

# **New Ideas – New Approaches Supporting Innovation**

in Services & Supports to People with Intellectual Disability

Tuesday 23<sup>rd</sup> & Wednesday 24<sup>th</sup> October 2007

Hotel Kilkenny, Kilkenny, Ireland

## **Conference Proceedings Report**



**NATIONAL FEDERATION OF VOLUNTARY BODIES**

*Providing Services to People with Intellectual Disability*



## **Acknowledgements**

The Board of the National Federation of Voluntary Bodies would like to acknowledge the excellent work of our conference organising committee which comprised of the following:

- Brendan Broderick (Chairperson), Chief Executive, Sisters of Charity of Jesus & Mary
- Breda Crehan Roche, Chief Executive, Galway County Association
- Brendan Sutton, Chief Executive, Cheeverstown House
- Brian O'Donnell, Chief Executive, National Federation of Voluntary Bodies
- Brigid Butler, Director, Programme Development Department, St John of God Hospitaller Services
- Caroline Looney, National Federation of Voluntary Bodies
- David Dunne, Regional Director, St. Michaels House
- Edel Tierney, Director of Research & Policy Development, NFVB
- Francis Coughlan, Chief Executive, SOS Kilkenny
- John O'Dea, Chief Executive, Western Care
- Mary Barrett, National Federation of Voluntary Bodies
- Richard Collins, Project Co-Ordinator, Brothers of Charity, Clare

Gratitude is also extended to all of our distinguished plenary speakers and to our Session Directors. We would also like to acknowledge the important contributions of all of our conference participants and in particular those who use our services for sharing with us their personal insights and aspirations.

The conference was organised and supported by the National Federation of Voluntary Bodies Secretariat.

### **National Federation Secretariat Staff:**

Brian O'Donnell, Chief Executive  
Edel Tierney, Director of Research & Policy Development  
Maria McMahon, Office Manager  
Caroline Looney, Administrative Officer  
Brendan Dolan, Administrative Officer  
Mary Barrett, Administrative Officer  
Brian Donohoe, Clerical Officer  
Breda Casey, Policy Development Co-ordinator  
Jillian Sexton, Human Resource Training & Development Co-ordinator  
Alison Harnett, Informing Families Project Co-ordinator



## **Foreword**

The signing of the U.N. Convention on the rights of people with disabilities in New York in August 2006 together with the publication of our Government's National Disability Strategy has increased awareness of disability and prompted much anticipation and hope in people with disabilities, their families and friends, and the organisations that support them. Anxious to meet these expectations, we have, as a national umbrella organisation of voluntary service providers, been reflecting on the need for us to take stock of where we are at and to consider how best to configure ourselves to support people with intellectual disabilities into the future. We are strongly of the view that it is timely for us to embrace new ideas and new approaches and, as a sector, to be innovative in terms of how services and supports should be provided.



Against this background we decided to devote our 2007 conference to the topic "New Ideas – New Approaches – Supporting Innovation in Services and Supports to People with Intellectual Disability". Our intention was to point to the need for strong leadership in the management of change. Our specific objectives were:

*Mr. Brian O'Donnell*

- To orient people towards innovation and best practice internationally;
- To showcase examples of innovative practices nationally;
- To generate a range of new ideas/solutions on some core issues and challenges;
- To give people a live experience of collaboratively generating ideas;
- To link people with networks that can assist them in progressing ideas after the conference
- To promote reflection on the strengths and weaknesses of our organisational cultures in the context of person centred challenges that confront us

In seeking to achieve these objectives we adopted an intensive audience participative approach both in our plenary and parallel workshops. We were very fortunate to have had the benefit of the expertise of a range of high calibre speakers and particularly honoured to have Dr. John O'Brien give us truly inspirational keynote and concluding addresses.

The centrepiece of our parallel workshops was a series of Generating Solutions sessions led by very capable Session Directors; with the emphasis on developing solutions rather than gathering opinions.

That our conference was successful in achieving all of the objectives which was set out for it is borne out in this report of the proceedings and outcomes.

The challenges now for all of us is to embrace the new ideas and approaches so eloquently anticipated during the course of the conference and set out in this report, so that the way we support people with intellectual disability in Ireland matches, and indeed exceeds, best practice internationally.

Mr. Brian O'Donnell  
Chief Executive  
National Federation of Voluntary Bodies

## **Table of Contents**

Acknowledgements.....	2
Foreword.....	4
List of Abbreviations.....	6
Introduction.....	7
<b><i>Day 1</i></b>	
<u>Morning Plenary Session</u> .....	11
Mr. Jimmy Devins	
Mr. Brendan Broderick	
Mr. Ed Bernacki	
Mr. John O’Brien	
<u>Afternoon Parallel Workshops</u> .....	23
How can we work together creatively?	
How can we help people have their say?	
How can we respond creatively to what we hear?	
How do we promote best value?	
<u>Entertainment</u> .....	36
<b><i>Day 2</i></b>	
<u>Morning Plenary Session</u> .....	37
Mr. Ed Bernacki	
Mr. Peter Cassells	
<u>Morning Parallel Workshops</u> .....	38
How can we promote health & wellbeing?	
How can technology assist?	
How can managing risks create opportunities?	
How can people get their money?	
<u>Afternoon Plenary Session</u> .....	50
Mr. Ed Bernacki	
Brothers of Charity Clare	
Mr. John O’Brien	
Mr. Brendan Broderick	
<b>Reflections &amp; Conclusions</b> .....	58
From ‘Different’ to ‘How do we get there’.....	61
Feedback.....	63
<b>Appendices</b>	
Conference Timetable.....	65
Conference Evaluation Form Summary.....	67
List of Participants.....	68

## **List of Abbreviations**

- BOC – Brothers of Charity
- HSE – Health Service Executive
- ID – Intellectual Disability
- NFVB – National Federation of Voluntary Bodies
- SU – Service User – [This term is used when talking about people who avail of intellectual disability services. The preferred terminology in use is person with a disability.]
- TCD – Trinity College Dublin

## **Introduction**

The National Federation of Voluntary Bodies Providing Services to People with Intellectual Disability devoted this year's conference to the topic **“New Ideas, New Approaches – Supporting Innovation in Services & Support to People with Intellectual Disability”**.

*“Innovation has its source in the relationship that people with intellectual disabilities have with their allies. The more clearly service designers can see the person's gifts and the more deeply they are able to listen for capacities the more creatively they will be able to respond.”*

Dr. John O'Brien

In organising this conference the National Federation took a somewhat different approach to previous years, an approach informed by the insights of Ed Bernacki of the Ideas Factory in Canada.

Mr. Bernacki identified 7 rules for designing more innovative and worthwhile conferences;

1. The experts at the conference are in the audience as well as on the stage
2. Think of return on investment for the conference...even though its hard to measure
3. Design the conference based on plans for logistics and learning
4. Learning objectives drive the design of the conference
5. Always use the brainpower of an audience to create something
6. Put structure into your networking and mingling opportunities
7. Assume that conference participants have weak skills for participating in a conference.

To this end top priority was given to audience participation, both in the plenary and parallel sessions. Active participation was encouraged through structured discussions and supported/structured networking. This active participation was none more evident than during the parallel workshops, which were of a different nature at this event to that of other conferences.



## **The Parallel Workshop**

Each Parallel Workshop addressed a particular question.

How can we work together creatively?

How can we help people have their say?

How can we respond creatively to what we hear?

How do we promote best value?

How can we promote health and well-being?

How can technology assist?

How can managing risks create opportunities?

How can people get their money?

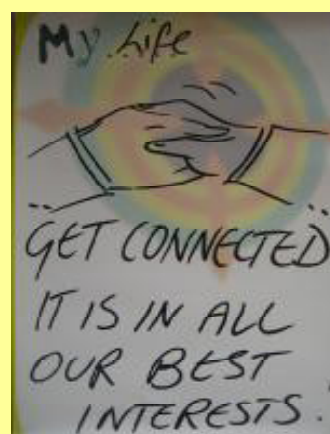
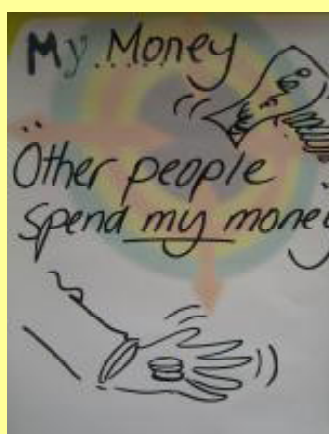
Each session began with a Thought Provocateur giving a 20 minute paper on one of the questions above highlighting the main issues or challenges for service providers in this area. The Thought Provocateur's role was to be challenging and edgy so as to enliven thinking on the question at hand.

The Thought Provocateur was then followed by a series of at most 3 concise papers of 20 minutes each addressing the question by outlining how their practices have attempted to address the question in an innovative way. The primary function of these presentations was to prime the solutions-generating energies of the participants of the workshop for the Solutions-Generating session, facilitated by a Session Director.

### **The Solutions-Generating Session**

The Solutions-Generating session was designed to be the centre-piece of the parallel workshop and focused on ideas, proposals and actions that would have potential to come up with realistic solutions to address these questions. There were two guiding questions asked to help focus the group to generate real solutions: *'What does different look like?'* and *'How do we get there?'* The role of the Session Director was to focus the group and actively challenge participants not to diverge and to build on contributions from others. As the Solutions-Generating Session was constrained to a 75-minute timeframe, the Session Directors were of vital importance in ensuring the group did not drift into repetition, informational redundancy or non-solution-focused commentary. All of our Session Directors engaged with the group in such a way that was more active and in the foreground than would have been the case with the traditional facilitator's role. The main thought behind this type of Session Director was that the dynamic and thrust of the session would seek to develop ideas and proposals rather than just name-checking possible starting-points.

In each parallel workshop, posters were put up on the walls around the room, to stimulate innovative thinking. Each set of posters was relevant to that particular workshop. The quotes associated with the posters were generated as a result of real things people in services express and say as part of their experiences living and working in services. They were consultative in nature and compiled by Francis Coughlan, Andrew Small, and Fran Simpson at a number of meetings held on the Day Campus S.O.S. Kilkenny. The images are as a result of the visual perception of these sayings; these were drawn in an attempt to communicate in a visual and non traditional fashion with the participants at the conference. Some examples of these posters are shown below.



The key to the Solutions-Generating sessions was the **participants**. These people became the active voice at the conference and comprised of service providers, both voluntary and statutory, support staff, policy makers, people with intellectual disability, families, advocates and state agencies & departments. Each delegate had a role within the session – to procure realistic and solution-focused problem solving. For this reason, the conference had a much more participatory style.

In line with the theme of innovation, and to help protect the environment, the National Federation decided to compile all the speakers' presentations onto a specially customised memory stick, as opposed to giving out handouts of each presentation, as would have been done in previous conferences.

### **Conference Navigator Guide**

Especially for the National Federation's Innovation Conference, Mr. Ed Bernacki customised a Conference Navigator Guide, a book that combines a guide for innovative thinking and an idea journal all in one.



*Ed Bernacki's Navigator Guide*

The Navigator Guide had two overriding objectives:

1. To help people make more effective notes. This can be a summary of key points from a presentation, quotes from speakers, questions to consider later, or ideas that come to mind during the event.
2. To prompt people to manage their ideas into action after the event.

The dedicated website for the conference has been updated to include speakers' biographies and presentations and is available to view at:

<http://conference.fedvol.ie/>

## *Day 1*

### **Morning Session**

The first day morning session began with Mr. Brian O'Donnell, Chief Executive of the National Federation of Voluntary Bodies, welcoming everyone to the conference. Following this, Mr. Jimmy Devins, TD, Minister of State, Department of Health & Children with responsibility for Disability and Mental Health, gave the opening address of the 'New Ideas – New Approaches: Supporting Innovation' conference.

"I would like to say how pleased I am to have been invited here today by the Federation of Voluntary Bodies to give the opening address at this conference. As the newly appointed Minister for State at the Department of Health and Children with special responsibilities for Disabilities, I welcome opportunities such as this to educate myself on all areas which come under the "Disability" umbrella. I'm sure we can all agree that it is a very vast and complex area.



*Dr. Jimmy Devins, T.D.*

On noting the title of your conference "New Approaches, Supporting Innovation in Services & Service to People with Intellectual Disabilities" I cannot help but reflect on how services for people with disabilities have evolved over the years. People with disabilities, their families and those who worked to assist them from the earlier part of the last century through to the 1970s travelled a long and difficult route.

Along this road we see a number of significant events including the first purpose built service in Stewarts Hospital, the involvement of the psychiatric hospitals in the provision of care, the development of a somewhat limited range of support services by various religious orders and the growing involvement of organizations founded by parents, families and others involved with people with disabilities.

In the main these supports consisted of residential and day supports, with increased provision in the area of special education services mainly through the special school system. At the same time, on an informal basis, many of the disability service organisations were developing an informal advocacy service, which has now developed into a national organisation.

From the 1970s to date we have seen a growing emphasis on the development of more community based services and a very significant enhancement of the range of support services being provided, with the emphasis on increasingly enabling people with

disabilities to remain within their local communities and to live as independently as possible.

In particular the 1990s and early years of this century have seen very rapid and significant changes which have impacted very positively on the lives of people with disabilities.

The growing recognition by society in general of the right of people with disabilities to participate in and contribute to the social and economic life in Ireland and on an international basis has underpinned much of what has happened in more recent years.

Some of the significant milestones along this road have included;

- The recognition of the need for the development of a more person centred approach in providing support services:
- An awareness of and emphasis on the abilities of people with disabilities. The Special Olympics World Summer Games in 2003 in particular highlighted this point and brought home very clearly to people all over the country what can be achieved if people are given opportunities to develop their talents:
- Ireland's participation and achievements at the 2007 Special Olympics in Shanghai reemphasised the abilities of people with disabilities to shine in their chosen field:
- I would like to congratulate all who participated in these games and thank their families and all who contributed to their success:
- The move from institutional settings to community based services and a recognition of the need for a greater range of support services delivered in a flexible manner which meets individual needs:
- The very significant investment by the Government in supports for people with disabilities, including personal allowances, employment schemes and revenue and capital funding for education, health and personal social and other services:
- Finally, the various legislative and policy measures, including mainstreaming, which have been put in place by the Government in the area of equality, education and access to facilities, services and information.

We are now reaching a crossroads as to which way we should go in the future. The philosophy which has underpinned the planning and delivery of services to people with disabilities is that people with disabilities should be given the opportunity to live as full a life as possible and to live with their families, and as part of their communities, for as long as possible.

One of the principles on which the Health Service has operated on is to ensure that health services are people centred. It is also the approach which has increasingly being taken by service providers.

These principles should continue to guide us. However, we need to take a closer look at how we are giving practical expression to their implementation and to use the opportunities which we now have to build a better foundation on which to move forward.

The majority of people turn to the health services at a time of crises in their lives or in the life of a family member. We are all aware from experience that the response which some individuals get when they seek assistance in these circumstances not only may not help them, but may actually add to their anxiety and distress.

While accepting that issues such as the availability of resources can affect to a greater or lesser degree the response which can be given in particular circumstances, it is hoped that your conference here to-day will recommend new and innovative solutions which will, in most instances, be cost neutral.

Too often the only solution considered by all concerned is to look for extra resources to address issues. As you are all aware over the past 10 years the growth in our economy has been phenomenal. This has enabled successive Government's to sustain the expansion of service provision to people with disabilities. However, we cannot take this level of expansion for granted.

In future, all involved in the provision of services to people with disabilities will have to take responsibility for ensuring that the necessary level of service is maintained even if this means having to be innovative and providing a solution that would not have additional resource implications. In this regard we need to look very closely at the way in which services are planned and delivered.

