
NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability

National Federation of Voluntary Bodies Secretariat



Service Plan 2015

Cover Artwork by Carmel Long



“My name is Carmel Long, I am 70 years old. I am originally from Templeogue in Dublin but I have lived in Community living in Stewarts Care, Palmerstown for many years. I attend Senior Citizens Day Services Monday to Friday.”

I really enjoy art especially drawing birds and wildlife and I do lots of art in various media in my Day Service.

I love to go to concerts and musical shows and I take part in regular music sessions in my Day Service. I enjoy going to the Gym weekly and I have taken part in many Special Olympic Competitions over the years including the games in Limerick last year.”

National Federation of Voluntary Bodies

Secretariat Service Plan 2015



Service Plan 2015

– Introduction

It gives me great pleasure to present the National Federation of Voluntary Bodies' Secretariat Service Plan for 2015.

Member Organisations of the National Federation are voluntary organisations who have a proud tradition in providing a wide range of services and supports to people with intellectual disability in Ireland from birth to end of life. These services are provided on behalf of the HSE on the basis of Service Arrangements, which are signed annually.

2014 represented the final year of our Strategic Plan "*Meeting the Challenges in Changing Times*", which covered the period 2011-2014, during which time the strategic objectives outlined in the Plan were achieved in full.

The challenges facing voluntary organisations providing services to people with intellectual disability over the past few years have been manifold. Years of successive funding cuts, while demand for supports have been increasing, together with the challenges presented by the introduction of the HIQA Regulations for Residential Services for people with disabilities have made it a very difficult time for service providers. When the new compliance requirements are also considered the scale and complexity of the challenges presented become apparent.

There has seldom been a richer policy landscape for people with disabilities in Ireland, full of potential with an overarching objective of developing world-class person centred services and supports in line with the principles contained in the United Nations Convention on the Rights of Persons with Disabilities.

My Team, working closely with our Board, will provide leadership and practical support to our member organisations in the implementation of key national policies and relevant legislation including the following:

- ✚ Value for Money & Disability Policy Review;
- ✚ New Directions;
- ✚ Progressing Disability Services for Children and Young People;
- ✚ National Disability Strategy;
- ✚ National Housing Strategy for People with Disabilities 2011-2016;
- ✚ Children First;
- ✚ Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures;
- ✚ Assisted Decision Making (Capacity) Legislation;
- ✚ Education Policies.

With regard to this policy work I am delighted to announce the development of a Policy Library Reference Tool which will provide a reference map of policies and legislation of particular relevance to people with disabilities, their families and the people who support them for whom I expect it will be of significant benefit.

Our Service Plan contains a comprehensive and extensive range of actions which have been divided into 6 distinct areas as follows:

- ✚ Implementation of National policy and legislation;
- ✚ Quality, Innovation and Standards;
- ✚ Human Resources, Employee Wellbeing and Development;
- ✚ Governance and Finance;
- ✚ Information Sharing;
- ✚ Engagement with External Stakeholders.

I want to take this opportunity to thank the members of our various Sub Committees and Task Groups whose contributions are invaluable and much appreciated.

Finally, I want to express my gratitude to each member of my Team for the energy, commitment and integrity which each brings to their respective roles in the delivery of this Service Plan for 2015 and most importantly for the support they have given me over the past year in particular.



SIGNED:

**Brian O'Donnell,
Chief Executive.**

Implementation of National Policy & Legislation

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

Value for Money & Disability Policy Review

- Participate on the Value for Money Working Group 1 - Person-Centred Model of Services & Supports – Strategic Planning
- Congregated Settings
 - Monitor and respond to developments in the implementation of the Congregated Settings report.
 - Represent the National Federation on the Working Group to be established by the HSE to implement Congregated Settings. Represent the views of our members in this process and collaborate with all key stakeholders in progressing the movement of individuals from congregated settings to living in the community.
 - Provide regular updates to members on developments in the progression of the Congregated Settings work.
- New Directions
 - Participate and represent the views of the member organisations on the working groups considering the development and introduction of standards for day services and also the future model for day services as outlined in the New Directions Report.
 - Support the development of accessible information on the standards for day services once finalised.
- Progressing Disability Services for Children & Young People
 - Re-establish the National Federation's PDSCYP Reference Group to ensure that members' views are brought to the attention of the Value for Money Steering Group / relevant Sub Group.
- Convene a meeting of the members of the National Federation who are nominees on the Value for Money Steering Group and associated Sub Groups, the purpose of which is to identify the priority issues being considered by each group and methods of working to progress same. Discuss how feedback from each of the Sub Groups can be best communicated to the wider membership.

