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# NATIONAL FEDERATION OF VOLUNTARY BODIES

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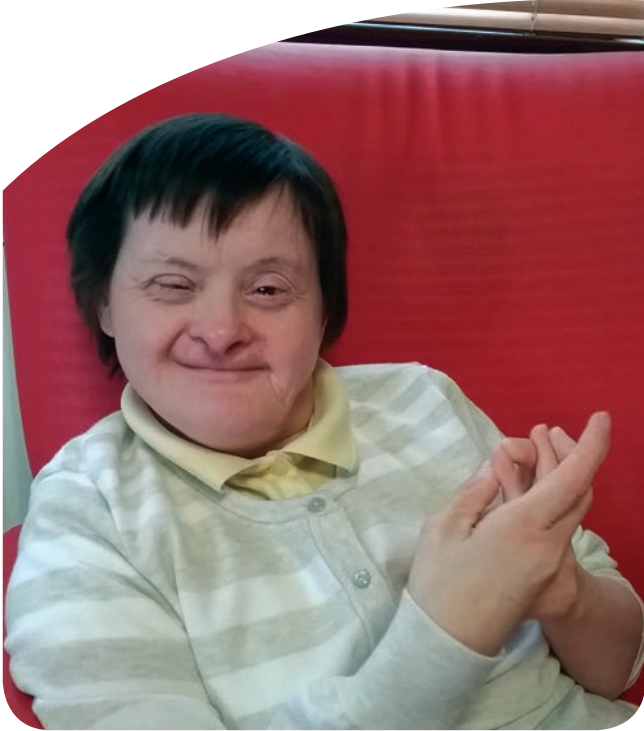
*Providing Services to People with Intellectual Disability*



National Federation of Voluntary Bodies Secretariat

Annual Report

2016



## Cover Art by Gertrude Corcoran

Gertrude Corcoran, Gert to her friends and family, lives in Ferbane, Co Offaly with her sister Catherine.

As an artist, Gert is supported by family and St. Hilda's Services staff in Athlone to participate in all the activities that she enjoys and this artistic achievement is part of a sensory project involving nature and art.

This project is a fantastic achievement for Gert in her 60<sup>th</sup> year, with assistance from all of the staff that support Gert who are delighted with her success. Gert is interested in a variety of activities especially outings for reflexology and massage. She also enjoys music therapy and dance.

Gert likes nothing better than spending time on outings and relaxing in the company of her friends.

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## Chairman's Statement

2016 was another challenging year for voluntary and non-statutory service providers and members of the National Federation of Voluntary Bodies. However, despite difficulties experienced organisations continued to provide person centred quality services and supports to persons with intellectual disability in partnership with service users, staff, families, the Health Service Executive and other public bodies. This is to be commended in the current climate, when demand for new services continues to grow, with increased emergencies requiring urgent responses. This comes at a time when the changing needs of service users due to age related issues and changes in family circumstances, together with safeguarding issues, leads to constant pressure to do more with less. While new funding is indeed welcome, funding is targeted at persons leaving school and people progressing from Rehabilitative Training. Unfortunately, there is not enough investment for the many demands in other service areas. Service providers are also operating in an ever increasing compliance environment and the cost of compliance is challenging service providers. The austerity measures over the past number of years have, and continue to, impact on services.

The National Federation of Voluntary Bodies is made up of small, medium and large organisations, Section 38 and Section 39 funded bodies, and represents members on various National and Regional Groups. It is by working together in partnership and by collaborating that we help to influence and shape policy and improve service provision to meet the needs of persons with intellectual disability throughout Ireland. The National Federation is promoting and supporting the establishment of Family & Friends Fora at regional and national level and the voice of self-advocates continues to play a strong role within the National Federation, through participation, consultation and research.

The outlook for 2017 looks challenging. Life expectancy for adults with intellectual disability has improved with 13,855 (49%) of the total in receipt of services aged 35 years or older in 2016. High levels

of unmet need continue to exist for these people and, in particular, those who will require a full time residential place over the next 5 years. We understand that in 2017 the UNCRPD is envisaged to be ratified by the Government. As a National Federation in partnership with service users, service providers and families, we will work together to ensure that we provide person centred quality services and supports to continue to make good things happen for the people we are privileged to work with, be of service to and support, so that they live the life of their choosing and have the same opportunities that we all enjoy.

