

NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability

National Federation of Voluntary Bodies Secretariat



Service Plan 2016

Cover Artwork by Claire Meagher



Claire is a talented artist with a clear vision for her life and an immense talent for painting.

She recently joined Special Olympics in Wexford and her hobbies include swimming, basketball, singing and dancing.

Claire attends RehabCare resource centre in Wexford, where she is supported to explore her interests and skills in a creative way.

National Federation of Voluntary Bodies

Secretariat Service Plan 2016

Implementation
of National
Policy &
Legislation

Quality,
Standards &
Innovation

Human Resources/
Employee Well-
Being &
Development

Governance &
Finance

Information
Sharing

Engagement
with External
Stakeholders

Service Plan 2016

Introduction

I am very happy to present the National Federation of Voluntary Bodies' Secretariat Service Plan for 2016.

As we enter into a new year the environment for service providers remains very challenging. Years of under-investment in the sector, combined with the moratorium on recruitment and successive years of cuts in core funding, together with the costs of compliance with the HIQA Regulations / Standards in Residential Disability Services have left many services in a situation where they are struggling to cope.

The need for a strong, cohesive and united National Federation has never been greater. The actions set out in this Service Plan are mindful of this fact and are designed to support the achievement of this objective.

Similar to last year our Service Plan contains a comprehensive and extensive range of actions, some a continuation of actions commenced in 2015, others new to address emerging challenges arising in a 2016 context. All 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.

Some new and existing highlights which will receive attention during 2016 are:

- ✚ Assisted Decision Making (Capacity) Act 2015;
- ✚ Housing for People with Intellectual Disabilities;
- ✚ Safeguarding Vulnerable Persons at Risk of Abuse;
- ✚ Interim Standards for New Directions;
- ✚ National Guidance on Restrictive Practices;
- ✚ HIQA Regulations / Standards;
- ✚ General Election 2016.

The achievement of the objectives set out in the Service Plan will, as always, require the full support of, and guidance of, our various Sub Committees and Task Groups and I want to express my gratitude to each member of the Sub Committees and Task Groups in advance.

I want to say a big thank you to each member of my team who put a lot of work into the development of the Service Plan 2016 and who are fully committed to the achievement of the ambitious goals set out.

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:

Transforming Lives (formerly named the Value for Money Disability Policy Review)

- Participate on the Transforming Lives National Steering Group.
- Participate on the Transforming Lives Working Group 1 - Person-Centred Model of Services & Supports – Strategic Planning.
- Arrange representation by the National Federation on all Transforming Lives Working Groups.
- **Congregated Settings**
 - Monitor and respond to developments in the implementation of the Congregated Settings report.
- **New Directions**
 - Support our members in the implementation of the *'Interim Standards for New Directions – Services and Supports for Adults with Disabilities'* through the work of the Quality and Standards Sub Committee.
- **Progressing Disability Services for Children & Young People (PDSCYP)**
 - Convene a meeting of the chairperson of the National Federation's PDSCYP reference Group, the National Federation CEO, the National Federation's representative on the National PDSCYP Group and the Chairperson of the National PDSCYP Group to discuss priorities for the group in 2016.
 - Support the National Federation's PDSCYP Reference Group to ensure that members' views are brought to the attention of the Transforming Lives Steering Group / relevant Sub Groups.

National Housing Strategy for People with a Disability 2011-2016

- Continue to 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.
- Participate in the Community Living Working Group of the Housing Sub Group to consider and progress housing matters relevant to people living in community settings (i.e. other than Congregated Settings) in relation to accessing mainstream housing options in line with the National Housing Strategy for People with a Disability 2011-2016.

National Disability Strategy

- Participate in the Disability Stakeholders Group convened by the Department of Justice.
- Contribute to the development of a new Implementation Plan having regard to the learning from the National Disability Strategy Implementation Plan 2013-2015.