I would like to stress the Government's continued commitment to the on-going development of services for people with disabilities. Conferences such as this one gives us all great insight into the possibilities for new approaches for future service development. By working together we can bring about an innovative disability service worthy of the Ireland of the 21<sup>st</sup> century.

All that's left for me to do is thank all involved in the proceedings. Personally, I would like to thank you for giving me the opportunity to open the conference and wish the event every success. I look forward to hearing about the innovative solutions and new approaches, which I have no doubt will emerge from your deliberations here.

Thank you

*-Opening Address Dr. Jimmy Devins, TD,  
Minister of State,  
Department of Health & Children with responsibility for Disability and Mental Health*

Next to speak was Mr. Brendan Broderick, Chairperson of the National Federation of Voluntary Bodies, who introduced the conference to the delegates, and explained what the plan of events was, and the reasons behind such a different format for the conference.

“Can I start by thanking you for supporting this event. The Steering Group have been working very hard over the past six months shaping it up, working through several versions of what it might look like. I hope it works for you.

The National Federation of Voluntary Bodies is an umbrella group of service-providers. Let’s be very upfront about this from the outset. Too often in the past we have presumed to speak on behalf of those who have found themselves availing of our services. While we are not without idealism and passion, learning not to be the dominant partner in our dealings with our primary stakeholders is proving to be a long-haul challenge. We struggle not to jump into the driver’s seat. Knowing our proper place and staying there runs against the grain. When push comes to shove, it requires an effort of conscious restraint not to revert to hard-wired reflexes.

As service-providers, we operate in a complex environment. The complexity of the environment can often be obscured by the fact that the various stakeholders enthusiastically invoke the same rhetoric of self-evident, unassailable principle and values. The reality is that the various stakeholders – persons with an intellectual disability, their family members, statutory funders, service-provider executives, professional and/or direct-support staff, trade unions – have different starting points, different bottom-lines, different urgencies, different reflexes. I make this point not to decry the complexity of the environment nor to offer its complexity as an excuse for not doing what persons with intellectual disabilities need us to do (including need us to **stop doing**), but to make the point that failure to recognise this complexity is going to result in well-intentioned collaborative stratagems that are not adequately pressurised to deal with the natural forces which they will encounter.

This event is about us working out how we as service-providers can become responsive: I am tempted to say *in order to stay relevant* but perhaps the sharper truth is that we have to operate from a new standard of relevance, a standard defined by the primary stakeholders rather than by us in our well-intentioned, benevolent – but not necessarily benign – presumptuousness.

The publication of the government’s National Disability Strategy has engendered much hope and expectation in people with disabilities, their families and friends and the organisations who support them. As a national umbrella organisation of voluntary bodies we recognise and are inspired by the compelling vision of the person-centred model and are increasingly troubled by the tensions and dissonances between the service models we actually deliver and the person-centred benchmark. We recognise the imperative to transform the way we operate and the huge need for a more imaginative and innovative response. Person-centred responsiveness is the standard of performance we must

consistently deliver. Making exceptions for individuals must become our routine rather than a peak of exceptional performance.

The objectives of this conference are:

- To orient participants towards innovation and new ways of working internationally;
- To showcase examples of good work nationally, not as an end in itself but to pump-prime our own well of imagination and creativity at this event;
- To make a start at generating a range of new ideas/solutions on some core issues and challenges;
- To give people a ‘live’ experience of collaboratively generating innovative ideas;
- To link people with networks that can assist them in progressing innovative ideas after the event

We are trying to see if we can bring off a qualitatively different kind of engagement at this event. While we have a distinguished roster of plenary and sessional presenters, they are not the main act: you are the main act, the main resource; you are the source and repository of *grounded knowledge*, insight, ideas. The main action here will be in the parallel sessions. We are hoping that these sessions will be provocative, will engender a *frisson*; will be edgy. **This event will be as good as its participants.**

To this end, we have placed the event in the hands of a Session Director. They are directors not facilitators. Their role is to actively midwife – we’ve only got 75-minutes, so there’s likely to be an element of induced birth here – two products:

1. *What might different look like?;*
2. *What can we do to bring different about?*

We are hugely interested in securing wide and active participation – not as an end in itself but to drive the related processes of visioning the future and agreeing the narrative of what we commit to do. In 75-minutes we are unlikely to come up with a road-testable prototype but hopefully we can make a meaningful start – also, hopefully, networks will form around these ideas to take them further after these two days.

The driving, relentless focus of the Session Director will be trained on solutions, solutions in-embryo, work-in-progress solutions – anything that involves tunnelling towards creative ***Next Steps***.

The *visioning/what will different look like?* phase of the process needs to be bold, daring, unflinching – but not utopian. The role of the Session Director is daunting – it won’t be without its high-wire moments. The Session Director will focus the group by crystallising the challenge to which the group is invited to apply their creative capacities. There will also be a series of posters which will set parameters/boundaries around the task. If we drift beyond these parameters, the Session Director will refocus us. In settling on these crystallised challenges our working assumption is that we can duck and weave/contextualise/justify/plea-bargain all we like but there are certain point-blank



issues that have to be faced up to – issues which will prove to be utterly defining of whether we are serious or not in what we say we are about.

The Session Director will set the task and will actively challenge the group to stay on task – and to build on the contribution of others. A key aspect of their role will be to ensure that the group does not drift into repetition, state-of-the-nation soap-boxing, tales of How the West was Won, and any other forms of non-solution-focused commentary. Their priority will be on maintaining discipline of focus and tempo. They will be more active and in the foreground than the traditional conference facilitator.

Their overriding focus will be on unlocking the possibilities for collaborative action *NOW amongst those of us* HERE. We are determined not to spend the time talking about stuff that's not within our control. People keen to ventilate about the need for more resources, for changes in the law, for other people to behave smarter, more honourably, *more like us* are apt to be frustrated. The highway your Session Director wants to take you out on is **What we can do NOW with what we've got.**"

*Mr. Brendan Broderick  
Chairperson  
National Federation of Voluntary Bodies*



*From left to right: Mr. John O'Brien, Dr. Jimmy Devins, T.D.,  
Mr. Brian O'Donnell, Mr. Brendan Broderick & Mr. Ed Bernacki*

Next, **Mr. Ed Bernacki** gave a *conference orientation and warm-up*. Mr. Ed Bernacki is fascinated with ideas and how people can develop their capacity to work with ideas in more innovative ways. He started the Idea Factory in 1996 to help people do just that. Through his workshops, keynotes and uniquely designed publications, he takes the jargon and mystery out of “innovation and creativity” and replaces it with clear and concise roadmap for fostering innovative thinking. He wrote his book ‘Wow! That’s a Great Idea!’ on the premise that many great ideas exist in our organizations but they remain buried due to the lack of processes to develop them. Previous to launching the Idea Factory, Ed Bernacki specialized in marketing communications working with a large Association for five years, and several professional service firms. He also brings an international perspective to his work having lived in New Zealand and Australia for a decade, and continues to work there and in Asia, for clients including the Singapore Prime Minister’s Office.

### ***How to get more value from this conference***

For his opening talk of the conference, Mr. Ed Bernacki spoke about how everyone at this conference would have access to the same resources: people, ideas and new processes. Some, he said, would leave with a year of ideas and plans and others would make notes and never look at them again. In this opening session Mr. Bernacki introduced and explained the use of the Conference Navigator Guide that was handed out to all participants upon arrival. He spoke about how the Navigator Guide could be used to help record ideas and stimulate innovative thinking. The speaker explained that the participants’ success at the conference relied on how the participants listen, capture ideas, develop our networks and follow up after the event. Mr. Bernacki explained that innovation starts with individuals recognizing important insights and then forming ideas and acting on them. He also talked about strategies for more innovative services and about creating an ‘idea’ factory meeting.

There are two types of problem solvers; those who see little and therefore need to question everything and those who question everything simply because they can. When looking at strategies for more innovative services, there are three factors to explore: Opportunity, Climate and People.

We need to create **opportunities** to innovate: service design and service delivery

We need to develop a **climate** for innovative thinking: how does your climate motivate people to behave?

We need to harness capacity to innovate: i.e. in **people**, staff and volunteers

Mr. Bernacki spoke about creating an **Idea Factory** – An ideas factory is a set time and place to create good ideas; to explore problems, ideas, opportunities. The raw materials are the people we have and the challenges we face. We need to define the problem - review the assumptions - redefine the problem in the form of a challenge. To process these ‘raw materials’ we must capture the easy and obvious ideas and prompt new thinking. The results obtained might be new strategies; areas identified that need improvement or new process or service concepts.

Developing this idea factory further, Ed Bernacki outlined 4 steps to manage ideas there; Insights, ideas, opportunity and actions

*Step 1: To capture your **insights** you must ask the questions; ‘What intrigues you?’, ‘What annoys you?’ and ‘What have you noticed or become aware of?’*

*Step 2: Convert it into an **idea**... “Wouldn’t it be great if...?”*

*To create great ideas, we must ask ‘What is the idea?’, then write it out and explain it: notice the reaction.*

*Some ways to record ideas he suggested might be to put them in bins, which he called ‘Idea Bins’. (Looney bin, chilly bin, recycling bins were suggestions of how to record hot cold and on hold ideas.)*

*Step 3: We must create **opportunities** – i.e. Create the full potential  
Find options to add value; enhance each option; create a full concept*

*Step 4: Finally To prepare for success we must take **actions** – in preparing for success we could record:*

- 3 things to start now*
- 3 things to prevent failure*

In closing, Mr. Bernacki asked the participants to think about why they were here, and about the challenges they faced, both personal challenges and organisational challenges. He explained that the main problem to be faced was to bridge the gap between inspiration and execution.

After Ed Bernacki, a break was taken to absorb all the information that the participants had received. Once the break was over Dr. John O'Brien gave his keynote address to the conference.



*Dr. John O'Brien*

**Dr. John O'Brien** learns about building more just and inclusive communities from people with disabilities, their families, and their allies. He uses what he learns to advise people with disabilities and their families, advocacy groups, service providers, and governments and to spread the news among people interested in change by writing and through workshops. He works in partnership with Connie Lyle O'Brien and a group of friends from 12 countries. He is affiliated with the Centre on Human Policy (US) and the Marsha Forest Centre: Inclusion. Family Community (Canada)

### *Where does Innovation come from?*

A common way to think about innovation is to see it as a result of a 'push' approach to allocating resources: A push for products and a push for policies; A push for products involves R&D or a lone genius. It is a model optimised for manufacture of a ready market and an adoption of that product to the available market. A push for policies involves representation and consultation. It involves laws, policies and rules, leading to implementation and correction, and finally implementation. In fact mountain bikes emerged from a group of passionate bike riders who wanted the challenge of riding in Northern Californian mountain trails. They built clunkers for one another adapting old bike frames experimenting with tyres and brakes. As these prototypes grew more refined one of their numbers saw a commercial opportunity and began to manufacture them.

These qualities of mountain bikers efforts provide us with some guidance for an important area of innovation: creating new ways to generate deep changes. *Passion to ride* is what drove the mountain bikers. Their desire was for experience, not for planning or building or manufacturing perfect bikes. They were co-produced by a loosely coupled network of builder riders who were free and willing to try test and tell.

They put themselves at risk.

They used loose parts and had the freedom to reshape and adapt them.

They also performed rapid testing and used lots of variations which generated learning.

Innovation in generating deep change may also come from **Pull**: the creation of active platforms that call together a network around an irresistible desire to create and draw needed resources. We can learn by acting and thus build know-how and shift expectations. We can call them a networked desire to create. It begins in desire. What do we feel drawn to create to connect our work to our highest purpose?

The UN Convention on the Rights of People with Disabilities - Article 27 asserts that we recognise the right of persons with disabilities to work on an equal basis with others; this includes the right to opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities.

Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others who are not obliged to live in a particular living arrangement. Persons with disabilities have access to (the) personal assistance necessary to support living and inclusion in the community and to prevent isolation or segregation from the community.

What are the realities behind the vision as outlined above?

Although we recognise the right of persons with disabilities to work on an equal basis with others (this includes the right to opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible), **the current reality is that hundreds of people spend most or all of their day in services created as alternatives to inclusive work environments.**

We recognise the right of persons with disabilities to have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others who are not obliged to live in a particular living arrangement. And we recognise that persons with disabilities should have access to the personal assistance necessary to support living and inclusion in the community and to prevent isolation or segregation from the community.

**The current reality is that hundreds of people are living in institutions.**

Why is this the case?

Well we can look at these issues in one of two ways. For example would we say that these 'ideals' are not realistic for those we support, or we can't predict, so we have to create? Would we say that for the hundreds of people who spend most or all of their day in services created as alternatives to inclusive work environments that this is peoples or a families choice and we have no business trying to change their minds, that employers simply wont hire...or is it the case that we need to learn how to create real jobs for many, many more people?

Would we say that for the hundreds of people living in institutions that it 'has nothing to do with me and my organisation'...or is it that our whole system creates this condition so we all have a chance to make a difference?

'If you're not part of the problem, then you can't be part of the solution' (Bill Torbert)

What percentage of current investments have great potential for improvement in supporting these outcomes?

...between 50-100%?

How committed am I to significantly improving this capacity?

...between 75-100%?

Is it fair to say that making necessary changes will involve small improvements in what we are already doing...**or deep change will mean there are real losses to face?**

If we decide to create the deep changes that will increase our ability to realise the vision of people well supported and included as contributing citizens, we will encounter some tension between the reasons we claim support and the changes we want to be made. We have claimed public support because:

- We provide places for people to live and spend the day
- We provide professional care and treatment
- We keep people safe and make them happy
- We create value by supplying people who are trustworthy, respectful and resourceful
- These people are willing to be recruited into relationships by the person, to invite imagining better and to act with the person and allies

A way to change that honours people's right to self-determination is to stop deciding for people who they will live with and how they will spend the day (PUSH) and assist people to create platforms that give them ways to pull the resources they require in order to live a life that make sense to them (PULL). It will involve a **Networked Desire to Create** and this involves person and allies, organisations and the nation.

- Innovation originates in listening
- Listening grows from creating stillness and connection
- Stopping makes room for creating new ways and to still
  - The Voice of Judgement
  - The Voice of Cynicism
  - The Voice of Fear

Making alliances and connections gives rise to curiosity.

Who will be left out? Who among them can we invite to co-create what it takes?

The Irish taskforce on active citizenship has told us that EVERYONE has both a responsibility and a right to contribute fully to society in Ireland, through an active and continuing engagement. Increasing people's PULL by putting resources under their direct control is one way to do this. There are 5 organising principles that service providers can utilise to discover ways to adopt, even without national policy change. These are derived from the work on In Control - [www.in-control.org.uk](http://www.in-control.org.uk)

If someone needs on-going paid help as part of their life they should be able to decide how the money that pays for that help is used.

If someone needs help to make decisions the decision-making should happen as close to the person as possible, reflecting the persons own interests and preferences.

The system of rules within which people have to work must be clear and open in order to make it easy for the person to take control of their own support.

When someone is using their personalised budget they should be free to spend their funds in the way that makes best sense to them, without unnecessary restrictions.

People have a responsibility to explain their decisions and to share what they have learnt.

*Dr. John O'Brien  
Inclusion Associates, USA*



*From left to right: Mr. Brendan Broderick, Dr. Jimmy Devins & Mr. Ed Bernacki*

## Afternoon Session

The afternoon session divided the participants into four separate workshops of their choice. Each parallel workshop had a question to address, a session director, a rappateur and a workshop coordinator to help guide the participants towards generating solutions. The four questions that were deliberated upon this afternoon:

- How can we work together creatively?
- How can we help people have their say?
- How can we respond creatively to what we hear?
- How do we promote best value?