National Housing Strategy for People with Disabilities 2011-2016

- Participate in the Housing Sub Group tasked with implementation of the Strategy, and communicate with members on key issues and opportunities arising through this process.

National Disability Strategy

- Seek Federation representation on the re-established Disability Stakeholders Group to be established by the Department of Justice in spring 2015.

National roll-out of Informing Families Guidelines

- Collaborate with the HSE in the development and implementation of a national strategy to roll-out the *National Best Practice Guidelines for Informing Families of their Child's Disability*, including the provision of a Train the Trainers programme in 2015 to target geographical areas; specific training to cover national paediatric and maternity hospitals; and liaise with training and professional bodies to further encourage the adoption of the training materials.

Individualised Supports

- Facilitate the community of learning established through the Next Steps Project to further the development of individualised supports in our member organisations and communicate learning outcomes internally and externally from this work.
- Reflect on the outcomes of the Immersion Project and the Enabling Excellence training that took place in 2014 to establish the steps to take to ensure that the investment in these programmes is used to best effect and that the learning and practice innovation that these programmes fostered continues.

Assisted Decision-Making (Capacity) Legislation

- Monitor the status of the Assisted Decision-making (Capacity) Legislation and communicate the importance of its enactment.
- On enactment of Capacity Legislation arrange communications and briefing event for our member organisations.
- Monitor the outcomes of implementation of Capacity legislation and communicate where necessary with key stakeholders the views of our member organisations in this regard.

Sexual Offences Legislation

- Monitor the progress of the Criminal Law (Sexual Offences) Bill 2014 as it proceeds through the Oireachtas during 2015; lobby where necessary to ensure the views of our members are represented; and communicate developments to members as they occur.

Access to Justice Project (AJuPID)

- The Access to Justice for Persons with Intellectual Disabilities is a Project funded by the European Union with the following aims:
 - To train family members, friends and others to better support people with disabilities when they make decisions.
 - To train legal guardians and court staff about the UN Convention on the Rights of Persons with Disabilities and the rights of people with disabilities.The National Federation Secretariat will participate in this project by:
 - Organising a Study Visit and hosting a Trans National Partners meeting.
 - Continuing to participate and contribute to the project work.

Children First - National Guidelines for the Protection and Welfare of Children

- Participate on the HSE Social Care Steering Group with regards to Children First and represent the views of the member organisations in this forum.
- Support the work of the National Federation's Children First Implementation Group which aims to provide a forum for those involved in child protection and welfare to meet and discuss issues of common concern.
- Organise a national conference in March 2015 on the general theme of child protection and welfare and share information with our members and all stakeholders on Children's First.
- Support member organisations to implement the provisions of the Children First Bill, 2014 once enacted.
- Support the roll out of Children First training for all staff members requiring such training.

Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures

- Support member organisations in the implementation of the national policy launched by the HSE in December 2014.
- Arrange a briefing session for members on the provisions of the policy and the implementation plan.
- Represent National Federation members on the National Implementation Task Group established to support the implementation of the HSE's '6-point plan' aimed at promoting safety and quality service provision within the disability sector.

Education Policies

- Monitor the progress of the National Council for Special Education's *Proposed Model for Allocation of Special Education Teaching Resources in Mainstream Schools* and communicate developments and outcomes to the member organisations.

Vocational Training & Employment

- Organise a Shared Innovative Learning event with regards to the forthcoming Comprehensive Employment Strategy, and innovations in relation to vocational training and employment.

Person Centred Medication Management

- Provide input into the Nursing and Midwifery Board of Ireland consultation process in relation to the draft Standards for Medicine Management for Nurses and Midwives with respect to the social care section of same using previous research conducted by the National Federation in this area.
- Liaise with HIQA with regard to the guidance document to be developed in relation to medication management.