I would like to take this opportunity to thank fellow Board Members and Sub Committee / Task Group Members for their invaluable guidance and support and for giving so generously of their time, expertise and skills to the National Federation. Thanks also to the membership of the National Federation of Voluntary Bodies and our funders the HSE. Special thanks to Brian O'Donnell and the excellent National Federation Secretariat Team for their hard work, commitment, enthusiasm and dedication to the work of the National Federation and people with intellectual disability. Thanks to all for their support and assistance to the Board, Sub Committee and Task Group members and to me in my capacity as Chairman.

The Non-Statutory / Voluntary sector plays a vital role in services and supports to people with intellectual disability in this country. We welcome the recent announcement by Minister Harris in respect of the review of voluntary organisations role in the operation of health and social services in Ireland.



**Breda Crehan-Roche**  
Chairman



## Chief Executive's Statement

I am very happy to present the Annual Report of the work of the National Federation of Voluntary Bodies' Secretariat for 2016.

The context within which service providers are working was again very challenging during 2016. Demand for new and changing supports continued to grow while resourcing to meet these demands remained problematic.

Our activities during the year were focussed on providing as much practical support as possible to member organisations in meeting these many challenges.

Our Service Plan 2016, which was approved by the Board in early 2016, outlined 6 Key Result Areas as follows:

1. Implementation of National Disability Policy and legislation.
2. Quality, Innovation and Standards.
3. Human Resources/Employee Wellbeing.
4. Governance and Finance.
5. Information Sharing.
6. Lobbying and Engagement with Key External Stakeholders.

The range of activities which we implemented in the achievement of these key result areas in 2016 are outlined in detail in the report, however a number of highlights warrant special mention as follows:

The provision of educational opportunities to those who are supported continues to be a very important part of the service offering. In this regard we met with the patrons of our special schools to identify issues of concern, for example, the funding and governance of nursing staff in school settings and clarification of responsibility between Department of Education and Skills and HSE for the provision of nursing supports to facilitate children with complex medical needs in attending schools.



With regard to employment of people with Intellectual Disability a detailed submission was made to the Department of Social Protection in relation to the "Make Work Pay" strand of the Comprehensive Employment Strategy highlighting the need to remove barriers and provide enhanced supports to achieve sustainable employment opportunities for people with Intellectual Disability.

On 21st January, 2016 we hosted a national awareness event on the important issue of access to justice for people with intellectual disability, drawing on the learning gained from our involvement in the EU funded AJUPID project. The event was very successful and those invited included the Presidents of the Supreme Court, the High Court and Circuit Court, relevant government ministries and officials.

Our Quality and Standards Sub Committee continued to provide advice and practical support to members in the implementation of the HIQA National Standards/Regulations in residential disability services. The Sub Committee organised a very successful workshop which took place on 20th September, 2016 on the issue of fire safety in community dwellings.

A highlight of the very important work which we do in relation to the issue of safeguarding was the organisation of a conference on 17th November 2016. The conference was attended by over 400 delegates and the theme was "Safeguarding – Everybody's Responsibility". It provided a

good opportunity for key stakeholders to come together to discuss the main issues arising for service providers in the implementation of the zero tolerance safeguarding policy.

Our HR Operational Sub Committee continued its excellent work on behalf of our member organisations. In addition to representing members interests in the various State HR and IR Fora a number of briefings were arranged relating to the implementation of the HSE's People Strategy 2015 – 2018.

As in previous years we developed a National Pre Budget 2017 campaign strategy. Taking a novel approach we incorporated our key budget messaging into a concise infographic which was communicated to elected representatives, families, advocacy groups and media outlets.

I have taken the opportunity in my introductory piece to focus on a few key highlights of what was another demanding and eventful year. What is contained in this annual report is an outline of the wide range of activities carried out by the Secretariat team in support of our member organisations and is a reflection of their dedicated hard work which as always was carried out to the highest professional standards. I want to place on record my gratitude to each and every member of the team.

I also want to thank our Chairman Breda Crehan-Roche and each member of the Board for their support and guidance.

Finally, I want again to express my gratitude to all members of our various Sub Committees, Task Groups and Reference Groups and to all who represent our National Federation so capably on National Working Groups and Committees. Your input and representation is a key support to my Team in the delivery of our service plan and is much appreciated.