### Parallel Workshop 1 – How can we work together creatively?

**Session Director:** Mr. Dermot Rushe

**Rappateur:** Mr. Brendan Broderick

**Co-ordinator:** Ms. Maria McMahon

**Thought Provocateur:** Mr. Larry Walsh

**Speakers:**

Ms. Breda Crehan-Roche

Mr. Charlie Meehan

Mr. Bernard O'Regan

Ms. Josephine Horkan

Ms. Marie Duffy

Ms. Teresa Mullins

Mr. Adrian Harney

This session explored how managing change can be achieved by working creatively in a spirit of partnership. The Thought Provocateur was Mr. Larry Walsh, Director of the Health Services National Partnership Forum. As Thought Provocateur, Mr. Walsh spoke about world class health and social services and how they can best be achieved through a partnership approach that involves management, staff and trade unions. According to the speaker, the process of involving staff and their representatives at an early stage in policy, planning and decision making is consistent with a world class approach. The Thought Provocateur also talked about managing change and how it is underwritten by the belief that improved outcomes and performance will be achieved through strong management and strong trade unions working collaboratively. Mr. Walsh identified four main issues that need to be addressed: the development of better services for service users; creation of better work environment; increased value for money; and improvement of management/staff/trade union relationships. The Thought Provocateur concluded by speaking about the National Social Partnership Agreement's endorsement, moving towards 2016, of this approach to managing change.

There was one presentation in this workshop and it was given by three speakers with a great deal of experience addressing the question of change management and creative partnership; Ms. Breda Crehan-Roche, Mr. Charlie Meehan and Mr. Bernard O'Regan. Breda Crehan-Roche is the Chief Executive of Ability West (formerly The Galway Association), a provider of services and supports to people with intellectual disability.



Charlie Meehan is Director of Disability Services, Mayo PCCC with responsibility for the strategic development of Disability Services in County Mayo. Bernard O'Regan is the Director of Services in Western Care Association – a voluntary service provider in Co. Mayo. They were joined by service users from Aras Attracta. Ms. Josephine Horkan and Ms. Marie Duffy are both members of Aras Attracta and spoke about their involvement, along with how advocacy works in partnership with Management. Also Ms. Teresa Mullins of Ability West spoke about advocacy and working in partnership through a number of areas – advocacy groups, partnership in action, e.g. involvement in recruitment process, communication, change of name.

This joint presentation, entitled *'Partnerships deliver quality results for people'*, outlined the influence of social networks on quality of life and gave details of how equal citizenship for people with disabilities requires equitable access to all social, economic, living and working elements of society. The speakers believed that these situations can best be achieved when service providers promote active partnerships between all involved. The three service providers they represent, Ability West (Galway), Western Care (Mayo) and HSE Galway & Mayo, have been addressing this challenge. The speakers explained how their organisations are active in the development of real working partnerships between service users, families, unions, staff and management. The three service providers also use integrated approaches to service planning to achieve preferred outcomes for service users and families. Mr. Adrian Harney, Director of HR from Ability West, spoke about the Joint CORE HR Project between Ability West and Western Care which is an integrated Information Technology project covering the areas of time and attendance, payroll and HR. The benefits to the organisations in relation to planning and utilisations of the business intelligence were then discussed. In conclusion, the agencies see this as a journey of continuous learning in understanding and delivering person centred outcomes for service users and families.

Following the conclusion of the presentations the Session Director, Mr. Dermot Rushe, invited questions from delegates. On completion of same, delegates were put into groups of approx 6-8 people per table to discuss the presentations and list any ideas / questions / tasks they had regarding partnership. The Session Director then requested one delegate from each table to speak on behalf their table and present their ideas / questions / tasks. This was then recorded by the Rappateur for the session, Mr. Brendan Broderick, the outcome of which was as follows:

### ***Generating solutions to working creatively in a spirit of partnership:***

#### **Ideas / Questions / Task - Partnership**

- Develop vision in a partnership context – persons with intellectual disability, their families, trade unions and management. (If we can collaboratively agree on a shared vision this will afford significant headroom and mandate for negotiating changes in work practice). (Query: To what extent are unions synonymous with staff?)
- What assurances can be given to staff members around terms and conditions without furnishing guarantees and vetoes that bind us to where we are now?

- Staff need to be recognised for their uniqueness and their individual gifts (in mirror - image of how we value the gifts, capacities and uniqueness of service users).
- Staff need to become persons who facilitate the assembling of support arrangements rather than the primary and direct providers of support
- Staff need significant preparation, guidance and support to become effective listeners and supporters.
- Involve service users in recruitment of their supporters.
- Involve service users in management – union partnerships that impact directly on service users.
- Finding more user friendly means of communication is an absolute requirement if we are to meaningfully talk of taking service users seriously.
- We need more (and regular) meetings between service users and service managers – at which managers must demonstrate that they are listening attentively and deeply.
- More staff members, especially service executives, should attend service user conferences – and vice versa.
- Develop support processes to enable service users become effective peer advocates for other service users.
- Support a national network of self advocacy groups.
- Upskill service users to find and articulate their voice – across a range of appropriate and relevant media.
- Work through the implications of delivering supports via Circles of Support rather than via boundaried organisations in relation to the distribution / sharing of accountability.

***Themes emerging:***

- Developing communication (especially listening)
- Recruitment involving people who use services
- Interaction between staff and service users
- Methods of delivering support
- User-friendly communication
- Developing partnership
- Involvement in decision making and day-to-day activities

## Parallel Workshop 2 – How can we help people have their say?

**Session Director:** Dr. Bob McCormack

**Rappateur:** Francis Coughlan

**Rappateur Artist:** Andrew Small

**Co-ordinator:** Breda Casey

**Thought Provocateurs:** Ms. Cliona Ní Chualáin & Mr. Paul Alford

**Speakers:**

Mr. Brian Donohue

Ms. Cabríní de Barra

Ms. Bernadette Lyons

Ms. Lynda Quinlan

Mr. Derek Watson

Ms. Ann Dillon

Ms. Claire Maher

Ms. Kathleen Gittens

Mr. Timothy O’Connell

Parallel Workshop 2 explored innovative ways of consulting with the people we support and their families. For this session, the thought provocateurs were Ms. Cliona Ní Chualáin, and Mr. Paul Alford. Mr. Paul Alford is from Inclusion Ireland, an organisation for people with learning disabilities. He is also a member of the Board of Inclusion Europe and speaks at meetings for the rights of people with learning disabilities. As Thought Provocateur and a user of services, Mr. Alford spoke about his own experience of speaking up for himself, the obstacles he encountered and how he overcame these. He said that everyone had the right to have their say and he encouraged everyone to be confident in speaking up for themselves. Ms. Cliona Ní Chualáin, former Research and Information Officer for Inclusion Ireland, and a colleague of Paul at Inclusion Ireland, reiterated everything that Paul had to say. She also said that if anyone didn’t feel confident about speaking up for themselves that they could ask someone to help them. As Thought Provocateurs for this session, Ms. Ní Chualáin and Mr. Alford asked the participants at the workshop, while listening to the following presentations, to consider the question ‘How can people have their say?’

The first presentation of this session was entitled ‘*People Connecting - An innovative approach to community participation and inclusion*’, and was given by Mr. Brian Donohue and Ms. Cabríní de Barra, of the Community Participation & Inclusion Sub Committee, with the National Federation of Voluntary Bodies. The speakers explained how a Consultative Workshop was organised by the committee out of the need to know what people with intellectual disability thought the barriers & solutions were to community participation and inclusion in communities across the country. Mr. Donohue and Ms. de Barra described how the workshop was attended by 30 people, 13 of whom were service users. At the workshop, everyone was given time to voice their opinions, thus giving people their say. The speakers recommended, among other things, that people with disabilities should be allowed to work and live in the place of their choice, that information needed to be easy to read and understand and that more money should be allocated by the Department of Social and Family Affairs to disability allowance to give more freedom to people with disabilities. These issues have been brought to the attention of the Board of the National Federation. Copies of the consultative workshop findings and recommendations have been published in an easy-to-read document, “*People*

*Connecting*” and a copy was given to everyone. As a result of being involved in the workshop, a number of people who access services expressed an interest in becoming involved in the sub-committee and they were welcomed as new members to the committee in September.

The presentation finished with the speakers posing two questions that they wanted each person in the audience to think about:

- What can **you** do to foster change?
- What can **you** do to empower & enable people with intellectual disability to participate in a meaningful way and to be truly integrated and included in the life of their local community?

The second paper, *‘Bridging the Gaps - Empowering the person at the centre’*, was presented by Ms. Bernadette Lyons and Ms. Lynda Quinlan of the Cairdeas Services, Brothers of Charity Services, South East. This presentation dealt with the positive impact of a person-centred plan on the relationship between staff in a day service, those they support and the families of the service users. The speakers gave examples of some of the creative support tools and materials developed to enable the individual to be fully central to and to take ownership over their own plan. These supports included Vision Boards, Vision Books, and Communication Passports Ms. Lyons and Ms. Quinlan showed how this plan is an innovative way of consulting with the people they support and their families.

The final presentation of the session, entitled *‘Seasamh- A home grown model of advocacy’*, was a group presentation given by Mr. Derek Watson, Ms. Ann Dillon, Ms. Claire Maher, Ms. Kathleen Gittens, and Mr. Timothy O’Connell, all from the Seasamh Parliament. This paper gave an overview of the Seasamh model of advocacy, an open forum lead by a peer-elected leadership-team operating on a parliamentary basis working to improve quality-of-life for persons who access intellectual disability services in partnership with providers. The speakers explained how the Seasamh Model promotes an atmosphere of social acceptance, facilitates participation in decision-making that affects the lives of those involved with the prospect of healthy autonomy and control. The Seasamh model is another example of an innovative method of making sure service users and their families are involved and consulted on all matters that concern them.

### ***Generating Solutions to helping people have their say:***

When the presentations were completed, Session Director Dr. Bob McCormack facilitated a lively session which focused on generating solutions by addressing two key questions “what does different look like?” and “how do we get there?”. To provide a focal point for the discussion the Session Director highlighted some provoking statements which were posted throughout the room, for example, “*Why is everything in words?*”, “*You disempower by simply not asking*”, “*You plan without consulting - are you still in business?*” and “*Get connected! - it is in all our best interests!*” Andrew Small from SOS Kilkenny depicted the discussions in art form, emphasising the need for all of us to examine how we communicate with each other.

### **What does different look like?**

- Having control over the central aspects of my life
- Decision making based on individualised supports for people, rights for people, legislation for people
- Cultural change based on the true value of inclusion
- Societal change based on the loss of labels – special vs ordinary
- We need to change our language
- We need to really listen
- Support should be invisible
- Power needs to be rebalanced
- Decision making
  - All decision making should be inclusive
  - No decisions should be made without consultation
  - Families of young people with a disability should be included in decision making – we come as a package

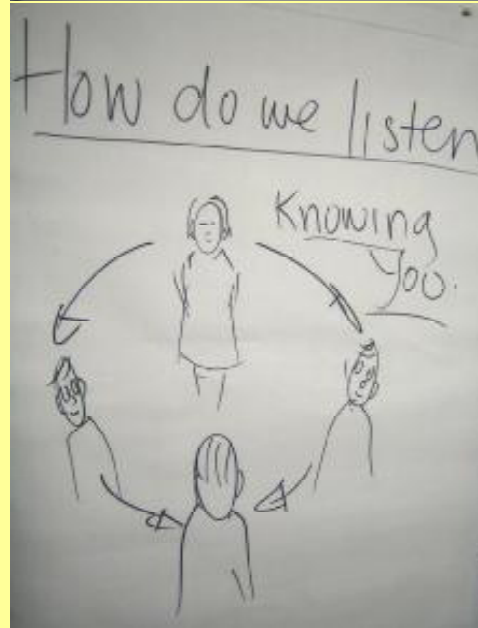
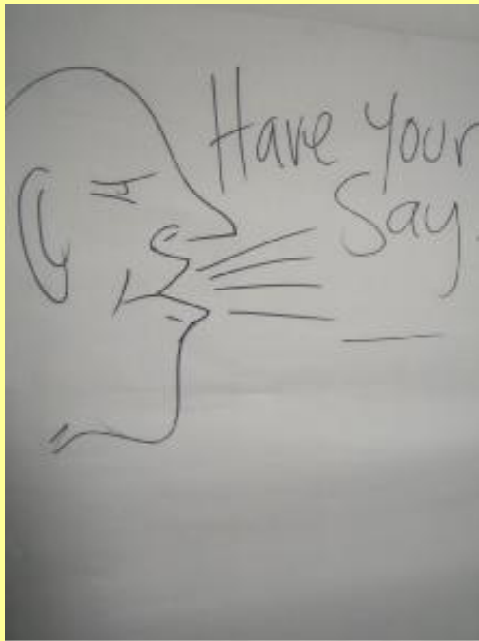
### **How do we get there?**

- Emphasis should be on “people supports“ rather than “services“
- By providing training and opportunities for cultural change leading to an inclusive process of decision making
- Rebalancing of the power situation – from bottom up
- Process of accountability
- Changing of service provision outside of 9-5
- The real shift of power will change when the money moves to the individual
- Decision making:
  - The person who accesses the service should be at the centre of the decision making
  - There is an opportunity to start a process of real inclusion in decision making with families of young people with a disability

### *Feedback Artwork by Mr. Andrew Small*

Mr. Andrew Small has been working with people with disabilities for the last 30 years. His background is Medieval Glass restoration, the Arts in therapy, Management of Service Provision, performance Art and more recently has been working in quality development, and staff training on Campus.

Some examples of Mr. Smalls art work from this session are shown below.



**Themes emerging:**

- Active listening
- Power e.g. decision making, money
- Inclusion – Societal change
- Cultural change
- Service users at centre of decision making
- Individualised support
- Change of service provision outside 9 to 5

### Parallel Workshop 3 – How can we respond creatively to what we hear?

**Session Director:** Hugh Kane

**Rappateur:** Richard Collins

**Co-ordinator:** Jillian Sexton

**Thought Provocateur:** Dr. Patricia O'Brien

**Speakers:**

Mr. Bob Rhodes

Ms. Molly O'Keefe

Ms. Una Healy

Ms. Jan Mahon

Mr. Christy Lynch

This session explored new ways of providing real choices for people. The thought provocateur for this workshop was Dr. Patricia O'Brien of the National Institute for Intellectual Disability. There were three papers presented in this workshop, from Mr. Bob Rhodes, Ms. Molly O'Keefe, Ms. Una Healy, Ms. Jan Mahon and Mr. Christy Lynch, all addressing the question of 'How can we respond creatively to what we hear?'

Dr. Patricia O'Brien is the Director of the National Institute for Intellectual Disability (NIID), Trinity College. Dr. O'Brien made the argument that responding creatively to the needs of people with intellectual disability needs to be built upon a foundation where people are authentically rather than falsely listened to; where trustworthy alliances between people with intellectual disability, their families and professionals replace partnerships where power is imbalanced; and where services move from providing traditional service to a range of support options. The Provocateur spoke of how the traditional model of service provision where people's needs are met as part of a group is outdated, and that creative solutions are needed to reframe service provision in Ireland. With the theory of creative responses to what we hear in mind, Dr. O'Brien also stressed the importance of new relationships emerging between managers, staff, people with intellectual disability and families. For service professionals this means relinquishing the power inherent in the provision of services in favour of developing alliances that place their knowledge, values, technical skills and expertise at the disposal of people with intellectual disabilities and /or their families to support them in ways that are self determined.