National roll-out of Informing Families Guidelines

- Collaborate with the HSE in the implementation of a national strategy to roll-out the National Best Practice Guidelines for Informing Families of their Child's Disability.
- Carry out a structured usability and evaluation study on the website of the Informing Families project www.informingfamilies.ie to inform processes for providing early information to families and to ensure all materials are up to date.

Individualised Supports

- Reflect on the outcomes of the Immersion Project, Enabling Excellence, the Next Steps *Journey So Far* report and other relevant Irish and international research on individualised supports to inform the wider implementation of the national policy direction in the development of innovative models of support within our membership.
- Through this reflection and in consultation with member organisations, develop a proposal for the next phase of work of the community of learning established through the Next Steps Project to further the development of individualised supports.
- Continue to ensure that the investment in supports for individualised models is used to best effect and that the sharing of learning and practice innovation is fostered through work undertaken by member organisations.

Assisted Decision-Making (Capacity) Act 2015

- Arrange communications/briefings for our member organisations to provide information on the new legislation and its implications.
- Monitor the outcomes of implementation of Capacity legislation and communicate where necessary with key stakeholders the views of our member organisations in this regard.
- Collaborate in Quarter 1 with the Centre for Disability Law and Policy and Genio to organise a workshop on Supported Decision Making with Cher Nicholson (Applying Specialised Skills, Education and Training, South Australia 'ASSET'), who has developed and piloted a supported decision making programme in Southern Australia.

Sexual Offences Legislation

- Continue to monitor the progress of the Criminal Law (Sexual Offences) Bill 2015 as it proceeds through the Oireachtas in 2016 and 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 in 2016 by:

- Contributing to the ongoing work of the project;
- Organising a national awareness event to share learning from the project;
- Organising pilot training as one of the projects aims; and
- Participating in the final Project Conference in March 2016.

Education Policies

- Continue to monitor the progress of the National Council for Special Education's Proposed *Model for Allocation of Special Education Teaching Resources in Mainstream Schools*. Planned implementation of the model in the 2015/2016 school year was postponed by the Department of Education due to a need to work out further details in relation to descriptors for complex needs. It is therefore envisaged that this policy may be in place for the 2016/2017 school year. Developments and outcomes will continue to be communicated to member organisations as they arise in 2016.

Vocational Training & Employment

- Monitor the implementation of the Comprehensive Employment Strategy and communicate with member organisations on key issues and innovations with respect to vocational training and employment.

Inclusive Research Network

- Support the members of the Inclusive Research Network as they carry out the work of the network.
- Support the dissemination of the findings of 'Our Homes' Report launched in November 2015.
- Support the communication of the outcomes of the work of the Inclusive Research Network with all key stakeholders.
- Promote the work of the Inclusive Research Network and explore opportunities to broaden the membership of the Network.

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

- Continue to participate on the HSE Social Care Steering Group with regards to Children First and represent the views of National Federation member organisations in this forum.
- Support the work of the National Federation's Safeguarding Vulnerable Persons (Children & Adults) Group which was formally called the Children First Implementation Group. This group aims to provide a forum for those involved in promoting safety and protection and welfare issues to meet and discuss issues of common concern.
- Support member organisations to implement the provisions of the Children First Act, 2015.
- Liaise with the HSE on the development of the 'Introduction to Children First' online / eLearning module which will be rolled out to all volunteers / staff members during 2016.

Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures

- Participate in the Reference Group established by the National Safeguarding Office, HSE, to support the implementation of the National Safeguarding Policy within HSE Funded Agencies.
- Facilitate the National Federation's Safeguarding Vulnerable Persons (Children & Adults) Group whose role is to support member organisations in the implementation of the National Safeguarding Policy launched in December 2014.
- In early 2016 arrange briefing sessions for CEOs and Senior Managers on their roles / responsibilities in implementing the policy at organisational level and provide an update on national developments in relation to the implementation of the Policy.
- Represent National Federation member organisations on the National Inter-Sectoral Safeguarding Committee which was established in late 2015 to support the implementation of safeguarding provisions on a cross departmental basis. The Committee is chaired by Ms. Patricia Rickard Clarke and has representation from the HSE and a range of external bodies.