**Brian O'Donnell**  
Chief Executive

## Key Result Area 1:

### Implementation of National Policy & Legislation

## Provide practical support in the implementation of all relevant national policy initiatives

During 2016 the National Federation supported its members in the implementation of key national policies and legislation relevant to people with disabilities their families and those that support them across the lifecycle, in the following areas:

### Progressing Disability Services for Children & Young People (PDSCYP)

Gillian Darrer, Brothers of Charity South East Services, represented the National Federation on the PDSCYP National Co-Ordinating Group. The National Federation has an internal PDSCYP reference Group which has a broad membership across our member organisations. There were four meetings held in 2016. The meetings provided a forum for members to update Gillian on the progress in each of the CHO Areas and any issues that needed to be brought to the attention of the national group.



### National roll-out of Informing Families Guidelines

Significant planning took place through engagement with the HSE in 2016 for a full national implementation of the *Best Practice Guidelines for Informing Families of their Child's Disability*. These Guidelines were developed by the National Federation and funding was secured from the Department of Health's National Lottery Scheme to support their implementation. The national roll-out plan was developed together with Dr. Ciaran Browne, General Manager of Acute Services HSE, and meetings took place with the Masters and teams from the National Maternity Hospital and the Coombe Maternity Hospital; staff at the Rotunda Maternity Hospital, and the HSE's Communications team to devise the communications plan for the roll-out. Planning is in place for engagement with the paediatric hospitals and units nationally in 2017. We also carried out training sessions at the Graduate Medical School in the University of Limerick and with 57 staff from the Early Services Disability teams from across Kerry at Tralee Institute of Technology. Further awareness-raising took place through a presentation at the 17th Interdisciplinary Healthcare Conference at Trinity College Dublin in November 2016.



Liaison took place in 2016 with the HSE’s Progressing Disability Services for Children and Young People programme to ensure streamlined provision of information between the HSE’s website for families which is in development and the Informing Families website. A structured usability and evaluation study on the [www.informingfamilies.ie](http://www.informingfamilies.ie) website was begun in 2016, in order to inform processes for providing early information for families. This study will conclude in 2017.



Alison Harnett, Julie O’Neill, Katherine O’Leary and Moira King Fitzgerald at the Informing Families training in Tralee

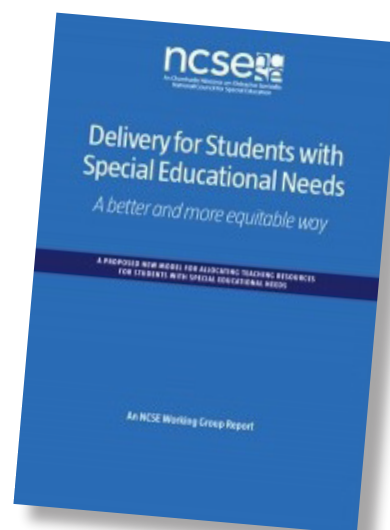


Chairperson of the Informing Families Implementation Project and parent of two children with disabilities - Katherine O’Leary providing training with Informing Families Project

## Education Policies

During 2016 the National Federation continued to engage in consultation with the Department of Education and Skills regarding the progress of the National Council for Special Education’s Model for Allocation of Special Education Teaching Resources in Mainstream Schools. Communications were issued to members to provide updates with regards to the planned implementation of the model in the 2017/2018 school year.

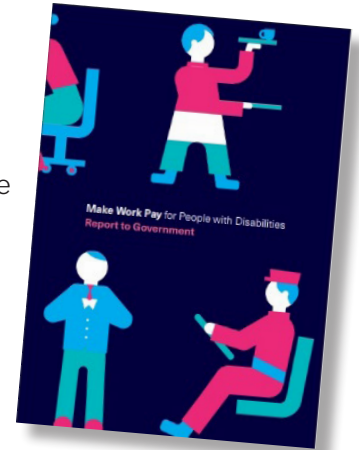
A meeting was convened of members who are patrons of special schools to identify issues of concern, for instance with respect to the funding and governance of nursing staff in school settings, and the difficulty in identifying responsibility between the HSE and Department of Education and Skills with respect to the provision of nursing staff to facilitate children with complex medical needs in attending school. A meeting was sought with Minister for Children Katherine Zappone to discuss these matters. Work will continue in 2017 to address the issues raised. The National Federation also prepared a submission to the Department of Education and Skills’ consultation on its Strategy for Education and Skills 2016-2018.





