

NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability



National Federation of Voluntary Bodies
Secretariat Service Plan 2017



Cover Artwork by Maeve Connolly

Maeve is a local artist in the Dublin 12 area. She has always loved the Arts and started painting about five years ago.

Maeve has exhibited her work, with her recent exhibition “The Harvest” which was held in The Farmhouse Cafe, Walkinstown, Dublin.

Maeve got her inspiration for her paintings by spending time on holidays in Offaly, Galway, Cork and other places in Ireland when she was a child and over the years.

Maeve loves to watch the seasons change and likes to capture the different colours and scenes from each season.

Maeve is supported by our member organisation, St. Michael’s House.

National Federation of Voluntary Bodies

Secretariat Service Plan 2017



Introduction

I am happy to present the Service Plan of the Secretariat of the National Federation of Voluntary Bodies for 2017.

The Service Plan has been prepared following consultation with member organisations, my Board and other key stakeholders. It is reflective of priorities identified in a 2017 context.

While we as a sector welcomed the announcement of some new funding for developments in 2017, which will enable continued progress to be made in De-congregation, Adult Day Services and Children's Disability Services it is true to say that there remains an existential crisis facing the sector as we look forward to the year ahead. In this regard, I have included as a priority area for action in our Service Plan a section on Addressing Service Delivery Crisis.

In 2017 it is vitally important that we remain strong, united and focussed in the face of the many challenges still presenting.

Our Service Plan 2017 is comprehensive and ambitious containing an extensive work programme designed to meet these challenges as efficiently and effectively as possible. Some new and existing topics which will receive attention during 2017 are:

- Adult Therapy Supports
- HIQA Review of Regulations and Standards
- Management of Residential Supports including Emergencies
- Workforce Planning/Skills Mix
- Employee Well-being
- Annual Compliance Process

We will also for the first time be establishing an Information Technology (IT) Sub Committee and will invite participation on it by all member organisations.

As always delivery of the Service Plan is very dependent on the input, support and guidance of our various Sub Committees and Task Groups which continue to be an indispensable part of our Federation and whose contributions are highly valued and much appreciated.

I also want to express my gratitude to each member of my own team for their continued commitment and professionalism. They are dedicated in their daily work to the achievement of the ambitious goals set out in this Service Plan.

Brian O'Donnell
Chief Executive.

Addressing Service Delivery Crisis

Important factors causing a crisis in our sector include the following:

- A residential crisis impacting on the person, their carers and the organisation.
- A complete breakdown in respite care which is having a devastating impact on the service providers' capacity to respond to emergency cases creating serious client / family difficulties.
- The lack of adequate and appropriate day supports for new admissions or for those with changing needs.
- Unsafe and inappropriate day support facilities which do not justify further investment and creates a need for new facilities.
- Ageing and unsafe transport fleets.
- Significant staff recruitment and retention difficulties within our sector.
- Lack of essential multi-disciplinary supports.
- Financial solvency and viability of organisations.
- Financial and operational costs of compliance.

The confluence of these factors is creating a crisis in the sector of unprecedented severity.

It is our intention to highlight the nature and severity of this crisis in our meetings with HSE, Government and other State Authorities and to actively seek out measures for their resolution.

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 & Working Groups, and continue to represent the views and concerns of National Federation members.
- Provide ongoing feedback through the National Federation Secretariat to members on the workings of the groups.
- Priorities of the Transforming Lives Programme in 2017 will be:
 - Forecasting demands for disability services;
 - Evaluation of congregated settings accelerated programme;
 - Development of a communication plan;
 - Housing for people with disabilities.

Progressing Disability Services for Children & Young People (PDSCYP)

- The National Federation will convene a meeting of a small PDSCYP Task Group to consider how to proactively address the challenges arising for National Federation members.
- 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.

Adult Therapy Services

- The purpose of this work is to develop a submission paper to submit to the HSE to highlight the effect the PDSCYP programme is having on services for adults with intellectual disability
- Support the work of the therapists who are developing the submission

New Directions

- We will through our National Federation representatives on the New Directions National Implementation Group be actively involved in supporting the achievement of the following Group's targets for 2017:
 - The establishment of a CHO implementation structure;
 - Implementation of a Person Centred Planning Framework;
 - Identify change / reconfiguration;
 - Implementation of Interim Standards;
 - Analysis of current resource allocation for Day Services Provision;
 - Provision of new services for school leavers in line with New Directions;
 - Development of Transition and PCP programmes for those existing Rehabilitative Programmes.

