate Corporate Governance Policies, Procedures and Structures within the National Federation.

In view of the ever-increasing compliance requirements being made of member organisations, which is having a detrimental effect on their ability to focus on core purpose, a meeting was sought between the National Federation, HSE Social Care Operations, and HSE Compliance Unit to discuss our concerns. It is anticipated that this meeting will happen in early 2018 and the issue will remain a central focus of the work throughout the year.

Member organisations' concerns regarding a new requirement that IMRs be returned within 5 working days of the close of the month were brought to the attention of the HSE resulting in a change to this requirement.

During 2017 planning commenced on the organisation of a major conference entitled 'Accountable Autonomy' which will address the issue of the future configuration of the Voluntary Sector in the provision of Social Care, including an appropriate governance paradigm.

### Governance

During 2017, the National Federation arranged:

- ✓ 7 meetings of Board of Directors;
- ✓ 4 meetings of General Assembly;
- ✓ An Annual General Meeting in September 2017;
- ✓ Ongoing support to the Sub Committee structure;
- ✓ The development of an annual Service Plan to give effect to objectives outlined in the Strategic Plan;
- ✓ Preparation of an Annual Report in respect of activities carried out in 2017;
- ✓ Efficient and effective operation of the Secretariat office, including office management, leave management, payment of creditors, wages, etc
- ✓ The Secretariat arranged for the preparation and audit of the annual financial statements.



- We ensured that the National Federation Secretariat is fully compliant with the requirements of the Charities Act and Lobbying Act 2015.



**An Rialálaí Carthanas**  
**Charities Regulator**

- We explored funding and other opportunities to maintain the Secretariat's current level of service provision.
- We responded to issues arising and executed the actions agreed at meetings of the National Federation Board and General Assembly.

## Freedom of Information

The Secretariat complied with the requirements of the Freedom of Information (FOI) Act by:

- Collecting FOI statistics from relevant member organisations;
- Collating end of year statistics for inclusion in the Annual Report of the Information Commissioner.



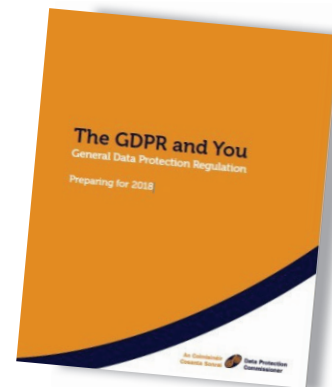
The National Federation is represented on the Public Service User Network (PSUN) in the government Central Policy Unit which is responsible, in consultation with public bodies and working with FOI Networks, for ensuring that the policy and legislative framework for FOI supports the effective operation of FOI.

The Secretariat worked with the National Federation's FOI Network in 2017 which provided a support infrastructure for FOI personnel, facilitated a consistent approach to the application of FOI Acts and sought to promote best practice in FOI decision making and administration. Work continued in 2017 focusing on supporting members understanding of and compliance with the requirements of the FOI Model Publication Scheme.

## Data Protection - General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) comes into effect on the 25th May, 2018, replacing the existing data protection framework under the EU Data Protection Directive. As a regulation, it will not require transposition into Irish law, so organisations involved in data processing need to be aware that these regulations apply directly to them in terms of the obligations they impose. The GDPR emphasises transparency, security and accountability by data controllers and processors, while at the same time standardising and strengthening the right of European citizens to data privacy.

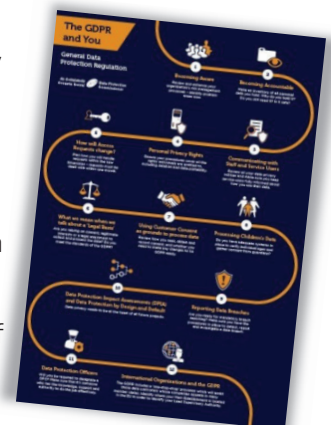
It will affect how organisations do business and they need to be aware of the consequences of any breaches as the penalties are quite substantial. As organisations that hold substantial amounts of data on individuals and groups we will be monitored and audited by the Data Commissioner's Office and there is a need to be prepared to meet the standards set out in the GDPR. There are serious financial penalties for non-compliance.



