

# NATIONAL FEDERATION OF VOLUNTARY BODIES

## *Providing Services to People with Intellectual Disability*

### National Federation of Voluntary Bodies – Results of Survey of Member Organisations in relation to the Value for Money Review

No	Recomm endations	Has your organisation engaged in any of the following actions and please specify the outcome.	Yes	No	N/A	Comment
<b>1</b>	<b>Internal Review</b>					
	<b>5.42</b>	Has your organisation put in place a <u>process to review the findings of the VFM review</u> across the agency and to develop an implementation plan to act on relevant recommendations?	<b>91%</b>	<b>9%</b>		The VFM report collected its data in 2009 sig further cuts have been experienced by disability sector since then and therefore most of the areas outlined with regard to possible savings in the report have already been examined and continued to be monitored by our memberships.
<b>2</b>	<b>Audit of Rosters</b>					
	<b>5.25 &amp; 5.27</b>	<i>“Value for Money states that providers should audit and critically review rosters, and make necessary adjustments to rationalise staff deployment patterns across service units, consistent with client need and cost-effectiveness.”</i>  Have you set up a process to complete an audit of all rosters by January 2013?	<b>100%</b>			
<b>3</b>	<b>Complaints Procedure</b>					
	<b>3.2</b>	Do you have a complaints procedure?	<b>100%</b>			
<b>4</b>	<b>Governance</b>					
	<b>3.10 &amp; 4.1</b>	Has your organisation signed up for the code of good Governance of voluntary organisations?	<b>49%</b>	<b>51%</b>		While 51% of respondents have not yet signed up the majority are currently examining what is required in order to do so.
<b>5</b>	<b>Skill Mix</b>					
	<b>5.24</b>	<i>“The appropriate mix of professional and non-professional staff needed to deliver services and supports should be determined through an examination of skills, functions and grades.”</i>				
	<b>4.7</b>	Have you taken steps to rationalise grade structures and create a flatter organisation taking account of work practices and skills mix flexibility measures under Croke Park Agreement?	<b>89%</b>	<b>11%</b>		In cooperation with their staff the vast majority have addressed this area and made significant savings. Exceptions to this would be very small providers.
	<b>4.8</b>	Have you taken steps to reduce professionally qualified care staff with non-professionally qualified care staff?	<b>73%</b>	<b>27%</b>		In cooperation with their staff the vast majority have addressed this area and made significant savings. Exceptions to this would be very small providers.
<b>6</b>	<b>Future Direction of the Disability Services Program</b>					
	<b>7.9 &amp; 7.10</b>	Has your organisation initiatives in place to move towards more flexible Individualised supports?	<b>91%</b>	<b>9%</b>		

No	Recomm endations	Has your organisation engaged in any of the following actions and please specify the outcome.	Yes	No	N/A	Comment
<b>7</b>	<b>Resource Allocation Model</b>					
	<b>5.31</b>	<p><i>"Pending the implementation of a resource allocation model, the HSE should work with agencies from 2012 onwards through the mechanism of the SLA process to reduce current direct pay costs to the levels set out in Table 5.18 (based on data given by agencies in respect of staff/client ratios on their 2009 SLA Schedule 3 returns)."</i></p> <p>Has your organisation been involved in the NDA pilot project on resource allocation?</p>	<b>39%</b>	<b>59%</b>	<b>2%</b>	The NDA limited the number of organisations that could participate in the study.
	<b>5.32</b>	Have you considered redeployment and reassignment of staff to areas of greatest need (increased flexibility)?	100%			
<b>8</b>	<b>Unit Cost base</b>					
	<b>5.36</b>	<p><i>"The HSE and disability service providers should critically examine their existing cost base. The HSE and disability agencies to establish the reasons for costs that remain higher than the average costs detailed in the Review."</i></p> <p>Have the HSE begun a process, through the SLA process to reduce the current direct pay costs?</p>	38%	62%		
		Has your organisation examined your unit costs against the targeted average costs outlined in the VFM Report?	89%	11%		
		Have you sought renegotiation of pricing of all non-pay items including rental agreements and leases, insurances, maintenance contracts etc.,	100%			
<b>9</b>	<b>Measurement of Outputs</b>					
	<b>5.9</b>	Has your organisation explored the development of Alternative Community Respite Supports other than Residential Respite?	78%	22%		Some organisations do not provide respite services
<b>10</b>	<b>Quality</b>					
	<b>6.3</b>	Do you have a system in place to measure personal, organisational and programme levels of outcomes?	71%	29%		