Inclusive Research Network

- Support the members of the Inclusive Research Network as they carry out the work of the network
- Support the communication of the outcomes of the work of the Inclusive Research Network with all key stakeholders

Support the work of the Implementation of National Policy Sub Committee

- Organise 4 meetings in 2015
- Support the implementation of the work plan of the Sub Committee
- Communicate outcomes with the wider Federation and all key stakeholders

Policy Library Reference Tool

- Develop and disseminate a tool to provide an on-line library of current legislation and policies in Ireland that are particularly relevant to people with disabilities, their families and the staff and organisations that support them.
- Update the policy library on a quarterly basis to ensure an up to date resource is provided.

Disability Policy Impact Assessment

- Discuss with NDA an agreed approach to assess the level of awareness and potential impact of the current disability policy agenda with member organisations and other key stakeholders.

Quality, Innovation & Standards

During 2015 the National Federation Secretariat will support member organisations in the delivery of quality and safe person centred services which seek to empower individuals to live the best life they can.

HIQA - Supporting our members in implementation of Regulations

- Participate in the HIQA Service Providers Forum and raise issues arising for members as necessary.
- Make submissions to HIQA on key topics / themes and provide feedback on guidance documents.
- Participate in the NDA review of the Regulations for Residential Services for children & adults with Disabilities which is due to be completed by mid-2015.
- Prepare an outline of costings relating to the implementation of HIQA recommendations.

New Directions Standards

- Consider and respond to developments arising from the HSE consultations on national standards for New Directions.
- Support the development of accessible information for the Standards when issued.

HSE Service Improvement Teams

- Engage with the HSE Service Improvement Teams with regards to quality issues.
- Arrange a meeting with Federation member organisations involved in the service improvement process to consider the outcomes arising from the process and support the sharing of information and learning across all organisations.

Innovation

- Through continued work on initiatives such as the Next Steps Project and the National Federation's Shared Innovative Learning events promote an outcomes based approach to quality within services.

Health related Quality & Access Policies

- Consider the Healthy Ireland Framework as it applies to people with an intellectual disability in addition to the HSE Access Guidelines & Directorate on Health & Wellbeing in order to determine how best people with an intellectual disability can be supported.

Ageing

- Arrange for a presentation for National Federation member organisations on the results of the second wave of data from the Intellectual Disability Supplement to The Irish Longitudinal study on Ageing (TILDA) research project.
- Consider the implications of the Fair Deal Scheme as it applies to people with intellectual disabilities who are getting older and make recommendations as appropriate.

Support the Quality & Standards Sub Committee

- Organise 4 meetings in 2015.
- Support the implementation of the work plan of the Sub Committee.
- Communicate outcomes with the wider Federation and all key stakeholders.
- Arrange for the establishment of a National Working Group on Seclusion & Restraint.
- Through the work of the Quality and Standards Sub Committee support member organisations in sharing information in relation to quality systems and the implementation of same.

Human Resources / Employee Well-being & Development

HR / Industrial Relations Issues

- Brief members on key human resources / industrial relations issues affecting the sector.
- Facilitate regular engagement with Corporate Employee Relations Services, HSE.
- Ensure the interests of member organisations are represented at national fora such as the National Joint Council (NJC) and the Joint Information & Consultation Forum (JICF)
- Address issues arising in relation to the implementation of the Haddington Road Agreement and to represent the views of the sector in any follow-on agreement.

Health Services Executive

- Participate in the health sector people management strategy 2015-2018 being developed by the HSE.
- Liaise with the HSE Human Resources Directorate to ensure that the concerns of member organisations are addressed.
- Participate in the HSE Employee Engagement Survey / development of local and national action plans aimed at improving employee satisfaction levels.

Garda Vetting

- Ensure that organisations have effective garda vetting procedures in place and that concerns arising for organisations in relation to garda vetting are addressed.
- Ensure organisations are compliant with the provisions of the National Vetting Bureau Act, 2012.

HR Shared Services

- Facilitate discussion to explore possible options in relation human resources shared services for Federation members.

Workforce Planning / Skill Mix

- Liaise with the HSE in relation to the workforce planning project being implemented.
- Gather baseline data on current staffing levels / grades and planning for future staffing requirements.
- Through the work of the Service Improvement Teams, HSE, establish good practice examples in relation to skill mix initiatives.

Employee Well-Being

- Promote the wellbeing of employees working within Federation member organisations through the following:
 - Arrange a 1-day event focused on the theme of employee wellbeing.
 - Employee Assistance Programme – support the operation of the group Employee Assistance Programme which is in place for Federation members through VhiCorporate Solutions. Undertake an annual review of the Scheme and address any concerns arising with VhiCorporate Solutions.