## The National Federation organised a number of awareness raising and training sessions in relation to GDPR in 2017:

- On 5th April, a half day Information Session for CEO's and Senior Management was held to raise awareness of the implications of the GDPR and the level of preparatory work involved in ensuring compliance;
- On 2nd May, an intensive one day training for Data Officers was held to ensure organisations are preparing for compliance with the Regulations;
- On 5th & 6th September, a 2 day Data Protection Officer Training was delivered to a number of members;
- A data protection specialist company Sytorus, was invited to present at a number of our National Federation Working Groups meetings.

The National Federation's Board of Directors agreed that a Data Protection network should be established in early 2018 to support member organisations in preparing for the introduction of the General Data Protection Regulation (GDPR).



## Key Results Area 5: Information Sharing

### Efficient and effective operation of the National Federation of Voluntary Bodies Secretariat and Company.

#### Information Provision

During 2017 we ensured that member organisations and all other interested parties were kept up-to-date with relevant information by:

- Regularly updating our websites ([www.fedvol.ie](http://www.fedvol.ie) and [www.informingfamilies.ie](http://www.informingfamilies.ie))
- Issuing weekly updates;
- Publishing quarterly newsletters;
- Making submissions on key policy issues;
- Preparing position papers and creating policy summaries;
- Arranging briefing sessions;
- Organising conferences and seminars, including a suite of briefings and seminars throughout the year;
- Circulating regular e-mail bulletins.
- Disseminating information from Sub Committees to all member organisations and through Federation Governance structures – General Assembly, National Federation Board, Area Federation Committees and Sub Committees.

#### Information Technology Sub Committee

Three meetings of the IT Sub Committee were arranged in 2017. Member organisations have reflected on these meetings as a good place to share information and come together to discuss relevant developments in IT and Assistive Technologies.

Meetings covered a range of relevant topics including GDPR preparation, Microsoft 365, IT Strategy development, the role of Assistive Technology, the HSELAND web portal, Cyber Insurance and Safeguarding IT systems. Various presentations were arranged for the Working Group during the year, including a demonstration of the potential of Assistive Technology, provided by social enterprise 'Independent Living Ireland'.



IT Sub Committee members and invited guests attending a meeting in October 2017



Sytorus Data Protection Specialists, presenting on GDPR to the IT Sub Committee

## Budget Campaign

We developed an info-graphic incorporating the key messages which formed the basis of our Budget 2018 Campaign. The info-graphic was circulated to all member organisations and was used by them in their discussions with politicians.

# Budget 2018 - An Ordinary Life

– Supporting Choice, Control & Fairness for People with an Intellectual Disability in Ireland

## Key Messages:

1

With ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD) envisaged there is now more than ever a need to invest in the right of people with an intellectual disability to an ordinary life.



2

In the period since 2008 there has been little investment in new service developments and during this time the budget for disability services was reduced by 9.4%.



3

In 2016 one in seven people with Intellectual Disability were aged 55 or over, up from one in eleven, ten years earlier. High levels of unmet need continue to exist for these people many of whom will require a full time residential place in the next five years.



4

According to data from the National Intellectual Disability Database 4,585 people with intellectual disability will require new residential, day and respite services, and 10,679 people currently receiving services will require alternative, additional or enhanced services in the period 2017 - 2021.



5

In this time of economic recovery there is a moral imperative on the state to ensure that the support needs of people with intellectual disability are prioritised.



6

We call on the Government to invest €200m in new service developments for people with intellectual disability each year, over the 5 year period 2018 - 2022, commencing with Budget 2018.