## Vocational Training & Employment

Following consultation with our members, a detailed submission was developed and provided to the Department of Social Protection with regards to the 'Make Work Pay' strand of the Comprehensive Employment Strategy, highlighting the importance of removing barriers to employment (such as the fear of loss of entitlements and benefits) and providing enhanced supports in mainstream settings for attaining and sustaining employment for people with intellectual disabilities.



## Individualised Supports

The National Federation continued to support the implementation of national policy in the development of individualised supports, and to inform the expansion of innovative models of service, through its Next Steps community of practice and learning in 2016. Through reflection on the learning to date from the Next Steps Project, and in consultation with member organisations, a detailed proposal was developed for the next stage of work of the community of learning, with twenty five organisations providing case study proposals that will be progressed over the coming phase - which will in turn lead to increased shared learning in innovative practice. The community of practice met on 6 occasions during 2016, and shared learning in relation to a wide range of areas such as the use of Capital Assistance Scheme and mainstream housing avenues (including ads on Daft.ie) for accessing housing provision; using valued social roles approaches to secure employment and wider community participation; unbundling of funding to promote more independent living, and the development and sustainment of individualised supports across an organisation. These topics were chosen to ensure that the investment in supports for individualised models is used to best effect and that the sharing of learning and practice innovation is fostered through the work undertaken by member organisations.



Shared learning and discussion at the Next Steps community of practice

The voice of self-advocates continued to play a central role in the work undertaken by the Next Steps community, with individuals sharing the changes in their lives at each of the meetings; a presentation of the findings of the ‘Our Homes’ research being made to the community by the Inclusive Research Network; and the establishment of a new initiative – the Voice Box Video Booth taking place.



Arun Asan, Alison Harnett, Claude Madec, Niamh McGauley and Martin Dooher preparing for the Voice Box filming



Brian Donohoe and Áine McDermott presenting the ‘Our Homes’ report at the Next Steps community

The ‘Voice Box’ is a physical space in which people come and express their views on a given topic (“What I want to say about...”) and these views are video-recorded and shared with key stakeholders. As the regulation and inspection of the homes of people with disabilities is a very important development in the lives of people who experience this, the first topic to be explored by the Video Booth was ‘What I want to say about... HIQA’. At an advocacy conference organised by the Brothers of Charity Services in Clare, which took place on 13 October 2016 in the West County Hotel, Ennis; 360 attendees with intellectual disabilities from around the country were provided with the opportunity to visit the Voice Box during the course of the day if they wished to record their thoughts about inspection. Approximately 25 people came and shared their lived experiences and their opinions on inspections and provided their consent for these views to be shared. In early 2017 the editing of the first film will be completed and engagement will be sought with key stakeholders to share the views of the self-advocates.

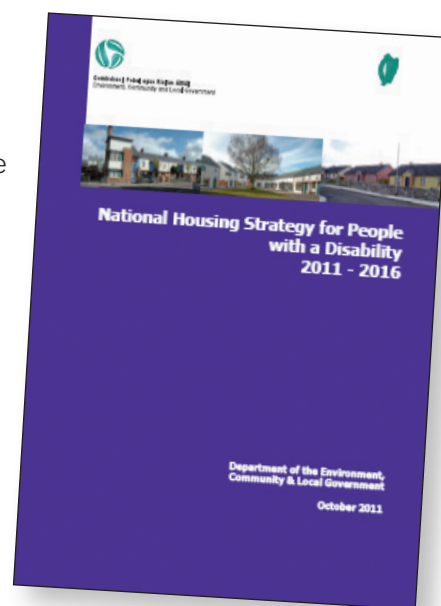




## National Housing Strategy for People with a Disability 2011-2016

The National Federation was represented by Alison Harnett on the Housing Sub Group tasked with implementation of the *National Housing Strategy for People with a Disability 2011-2016*. We participated in a range of activities and consultations as part of this role. Developments were communicated with members to update on key issues and opportunities arising through this process, including with regards to the 2016 Capital Assistance Scheme funding call.