Congregated Settings

- Continue to advocate for the full implementation of the *Time to Move On from Congregated Settings* report.

Residential supports and Housing

- **National Housing Strategy for People with a Disability**
Continue to participate on the Housing Sub Group tasked with implementation of the Strategy, and communicate with members on key issues and opportunities arising through this process. Participate on 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*.
- **Home Sharing**
Support the HSE in its implementation of the findings of its 2016 report "*Home Sharing in Intellectual Disability Services in Ireland*".
- **Management of Residential Supports including emergency placements and supports within the CHO Areas Draft Policy**
Provide feedback to the HSE's draft policy and meet with HSE representatives in relation to the issues arising with respect of the draft policy and in relation to supports for people living in the community to access homes of their choice.

National Disability Strategy

- Participate on the Disability Stakeholders Group convened by the Department of Justice.
- Contribute to implementation of the National Disability Strategy Inclusion Plan 2016-2020.

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*.
- Provide training in a range of maternity, paediatric and early service settings to underpin the implementation process and liaise with HSE Communications to disseminate information to key stakeholders.
- Complete structured usability and evaluation study on the Informing Families website www.informingfamilies.ie which was begun in 2016, to inform processes for providing early information to families and to ensure all materials are up to date.

Individualised Supports

- Progress the next phase of work of the community of learning established through the Next Steps Project; '*Growing the Change*', to further the development of individualised supports and continue to facilitate the work of the community.
- 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.

- 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.
- Identify barriers and challenges in the implementation of individualised supports and bring these issues to key stakeholders.

Task force on Personalised Budgets

- Continue to participate on the taskforce, representing the views of member organisations.

Assisted Decision-Making (Capacity) Act 2015

- Participate on the HSE Social Inclusion's National Disability Team for the *Assisted Decision-Making (Capacity) Act*.
- Organise a seminar to provide information on the Assisted Decision Making (Capacity) Act when the Decision Support Service is established with involvement from self-advocates from the Inclusive Research Network.

Sexual Offences Legislation

- Continue to monitor the progress of the Criminal Law (Sexual Offences) Bill 2015 as it proceeds through the Oireachtas in 2017 and lobby where necessary to ensure the views of our members are represented; and communicate developments to members as they occur.

Education Policies

- Communicate developments and outcomes to member organisations on the implementation of the National Council for Special Education's *Model for Allocation of Special Education Teaching Resources in Mainstream Schools*, as they arise in 2017.
- Arrange for a presentation for member organisations from the Department of Education and Skills on the new Model ahead of implementation.
- Arrange meeting with the Departments of Education & Skills and the Department of Health to discuss issues arising for member organisations who are Patrons of Special Schools.

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 communication of the outcomes of the work of the Inclusive Research Network with all key stakeholders.
- Promote the work of the Inclusive Research Network on their latest research project on the topic of health.
- Continue to advocate on the The Criminal Law (Sexual Offences) Bill 2015 as it makes its way through the Oireachtas.

Safeguarding

- **Children:**
 - Support member organisations to implement the provisions of the Children First Act, 2015.
 - Continue to liaise with the HSE in relation to the implementation of Children First, the establishment of Children First Implementation Groups at CHO level and participate on the HSE Children First Social Care Steering Group – with the aim of representing the interests of National Federation member organisations.
 - Support the work of the National Federation’s Safeguarding (Children & Adults) 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.
- **Adults:**
 - Participate in the Reference Group established by the HSE National Safeguarding Office to support the implementation of the National Safeguarding Policy within HSE Funded Agencies.
 - Support member organisations in the implementation of the National Safeguarding Policy launched in December 2014 and contribute to the review of the National Safeguarding Policy which is due to commence in early 2017.
 - Represent National Federation member organisations on the National Safeguarding Committee, chaired by Ms. Patricia Rickard Clarke, which was established to support the implementation of safeguarding provisions on a cross departmental basis.
 - Participate in 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.
 - Facilitate the roll-out of the online ‘Safeguarding’ module to staff / volunteers across National Federation member organisations, in particular to front-line staff, those appointed as ‘Persons-in-Charge’ (PIC’s) and Designated Officers.