- Pension & Death in Service
 - Administer the National Federation of Voluntary Bodies Pension & Life Assurance Scheme.
 - Convene a pension workshop for all pension administrators updating them on all elements of the pension scheme and income protection scheme.
 - Complete Pension Trustees Training in line with Pension Board's requirements.
 - Retirement Planning Seminars – Support members of the National Federation of Voluntary Bodies Pension & Life Assurance Scheme as they approach retirement by organising a one day Retirement Planning Seminar, in five geographic areas, for them and their partners to attend and to be briefed on:
 - Developing a healthy lifestyle in retirement;
 - Guidance on changing relationships in retirement and planning a new routine and using new found time with purpose;
 - Up to date information on Social Welfare / Taxation / Pension options.

- Income Protection
 - National Federation will work with Cornmarket to devise a strategy to promote the awareness and benefits of the Income Protection Scheme to ensure its future viability.

- Front Line Manager's Training Programme
 - Review the materials for the 'Managing for the future: Building your skills as a front line manager in a person centred environment' programme which is run in conjunction with the University of Limerick (UL).
 - Liaise with UL in relation to delivery of the programme in 2015.

- DELAROSE
 - Support the DELAROSE - Delivering E Learning Accreditation to Reduce Occupational Stress in Employment - Project which is focused on reducing occupational stress in Employment for health and social care professionals. A pilot programme will be run in 2015 by Waterford Institute of Technology (WIT) which will provide an opportunity to learners to gain a 'Certificate in the Management of Work Related Stress'.

Nominated Health Agencies Superannuation Scheme

- Re-establish the National Federation's NHASS Working Group in order to review the funding position of the Scheme for 2014 / 2015 and establish the position in relation to deficits / declining income.
- Liaise with the HSE in relation to the overall operation of the NHASS and funding issues arising.

Health & Safety / Employee Wellbeing Working Group

- Liaise with members of the Health & Safety / Employee Wellbeing Working Group.
- Address issues / concerns arising from the group in relation to HIQA inspections.

Servicing of Operational Human Resources Group

- Organise 4 meetings in 2015.
- Undertake a review of the work and functioning of the Operational HR Group.
- Support the implementation of the work plan of the Sub Committee.
- Communicate outcomes with the wider Federation and all key stakeholders.

Governance & Finance

Governance

Service Level Arrangements

- Co-operate with the other national disability umbrella organisations in the finalisation of the Service Level Arrangement (SLA) template with the HSE, including the obtaining of appropriate legal advice and consultation with respective member organisations.

Strategic Plan

- Develop a 4 year Strategic Plan for the National Federation of Voluntary Bodies in respect of period 2015-2018.
 - Comprehensive consultation process to include Area Federation Committees; Board of Directors; General Assembly and a survey of Federation membership.
- As part of the Strategic Plan review the Federation's Sub Committee structures and their terms of reference and also the development of a Member's Charter.

Reframing the relationship between the State and Voluntary Organisations

- Arrange for the development of a draft position paper in relation to above topic.
- Convene a meeting of all member organisations and their Board representative(s) to consider and provide feedback on the position paper.
- Produce a final position document for approval by the Board.
- Implement recommendations contained therein.
- Work with the HSE to develop a successor to "*Enhancing the Partnership*".

Resource Allocation Model

- Advocate for the finalisation of the Resource Allocation Model being developed by the NDA.

Freedom of Information Act

- Collect quarterly FOI statistics from member organisations.
- Collate and forward the statistical data to the Department of Finance and Office of the Information Commissioner.
- Collate end of year statistics for inclusion in the Annual Report of the Information Commissioner.
- Establish a network of FOI officers within the National Federation to discuss current developments in relation to Freedom of Information.

Data Protection & Records Retention

- Organise a briefing event in relation to client protection logs/records and retention of same.
- Liaise with the Office of the Information Commissioner and other relevant bodies in relation to updating of the Records Retention manual.

Value for Money – Efficiency Savings

- Establish the feasibility of negotiating a group insurance scheme for all Federation members.

Finance Sub Committee

- Support the implementation of the work plan of the Sub Committee.
- Communicate outcomes with the wider Federation and all key stakeholders.