## Appendix 1:

### National Federation of Voluntary Bodies' Board of Directors as at 31st December 2017

**Ms. Breda Crehan Roche**, Ability West (Chairman);

**Mr. Sean Abbott**, Cope Foundation;

**Mr. Roger Acton** (Resigned December 2017);

**Mr. Brendan Broderick**, Muiriosa Foundation (Appointed October 2017);

**Ms. Johanna Cooney**, Brothers of Charity Services;

**Mr. Denis Cronin**, Daughters of Charity Disability Support Services;

**Ms. Clare Dempsey**, St. John of God Services (Appointed March 2017);

**Mr. John Hannigan**, Sunbeam House Services (Resigned September 2017);

**Mr. Trevor Jacob**, CWCW Enniscorthy (Resigned March 2017)

**Ms. Marie Linehan**, Kerry Parents & Friends Association (Appointed July 2017);

**Mr. Christy Lynch**, KARE;

**Ms. Gere O'Byrne**;

**Mr. Vincent O'Flynn**, Carriglea Cairde Services;

**Ms. Fiona O'Neill**, Waterford Intellectual Disability Association (Appointed March 2017);

**Mr. Bernard O'Regan**, Western Care Association;

**Mr. John Pepper**, St. John of God Services (Resigned March 2017);

**Mr. Pat Reen**, Prosper Fingal;

**Ms. Anna Shakespeare**, St. Michael's House;

**Mr. Maurice Walsh**, CoAction West Cork (Resigned July 2017).

## Appendix 2:

# National Federation of Voluntary Bodies' Member Organisations

**Ability West, Blackrock House,** Salthill, Galway.

**Ard Aoibhinn Centre,** Belvedere Road, Wexford.

**Autism Spectrum Disorder Initiatives,** Unit 3 & 4, Quayside Business Park, Dundalk, Co. Louth.

**Beam Services,** Barrow Haven, Regent Street, Bagnalstown, Co. Carlow.

**Brothers of Charity Services Clare,** Banner House, Clare Road, Ennis, Co. Clare.

**Brothers of Charity Services Galway,** Woodlands, Renmore, Galway.

**Brothers of Charity Services Limerick,** Blackberry Park, Ballykeeffe, Dock Road, Limerick.

**Brothers of Charity Services Roscommon,** Lanesbrough Street, Roscommon.

**Brothers of Charity Services South East,** Belmont Park, Waterford.

**Brothers of Charity Southern Services,** Lota, Glenmore, Co. Cork.

**Cairdeas Centre,** Tullow, Co. Carlow.

**Camphill Communities of Ireland,** Ballytobin, Callan, Co. Kilkenny.

**Carriglea Cairde Services,** Carriglea, Dungarvan, Co. Waterford.

**Cheeverstown House,** Templeogue, Dublin 6W.

**Children's Sunshine Home / Laura Lynn,** Leopardstown Road, Foxrock, Dublin 18.

**Clann Mór Ltd., Clann Mór House,** Commons Road, Navan, Co. Meath.

**CoAction West Cork,** Slip, Bantry, County Cork.

**Cope Foundation,** Bonnington, Montenotte, Cork.

**Cork Association for Autism,** Greenville House, Carrigtwohill, Co. Cork.

**County Wexford Community Workshop,** Beelefield, Enniscorthy, Co. Wexford.

**Cumas New Ross,** Butlersland Industrial Estate, New Ross, Co. Wexford.

**DARA Residential Services,** 36 Maynooth Road, Celbridge, Co. Kildare.

**Daughters of Charity Disability Support Services,** St. Vincent's Centre, Navan Road, Dublin 7.

**Delta Centre,** Strawhall, Carlow.

**Drumlin House,** Cootehill, County Cavan.

**Gheel Autism Service,** Ballycurraghan, Maynooth, Co. Kildare.

**Holy Angels Day Care Centre,** Strawhall Industrial Estate, Carlow.

**KARE,** Newbridge Industrial Estate, Newbridge, County Kildare.

**Kerry Parents & Friends Association,** Old Monastery, Port Road, Killarney, Co. Kerry.

**L'Arche Ireland Secretariat**, “An Siol”, 42 West Street, Callan, Co. Kilkenny.

**Malta Services Drogheda**, Malta House, Fair Street, Drogheda, Co. Louth.

**Moorehaven Centre**, O'Brien Street, Tipperary.

**Muiriosa Foundation**, Moore Abbey, Monasterevin, Co. Kildare.

**North West Parents & Friends Association**, Holy Family Day Centre, Ballytivnan, Sligo.

**Peacehaven**, 1-2 Hillside, Greystones, Co. Wicklow.

**Peamount**, Newcastle, County Dublin.

**Prosper Fingal**, Strand Street, Skerries, Co. Dublin.

**Prosper Meath**, Beechmount Industrial Estate, Navan, Co. Meath

**RehabCare**, Roslyn Park, Beach Road, Sandymount, Dublin 4.

**SOS Kilkenny Ltd.**, Seville Lodge, Callan Road, Kilkenny.

**St. Aidan's Service**, Millands, Gorey, Co. Wexford.

**St. Catherine's Association**, Newcastle, Co. Wicklow.

**St. Christopher's Service**, Leamore Park, Battery Road, Longford.

**St. Cronan's Association**, Grange, Roscrea, Co. Tipperary.