We also participated in the Community Living Working Group of the Housing Sub Group which considers and progresses housing matters relevant to people living specifically in community settings (i.e. other than Congregated Settings) in relation to accessing mainstream housing options in line with the *National Housing Strategy for People with a Disability 2011-2016*, and contributed to the organisation of a “housing options” seminar which was held on 14 June 2016.



## Time to Move On from Congregated Settings

Brian O'Donnell, Chief Executive, participated in the Implementation Group of the Service Reform Fund and in that role provided detailed input and feedback to the proposed plans developed to support the implementation of the Congregated Settings report. Through the work of the Next Steps Community, we also provided support and facilitated shared learning on methods for supporting people moving from congregated settings with HSE direct-funded services, including through the HSE's national safeguarding briefing seminars.

## Assisted Decision-Making (Capacity) Act 2015

To assist members in preparation for the commencement of the *Assisted Decision-Making Capacity Act*, the National Federation collaborated with the Centre for Disability Law and Policy, NUIG and Genio to organise a workshop on *Supported Decision Making* with Cher Nicholson. Ms. Nicholson developed and piloted a supported decision making programme in Southern Australia. The event took place on 9th February 2016 and provided attendees with an opportunity to learn about the ASSET (Applying Specialised Skills, Education and Training, South Australia) model of supported decision-making in a workshop environment. We also monitored progress on the implementation of the Capacity legislation, communicated developments to members and made preparations for a planned conference to take place when the Decision Support Service has been established.



Laura Powell, Sunbeam House Services & Cher Nicholson presenting at the Support Decision Making seminar, February 2016

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

The Transforming Lives Programme is a national collaborative effort to build services for people with disabilities. The programme comprises 6 working groups which are overseen by a National Steering Group. The National Federation is represented on the National Steering Group. During 2016 the Steering Group arranged for presentations by the six Working Groups. The National Federation is also represented on all six Working Groups. Brian O'Donnell, Chief Executive, is an active participant on Working Group 1 of Transforming Lives - Person-Centred Model of Services & Supports – Strategic Planning. Building on a population needs assessment and existing services evaluations during 2016, Working Group 1 made significant progress in the development of a national report on forecasting future needs of people with disabilities.

### **New Directions**

During 2016 the National Federation was represented on the New Directions National Working Group, by TJ Duggan, Cheeverstown House and Trevor Jacob, CWCW Enniscorthy.

### **School Leavers**

The National Federation is represented on the HSE's School Leavers Working Group. During 2016 a school leaver profiling process was introduced which assisted in the identification and planning of the supports which young people require as they leave school and transition to Adult Day Services. A detailed submission was made to the HSE resulting in an increase in the funding to meet the identified needs of in excess of 1500 young person's making the transition.

### **Adult Therapy Services Working Group**

Therapy services for adults with intellectual disability have been impacted by the introduction of new policy initiatives such as Progressing Children's Disability Services. Concern had been expressed that the quantum of therapy services available was not sufficient to meet the requirements identified. A Working Group was formed in April 2016, which included therapy staff from a number of member organisations; their remit was to identify the issues that are arising for our members and to frame that into a position paper for submission to the Department of Health and the HSE. The Group agreed that the most appropriate way to do this was to form four task groups as follows:

- 1.** Mapping within Disciplines:
- 2.** Consulting Support Services
- 3.** Develop a questionnaire for consultation with adults in services
- 4.** Unmet Service Requirements in Therapy Services for Adults with an Intellectual Disability.

This work will continue into 2017.

### National Consultative Forum

The National Federation is represented by Brian O'Donnell, Chief Executive, and Breda Crehan-Roche, Chairman, on the National Consultative Forum which was established to provide a platform for meaningful and active management and participation by service provider and service user representative groups in the development of policy, practice and organisational strategies. The Forum which met on 4 occasions during 2016 plays a key role in facilitating dialogue, information sharing and effective engagement with the Transforming Lives Programme.

### Task Force on Personalised Budgets

The Minister for Disabilities established a Taskforce on Personalised budgets in September 2016. The Task Group is chaired by Christy Lynch and the National Federation is represented by Brian O'Donnell, Chief Executive. It met on a monthly basis for the remainder of 2016 during which a Project Initiation Document and work plan were signed off.