Mr. Bob Rhodes is the founder of TACT UK – an award winning social enterprise that supports people who have acquired very challenging reputations to live ordinary and contributing lives in the real world. In his paper, '*A Good Life*' - *The central role of the family as leaders in Canada*, Mr. Rhodes presented a simple introduction to the story of PLAN – a family leadership phenomena that has successfully developed an approach that often leads to, "the social service system and its institutions play(ing) a supplementary role", and thus provided real choices for people. He also spoke of how it is increasingly apparent that our preoccupation with designing and delivering perfect services has blinded us to the simple fact that our service systems – no matter how 'good' – cannot

adequately provide the naturally occurring components of an ordinary ‘Good Life’ – warm, loving, intimate and unconditional relationships and the autonomy and choice that is implicitly linked to having personal buying power. Mr. Rhodes argued that to exclusively pursue service solutions at the expense of or as an alternative to the reweaving of the social fabric of family and community and generation of social capital refutes the principles of inclusion and person centredness.

Next to speak were Ms. Molly O’Keefe and Ms. Jan Mahon of the National Institute of Intellectual Disability, and Ms. Una Healy from the Sunbeam House Services, Bray. In their presentation, the three speakers each gave a different perspective on the development and delivery of the ***Certificate in Contemporary Living*** which is a two year Certificate Course for people with intellectual disability. It is delivered by the National Institute for Intellectual Disability at Trinity College Dublin. Students are offered choice within the course including being introduced to a peer mentor, attending lectures at Trinity within an area of interest outside of the Certificate Course, as well as determining the type of course job placements. This course offers real choices to people with intellectual disabilities to have a ‘real’ education.

Molly O’Keefe reported on student perspectives of the outcomes of their pathways through the course as part of the inaugural class of 2006-2007. Next, Jan Mahon spoke of her own pathway from graduate to meaningful employment. Lastly, Una Healy outlined how the course provided a pathway to a further educational option for members of Sunbeam House Services who had completed a course in rehabilitation training. All three presenters spoke of how the course generated real choices, greater independence, an increased social network and hopes for a real future.

The final speaker of this parallel workshop was Christy Lynch, chief executive of KARE. KARE provides a comprehensive range of services to people with intellectual disabilities and their families in County Kildare, East Offaly and West Wicklow. Mr. Lynch’s paper, ***‘A Conversion from sheltered work to supported employment - An innovative approach’*** focused on the translation of a Best Practice Approach into reality in the area of employment for people with intellectual disabilities. The speaker made the point that even today, many adults with intellectual disabilities remain in specialist day programmes. This very often means that they have no experience of open labour market inclusion. In this presentation, an overview was given of a recently completed EU Funded project which had developed a set of training materials based on giving staff the skills they need from an employment perspective, and giving management the skills they need in terms of changing the focus of their day services towards inclusive employment. This project is a prime example of a new way of providing real choices for people with intellectual disability.



### ***Generating solutions to respond creatively to what we hear:***

Following the comprehensive inputs by workshop speakers Mr. Hugh Kane, the Session Director, invited participants to consider key questions relating to the challenge which the workshop was addressing i.e. how we can respond creatively to what we hear. The main points arising from the discussion are outlined below:

#### **What does different look like?**

- People get the service they want rather than the service that's available
- People decide how money is spent – personal / organisational
- Staff free / enabled to respond creatively
- Every individual has a support network
- We need to know what we know and what we don't know
- People supported to access a range of opportunities in their communities

#### **How do we get there?**

- By shifting the balance of power from organisations to individuals, families and support networks
- By supporting people to have control over their personal funding
- By matching funding to individuals
- By people accessing / purchasing a range of services from different providers
- By providing relevant training
- By committed organisational leadership
- By shifting existing organisational culture
- By nurturing meaningful relationships
- By building strong community links / partnerships

#### ***Themes emerging:***

- Decision making involving service users
- Shifting the power dynamic
- Provision of flexible supports
- Range of flexible services and supports – traditional 9 to 5 services need to change
- Changing culture
- Developing relationships – community, family, service users
- Social inclusion including increased social networks and community links
- Move towards individualised supports
- Move towards individual money
- Developing creative responses by staff

## Parallel Workshop 4 – How do we promote best value?

**Session Director:** Fran Simpson

**Rappateur:** Brian O'Donnell

**Co-ordinator:** Mary Barrett

**Thought Provocateur:** Mr. Seamus McNulty & Mr. Luk Zelderloo

**Speakers:**

Ms. Julie Beadle-Brown

Mr. Des Hanrahan

Ms. Margaret Rooney

The aim of this workshop was to look at how resources should be deployed to be most effective at achieving person-centred supports. There were two thought provocateurs for this workshop, Mr. Seamus McNulty and Mr. Luk Zelderloo. Mr. McNulty is the Assistant National Director, Primary, Community and Continuing Care, HSE West. He gave his presentation first, and spoke of the significant challenges in promoting best value. The inclusion of the individual with a disability and concepts such as consultation and assessment of need in the processes of securing funding formed a central focus of the presentation. Mr. McNulty outlined how funding for services is allocated and explained the decision making processes for such allocations with the aim of seeing how this could be done better. Mr. Luk Zelderloo is from the European Association of Service Providers for Persons with Disabilities, and was the second thought provocateur of this workshop. As with Mr. McNulty, Mr. Zelderloo's presentation also explored how resources are deployed most effectively to achieve person centred support and the challenges in promoting best value. The speaker looked at the various barriers that hinder the development of person centred services; barriers in our own heads and barriers existing in our organisation and organisational culture. He then went on to talk about developing social services for persons with a disability based on a birth perspective, on the care sector and on society as a whole. One of the speaker's main points was that we need to bring the support to the person instead of the person to the support. The development of alternatives to service types available at the moment was another area discussed by Mr. Zelderloo as a component of promoting best practice.

The first speaker after the thought provocateurs was Ms. Julie Beadle-Brown, a Senior Lecturer at the Tizard Centre, University of Kent, where she has worked since 1995. In her paper, entitled '*From Institutional to Community Settings - Successful strategies in Europe*', Ms. Beadle-Brown first outlined the EU funded project on Deinstitutionalisation and Community Living: Cost and Outcomes (DECLOC). This project collated existing sources of data on the living situation of people with disabilities in 28 countries across Europe, in order to observe how resources are currently being deployed in different countries. In the second part of her presentation, Ms. Beadle-Brown introduced some innovative approaches to deinstitutionalisation that focused on ensuring good quality community-based services.

Mr. Des Hanrahan, Senior Social Worker with the St. John of God North East Services in Co. Louth, followed Ms Beadle Brown in presenting his paper, entitled *'Are Value for Money and Common Sense Enough?'* In this presentation, Mr. Hanrahan described in brief two support models he was involved in, a volunteer short-break service for adults, and a consumer centred domiciliary provision. Both services were then analysed to see if they provided value for money for the consumer and for the service-provider. Following on from this, the speaker outlined the current and upcoming challenges to promoting best practice, with particular emphasis on the future of volunteer based services, and the vulnerability of 'soft' flexible services to competition from traditional paradigms and power-blocks. Mr. Hanrahan concluded with a warning that innovative services need to be encouraged and nurtured, in order to achieve best practice in achieving person-centred supports.

The final speaker of this session was Ms. Margaret Rooney of St. Anne's Services, Roscrea. Her presentation, *'Reaching Out - A flexible approach to service provision in the community'*, outlined the Outreach Service, a service she was actively involved in and which she described as "a flexible needs led service." The Outreach Service is a very good example of a person-centred support service and Ms. Rooney' presentation outlined the various supports currently provided by the service, including Carer's Support, Recreation & Leisure, Education & Training, and Counselling & Mediation. Ms. Rooney also gave details of how the service was funded by the HSE, and so how the resources were deployed with the intention of promoting best practice.

### ***Generating solutions to promoting best practice:***

Following the conclusion of the four presentations the Generating Solutions Session began with the discussion being opened to the floor by the Session Director, Mr. Fran Simpson, asking the delegates for their thoughts and comments and many people were willing to provide feedback on the presentations and offer their views. This was done by giving the individual who had indicated he wished to speak a microphone and the next delegate waiting with a second microphone as soon as they had made their point. This had the effect that the discussion was continuous and that momentum was maintained. The discussion continued to be lively and enthusiastic and some times controversial for the duration of the Session. As this was happening the Rappateur was recording the points raised on a flip chart.

### **What does different look like?**

- Specialised supports would only be funded in cases where the mainstream can't provide...
- No new infrastructural developments – no new buildings.
- People would write their own service plans with independent support – like a business plan including resource requirements.
- Service funding would be individualised and under service user control.
- Only services and supports which contribute to real inclusion would exist.

- Organisations will take a shared service approach in relation to non strategic functions such as HR, Finance, IT etc.

### **How do we get there?**

1. We would change our mind set
  - Recruitment would have service user involvement.
  - Changing the route of money to be nearer the service user.
  - Change the government department that funds disability services.
  - Training staff to listen – “There is listening and then there is listening”.
2. Direct Payments to Service users
  - Legislate for direct payments
  - Address duty of care issues arising from direct payments.
  - There needs to be safeguards to prevent abuse of funds e.g. enhance the role of MABS.

#### ***Themes emerging:***

- No new buildings
- Developing flexible individual supports and services
- Developing methods of inclusion
- Examine the possibility of shared services
- Changing culture
- Examine money – Individual services and payments
- Move from traditional services – to person centred services
- Recruitment should involve service users

## Entertainment

One of the highlights of the evening's entertainment was the Watergate Show "**Out of the Shadow into the Light**". The show was written, directed and choreographed by Mr. Andrew Small of S.O.S. Kilkenny. It was inspired by the coalmining community of Castlecomer who spent days in the shadows of the mines with very little exposure to natural light and struggled for equal pay and fairness. People with disabilities similarly have been living in our society with very little exposure to community life and have struggled for equality and fairness. The show supports the rights of people with disabilities and their emergence into the light as equals. Dreamtime Studio caters for individual needs through a customer responsive programme including pottery, music, photography, art and drama.



*Members of the Dreamtime Studio performing their show 'Out of the Shadow into the Light' for the conference participants during dinner*

After this show, a film was shown called "**The Goldfish Bowl**". This film was funded by the Department of Arts, Sport & Tourism and produced by "Glasseye Productions", Thomastown, Co Kilkenny. More importantly the story and script was developed by the actors themselves all of whom are part of the "Steps" (Rehabilitative Training) Programme. 'The Goldfish Bowl' explored the trials and tribulations of Stevie and Ellen and their search for true love in the face of mounting opposition from the management of the service they both attend. All the entertainment on the night was extremely well received and enjoyed and everyone involved got a well deserved standing ovation.

### **Presentation to Children's Sunshine Home**

During dinner a special award was presented to Ms. Phil Dunne on behalf of the Children's Sunshine Home Leopardstown, Co Dublin to mark their major achievement in 2007 of being the overall winner in the Health Services Innovation Awards. The awards are designed to reward innovation in the health services, and were sponsored by the Health Service National Partnership Forum.



*Phil Dunne, receiving her award from Mr. Brendan Broderick and Mr. Brian O'Donnell*

## *Day 2*

### **Morning Session**

The Day 2 Morning Plenary Session was chaired by Mr. Dermot Ryan of the Department of Health and Children. The session opened with a presentation from Mr. Ed Bernacki entitled *'How to stop killing ideas and the people who create them'*. In this presentation, Mr. Bernacki explored the question: while it is easy to work with people who think like you, how effective are you when working with people who do not think like you? The speaker explained how in reality some organizations are better able to kill ideas than to capture them and nurture them into action. The aim of this session was to explore styles of problem solving and how to make full use of your style, and to show participants ways of working with people who don't think like they do. One of the main points Mr. Bernacki made was that every organisation needs effective staff engagement and managing problem solving diversity is an important element of staff engagement.



*Mr. Peter Cassells*

The second speaker of this morning session was **Mr. Peter Cassells**, chairman of the National Centre for Partnership and Performance. He is a former General Secretary of Congress and has negotiated five National Partnership Programmes. In his presentation, entitled **'Building Capacity for Change'**, Mr. Cassells talked about the changing shape of the disability services, driven by the National Disability Strategy, the Disability Act 2005, the Sectoral Plans, the establishment of the HSE and the Multi-Annual Investment Programme.

A key challenge for disability organisations is in building their capacity to anticipate, shape, and manage these changes. Emphasis needs to be put on working out and developing relationships between disability organisations and the various government departments, statutory agencies and other local providers of services. Mr. Cassells also spoke of the importance of developing better relationships between disability organisations, their managers and staff, clients volunteers and donors. The key to improving and deepening these relationships is leadership development. Mr. Cassells stressed the importance of disability organisations working together to build the capabilities of their organisations, their boards, their managers and staff to actively introduce and manage change.

After Mr. Cassells' presentation the participants once again split into the parallel workshop of their choice to address one of four more questions:

- How can we promote health & wellbeing?
- How can technology assist?
- How can managing risks create opportunities?
- How can people get their money?

## **Parallel Workshop 5 – How can we promote health & well-being?**

**Session Director:** Caroline Dench

**Rappateur:** Breda Crehan Roche

**Co-ordinator:** Mary Barrett

**Thought Provocateurs:** Ms. Finula Garrahy & Mr. Aidan Butler

**Speakers:**

Ms. Liz Murphy

Prof. Mary McCarron

Mr. Akhtar Ali Syed

The aim of this session was to explore current initiatives to promote healthy lives. The thought provocateurs were Ms. Finula Garrahy of Inclusion Ireland and Mr. Aidan Butler of the St. John of Gods Services. Both Thought Provocateurs spoke about the importance of good health and how people with intellectual disabilities are more susceptible to health problems. Mr. Butler spoke about how, in 2004, it was stated that persons with an intellectual disability are disadvantaged in a number of ways when it comes to health, including problems with weight, vision, hearing, oral health, Gastroesophageal Reflex Disease and mental health. He then went to explain in more detail what each of those problems involved. Mr. Butler made the point that good health is a prerequisite for achieving independence, choice and inclusion. Health promotion should be pro-active rather than crisis-driven. In his conclusion, Mr. Butler talked about the way forward for promoting health and well-being. Healthcare professionals should have placements during their training with persons with an intellectual disability. Regular health checks for persons with an intellectual disability must be mandatory. Health Service Providers should allow clients to age in place rather than being transferred to unfamiliar settings for end of life care. Ms. Finula Garrahy made mention of how at health screenings for the Special Olympics in 2003 it was discovered that so many of the Irish participants presented with undiagnosed medical and dental problems. Because of the emphasis nowadays on service users leading full lives in community settings, Ms. Garrahy spoke of the risk that we may lose sight of the fact that these people often have very specific and complex medical needs. As a mother of a person with an intellectual disability, Ms. Garrahy knew first hand the vital importance of medical vigilance in order to detect and treat these problems at the earliest signs. She went on to describe her own experiences of dealing with her child's medical problems. She also spoke about the training that needs to be in place for medical professionals to treat people with intellectual disabilities, training not just in knowledge of the various conditions but in the manner that they relate to their patients, family members or care givers. The Thought Provocateurs posed the question 'How do we promote health and well-being?' Ms. Finula Garrahy said that it must be appreciated by staff and parents that many medical conditions become less problematic with attention to a good balanced diet and exercise. We must strongly encourage Health Education and Health Promotion among parents and staff. We must first start with the person themselves and go from there.

The first paper of this session was entitled ***'I'm Ok, are you Ok? - The implementation of a nurse-led health check to identify the health needs of people with intellectual disability'***, and was presented by Ms. Liz Murphy, a Clinical Nurse Specialist in Health Promotion and Intervention with St. John of God Services. Ms. Murphy explained how this project involved the implementation of a nurse led health-check in St Mary's Drumcar. The speaker outlined the project's identification of need, the aims and objectives, the selection of an appropriate health-check, and the planning and implementation processes involved in the development of the project. Ms. Murphy also spoke of the advancements in the promotion of health and well-being which have unfolded since the inception of the project regarding the development of a St. John of God health check.