**St. Hilda's Services**, Grace Park Road, Athlone, Co. Westmeath.

**St. John of God Community Services**, Provincial Administration, Stillorgan, Co. Dublin.

**St. Joseph's Foundation**, Baker's Road, Charleville, Co. Cork.

**St. Margaret's Centre**, Moorehampton Road, Donnybrook, Dublin 4.

**St. Michael's House**, Ballymun Road, Ballymun, Dublin 9.

**St. Patrick's Centre** (Kilkenny), Kells Road, Kilkenny.

**St. Vincent's Centre**, St. Mary's Road, Cork.

**Steadfast House Ltd**, Steadfast Industrial Estate, Drummond Otra, Carrickmacross, Co. Monaghan.

**Stewarts Care**, Palmerstown, Dublin 20.

**Sunbeam House Services**, Cedar Estate, Killarney Road, Bray, Co. Wicklow.

**WALK**, 1 Longmile Road, Dublin 12.

**Waterford Intellectual Disability Association**, 2 Belmont Road, Ferrybank, Waterford.

**Western Care Association**, John Moore Road, Castlebar, Co. Mayo.

**Windmill Therapeutic Training Unit**, Larkins Lane, South Main Street, Wexford.

## **Appendix 3:** National Working Groups/Steering Groups on which the National Federation of Voluntary Bodies was represented in 2017

### Internal Groups

- National Federation Finance Sub Committee
- National Federation Operational Human Resources Working Group
- National Federation IT Sub Committee
- National Federation Quality & Standards Sub Committee
- Next Steps Community of Learning
- National Federation Progressing Disability Services for Children and Young People Reference Group
- National Federation's Working Group on Health Outcomes for Older Adults with Intellectual Disabilities
- Restrictive Practices Working Group
- Health & Safety Working Group
- National Federation FOI Network
- National Federation Adult Therapy Services Working Group
- National Federation Safeguarding Implementation Group
- National Federation Pension & Life Assurance Scheme – Trustees
- Social Care Worker's Task Group

### External Groups

- National Consultative Forum
- Disability Stakeholders Group (DSG)
- National Children First Implementation Steering Committee
- National Intellectual Disability Database
- Sleepovers / European Working Time Directive (EWTD) Working Group
- National Steering Committee on Universal Access
- Department of Health Personalised Budgets Task Force
- Public Transport Accessibility Committee (PTAC)
- Housing Sub Group (National Housing Strategy for People with a Disability)
- Transforming Lives Steering Group & Associated Working Groups
- HSE National Joint Council
- HSE's KPI Development Steering Group
- HSE Joint Information and Consultation Forum
- HSE / Umbrella Organisations – Human Resources & Finance Group







- **HSE / Disability Funded Agencies Safeguarding Reference Group**
- **HSE Oversight & Development Forum**
- **HSE Policies, Procedures, Protocols and Guidelines (PPPG) Working Group**
- **HSE School Leavers Working Group**
- **HSE New Directions Working Group on the Comprehensive Employment Strategy**
- **Inclusive Research Network**
- **National Safeguarding Committee**
- **National Steering Team to undertake the Revision of the HSE Complaints Policy, Your Service Your Say**
- **Department of Public Expenditure & Reform - Public Service Users Network (PSUN)**



The National Federation of Voluntary Bodies Providing Services to People with Intellectual Disability is a national umbrella organisation for voluntary/non-statutory agencies who provide direct services to people with intellectual disability in Ireland. Our Member Organisations provide services to people with intellectual disability and their families in the Republic of Ireland and account for in excess of 85% of this country's direct service provision to people with an intellectual disability.

The services provided to people with an intellectual disability are founded on the values as set out in the O'Brien (1997) Principles of Inclusion, Choice, Dignity, Respect, Participation and Contribution. They are rooted in the rights based perspective that people with intellectual disability have the right to live full and active lives, and be active participating members of their own community.

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# National Federation *of* Voluntary Bodies

*Supporting people with intellectual disability (CLG)*