### National Disability Strategy

The National Federation is represented by Brian O'Donnell, Chief Executive, on the Disability Stakeholders Group convened by the Department of Justice. During 2016 we contributed to the development of a new Implementation Plan having regard to the learning from the National Disability Strategy Implementation Plan 2013-2015.

### Inclusive Research Network

During 2016 the IRN members continued to disseminate the findings of their research project 'Our Homes' which was launched in November 2015. In March IRN Secretary Brian Donohoe and IRN Member Áine McDermott made the first presentation of the report to members of the Next Steps Community. Nancy Leddin, IRN Chairperson, Carol Ann O'Toole and Brian Donohoe presented at the Brothers of Charity Advocacy Conference in October 2016.



The IRN elected a new Steering Committee in early 2016 as the previous steering committee had reached the end of their 3 year tenure.



Brian Donohoe, Secretary, Inclusive Research Network

The IRN has also designed a new logo. Members from Galway chose 5 designs for IRN members to vote on. Each member filled out a voting sheet for the design, the colour scheme and the type of lettering to use in the logo and this is the logo that was chosen.

The IRN also produced a magazine entitled “Working Together” in May 2016 which includes stories, word puzzles and general IRN News. A copy of the magazine can be downloaded from [www.fedvol.ie](http://www.fedvol.ie)



### **Sexual Offences Legislation**

The Inclusive Research Network continued to represent the views of members on the Criminal Law (Sexual Offences) Bill 2015 as it proceeded through the Oireachtas in 2016 and communicated developments to members as they occurred.

## Access to Justice for People with Intellectual Disabilities Project (AJuPID)

The Access to Justice for Persons with Intellectual Disabilities was a Project funded by the European Union with the following aims:

- To train family members, friends and others to better support people with disabilities when they make decisions.
- To train legal guardians and court staff about the UN Convention on the Rights of Persons with Disabilities and the rights of people with disabilities.



The National Federation Secretariat participated in this project in 2016 by the following actions:

### National Awareness Event (AJuPID)

The National Federation of Voluntary Bodies hosted a national awareness event for the AJuPID Project on 21st January, 2016 in the Ashling Hotel, Dublin. Invitations to the event were sent to the Presidents of the Supreme Court, High Court, Circuit Court, relevant Ministers, Court Staff, Solicitors, service providers, advocacy services, family groups and Government bodies. The event was well attended, with representatives from Service Providers, Inclusion Ireland, National Advocacy Service, National Disability Authority, Solicitors, Office of the Wards of Court, Court Services, Chief Court Clerk from the Circuit & District Courts and 3 Specialist Judges being present.

The feedback from the event was extremely positive, there was a lot of interest in the project and attendees were very happy to receive the materials from the project. Interest was also expressed in the training. It is hoped that some of the attendees will participate in the training in the near future.



Presenters: Maura O'Loughlin, Dr. Gerard Quinn & Fiona Coffey

### Pilot Training (AJuPID)

One of the aims of the Access to Justice for People with Intellectual Disabilities Project was to undertake a Pilot Training Programme to look in detail at Articles 12 & 13 of the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD). This programme took place in February, 2016 in the Tullamore Court Hotel, Co. Offaly. Nine people participated in the training, including a person with a disability, front line staff, family members and senior management



staff. As part of the training we had presentations from a self-advocate, Suzy Byrne, National Advocacy Service, Dr. Eilionoir Flynn, Centre for Disability Law & Policy, NUIG and Teresa Gadd, Ace Communications. Maura O’Loughlin and Fiona Coffey were the trainers for this pilot training.

The participants from the training were very impressed with the modules presented to them and felt they gained a lot of knowledge about the UNCRPD generally but specifically Articles 12 & 13, the new Assisted Decision Making (Capacity) Act 2015 in Ireland, the promising practices emerging in the partner countries, how communication is key in supporting people with intellectual disabilities and how changing people’s thinking was a vital aspect of the training.

The evaluation gained from the pilot training will assist us in tailoring the training to suit the different stakeholders we hope to train in the future.



Participants from the AJuPID Training

### Final Conference

At the final AJuPID Conference in Sofia, Bulgaria, Maura O’Loughlin, Sunbeam House Services and Caroline Looney, National Federation presented on Ireland’s Promising Practice: Advocacy & Access to Justice as part of the programme to finish the Project.