Policy Library Reference Tool

- Update the National Federation’s on-line Disability Policy Library Reference Tool, to provide 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

- Support the policy implementation function including through the convening of meetings with members to communicate with respect to policies on a wide range of areas; consulting with members on issues arising; and providing submissions and feedback to Government Departments and state bodies in line with the National Federation’s role in contributing to policy formation.

Liaise with 3rd level institutions to share learning & practice developments

- Provide lecture 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.
- Provide training regarding the needs of families of children with disabilities to the post-graduate medical students at the Graduate Entry Medical School at the University of Limerick.
- Respond to other relevant opportunities to share learning with 3rd level institutions.

Quality Standards & Innovation

During 2017 the National Federation Secretariat will support member organisations in the delivery of quality, person-centred services which seek to empower individuals to live a life of their choosing.

HIQA - Supporting our members in implementation of Regulations & Standards

- Advocate for the implementation of the NDA Review of the Regulations for Residential Services for Children and Adults with Disabilities.
- Seek to ensure that the HIQA registration / inspection process results in improved quality of life outcomes for adults and children in residential services.
- 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 member organisations with the HSE arising from the implementation of compliance actions as required by HIQA.
- Provide feedback to key stakeholders from the Voice Box Video Booth which gathered the lived experience of HIQA inspections from people with intellectual disabilities.
- Meet with Nursing Homes Ireland to discuss issues of mutual concern in relation to the implementation of the Regulations.
- Determine the support needs of 'Persons-In-Charge' with a view to hosting a training / networking event in autumn, 2017.
- Liaise with the Department of Housing, Planning, Community & Local Government in relation to the consultation process on the '*Draft Code of Practice for Fire Safety in New and Existing Community Dwelling Houses*'. Ensure that the views of Federation members are taken on board in the finalisation of the Code of Practice.

National Guidance on Restrictive Practices

- Support the Restrictive Practices Working Group in the finalisation 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 Phase 2 of their work.
- 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 / 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.

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.
- 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.

Planning to meet future service needs

- Arrange for a presentation for National Federation member organisations on the results of the report by Transforming Lives Working Group 1 - Forecasting Demand for Disability Services.
- Support the work of the IDS-TILDA project.
- Collate information from member organisations to determine the needs of people with intellectual disability who we support in respect of residential, day, respite, emergencies and changing needs, etc., and estimate the resource requirements to respond to these.

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. Also hold roundtable discussions in the area of rights, rights promotion, rights education, Charter of Rights and advocacy.
- Organise 4 meetings of the Quality & Standards Sub Committee during 2017.
- 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 2017 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 e.g. sleepovers, the European Working Time Directive, etc.
- 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 in relation to the implementation of the People Management Strategy 2015-2018 and ensure that the concerns of all Federation member organisations are addressed by the HSE.
- Participate in the regional briefing sessions of the HSE Employee Engagement Survey and in the development of local and national action plans aimed at improving employee satisfaction levels.
- Participate in the HSE / Umbrella Groups Working Group which was established to address human resources and finance issues arising for member organisations.
- Participate in the review of the Trust in Care Policy which is due to be undertaken in 2017.
- Address the issues arising for members in relation to the implementation of the Lansdowne Road Agreement and the restoration of pay.

Strategic Human Resource Issues

- Develop an action plan to support the implementation of the key actions identified in the Strategic Human Resources Plan developed in 2016.

Workforce Planning / Skill Mix

- Liaise with the HSE in relation to the workforce planning project currently being implemented and contribute to the HSE competencies / skill mix report being developed through the Transforming Lives Project.
- Gather baseline data on current staffing levels / grades and planning for future staffing requirements.

Garda Vetting

- Address concerns arising for organisations in relation to Garda vetting.

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 Vhi Corporate Solutions. Undertake an annual review of the Scheme and address any concerns arising with Vhi Corporate 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.
- Provide administrative support to the National Federation of Voluntary Bodies Pension Trustees.
- Complete Pension Trustees Training in line with Pension Board's requirements.
- Convene a pension workshop for all pension administrators updating them on all elements of the pension scheme and income protection scheme.
- 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.
- National Federation Secretariat to act as liaison, in respect of all matters relating to the Pension Scheme, between
 - Employer
 - Trustees
 - New Ireland
- Respond to general queries on pension scheme and co-ordinate all replies.
- Process employee death benefit payments and ensure all required documentation is submitted to all relevant parties in a timely fashion i.e. New Ireland and Cornmarket, to ensure prompt benefit payment to next of kin.