- Engage with HSE's Service Improvement Team.

Internal Governance

As an incorporated company limited by guarantee it is important that the National Federation is operated in accordance with best corporate governance practice. It falls to the National Federation Secretariat to meet these obligations and also to ensure that its own affairs are managed efficiently and transparently.

- During 2015, the National Federation will arrange for
 - 8 meetings of Board of Directors;
 - 4 meetings of General Assembly;
 - An Annual General Meeting in September 2015;
 - Ongoing support to the Sub Committee structure;
 - Development of a Service Plan to give effect to objectives outlined in Strategic Plan;
 - Preparation of an Annual Report in respect of activities carried out in 2014;
 - Efficient and effective operation of the Secretariat office, including office management, leave management, payment of creditors, wages, etc.
- The Secretariat will arrange for the preparation and audit of financial accounts, including quarterly management accounts to be prepared and submitted to the Chairperson of the National Federation's Finance Sub Committee.
- Ensure that the National Federation Secretariat is fully compliant with the requirements of the Charities Act.
- Explore funding and other opportunities to maintain Secretariat's current service provision.
- Respond to issues arising from, and execute the actions agreed, of the National Federation Board and General Assembly.
- Organise an event for member organisations to develop a Governance Policy for the National Federation.

Information Sharing

Information Provision

Ensure member organisations and all other interested parties are kept up to date with information relevant to them by:

- Ensuring that our websites (www.fedvol.ie and www.informingfamilies.ie) are accessible and kept updated;
- Issuing weekly updates;
- Publication of 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 'Shared Learning' seminars throughout 2015;
- Circulation of regular e-mail bulletins;
- Facilitating the development of Easy to Read materials relevant to our sector in collaboration with the HSE, Department of Health and other key stakeholders.

Communication Strategy

Develop a comprehensive internal and external communication strategy

- Review the two way communication with Federation representatives on national working / steering groups.
- Arrange for the dissemination of information from Sub Committees to all members and through Federation Governance structures – General Assembly, National Federation Board, Area Federation Committees and Sub Committees.
- Identify areas of opportunities to promote the sector in a positive light and develop a protocol for responding to media requests for engagement.

Information gathering on key data related to the National Federation membership

- Develop and maintain an up-to-date comprehensive database of information on member organisations and services and supports provided.
- Where State bodies (e.g. HSE) seek information from member organisations, a copy should be provided to the National Federation Secretariat, for the purposes of developing submissions, lobbying in relation to budgets, etc.

Cancer Screening Workshops

- Liaise with the National Cancer Screening (NCS) in relation to the delivery of a series of cancer screening workshops aimed at equipping participants with the knowledge and skills required to support informed choice in relation to cancer screening and to provide accurate information about cancer screening services to people with an intellectual disability.

Engagement with External Stakeholders

A key element of the work of the National Federation is to engage with relevant external stakeholders. Key activities for 2015 in this regard include:

- Arrange regular meetings with parent representatives and advocacy groups, including Inclusion Ireland, National Parents & Siblings Alliance and the National Advocacy Service.
- A family representative will be appointed to the National Federation Board in 2015.
- Arrange meetings with Ministers, Government Departments, State agencies and bodies.
- Engage with key processes such as National Disability Strategy implementation, National Consultative Fora etc.

National Federation's Family / Friends Forum

- Apply for 2015 National Lottery funding to support a central resource in the Federation Secretariat, which is required to activate and sustain this initiative.
- Establish on a regional basis the Family / Friends Fora.

All-Party Parliamentary Group

- Establish and support an All Party Parliamentary Group the purpose of which will be to highlight and address issues that affect people with intellectual disability and their families.

Entelis Project

The European Network for Technology Enhanced Learning in an Inclusive Society project aims to help bridge the digital divide in Europe and worldwide by promoting the acquisition of digital skills and abilities to make effective use of assistive technology, for the empowerment and independence of people with disabilities of all ages.

Its strategy in accomplishing these goals involves the development of a sustainable network for knowledge exchange, and to support policies regarding both the development of disabled people's ability to make effective use of assistive technology, and the exploitation of ICT-AT in education to ensure equal opportunities. The National Federation Secretariat will contribute to this project in 2015 by:

- Organising a Seminar in November and a Trans-National Partner meeting.
- Ongoing support to the Quality Assurance work package of the project.