AJuPID Project Partners

### **National Research Projects – Ethical approval protocol**

In September 2016, the Secretariat developed a proposed protocol for ethical approval for national research involving Federation members, aimed at addressing the need for balance between the ethical imperatives of participation, inclusion in research and timely approval for national projects; whilst preserving the necessary autonomy and independence of individual Federation members. This proposal was brought to the Board of the National Federation and approved.

### **Support the policy implementation function of the National Federation**

A planning meeting of a Policy Advisory Committee took place in Quarter 1 of 2016, at which a process was agreed through which all relevant policy work proceeded during the year. It was agreed that the implementation of the work plan and the development of submissions in relation to national policy would take place through the convening of experts in any given particular subject area for any policy development (rather than a more generalised policy sub-committee) and that communication of outcomes would then take place with the wider Federation. This approach was adopted and progressed throughout the year as outlined in the policy areas above. Christy Lynch, chairperson of the National Federation's former Implementation of Policy Sub Committee, continues to operate in an advisory capacity to the Secretariat in relation to our disability policy work.

## Key Result Area 2: Quality, Innovation & Standards

### Consolidate our commitment to continuous quality improvement and innovation

#### Quality & Standards Sub Committee

The National Federation of Voluntary Bodies is committed to continuous quality improvement in services, leading to the realisation of the Federation vision of people with disabilities “...being supported to live a life on one’s own terms”. The Strategic Plan 2016–2019 of the National Federation sets out five strategic priorities including Strategic Priority 2: “Consolidate our commitment to quality improvement and innovation”. The National Federation’s Sub Committee on Quality and Standards is responsible for overseeing the implementation of this strategic priority and is tasked with the specific objectives of:

- Considering and advising on how best to support and include people with a disability, and their families, in decisions that affect their lives;
- Contributing to the shaping and implementation of the HIQA National Standards / Regulations in residential disability services;
- Providing practical support to member organisations in the implementation of the Adult Safeguarding and Children First Policies;
- Contributing to the shaping of the review of the New Directions National Standards for Day Services;
- Providing practical support to member organisations in the implementation of appropriate quality systems;
- Identifying innovative and best practice quality developments for dissemination throughout the Federation;
- Ensuring that the value add, which a vibrant community and voluntary sector brings to the lives of people with intellectual disability, is articulated and understood.



Grainne Sexton, Gheel Autism & Elaine Teague, St. Michaels House, members of the National Federation Quality and Standards Sub Committee

Anna Shakespeare, Chief Executive, St. Michael’s House, is the Chair of the Quality & Standards Sub Committee which met on 4 occasions during 2016.

### Links with the HSE:

Gerry Clerkin, Head of Quality & Safety - Social Care Division, HSE, was invited to attend a number of meetings of the National Federation's Quality & Standards Sub-Committee during 2016 with the aim of sharing information and creating ongoing links between the HSE and the National Federation. There are a number of areas of work which it was felt that it would be mutually beneficial to liaise closely with the HSE.



Gerry Clerkin Head of Quality & Safety - Social Care Division, HSE

## Implementation of the Regulations for Residential Services for Adults and Children with Disabilities

### HIQA Providers Forum

The Health Information and Quality Authority (HIQA) is responsible for the inspection and registration of designated centres for adults and children with disabilities. HIQA commenced regulation of these services in November 2013 and shortly thereafter the HIQA Providers Forum was established to facilitate communication between the Authority and representative organisations of service providers. Membership of the Forum includes the National Federation of Voluntary Bodies, the Disability Federation of Ireland, the Not for Profit Business Association, the Irish Council for Social Housing and the Health Service Executive.



In particular the work of the Forum focuses on:

- Provision of updates on the implementation of the regulatory processes, policy direction and registration programme for residential services for children and adults with disabilities.
- Presentation by Service Providers of wider queries and information items generated from membership for clarity.

During 2016 the National Federation was represented on the HIQA Providers Forum by Anna Shakespeare, Chairperson, Quality & Standards Sub Committee, Brian O'Donnell and Jillian Sexton, National Federation Secretariat.

### HIQA related costs

Following direction from the National Federation's Board of Directors a survey of member organisations was undertaken during 2016 to establish the costs incurred by agencies relating to the HIQA registration process; actions undertaken to meet Regulation requirements and addressing the actions arising as a result of HIQA inspections. A report on the costs was

presented to the Board of Directors in July 2016 and this formed the basis of discussions with the HSE in relation to the necessary funding required by providers to meet their regulatory requirements.