The second presentation of this parallel workshop was given by Professor Mary McCarron, and was entitled ***'How can we promote health and well-being in persons with Down Syndrome who are deeply forgetful and living with dementia?'*** Prof. Mary McCarron is Associate Professor and Director of Research at the School of Nursing and Midwifery Studies at Trinity College Dublin, and is a Policy and Service Advisor on dementia to the Daughters of Charity Service. In this presentation, the speaker outlined the efforts and innovative approaches used by one service provider to address the health and well-being of persons with Down syndrome who are deeply forgetful and living with dementia. Prof. McCarron gave an overview of the process of estimating current and predicted numbers of persons at risk and living with dementia. She also spoke about the operational considerations for a memory clinic and the implementation of dementia specific service. Staff training and quality assurance/improvement issues with regard to the promotion of healthy living were also addressed.

Mr. Akhtar Ali Syed, of the Brothers of Charity Waterford, was the final speaker of the session, with his presentation ***'A Way to Grow - Psychotherapeutic approaches to working with adults with intellectual disability.'*** One of Mr. Syed's specialities is in the area of Eidetic Imagery and he teaches Eidetic Therapy and its application in a number of different Universities. He has employed Eidetic techniques to address mental health problems and issues related to Intellectual Disability throughout his career. According to Mr. Syed, "A Way to Grow" is a new management approach meant to work with adults with an intellectual disability, to help promote health and well-being. In his presentation, the speaker explained how Eidetic Psychotherapy incorporates modern neuroscience principles to stimulate the underdeveloped brain and thus ensures the ongoing growth in these people. This new management approach also offers a template to the front line staff in an easily accessible format. Mr. Syed also made note of the fact that the project has been implemented in various residential and day activity units with promising results in the area of health and well-being promotion.

### ***Generating solutions to promoting health and well-being:***

Following the conclusion of the four presentations the Generating Solutions Session the Session Director, Ms. Caroline Dench, divided the delegates into groups asking them to discuss for a while the presentations they had just listened to. She then asked for one representative from each group to share the thoughts and comments of their group. After



every group had given their opinions, the floor was opened up again for a general discussion on the topic of promoting health and well-being. All points made were recorded by the rapporteur for the session, Ms. Breda Crehan-Roche, under the headings: ‘What does different look like?’ and ‘How do we get there?’

### **What does different look like?**

- Access to services required would be based on need rather than related to age.
- Proactive Health Promotion.
- GPs, Consultants, Specialists etc would be trained in disability specific areas.
- Ownership for addressing health & well-being.
- Accessible relevant information for all stakeholders.
- Different would look different but yet be no different and therefore not stand out.
- Include me don’t provide the answers for me.

### **How do we get there?**

- Partnership approach to providing information and education
- Develop Information packs for Stakeholders
- Linking with National Initiatives
- Communication through multi-media
- Education in how to convey diagnosis and prognosis in all areas
- Interlink health and well being

This session also made use of a suggestion from the Conference Navigator Guide.

### **Idea Bin:**

- Cooking
- Healthy eating
- Accessible summer camps
- Health Specific Clubs
- Activities
- Complimentary Therapies
- Talking to and with the person

#### ***Themes emerging:***

- Developing partnership
- Health promotion should be proactive rather than reactive
- Information and education vital to health & wellbeing
- Training for health professionals on health promotion
- Regular health checks for people with intellectual disabilities
- Attention to diet and exercise is essential
- Services should consider approaches to ageing in place

## Parallel Workshop 6 - How can technology assist?

**Session Director:** Marion Meaney

**Rappateur:** Bridgid Butler

**Co-ordinator:** Maria McMahon

**Thought Provocateur:** Mr. Steve Barnard

**Speakers:**

Speech and Language Therapy Accessible Information Working Group

Ms Ann Aspinall

Ms. Derval McDonagh

The aim of this session was to explore the role of technology in assisting people to live more fulfilling lives. The thought provocateur, Mr. Steve Barnard, of the Home Farm Trust in the UK, spoke about TATE (Through Assistive Technology to Employment), a second round ESF funded 'Equal' project exploring how assistive technology and telecare can support people with a cognitive impairment (intellectual disability). Mr. Barnard is currently heading information services to implement new computer based systems to support all relevant aspects of service delivery. Mr. Barnard spoke about the benefits of the project to the stakeholders and explained some of the issues that have arisen within TATE. He also provided an overview of products and showed video clips of real life situations where TATE used the products they developed to help people with a cognitive impairment (intellectual disability). These products included a 'Disco Shower' and a special TV remote control.

Once the thought provocateur was finished, a joint presentation was given by *the Speech and Language Therapy Accessible Information Working Group* which comprises of representatives from Brothers of Charity South East, Brothers of Charity Roscommon, Cheeverstown, St. Michael's House, Stewarts Hospital and Western Care. The Speech and Language Therapy Accessible Information Working Group is a multi-agency working group made up of Speech and Language Therapists working in the area of Adult Intellectual Disability. The group was established to address common issues and concerns and to share resources and expertise. This presentation focused on the group's work to produce a symbols resource to support the implementation of Personal Outcome Measures in their agencies. The group explained how many of their service users require symbols and pictures to support their understanding and to provide a means of expressing their opinions. In this presentation, the speakers gave details of the benefits and challenges of using this form of technology to enhance the services provided to those with communication difficulties. Also discussed was the support such technology gave to staff in their daily work, and the potential of multi-agency work for future projects.

Ms Ann Aspinall, of the Home Farm Trust, was the next to speak on the topic of the role of technology in assisting people to live more fulfilling lives. Currently Ms. Aspinall is Project Manager for the TATE (Through Assistive Technology to Employment) project. Her presentation, *'Assistive Technology - New Frontiers'*, focused on the work of the TATE project, as introduced by the thought provocateur earlier in the session. According to Ms. Aspinall, TATE has worked closely with commercial organisations in England to

develop innovative assistive technology solutions to support people with a learning disability to become more independent and become more employable, thus assisting them in having more fulfilling lives. She also explained how the beneficiaries of the project have been involved at all stages of development. In this presentation, the speaker showed video interviews with some of the beneficiaries of the project and presented some of the software that has been developed through the project, such as “Out and About 3 – Gadgets at Home” which reinforces skills in using everyday technology (washing machine, microwave oven etc) in the home. In her conclusion, Ms. Aspinall outlined a NPCT City and Guilds course in technology for people with disability, and also referred to lifestyle software for older users.

The final speaker of this session, Ms. Derval McDonagh, focused on the role of technology in assisting people to lead more fulfilling lives. Ms. Derval McDonagh is the manager of Speech and Language Therapy Services at COPE Foundation, Cork. Ms. McDonagh spoke of COPE’s proposal to pilot the introduction of a *telerehab* service in collaboration with selected partner agencies. According to the speaker, this service will involve the development of an Information and Communication Technology infrastructure that supports videoconferencing. The use of telerehab and video link-ups will enable provision of intervention, support, training and advice to clients of therapy services from an inter-disciplinary team at a distance.

### ***Generating solutions to the role of technology in assistance:***

Following the conclusion of the presentations the Session Director, Ms. Marion Meaney, invited questions from participants. When this was finished, the participants were put into groups of approximately 6 people per table to discuss the presentations and the question of ‘How can technology assist?’. Following some discussion among each table, participants then presented their thoughts and comments which were recorded by the Rapporteur. Following the completion of the session, the Session Director and Rapporteur compiled the feedback under the categories “What does different look like?” and “How do we get there?” – The outcomes of which were as follows:

#### **What does different look like?**

- Commitment to a communicating environment
- Establishment of a central database
- Agreed definition of assistive (person centred) technology
- Dissemination of good practice
- Cost of person centred technology factored in to any new developments
- Development of programmes to support staff in use of technology and to explain all the different types of technology that are available.

## How do we get there?

- A national policy on communication which is translated into service specific policy
- Establishment of National Working Group linked to Government Agencies to standardise all documentation
- Establishment of a National Disability Forum on assistive (person centred) technology
- Development of measurement tool to ensure effectiveness of investment in technology

### *Themes emerging:*

- Changing culture
- National commitment to developing person centred technology
- Multi-agency work to share resources
- Education in technology for staff and service users
- Development of skills with staff and service users
- National Working Group to look at this issue

## Parallel Workshop 7 – How can managing risks create opportunities?

**Session Director:** Fran Simpson

**Rappateur:** John O’Dea

**Co-ordinator:** Jillian Sexton

**Thought Provocateurs:** Ms. Roisin Boland, Ms. Ita Smyth, & Mr. Willie Walsh

**Speakers:**

Mr. Tom Hughes

Dr. Brian McClean

Ms. Fiona Coffey

This session reflected on the creation of a culture which supports risk taking without blame, empowering staff to retain the confidence of all stakeholders in pursuance of person-centred approaches. There were three thought provocateurs in this workshop; Ms. Roisin Boland of the Health Information & Quality Authority, Ms. Ita Smyth, a parent of an adult with intellectual disability, and Mr. Willie Walsh, a parent of a child with an intellectual disability and a risk management consultant.

Ms. Boland talked about how the main objective of the Health Information & Quality Authority (HIQA) was to promote safety and quality in the provision of health and personal social services for the benefit of the health and welfare of the public. The

speaker also made the point that to best avoid unnecessary risks we need well trained staff, clear procedures and a safe environment. In her conclusion, Ms. Boland spoke of how risks are a part of life and that it is the response to these risks that counts.

Ms. Ita Smyth spoke about her own experiences as a parent of a child with a severe intellectual disability and the risks involved. She talked about the fears parents have for their child and the need for them to understand that risks cannot be eliminated. Ms. Smyth suggested that risk taking should be rationally planned by all involved, identifying all recognisable eventualities and the impact of each specific event should be considered together with the appropriate response. This, Ms. Smyth believes, would create the proper culture which supports risk taking without blame.

Mr. Willie Walsh made three points in his part of the presentation that he felt were important for this session on risk and opportunity. Firstly, he said that parents need help to face their fears and to be courageous in the face of uncertain futures for their children. Secondly professionals need to help people in their care live a little more dangerously. Lastly, Mr. Walsh spoke of how managers need to keep making a distinction between risk management and risk aversion.

Next to speak was Mr. Tom Hughes, Head of the Evaluation and Training Department and a member of the Senior Management Team in Western Care Association. In his presentation, entitled '*Covering Our Buts*', Mr. Hughes described Risk Management as calculating how to reduce the possibility of loss in pursuit of the desirable gains of that particular party, whether it be the person, the family, the organisation, the funders, the regulators or community. According to the speaker, Risk Management is a problem solving process involving multiple stakeholders who have differing needs and requirements and different levels of power. Risk Management solutions have to be negotiated. Getting to "Yes" means getting past "No – But". Mr. Hughes then asked the question: who has the biggest 'But'?! One of the key questions Mr. Hughes discussed was whether organisations defined Risk Management as a total organisational performance issue or simply a safety issue. The speaker made the point that families are essential partners in sorting through this tricky thing professionals call risk management. Sharing real power also involves sharing responsibility. Partnership with families means organisations must risk giving some power away in exchange for sharing responsibility. Speaking on regulatory bodies, the speaker stated that they can play a strong role in supporting responsiveness and innovation while insisting on the basic assurances that should be present in services. They also need to be courageous and to avoid creating the conditions that promote risk averse culture. Above all else the person must come first.

Mr. Hughes asked the question 'How do we include them in decision making about their own lives so that they can learn about and express their potential? Do they ever get to make ordinary mistakes? In his conclusion, Mr. Hughes made a point similar to the other speakers in the session, that Risk Management can't be done by being risk averse – avoiding risk, or risk perverse – ignoring risk. It is about managing risk so that people can pursue ordinary lives. By focussing on the person's needs and wishes the organisation has a better chance of being saved from itself and the deep delusion of the collective covered Butt!

The next presentation of the workshop ***‘One by One: A new approach to supporting people with challenging behaviour’*** was given by Dr. Brian McClean, of the Brothers of Charity Services, Roscommon. This paper summarised the impact of Positive Behaviour Support on severity of behaviour, use of medication, quality of life and cost of service. Mr. McClean used two contrasting and innovative examples to illustrate the uses of Positive Behaviour Support for very severe challenging behaviour. The first example was that of a man with autism and dual diagnosis, and the second was with a child with profound and multiple disability. The presentation included a video clip of a device used in Positive Behaviour Support. The speaker concluded that group-based or congregate models of service for people with challenging behaviours have limited efficacy and are often expensively counter productive. Instead, these examples demonstrate the power of working one person at a time. The speaker also explained how to do this would involve weighing the risks against the opportunities.

Ms. Fiona Coffey is Head of Training, Development and Evaluation in the Brothers of Charity Services, Galway and has worked with people with an intellectual disability for over fifteen years. In her presentation, ***‘Sexuality and Relationships - Walking the tightrope’***, Ms. Coffey spoke about peoples right to an intimate and/or sexual relationship, and how this right it is not clearly recognised when it comes to adults with an intellectual disability. The speaker explored the impact on people’s lives of ignoring their sexuality. Ms. Coffey examined the concerns of family members, staff and service providers and identified the obstacles that adults face in expressing their sexuality. Ms. Coffey concluded her presentation on a person-centred approach to sexuality and relationships by suggesting concrete strategies to address these obstacles and barriers. Building people’s capacity and self knowledge, increasing their autonomy and privacy, and developing safeguards to support risk taking were just some of the strategies outlined by the speaker.

### ***Generating solutions to managing risks to create opportunities:***

Given the comprehensive and very stimulating range of inputs provided at the workshop the session director invited participants to move directly into generating solutions whereby risks can in managed whilst simultaneously creating opportunities for those who avail of our services to explore new opportunities. The following is a summary of the key points arising from the discussions:

## What does different look like?

- The parents who spoke at the session emphasised that it is necessary to take risks in relation to learning opportunities which enhance the lives of people with disability. However, they both emphasised the need for a well managed risk strategy in relation to this and this poses a considerable challenge for organisations in how they can facilitate this.
- The provision of truly person centred services therefore requires the promotion of a culture of risk taking in organisations whereby staff work with service users to take risks in order to learn and experience new opportunities. Of course this needs to be in a risk management environment. It could be strongly argued that not to take risks in the interests of learning and enhanced experience is a denial of the rights of the individual.
- This of course has to be balanced with the requirement for safety arising from good risk management strategy.

## How do we get there?

- The solution is to challenge organisations to develop cultures of innovation and risk taking in their organisations, accompanied by well managed risk strategy.
- This requires empowerment of front line staff in particular to push the boat out in a no blame environment. It also requires quality and consistent communication with service users, families and wider community to ensure their engagement with these initiatives and to ensure confidence is retained in the service provider.

### *Suggested themes that emerged*

- Sharing power = sharing responsibility
- Partnership
- Changing/shifting culture
- Sharing decision making
- Developing a person centred approach to risk
- Building capacity and knowledge

## Parallel Workshop 8 – How can people get their money?

**Session Director:** Dr. Bob McCormack

**Rappateur:** Brendan Sutton

**Co-ordinator:** Breda Casey

**Thought Provocateur:** Ms. Karina Wallis

**Speakers:**

Ms. Margeret Culliton

Mr. Phil Madden

This workshop explored how people can be empowered by having control over their money. The thought provocateur for this session was Ms. Karina Wallis, Head of Evaluation & Person Centred Training at the Sisters of Charity of Jesus & Mary. As the thought provocateur, Ms. Wallis talked about the current Irish experience of the individual with a disability obtaining funding for services from the State and the role of the service provider in the securing of funding. With the idea of empowerment in mind, the thought provocateur focused the presentation on the inclusion of the individual with a disability in the processes involved in obtaining and securing funding. Ms. Wallis also gave an outline of how funding for services is allocated and the decision making processes for such allocations. The final part of the presentation examined how the individual's money is spent and what governs such spending, and more importantly, how can people have control over their money.