<b>No</b>	<b>Recommendations</b>	<b>Has your organisation engaged in any of the following actions and please specify the outcome.</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
	<b>6.4</b>	Has your organisation an accredited quality assurance system in place?	60%	40%		
	<b>6.6 &amp; 7.8</b>	Do you measure outcomes of person centered plans?	<b>93%</b>	<b>7%</b>		
<b>11</b>	<b>Transport</b>					
	<b>4.12</b>	Have you encouraged increased use of public transport and rural transport initiatives?	<b>82%</b>	<b>18%</b>		While a number of agencies have responded 'No' to this question they are typically rural organisations with no access to public/rural transport
	<b>4.13</b>	Have you explored sharing transport services with local services and community providers?	<b>85%</b>	<b>11%</b>	<b>4%</b>	
	<b>4.14</b>	Have you introduced transport charges?	<b>28%</b>	<b>70%</b>	<b>2%</b>	
<b>No</b>	<b>Recommendations</b>	<b>Has your organisation engaged in any of the following actions and please specify the outcome.</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
<b>12</b>	<b>5.39 &amp; 5.40</b>	1. Elimination of use of agency staff except in emergencies?	<b>85%</b>	<b>15%</b>		There are situations where the use of agency staff costs less.
		2. Non filling of vacant posts?	<b>89%</b>	<b>7%</b>	<b>4%</b>	
		3. Non replacement of staff on maternity or long/short term illness?	<b>80%</b>	<b>16%</b>	<b>4%</b>	
		4. Essential maintenance work only being carried out?	<b>98%</b>	<b>2%</b>		
		5. Ensure all eligible clients have their medical cards and are availing of full benefits?	<b>89%</b>	<b>4%</b>	<b>7%</b>	
		6. Increased use of volunteers to support people?	<b>89%</b>	<b>11%</b>		
		7. Reductions in weekend supports?	<b>55%</b>	<b>38%</b>	<b>7%</b>	
		8. Elimination of all non-funded additional services to people?	<b>55%</b>	<b>28%</b>	<b>17%</b>	
		9. Reduction of administration costs?	<b>98%</b>	<b>2%</b>		
		10. Increased flexibility and changes in work practices and rostering agreed under Public Service Agreement (Croke Park) e.g. reduced working hours, term time, etc?	<b>89%</b>	<b>2%</b>	<b>9%</b>	
		11. Significant limiting exposure to premium intervals?	<b>66%</b>	<b>17%</b>	<b>17%</b>	

	12. Significant absenteeism control programmes?	<b>91%</b>	<b>9%</b>		
	13. Introduced changes in the organisation's sick pay schemes?	<b>49%</b>	<b>47%</b>	<b>4%</b>	
	14. Introduced a performance management system at individual or team level?	<b>67%</b>	<b>33%</b>		
	15. Increased utilisation of Job Bridge?	<b>49%</b>	<b>39%</b>	<b>12%</b>	Only in cases where there is mutual benefit in accordance with the terms of the scheme
	16. Reduction in waking night and sleepover cover?	<b>53%</b>	<b>40%</b>	<b>7%</b>	
	17. Reduction in number of premises rented?	<b>36%</b>	<b>50%</b>	<b>14%</b>	
	18. Introduction of "lean management" techniques across organisations?	<b>86%</b>	<b>14%</b>		
	19. Reduction in travel expenses via carpooling and teleconferencing?	<b>87%</b>	<b>9%</b>	<b>4%</b>	
	20. Cessation of external staff training initiatives?	<b>70%</b>	<b>30%</b>		
	21. Requests for voluntary contributions from families?	<b>49%</b>	<b>51%</b>		
	22. Reduction in training costs?	<b>91%</b>	<b>7%</b>		
	23. Redeployment of staff to the HSE?	<b>18%</b>	<b>69%</b>	<b>13%</b>	