- 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.
- Following receipt of Pobal / Dormant Account Funding in 2015 develop a 'safeguarding' online information / training resource for volunteers and staff within member organisations, in particular front-line staff, those appointed as 'Persons-in-Charge' (PIC's) and Designated Officers. This online module will be available to organisations by autumn 2016 and a series of regional seminars will be held to promote the training module. A national conference will be organised to mark the end of the Project which will be focused on the general theme of 'Safeguarding'.

Policy Library Reference Tool

- Continue to update on a quarterly basis the National Federation's on-line Disability Policy Library Reference Tool, to provide updates and a repository of information on current legislation and policies in Ireland that are particularly relevant to people with disabilities, their families and the staff and organisations that support them.

Support the policy implementation function of the National Federation

- Organise a planning meeting of a Policy Advisory Committee in Quarter 1 of 2016.
- Agree a process through which all relevant policy work should proceed during the year.
- Support the implementation of the work plan in relation to implementation of national policy.
- Communicate outcomes with the wider Federation and all key stakeholders

Quality, Innovation & Standards

During 2016 the National Federation Secretariat will support member organisations in the delivery of quality and person-centred services which seek to empower individuals to live a life of their choosing.

HIQA - Supporting our members in implementation of Regulations & Standards

- Seek to ensure that the HIQA registration / inspection process results in improved quality of life outcomes for adults and children in residential services.
- Advocate for the early publication of the NDA Review of the Regulations for Residential Services for Children and Adults with Disabilities.
- Participate in the HIQA Service Providers Forum and raise issues arising for members as necessary.
- Liaise with HIQA on key topics / themes and provide feedback on Guidance Documents developed.
- Discuss the funding requirements of members with the HSE in relation to the implementation of compliance actions as required by HIQA.

Implementation of *Interim Standards for New Directions, Services and Supports for Adults with Disabilities*

- Support member organisations in the implementation of the interim standards for New Directions which aim to further develop individualised supports for adults participating in day services.
- Support the development of accessible information for the Standards when issued.

National Guidance on Restrictive Practices

- Support the work of the Restrictive Practices Working Group in the development of a national guidance document for member organisations on this topic.

HSE Service Improvement Teams / Quality Improvement Division

- Engage with the HSE Service Improvement Team in relation to their work and in particular with regard to quality issues emerging from the process and support the sharing of information and learning across all Federation member organisations.
- Liaise with the HSE Lead for Quality & Safety in relation to work underway to improve the quality of residential services with the following key themes: Leading for Improvement / Being person-centred / Supporting staff to improve / The delivery of safe, effective best practice care / Measuring and Learning for Improvement / Governing for quality and safety.
- Liaise with the HSE on the design of a 'Quality Framework' for disability services and associated self-audit as outlined in the HSE Service Plan 2016.

Quality & 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 the promotion of quality within services.

- Review previous research undertaken on quality systems in place within member organisations and explore ways of sharing experiences and promoting accreditation options.
- Promote internal policy development within agencies through the sharing of organisational policies and the enhancement of good governance.

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 benefit from and participate in framework initiatives.
- Cancer Screening Workshops - Liaise with the National Cancer Screening (NCSS) 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.

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 (IDS-TILDA) research project.
- Support and facilitate the work of the IDS-TILDA project in gathering data for the 4th wave of the project from individuals supported by member organisations.

Support the Quality & Standards Sub Committee

- Through the work of the Quality & Standards Sub Committee, support member organisations in sharing information in relation to quality systems and the implementation of HIQA related Regulations / Standards.
- Organise 4 meetings of the Quality & Standards Sub-Committee during 2016.
- Support the implementation of the work plan of the Sub Committee.
- Communicate outcomes with the wider Federation membership and relevant stakeholders.

Human Resources / Employee Well-being & Development

During 2016 the National Federation will continue to have a key focus on human resources / employee well-being and development matters. This work will include a focus on the following:

HR / Industrial Relations Matters

- 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 relevant national agreements.

