



THE ALZHEIMER
SOCIETY *of* IRELAND

Accountable Autonomy

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Features of ASI

- Founded 36 years ago.
- 19 branches nationwide.
- Provide 68% of all Dementia specific resources.
- Must raise €3.3million in 2019 from fundraising.



If the State treated the HSE like the ASI

- 60% of costs of running the service.
- Fund all transport from fundraising.
- Pay staff no increment of pay rise since 2010.
- Charge clients for attending community services.
- Recruit volunteers to assist in core services.
- Give no additional funding.
- Take 20% off allocation if you don't like the budget.

HSE Dealings

- ASI and HSE are single legal entities.
- H.S.E corporate negotiations.
 - National Dementia office negotiations
 - C.H.O negotiations
 - No input to acute hospitals.
- Compliance mandate requirements.
- H.S.E moving requirements towards S.38 data requirements.

Level Playing Pitch!

- Monopoly purchaser
- Monopoly provider
- No effective appeal process
- No regulators like other sectors
- Pay gap widening
- Inappropriate comparisons on pay structure

Restructuring

- We must be realistic on the potential for shared services and restructuring in the voluntary sector.
- We should shape the structures that facilitate the sector
- Look at models in other sectors which achieved success

A Model: The Credit Review Office.

- Established by government to provide a simple and effective review process for S.M.E's and others who were refused credit.
- Job is to form an independent, impartial opinion.
- No statutory or regulatory power to overturn lending decisions.
- If they form a view that lending could have been made within acceptable risk boundaries, the bank is required to 'comply or explain'
- In over 90% of cases, the banks have accepted the opinion and complied with the recommendation.

Benefits of such an approach

- Allows expertise on the sectors to be developed.
- Levels the playing pitch to a large extent.
- Trend analysis at a national level on behaviour of purchasers and providers would come under the spotlight.
- Bring finality to mistrust on both sides.

What were borrowers seeking

- An improved two way communication with their bank.
- A one to one enduring relationship with a business banker or a relationship manager.
- That the relationship manager should have knowledge of the S.M.E and of business generally.
- That the relationship manager should have greater input into the credit decision.

“A core recommendation of the commission on credit unions in its March 2012 report was that the sector should be restructured on a voluntary, incentivised and time bound basis”

A Model? Credit union restructuring board.

- Established by the credit union Act 2012.
- Guiding aims were:
 - The protection of credit union members savings
 - The stability and viability of credit unions and the sector at large.
 - the presentation of the credit union identity and ethos.
 - Contributing to the development of a world class credit union sector in Ireland.

Achievements

- Reductions in C.U's of 4% between 2006-2011.
- Reductions in C.U's of 28% between 2011-2016
- Total reduction from 425-292.
- Major shift in scale of assets to smaller number of credit unions.
- Recommendation of the Department of Finance; ReBo has completed the performance of its functions and the orderly wind down of ReBo's operations is now recommended.

Local Government efficiency.

- Review group made 106 recommendations.
- €561 million savings achieved from 2010-2012.
- Reduction of 23% in employment between 2008-2014.
- Programme Management Office established with a mandate to manage and deliver the reform programme.
- 70% of recommendations implemented.

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- The reform of the public service is a long way from completion.
 - Agenda shouldn't be confined to voluntary agencies.
 - Look at another sector: various organisations
 - Personal Perspective

Name and Locations

- Office of the Ombudsman. Lesson Street D.2.
- The Children's Ombudsman, Great Strand Street. D. 1
- Financial services and pensions Ombudsman Lincoln Place D.2
- Garda Ombudsman, Upper Abbey St. D. 1
- Ombudsman for the Defence Forces, Lower hatch St D. 2

Observations

- No board generally
- No accounts on web
- No shared services
- No annual report on web
- No performance Metrics
- Communications either internal or contracted out.

Potential Reform

- One ombudsman, One governance.
- Different divisions
- Standard I.T, Finance, H.R
- Standardised case management
- Efficiency metrics



Integrated planning can work

- Joint H.S.E/A.S.I mapping exercise for Dementia.
- Joint publication of the report.
- Joint assessment of 2019 priorities.
- Persons with dementia and carers participate in planning groups.
- 3 to 5 years strategic plan.

Benefits

- Agree minimum provision.
- Equitable distribution of development funds.
- H.S.E have access to the lived experiences of Dementia.
- Evidence based decision making.
- United approach if possible to the political system.

Final thoughts

- Need to be prepared for change.
- H.S.E cant be an honest broker as a monopoly purchaser and provider.
- Models exist from other sectors of the economy.
- The S.L.A can ruin the good will of other participatory work.