Next to speak was Ms. Margeret Culliton, Project Director with Aontacht Pobal Teoranta (APT) in the Midlands region. Her paper, entitled *'Planning, Designing and Delivering your Own Services – The Microboards Approach'*, gave an overview of the Microboard project. Ms. Culliton explained how the Microboard approach is aimed at empowering people with disabilities, and their families, to plan, design and deliver their own services, to meet their individual needs, and thus giving them control over their finances. The overall aim of this project was to pilot a model of practice for individualised services for persons with a disability which is person-centred and uses direct payments to provide/purchase such services. Ms. Culliton described a Microboard as a group of committed family & friends (5 – 7 approx.) who work with and around a person with a disability (focus person) to create a small, not-for-profit association to address the individual's needs in an empowering and customised fashion. The project also focused on developing the capacity and expertise of the Microboard Association of Ireland (MAI), a critical second level support service that will provide procedural guidance and advice on the formation of individual Microboards and ongoing assistance in a wide range of areas. In her conclusion, Ms. Culliton explained that the Microboards are not a "service provision" solution, but are linked to the growing awareness of the need to work with people with a disability in a holistic and respectful way.

The second presentation of the session was given by Mr. Phil Madden, Director of Policy and Quality in Homefarm Trust UK, a national voluntary organisation for people with learning disabilities. This presentation was entitled *'Direct Payments – The UK*



*experience*' and focused on the evidence of the effectiveness of the In Control project, and the lessons and challenges it poses for organisations in developing 'new models' of partnership with those they support. The In Control project was one of many pilot projects across the UK that explored the idea of people using their money as flexibly as they wanted, and the speaker explained how In Control focused on people with learning difficulties and their families. While the number of people accessing direct payments at the moment in the UK is approximately 1%, the number is growing. The policy context for direct payments is set out in a document 'Improving the Life Chances of Disabled People' - [http://www.cabinetoffice.gov.uk/strategy/work\\_areas/disability/](http://www.cabinetoffice.gov.uk/strategy/work_areas/disability/) which sets the target for all eligible adults in the UK to have individual budgets by 2010.

### ***Generating solutions to people getting their money:***

When the formal presentations were completed, Dr. Bob McCormack facilitated a dynamic session with the workshop participants which focused on generating solutions so that people can be empowered by having control over their own money. To provide a focal point for the discussion Dr. McCormack highlighted some provoking statements and artwork which were posted throughout the room, for example, "*I don't know where my money is*", "*I bought everything for you! - what's the problem?*", "*The way you manage my money keeps me in poverty*" and "*Other people spend my money*". Participants considered the different models of direct payments that were outlined in the presentations, the opportunities and challenges posed by these models and how they could be managed effectively in an Irish context. The main points from the discussions are summarised below.

### **What does different look like?**

#### *For the Individual*

- Every individual has their own bank account, bank card and freedom of access
- Every individual has a choice of purchase of a range of services, specialised and generic

#### *For the system*

- There is a fundamental shift to empower people to have control over their own funds, over the range of choices and service supports where people live, where people work, where people socialise
- There are new arrangements emerging such as Microboards, direct payments, brokerage for individuals, advocates and their families to take control over the supports they require, including the recruitment of staff
- The relationship with the funding authorities and Service providers will be dramatically altered

## How do we get there?

- The banks will accept that each individual can have their own bank account and control of their own account
- Speaking up through advocacy/self advocacy for what you want
- There is a need for the state to recognise that in future direct payments will be guaranteed as a right to each individual
- There will be transparency around how agencies will spend money for each individual and the wide range of supports and services that are provided – often at high cost.
- The expansion of new structures /arrangements such as Microboards – maybe 000s
- Agencies will be responsive to change, the empowerment of the individual and their family, how they interact with and support the family

### *Themes emerging:*

- More choice in how money is spent
- Shift in power
- Developing flexible services
- Developing equal relationships
- Recognising rights of people with intellectual disabilities
- Power changes
- Developing partnership
- Transparency in relation to peoples money
- Change
- Shared and empowered decision making

## **Afternoon Session**

The final session of the conference, chaired by Mr. Brendan Broderick, began with a wrap-up from Mr. Ed Bernacki. *'What do you need to do to make a difference to those you serve?'* was the question asked by Mr. Bernacki to the conference participants. The speaker asked that all participants review the conference and create a strategy for change.

Following this brief wrap-up by Mr. Bernacki, a group from the Brothers of Charity Clare gave a thirty minute presentation entitled *'From Institution to Own Home - Transformation of a Service'*. This group shared their experiences during efforts to transform the way they support people with intellectual disabilities from a group model to the individual model. The presentation began with Mr. Richard Collins introducing a DVD in which John Morrissey, supported by Richard Collins, Maria Cahill and Pamela Luque, tells the story of his trip home to his native Scariff in County Clare. Ms. Mary Kealy, Chief Executive of the Brothers of Charity Clare Services and Mr. Eamon Finn Area Manager in Clare shared their thoughts on how they are managing to bring about change in order to facilitate people to have real choices about what they want to do with their lives. Mr. Eamon Finn described his experiences when he took part in an international exchange between staff in Clare and an agency in Syracuse in upstate New York. Mr. Finn spent six weeks as part of the Onandago Community Living team to learn about their way of supporting people. In his conclusion, the speaker made reference to a very suitable quote by Mr. Dee Hock: "The problem is never how to get new innovative thoughts into your mind, but how to get the old ones out." This presentation by the Brothers of Charity Clare highlighted the struggle people have overcome in services to have their voices heard and the challenges the Clare Services have faced to bring about change through listening to people in order to support them as individuals to have a full and valued life.

Dr. John O'Brien wrapped up the conference with a compelling and serious look at the quest to bring about change.

## Horizons of Culture Change Dr. John O'Brien

In placing the rising voice of people with intellectual disabilities in historical continuity with the struggles of the Miners of Castlecomer, Dream Time studios provides the context and the promise of the changes we must make together.

### EQUAL

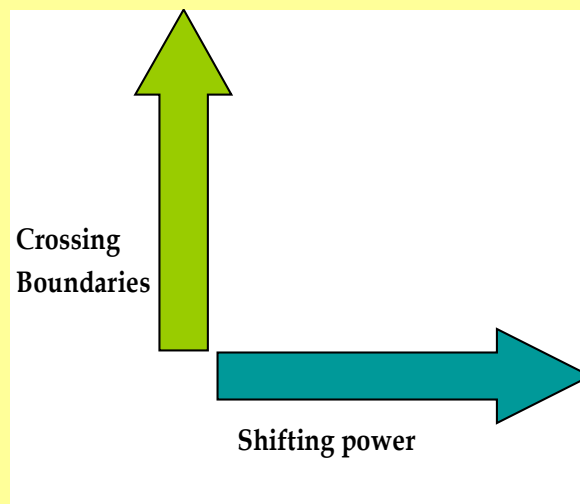
From the struggle for equality comes friendship and unity.

We must move our struggles from the shadows into the light

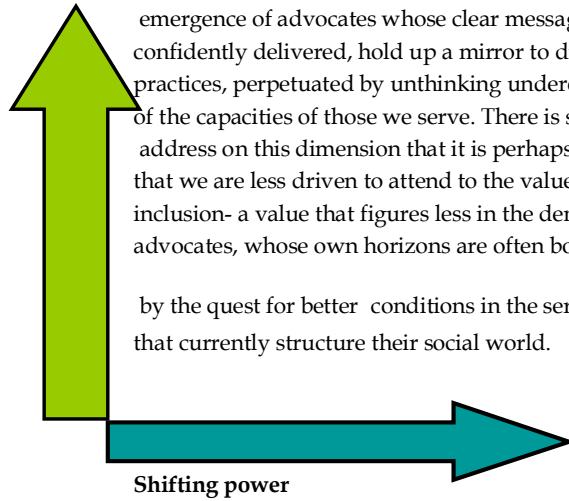
We have repeatedly referred to a shift of culture. This indicates the depth and comprehensiveness of the work we must do. Techniques and management have their roles to play in cultivating new contexts for action, but the necessary arts of leadership are, at their root, a matter of ethics.

***'Ethics is the quest of less and less trivial modes of human relatedness'***  
(Herbert McCabe, OP).

The UN convention directs us to reconsider our everyday practice in terms of 1) shifting power so that we are exemplary in our respect for the rights of people whose life-chances we so strongly shape; and 2) encouraging marginalised people to cross boundaries and take up valued social roles in ordinary places of learning, work, play, civic life, political organisation and cultural expression.

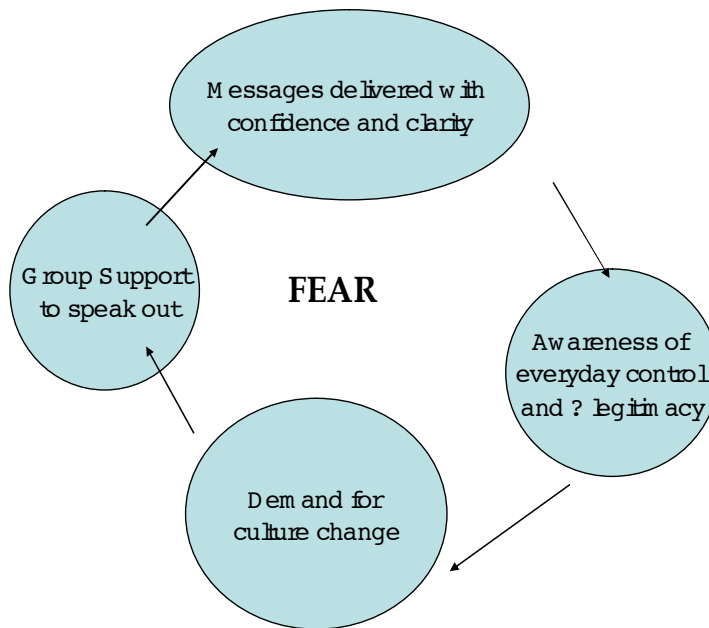


Crossing  
Boundaries

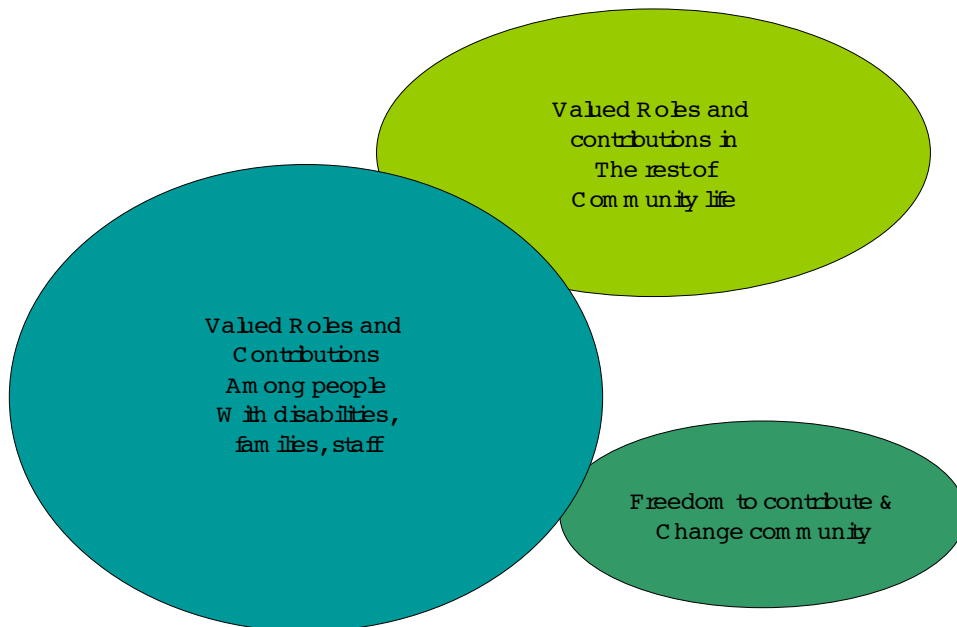
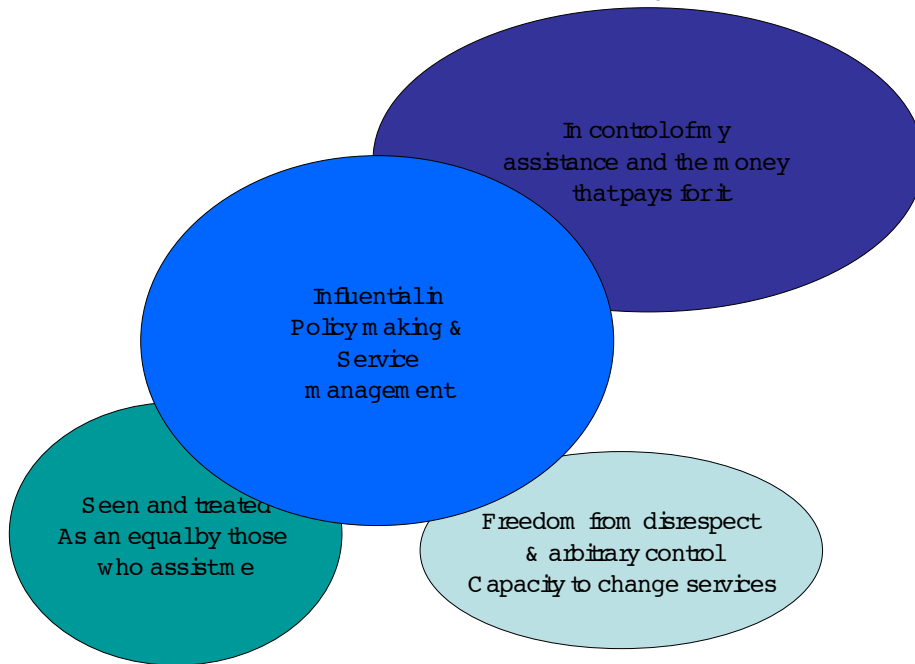