Health Services Executive

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

Strategic Human Resource Issues

- Facilitate discussion with member organisations in relation to the key strategic human resources issues facing the sector and identify priority areas to address.

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, identify good practice examples in relation to skill mix and other relevant human resources initiatives.

Garda Vetting

- Address concerns arising for organisations in relation to garda vetting.
- Arrange a briefing session for Federation members on the National Vetting Bureau Act, 2012.

Employee Well-Being

- Promote the wellbeing of employees working within Federation member organisations through the following:
 - 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.

- Identify work which is underway within organisations in relation to the promotion of employee health and wellbeing and share relevant learning.

- **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(s) 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**

- The 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**

- Finalise the review of 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 the UL in relation to delivery of the next cycle of the programme which will commence in early 2016.

Nominated Health Agencies Superannuation Scheme

- Liaise with the HSE in relation to the overall operation of the NHASS and funding issues arising.
- Convene meetings and support the work of the National Federation NHASS Working Group as required.

Health & Safety / Employee Well-being Working Group

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

Servicing of Operational Human Resources Group

- Organise 4 meetings of the Operational Human Resources Group during 2016.
- Support the implementation of the work plan of the Group.
- Communicate outcomes with the wider Federation and all key stakeholders.
- Organise briefing sessions, on relevant topics, for members as required during 2016.

Governance & Finance

Governance

Service Arrangements

- The National Federation will continue its representation on the HSE's Service Arrangement and Oversight Development Forum.
- Work with the HSE to develop a successor to "*Enhancing the Partnership*".

Strategic Plan

- Finalise, disseminate and commence work on implementing the National Federation's 4 year Strategic Plan in respect of period 2016-2019.
- As part of the Strategic Plan review the Federation's Sub Committee structures and their terms of reference.
- Finalise the development of a Member's Charter.

Resource Allocation Model

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

Freedom of Information

- 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.
- Support the National Federation FOI Network that was set up to discuss current developments in relation to Freedom of Information.

Data Protection & Records Retention

- Liaise with the Data Protection Office to organise a briefing event for member organisations.
- Continue working with a sub group of the National Federation FOI Network in updating the Records Retention Manual.

Finance Sub Committee

- Support the implementation of the work plan of the Finance Sub Committee.
- Communicate outcomes with the wider Federation membership 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 2016, the National Federation will arrange for
 - 8 meetings of Board of Directors;
 - 4 meetings of General Assembly;
 - An Annual General Meeting in September 2016;
 - 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 2015;
 - 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 and Lobbying Act 2015
- 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.

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 2016;
- 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

- Discuss how the two-way communication process with Federation representatives can best work to ensure that the wider membership is aware of all key issues and has issues of importance raised in external forums.
- Develop a template to be circulated to National Federation members who are nominees on various external Steering Committees and Working Groups at a national level to guide communication and identify the priority issues being considered by each group and methods of working to progress same.
- 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.

Engagement with External Stakeholders

A key element of the work of the National Federation is to engage with relevant external stakeholders. Key activities for 2016 in this regard include:

- Arrange regular meetings with parent representatives, advocacy groups and disability umbrella organisations.
- Arrange meetings with Ministers, Government Departments, State agencies and bodies as required.
- Engage with key processes such as National Disability Strategy implementation, National Consultative Fora etc.

National Federation's Family / Friends Forum

- Progress Family Forum in consultation with members using funding secured through the 2015 National Lottery Funding grant.

All-Party Parliamentary Group

- Support the work of the All Party Parliamentary Group, the purpose of which is to highlight and address issues that affect people with intellectual disability and their families.
- Develop an 'Election Bulletin' to inform candidates for the 2016 General Election about issues of importance to people with intellectual disability.

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 2016 by:

- Providing ongoing support to the Quality Assurance work package of the project.
- Disseminating the evaluation report of the seminar which took place in November 2015.