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.
- Respond to general queries from members on the Income Protection Scheme and Retired Members Life Cover.
- Process income protection payments received from Cornmarket on behalf of members who are no longer in employment within our member organisations but who continue to claim under the scheme.

Section 38 Pension Schemes:

- Nominated Health Agencies Superannuation Scheme
 - Liaise with the HSE in relation to the overall operation of the NHASS and funding issues arising.
 - Support the work of the National Federation NHASS Working Group as required.
- Single Public Service Pension Scheme
 - Organise meeting of Section 38 agencies to identify areas of concern.
 - Liaise with the Department of Public Expenditure and Reform in relation the scheme.

Front Line Manager's Training Programme

- Liaise with UL in relation to the delivery of current cycle of the '*Managing for the Future: Building your skills as a front line manager in a person centred environment*' Programme (Sept 2016 – May 2017).
- Promote the next cycle of the Front Line Manager's Development Programme which will commence in UL in September 2017.

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 2017.
- 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 2017.

Governance & Finance

Governance

Service Arrangements

- The National Federation will continue its representation on the HSE's Service Arrangement Oversight and Development Forum.

Defining the Relationship between the State & the Voluntary Disability Sector

- Work with the Not for Profit Business Association and the Disability Federation of Ireland to finalise a document on the relationship between the State and the voluntary disability sector, for sign off with the Health Service Executive.

Strategic Plan

- Progress implementation of the National Federation Strategic Plan.
- Review the Federation's Sub Committee structures and their terms of reference.
- Establish a further Sub Committee in respect of Information Technology and invite expressions of wishes from all member organisations.
- Arrange for the signing and return of the National Federation's Charter by all member organisations.

Area Federation Committees

- Chairperson and CEO of the National Federation to attend a meeting of each of the Area Federation Committees during 2017.
- Review the Area Federation Committees structure and membership of same.
- Work with the Area Federation Committees to elect / re-elect their four year Director whose term of office is due to expire in March 2017.

Resource Allocation Model

- Advocate for the finalisation of the Resource Allocation Model.

Freedom of Information

- Collect bi-annual 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.
- Continue to support the National Federation FOI Network to facilitate the discussion on current developments in relation to Freedom of Information.
- Organise an FOI training day for member organisations.

Data Protection & Records Retention

- Liaise with the National Federation FOI Network to organise an information event for member organisations.
- Finalise the National Federation Records Retention Manual.

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 2017, the National Federation will arrange for
 - 7 meetings of Board of Directors;
 - 4 meetings of General Assembly;
 - An Annual General Meeting on 20 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 2016-2019;
 - Preparation of an Annual Report in respect of activities carried out in 2016;
 - 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.
- 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.
- Establish a Task Group and engage with Section 39 agencies to develop a position paper which will inform our discussions with HSE in respect of the Annual Compliance Process which is being introduced for Section 39 agencies with effect from May 2017.
- Continue to advocate for the extension of the Clinical Indemnity Scheme to Section 39 agencies.
- Organise a workshop for member organisations on Amalgamations / Shared Services and Procurement.

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 2017;
- Circulation of regular e-mail bulletins.

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.
- Explore the role that Social Media can play towards more effective communication.

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 by them.

Engagement with External Stakeholders

A key element of the work of the National Federation is to engage with relevant external stakeholders. Key activities for 2017 in this regard include:

- Arrange regular meetings with parent representatives, advocacy groups and disability umbrella organisations.
- Organise quarterly meetings with the Social Care Division, HSE to discuss issues of mutual concern.
- Facilitate briefings / relevant presentations to National Federation member organisations e.g. Social Care Operational Plan 2017.
- 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.
- Host a visit by the American Association on Intellectual and Developmental Disabilities (AAIDD) in October 2017.

National Federation's Family / Friends Forum

- Provide support to member organisations in establishing Family and Friends Fora at individual service provider level.
- Establish a National Family and Friends Forum.
- Communicate with other key stakeholders in relation to the establishment of the Forum.

Entelis Project

- Submit the final Financial Statement along with supporting documentation for the European Network for Technology Enhanced Learning in an Inclusive Society (Entelis) project to EASPD.
- Disseminate the evaluation report of the seminar which took place in October 2016.

National Federation of Voluntary Bodies

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