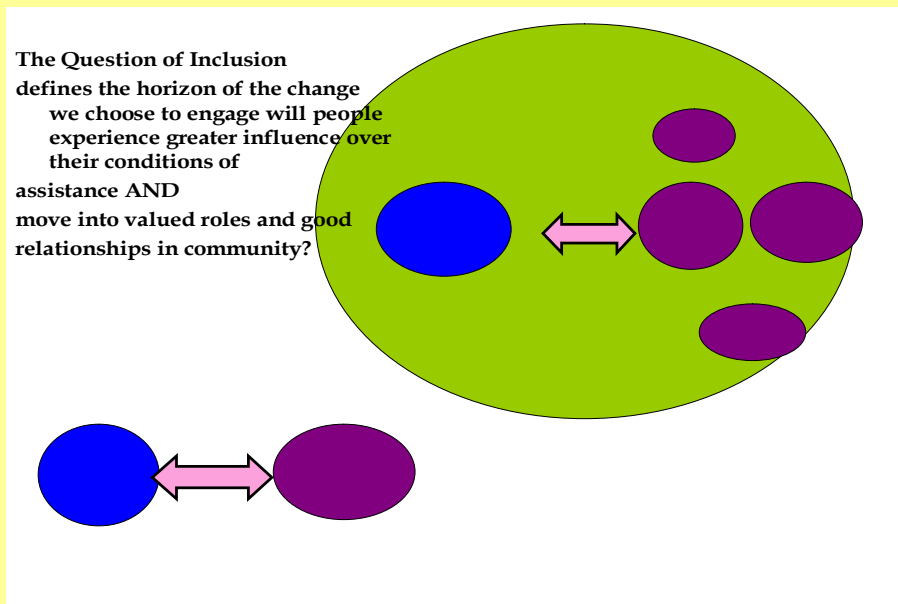
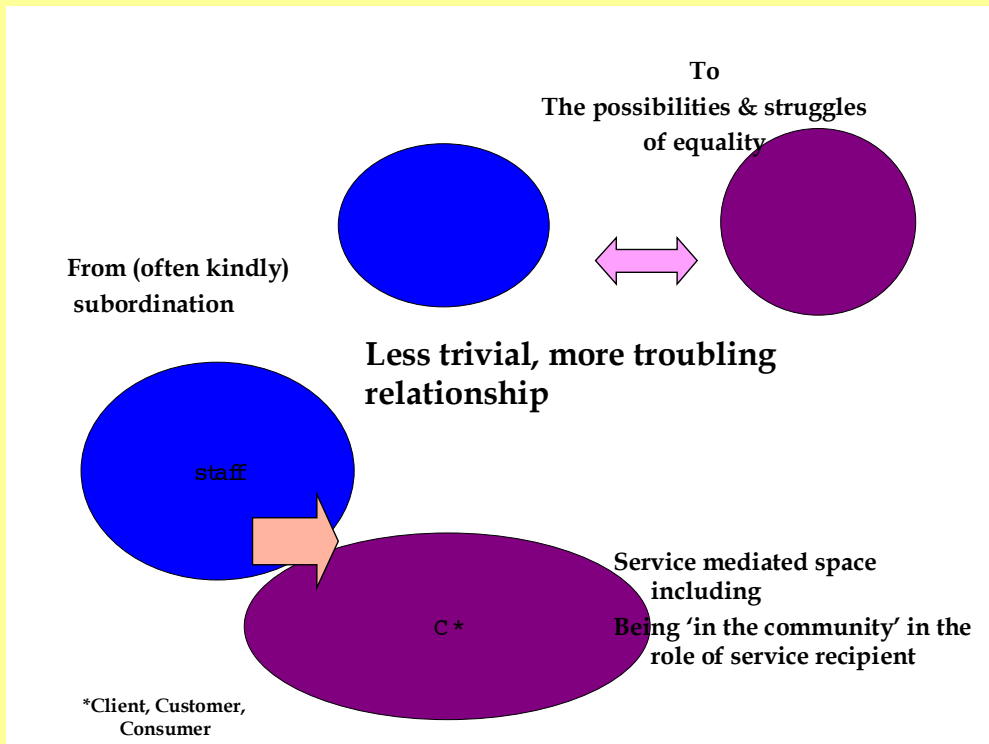
In the discussion I have heard at this conference it is **shifting power that generates the greatest energy** and attracts the most attention. This seems reasonable given the emergence of advocates whose clear messages, confidently delivered, hold up a mirror to disrespectful practices, perpetuated by unthinking underestimation of the capacities of those we serve. There is so much to address on this dimension that it is perhaps understandable that we are less driven to attend to the value of personal; inclusion- a value that figures less in the demands of advocates, whose own horizons are often bounded by the quest for better conditions in the service that currently structure their social world.

People who have found their voice offer the possibility of less trivial, more troubling Relationships-though they can easily be discounted Or dismissed



Our discussions indicate 3 distinct spheres of action for shifting power





### ***To Build a Swing (Hafiz)***

*You carry  
All the ingredients  
To turn your life into a nightmare —  
Don't mix them!*

*You have all the genius  
To build a swing in your backyard  
For God.*

*That sounds  
Like a hell of a lot more fun.  
Let's start laughing, drawing blueprints,  
Gathering our talented friends.*

*I will help you  
With my divine lyre and drum.*

*Hafiz  
Will sing a thousand words  
You can take into your hands,  
Like golden saws,  
Silver hammers,*

*Polished teakwood,  
Strong silk rope.*

*You carry all the ingredients  
To turn your existence into joy,*

*Mix them, mix  
Them!*



The final speaker of the conference was Mr. Brendan Broderick, Chairperson of the National Federation of Voluntary Bodies.

“Driving down here on Monday evening, the scene that kept looping around my mind was a scene from the movie Shrek, the metaphysically-loaded declaration by the Eddie Murphy character: “I’m a donkey on the edge!” Most of us involved in putting this together felt that we were “donkeys on the edge”, never more so than in the course of the briefing meeting with Session Directors on Monday evening.

We tried something different at this event. We were trying to lock in a particular kind of focus and jump-start a certain kind of momentum.

I’m not sure it all came off – but enough of it did for it to be worthwhile; and the bits that didn’t probably weren’t any worse than the usual conference fare. Maybe innovation is a bit like that?

Before we part, I’d like to share one final reflection, one prompted by the work we have just heard about from the people in Clare. Over the past two days, we have spent a lot of time considering innovation, innovation in the context of the person-centred vision and inclusion. We complain a lot about the inadequacy of resources; we are always advocating for more resources. Over the last eight-nine years, we have generally been generously resourced, so generously resourced that we can provide in many situations wraparound paid staff support, a level of support that may act as a buffer between our people and the neighbourhoods and communities in which we hope they will become embedded. And yet, if we have no need for/no dependency on these neighbourhoods and communities (other than an optional dependency – which is no dependency at all), what space is there for neighbourhoods and communities to engage with us, to develop relationship, to begin the weaving of reciprocal contact, contribution and support?

In designing service models don’t we need to intentionally design in gaps, spaces, holes that give others scope to make a contribution, voluntary and personal contributions that may carry within them the seed of relationship and commitment? There would be an edginess, an uncertainty, an anxiety about this kind of exposure but if families, neighbourhoods and communities don’t have any fundamental and essential function within our world, should we be surprised when contact is incidental and glancing?

I would like to thank all our session directors, thought provocateurs, presenters and all who participated in the parallel sessions. I would also like to acknowledge the contribution of our plenary presenters – to Eamon Finn and Mary Kealy from Brothers of Charity, Clare for sharing with us their exciting and heart-warming work-in-progress in Clare, Peter Cassells for tuning us into the significance within the civic space of the governance model we have helped shape, and for surfacing new angles on the implications of the person-centred project. I would like to pay tribute in particular to our international presenters: Ed Bernacki, for his painstaking tuning into our wavelength before the event and for taking us to the threshold of surprise and wonder – and holding us there so productively – throughout the event; to John O’Brien for sharing so compellingly his easy-worn but fathoms-deep learning and wisdom, for his decades of inspiration and guidance, and his manifest honouring of high ideal.

If I may be permitted some gender-bending indulgence, the mothers of this convention were Edel Tierney – who can flip effortlessly into either innovator or adapter mode; Ed

Bernacki; and Fran Simpson who kept at and worried about the structure and dynamic of the generating-solutions session so productively.

Those in the delivery suite were Mary Barrett, Maria MacMahon, Jillian Sexton, Breda Casey, Caroline Looney and Brian Donohoe. The busy and ever-so-tolerant Steering Group that designed the event were Breda Crehan-Roche, John O’Dea, Francis Coughlan – to whom we owe multi-layered gratitude – Richard Collins, Brigid Butler, Brendan Sutton, David Dunne, Edel Tierney, and finally the man who safely catches every slippery Garryowen: Brian O’Donnell.

We hope that this event will be a launching-pad and that networks will evolve and constellate around the various ideas, tasks and questions which have surfaced over the past two days. We’re only starting.”

Mr. Brendan Broderick  
Chairperson  
National Federation of Voluntary Bodies

## Reflections & Conclusions

Conferences can be a good way to encourage participants to think about the challenges they face. They allow people to learn from each other, to focus on what is important, and to collaborate in shaping new solutions.

Our workshops used a ‘thought provocateur’ to prompt, and if necessary, provoke a broader discussion on eight key themes. You listened to speakers before being challenged to address two issues:

### *1. What does different look like?*

This helped people to see solutions that may not yet exist. This is crucial for innovation. We must take the time to notice how we are doing things today and to decide if this will achieve the results we want. The goal is always to create a new idea that captures the vision of a different and better solution. Ideas are much like blueprints. Once they are fully formed, they provide a roadmap toward better alternatives.

### *2. How do we get there?*

If ideas are like blueprints, then it is clear that we will only achieve results if we define the actions we need to build our results. Our workshops were very successful in defining ideas, insights and recommendations.

### *The next steps...*

This report captures many useful workshop recommendations. To achieve results, it’s up to you and your organization to invest some time and energy to define action plans. One workshop identified two useful strategies for creating a ‘different’ picture for the future:

- By supporting people to have control over their personal funding.
- By building strong community links / partnerships.

I will use these as a case study to move these ideas forward. Ask these types of questions in your planning meetings. Define your answers in very specific and exact terms:

What does ‘support’ look like? How can we support people? What needs to be in place to support people?

Who do we need to build strong links with? List them. How will we do that?

Ask challenging questions that lead to real actions. There is a time to think and a time to act. Now is the time to act!

Ed Bernacki  
The Idea Factory

This conference was about innovation, about embracing new ideas and new approaches in services and supports to people with intellectual disabilities. One of the main ways the conference addressed the theme of innovation was through audience participation. The participants took on an active role in the conference, collectively generating the solutions from the workshops. They identified strategies which provided a roadmap on how to achieve a ‘different’ and better picture for going forward. These are laid out in the report but can be broadly summarised in the themes as set out below.

In the Generating Solutions workshops the participants identified key strategies to answer the specific question posed to them. These strategies were then collated into responses to the questions “What does different look like?” and “How do we get there?” From these responses some general themes emerged. By extracting these themes we can attempt to answer the 8 questions put forward in the conference. The solutions below reflect the most common responses put forward by participants and are not an exhaustive list of solutions generated.

### Solutions Emerging from the Generating Solutions Sessions

<p><b>How can we work together creatively?</b></p> <ul style="list-style-type: none"> <li>• By developing communication (especially listening)</li> <li>• With recruitment involving people who use services</li> <li>• Through better interaction between staff and service users</li> <li>• With high quality methods of delivering support</li> <li>• By utilising more user-friendly communication</li> <li>• By developing partnership</li> <li>• Through greater involvement of service users in decision making and day-to-day activities</li> </ul>	<p><b>How can we help people have their say?</b></p> <ul style="list-style-type: none"> <li>• Through active listening</li> <li>• From having more power e.g. decision making, money</li> <li>• By inclusion – Societal change</li> <li>• Through Cultural change</li> <li>• By having Service users at centre of decision making</li> <li>• By individualised support</li> <li>• Through a change of service provision outside 9 to 5</li> </ul>
<p><b>How can we respond creatively to what we hear?</b></p> <ul style="list-style-type: none"> <li>• By decision making involving service users</li> <li>• By shifting the power dynamic</li> <li>• Through the provision of flexible supports</li> <li>• With a range of flexible services and supports – traditional 9 to 5 services need to change</li> <li>• By changing culture</li> <li>• By developing relationships – community, family, service users</li> <li>• Through social inclusion including increased social networks and community links</li> <li>• Move towards individualised supports</li> <li>• Move towards individual money</li> <li>• By developing creative responses by staff</li> </ul>	<p><b>How do we promote best value?</b></p> <ul style="list-style-type: none"> <li>• By creating no new buildings</li> <li>• By developing flexible individual supports and services</li> <li>• Through development of methods of inclusion</li> <li>• By examining the possibility of shared services</li> <li>• By changing culture</li> <li>• Through individual services and payments</li> <li>• Move from traditional services – to person centred services</li> <li>• With recruitment involving service users</li> </ul>

<p><b>How can we promote health and well-being?</b></p> <ul style="list-style-type: none"> <li>• By developing partnership</li> <li>• By making health promotion proactive rather than reactive</li> <li>• With information and education</li> <li>• With training for health professionals on health promotion</li> <li>• Through regular health checks for people with intellectual disabilities</li> <li>• With greater attention to diet and exercise</li> <li>• By services considering approaches to ageing</li> </ul>	<p><b>How can technology assist?</b></p> <ul style="list-style-type: none"> <li>• By changing culture</li> <li>• With national commitment to developing person centred technology</li> <li>• By multi-agency working to share resources</li> <li>• Through education in technology for staff and service users</li> <li>• By development of skills with staff and service users</li> <li>• National Working Group should look at this issue</li> </ul>
<p><b>How can managing risks create opportunities?</b></p> <ul style="list-style-type: none"> <li>• Sharing power = sharing responsibility</li> <li>• By developing partnership</li> <li>• By changing/shifting culture</li> <li>• Through sharing decision making</li> <li>• By developing a person centred approach to risk</li> <li>• By building capacity and knowledge</li> </ul>	<p><b>How can people get their money?</b></p> <ul style="list-style-type: none"> <li>• Through more choice in how money is spent</li> <li>• By a shift in power</li> <li>• Through developing flexible services</li> <li>• By developing equal relationships</li> <li>• By recognising rights of people with intellectual disabilities</li> <li>• With power changes</li> <li>• By developing partnership</li> <li>• Through transparency in relation to peoples money</li> <li>• By change</li> <li>• Through shared and empowered decision making</li> </ul>

When looking at these themes collectively, they can be summarised into 7 key actions for moving forward:

- Developing partnership
- Shifting culture
- Shifting power
- Develop listening skills
- Share decision making
- Examine how to move towards individualised services
- Empower people with intellectual disabilities to have control over their money

## From 'Different' to 'How to get there'

### From findings to recommendations

As Ed Bernacki explained, it is not enough to simply record the notes and never look at them again; the real question that should be posed is 'What's next?' This conference was about harnessing capacity to innovate i.e., harvesting our people who have the ideas and turning those ideas into actions. These broad themes listed above, as well as the other suggestions that emerged from the workshops, should be seen as core issues for the National Federation when planning future training, research, and practice and policy development.

Dr. John O'Brien talked about the networked desire to create and the need to ask ourselves what it is we want to create. Innovation he said comes from listening and listening grows from creating stillness and connection. Dr. O'Brien spoke of 3 distinct spheres of action for shifting power for people with intellectual disability.

- Being seen and treated as equals
- Being influential in policy making and service management
- Being in control of the assistance and the money that pays for it.

These 3 spheres lead to freedom from disrespect and result in a capacity to change services. Having valued roles and relationships leads to valued roles in the community which in turn leads to freedom to contribute to a changed community.

When assessing future **training needs** for staff, these 7 key actions should be taken into account as areas requiring more attention, particularly the themes of shifting power and decision making and what effect that will have on training requirements for service providers.

Future **research recommendations** should also be influenced by the outcomes achieved at the conference, both in the choice of research topics and in the method of conducting research. The common themes that emerged from the generating solutions sessions should be seen as important areas for future research. These themes will be considered in the development of the national research strategy that is currently under construction.

From looking at the prevalent themes that emerged at this conference, the future of **service policies and practices** might not look like the services as we see them today but have a more individualised appearance where the funding goes to the people with intellectual disability rather than the service providers. The development and delivery of services should be more flexible and user friendly, with the theme of partnership at its core. This will involve a shift in culture, a shift in power, listening to those who use the services and those who care for people using the services. It will mean decisions are made where people with intellectual disability are key informants and key decision makers and where supports are made available to people to help them make those decisions.

*What does different look like?* - We need to consider these changes as a real possibility. The future could be individualised person centred services, where all people control their own budget.

*How do we get there?* - We get to this stage by listening to people who own that budget and to design a service appropriate to their needs. We must help people make the right decisions to realise an individualised service. This will also require a shift in the balance of power, a shift in culture, and a partnership approach to a real person centred approach to service delivery.

Special mention must be made to SOS Kilkenny's show 'Out of the Shadow into the Light' which reminded us that whilst we have embarked on the journey of new ideas and innovative practices, we still have a long way to go to fulfil the promise of an 'ordinary life' for many people. Sometimes innovation is not about new ideas but about new ways of fulfilling real choices for people.

The thoughts and ideas progressed at the conference have great potential for the National Federation of Voluntary Bodies to drive the disability agenda and learn through listening to the inputs of the conference participants who represented service users, service providers, and the HSE, both in the voluntary sector and the statutory sector. This conference on innovation should be seen as a valuable launching pad for the National Federation from which to translate the ideas generated into actions.

## Feedback from Evaluation Forms

The participants were also given the opportunity to feedback on their experience at the conference using Conference Evaluation Forms. 114 evaluation forms were completed and a summary of the results are presented in the appendix. Overall the feedback was very positive with over 95% of the respondents believing that the conference's aim of having a strong emphasis on enabling audience participation was achieved. The parallel workshops proved to be the main outlet for delegates to participate in the conference. It also provided participants with an easy way of networking with other participants and for sharing ideas and experiences. The main problem that presented itself at the workshops was the time constraints of the generating solutions sessions, as was commented by a number of participants in the post-conference evaluation forms. A possible solution to this would be to have fewer presentations in each workshop so as to give more time for audience participation.

- *Parallel workshops very useful but quite rushed at times so perhaps more time needed.*
- *I found the booking tool and conference website very clear & informative especially as conference date drew nearer*
- *Challenging to have to come up with solutions rather than just talk about what is wrong*
- *Some interesting presentations indeed but many were too short to really have the opportunity to get a good sense of them*
- *Great idea to have a conference on Tuesday & Wednesday*
- *Should involve more service users & families*
- *I learned a lot about new ideas which I didn't consider before now*
- *Excellent to have presentations on one memory stick*
- *Great networking opportunity with common themes giving starter points for sharing of ideas & experiences*
- *I would like an easy to read presentation not a hard to read presentation*
- *Great ideas well conveyed very inspiring key speakers were really good & I feel inspired & clearer in my own community based work*
- *Excellent conference and something different - more work to be done.*

*Hello to all and can my son and I please extend our sincere thanks to you for a wonderful experience at the Conference last week. I met some wonderful persons and came home renewed with hope and energy to continue working on my son's behalf. I am most grateful and wish to extend our sincere gratitude to all the people who made the Conference such a unique and informative occasion for us may you continue to be inspired and energised to bring new ideas and information to families and service providers.*

*Parent*



## **Ideas for themes of future conferences**

Staff resistance to taking risks and how to overcome it.

Could you host a joint conference Service users & Service provider and jointly host and promote innovation as a united force to rebalance power & influence.

Resource information for families

Conference specifically with service users

National Frameworks.

Joint conference with service users

Experience of service users/families/communities in person centred programmes.

Providing support for service users in relationships.

Independent living

HIQA planning and implementation

Art/Drama as a tool to challenge the status quo

More input into primary care and early intervention

Building a national representative group for service users

Innovation over and over

Constructing networks

Advocacy and advocacy provocation

Risk management

Relationships/sexuality – what to do in the absence of policy

More assistive technology

Policy workshops – Policies created for and by service users

Fitness and ideas for physical exercise

Old age and disability

Staff health and well-being

Supporting children and adults with a mild intellectual disability

Medication

Routes to individualized funding and direct funding

Mainstreaming and equality of service

Complimentary therapies / Holistic

## Appendices

### Appendix I - Conference Timetable

**Tuesday, October 23<sup>rd</sup>, 2007**

**8.30 am** Registration

#### PLENARY SESSION

**9.30am** *Welcome*

Mr. Brian O'Donnell, National Federation of Voluntary Bodies

**9.35am** *Opening Address*

Dr. Jimmy Devins, TD, Minister of State, Department of Health & Children with responsibility for Disability and Mental Health

**9.55am** *Introduction to Conference*

Mr. Brendan Broderick, Chairperson, National Federation of Voluntary Bodies

**10.10am** *Conference Orientation and Warm up*

Mr. Ed Bernacki, The Idea Factory, Canada

**11.20am** Tea/Coffee

**11.45am** *Keynote Address*

Dr. John O'Brien, Inclusion Associates, USA

**1.00pm** **LUNCH**

#### PARALLEL WORKSHOPS 2-5pm

<p><b>Parallel Workshop 1 – How can we work together creatively?</b> <i>This session will explore how managing change can be achieved by working creatively in a spirit of partnership</i></p>	<p><b>Parallel Workshop 2 – How can we help people have their say?</b> <i>This session will explore innovative ways of consulting with the people we support and their families</i></p>	<p><b>Parallel Workshop 3 – How can we respond creatively to what we hear?</b> <i>This session will explore new ways of providing real choices for people</i></p>	<p><b>Parallel Workshop 4 – How do we promote best value?</b> <i>This session will consider how resources are deployed most effectively to achieve person-centred supports</i></p>
--	---	---	--

**6.30pm** Wine Reception

**7.30pm** Conference Dinner

Entertainment by Dream Time Studios, Kilkenny

**Wednesday, 24<sup>th</sup> October, 2007**

**PLENARY SESSION**

**Chairperson:** Mr. Dermot Ryan, Department of Health & Children

**9.00am**        *How to stop killing ideas and the people who create them*

Mr. Ed Bernacki, The Idea Factory, Canada

**9.30am**        *Building capacity for change*

Mr. Peter Cassells, National Centre for Partnership & Performance

**PARALLEL WORKSHOPS 10.00-1.00pm**

<p><b>Parallel Workshop 5 – How can we promote health &amp; well-being?</b> <i>This session will explore current initiatives to promote healthy lives</i></p>	<p><b>Parallel Workshop 6 - How can technology assist?</b> <i>This session will explore the role of technology in assisting people live more fulfilling lives</i></p>	<p><b>Parallel Workshop 7 – How can managing risks create opportunities?</b> <i>This session will reflect on the creation of a culture which supports risk taking without blame, empowering staff to retain the confidence of all stakeholders in pursuance of person-centred approaches</i></p>	<p><b>Parallel Workshop 8 – How can people get their money?</b> <i>This session will explore how people can be empowered by having control over their own money</i></p>
---	---	--	---

**1.00pm**        **Lunch**

**PLENARY SESSION**

**Chairperson:** Mr. Brendan Broderick, Chairperson, National Federation of Voluntary Bodies

**2.00pm**        *Wrap Up with Mr. Ed Bernacki, The Idea Factory, Canada*

**2.10pm**        *From Institution to Own Home - Transformation of a Service - A personal journey*

Presentation by Brothers of Charity Clare

**2.45pm**        *The New Horizons*

Dr. John O'Brien, Inclusion Associates, USA

**3.15pm**        **Close of Conference**

Mr. Brendan Broderick, Chairperson, National Federation of Voluntary Bodies

## Appendix II – Conference Evaluation Forms Summary

### Conference Evaluation – Summary 114 Evaluation Forms Returned

<b>Website &amp; On-line Booking Tool</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	
Was the Conference Website useful?	68	1	22	
Was the Conference On-line Booking Tool easy to use?	48		25	
<b>Conference Organisation</b>	<b>Excellent</b>	<b>Good</b>	<b>Not Good</b>	<b>Poor</b>
How would you rate the organisation of the Conference (i.e. programme, content, registration, venue etc.)?	82	32		
<b>Format/Style of the Conference</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	
At this conference there was a strong emphasis on enabling audience participation, both in our plenary sessions and parallel workshops. In your opinion, was this aim achieved?	110		4	
	<b>Excellent</b>	<b>Good</b>	<b>Not Good</b>	<b>Poor</b>
How would you rate the balance between plenary and parallel sessions?	45	69		
<b>Navigator Guide / Generating Solutions</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	
The purpose of the Navigator Guide was to record ideas and inspirations, take notes and use these for future reference in your own work. In your opinion, was this purpose achieved?	87	11	16	
The aim of the Generating Solutions Sessions at each parallel workshop was to increase participation, learn from each other and develop solutions. In your opinion, was this aim achieved?	108	5	1	
<b>Innovation in Services &amp; Supports</b>				
<i>This conference was designed to showcase innovation in services and supports to people with intellectual disabilities</i>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	
Did you learn about innovative practices which are currently happening in intellectual disability services in Ireland?	102	9	3	
Did you learn about innovative practices which are currently happening in intellectual disability services internationally?	83	25	6	
Did this conference generate a range of new ideas/solutions for you to take back to your place of work?	105	6	3	
Did this conference enable you to work with other people over the two days to generate solutions?	97	12	5	
Did this conference link you with people who may assist you in progressing innovative ideas after the conference?	105	6	3	

## Appendix III - List of Participants

Abbott , Sean	Dench , Caroline	Kerins , Patrick	O'Connell , Timothy
Alford , Paul	Dermot , Ryan	Kerr , Maureen	O'Connor , Mary
Aspinall , Ann	Devine , Catherine	Kerwin , Gerry	O'Connor , Stephanie
Aston , Dolores	Devins , Dr. Jimmy	Kieran , David	O'Dea , John
Bagge , Norma	Devitt , Shirley	King , Teresa	O'Donnell , Brian
Barnard , Steve	Dillon , Ann	Kot , Rami	O'Donovan , Mary
Barnes , Anne	Dolan , John	Larkin , Margaret	O'Donovan , Aine
Barrett , Mary	Donoher , Lavinia	Ledwidge , Paul	O'Dwyer , John
Beadle Brown , Julie	Donohoe , Brian	Lee , Patricia	O'Farrell , Audrey
Beads , Marie	Dorney , Patrick	Lee , Brid	O'Flynn , Vincent
Bergin , Pauline	Doyle , Theresa	Legname , Venerina	O'Hagan , Ann
Bergin , Rose	Doyle , Mary	Lennon , John	O'Hanrahan , Winifred
Bernacki , Ed	Duffy , Marie	Leo , Michael	O'Keefe , Molly
Bernie , Ben	Duggan , TJ	Leonard , Cathal	O'Mahony , Eileen
Blitz , Nick	Dunne , Philomena	Leonard , Olive	O'Neill , Margaret
Bohane , Yvonne	Egan , Mike	Loughney , Ann	O'Neill , Sheila
Boland , Geraldine	Farrell , Michael	Lynch , Christy	O'Regan , Bernard
Boland , Roisin	Fenton , Peter	Lynch , Heather	O'Shea , Kay
Boles , Charlie	Finn , Eamon	Lyons , Bernadette	O'Shea , Brendan
Booth , Anne	Finnegan , Paul	Madden , Phil	O'Sullivan , Austin
Branderhorst , Bart	Finneran , Catherine	Maddock , Marie	O'Toole , Pat
Breen , Elizabeth	Finneran , Keith	Magliocco , Gina	Parr , Jennifer
Broderick , Brendan	Flatley , Audrey	Maher , Claire	Pearson , Jane
Browne , Margaret	Fowler , Rebecca	Mahon , Jan	Phelan , GP
Buckley , Margaret	Freyne , Wally	Mahon , Louise	Plunkett , Anna
Buckley , Siobhan	Furlong , Peter	Marron , Ann	Price , Bree
Burke , Billy	Gadd , Teresa	Mason , Joe	Priestley , Mary
Butler , Brigid	Galvin , Ethel	Mc Keown , Eilish	Pryce , Julie
Butler , Aidan	Garrahy , Finula	McCabe , Rosaleen	Quinlan , Linda
Byran , Siobhan	Garvey , Mary	McCarron , Mary	Quinn , Morwenna
Byrne , Ger	Gately , John	McCarron , Mary	Quinn , Jenny
Byrne , Peter	Gillespie , Marian	McCormack , Bob	Quirke , Rita
Byrne , Des	Gilligan , Marie	McCourt , Patrick	Rafter , Dermot
Cahill , Kim	Gittens , Kathleen	McDonagh , Derval	Rayson , Jennifer
Cahill , Maureen	Glackin , Josephine	McEnerney , Niamh	Regan , Angela
Campion , John	Goodwin , Aine	McEntee , Kathleen	Rhodes , Bob
Carney , Martin	Graf , Barbara	McEvoy , Jane	Rochford , Anthony
Carr , Eileen	Gray , Phil	McGoldrick , John	Rocke , James
Carr , Stephen	Griffin , Helen	McGrath , Mary	Rooney , Margaret
Carragher , Lucia	Hand , Paula	McGrath , Joe	Rushe , Dermot
Carroll , Deirdre	Hanley , Maureen	McHugo , John	Ryan , Connor
Casey , Breda	Hanrahan , Des	McInerney , Sheelagh	Ryan , Eddie
Cassells , Peter	Harhen , Teresa	McKeown , Gerardine	Ryan , Noreen
Cassidy , Jean	Harney , Adrian	McMahon , Derry	Ryan , Dermot
Cassidy , Shirley	Hayden , Siobhan	McMahon , Maria	Scahill , Ann Marie
Chavasse , Judith	Healy , Una	McNulty , Seamus	Sexton , Jillian
Clarke , Madeleine	Heffernan , David	McRedmond , Bernie	Shanahan , Carmel
Cody , Noelle	Hefferon , Maureen	Meaney , Mary	Sheridan , Liz
Coffey , Fiona	Hempenstall , Colette	Meany , Marion	Sillery , Robert
Coffey , Anne	Hendrick , Margarita	Meehan , Charlie	Simpson , Fran
Collins , Richard	Heverin , Pdraig	Meredith , Noreen	Smith , Derek
Collins , Enda	Hogan , Heather	Moloney , Kitty	Smyth , Paul
Connaughton , Helen	Hogan , Brian	Mooney , Mary	Smyth , Ita

Conway , Michael	Hogan , Denise	Moore , Caroline	Stanton , Mark
Cooney , Johanna	Horkan , Josephine	Moran , Deirdre	Stones , Emmett
Corrigan , Deirdre	Hughes , Tom	Moran , Adrian	Sullivan , Adrian
Corry , Tony	Hunt , Laura	Morrissey , John	Sutton , Brendan
Costello-Conneely , Eileen	Hutton , Brenda	Mullins , Theresa	Switzer , Paul
Costigan , Catherine	Jackson , Aideen	Mullins , Mary	Syed , Akhtar Ali
Coughlan , Francis	Jacob , Trevor	Murphy , Jackie	Tierney , Edel
Counihan , Conor	Kane , Hugh	Murphy , Liz	Vaughan , Mairead
Crehan-Roche , Breda	Kavanagh , Mairead	Murphy , Claire	Walker , Therese
Cronin , Denis	Kealy , Stephen	Murray , Mary	Wallis , Karina
Cruikshanks , Bill	Kealy , Mary	Nash , Maura	Walsh , Willie
Culliton , Margaret	Keating , Bridget	Naughton , Eamon	Walsh , Larry
Culliton , Jacinta	Keenan , Anne	Ni Chualain , Cliona	Watchorn , Rosemary
Cunningham , Therese	Keigher , Marian	Nolan , Alan	Watson , Derek
Daly , Sarah	Kelly , Sarah	O'Brien , Marguerite	Whelan , David
Darby , Linda	Kelly , Helen	O'Brien , John	Wood , Nigel
Darmody , Tony	Kelly , Julia	O'Brien , Patricia	Worrall , Dave
de Barra , Cabrini	Keogh , Mary	O'Byrne-Maguire , Irene	Zelderloo , Luk
Dempsey , Clare			

## **Sponsors**

The National Federation of Voluntary Bodies would like thank our sponsors for their support.

Allianz

Clinical Indemnity Scheme

Cornmarket

Irish Life

Irish Independent

New Ireland Assurance.

The dedicated website for the conference has been updated to include speakers' biographies and presentations and is available to view at:

<http://conference.fedvol.ie/>

**NATIONAL FEDERATION OF VOLUNTARY BODIES**

*Providing Services to People with Intellectual Disability*

Oranmore Business Park, Oranmore, Co. Galway, Ireland.

**Tel:** + 353 (0)91 792316 **Fax:** + 353 (0)91 792317

**Website:** [www.fedvol.ie](http://www.fedvol.ie)