### Fire safety in Health Care – Draft code of practice

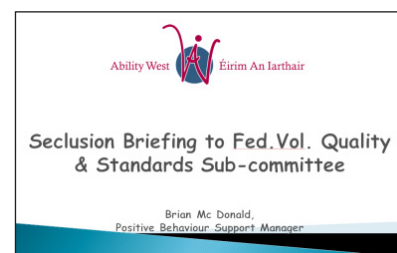
A workshop took place with Federation members on 20th September, 2016 entitled ‘Fire Safety in Health Care - A Common Approach’ and ‘Review / Feedback on the Draft Code of Practice Community Dwellings’. The session was facilitated by Aidan O’Connor, Corporate Estates Manager, Fire Safety, HSE, and discussions at the workshop contributed to the National Federations submission to the Dept. of Housing, Planning, Community and Local Government in early 2017 on the ‘Draft Code of Practice for Fire Safety in New & Existing Community Dwelling Houses’.



**An Roinn Tithíochta, Pleanála, Pobail agus Rialtais Áitiúil**  
Department of Housing, Planning, Community and Local Government

### National Guidance on Restrictive Practices

The development of a national guidance document on restrictive practices was commissioned by the National Federation’s Quality & Standards Sub-committee to provide member services with consistent terminology, criteria and advice with regards to policy development in the utilisation of ‘restrictive practices’. To oversee this work a ‘Task Group on Restrictive Practices’ was established, chaired by Brian McDonald, Positive Behaviour Support Manager, Ability West. The group is comprised of personnel who have a significant organisational knowledge/remit/responsibility with regards to monitoring, prescribing and auditing the use of restrictive practices.



The overall aim of the group is to provide direction to National Federation member organisations in the support of individuals with complex issues in line with national legislation and international best practice. In particular the Restrictive Practices Task Group has focused its work on the following restrictive practices:

1. Seclusion/geographical containment
2. Mechanical restraint (including bed-rails, harnesses, lap-belts, etc.)
3. Physical restraint (including clinical holding)
4. Chemical intervention
5. Restricting access/locking doors

In the development of the national guidance document the Task Group sought input from the wider Federation membership via a questionnaire which was circulated to all member organisations. It is envisaged that the Task Group will present its final report to the Quality and Standards Sub-Committee in early 2017.

### Promoting Safe Services and Quality Improvement for children and adults

A key area of work which the National Federation focused on during 2016 was supporting services in the provision of safe services for children and adults. The National Federation's Safeguarding Implementation Group (Children and Adults), whose membership consists of Designated Liaison Persons and Designated Officers from across Federation member organisations, met on 5 occasions during 2016.



Members of National Federation Safeguarding Implementation Group

### Children First – HSE Social Care Division Children First Oversight Committee

The HSE Social Care Division Children First Oversight Committee continued its work during 2016 – the National Federation was represented on the group by Liam Keogh, Daughters of Charity Services, and Jillian Sexton, National Federation Secretariat. The role of the Group is to:

- Develop and recommend a standardised framework for a Child Protection and Welfare Policy, Procedures & Practices;
- Develop and implement a Communication Strategy and Plan to support Children First implementation across Disability Services;
- Develop and recommend a standardised Children First Training Strategy for adoption by all Disability Service Providers;
- Develop and recommend a standardised quality and assurance template & monitoring system for effective implementation of Children First for adoption by Disability Services;
- Monitor national Children First statistical returns for trends, issues and obstacles to implementation of Children First and advise the National Disability Governance Group.



### Tusla – Child and Family Agency

Tusla is the national agency charged with responsibility for improving wellbeing and outcomes for children. During 2016 the National Federation sought to address issues arising for Federation members in relation to child protection and welfare and particular actions undertaken by the Federation in this regard include:



A presentation was made by Charney Weitzman, Children First Information and Advice Person, Tusla, to the General Assembly meeting on June 1st 2016 entitled “Child Protection & Welfare Responses as it applies to Children with Intellectual Disability”

A survey was carried out in November 2016 with National Federation member organisations which sought to gather information on organisation's experience of making referrals to Tusla / CAMHS and how such referrals are dealt with.

### **Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures**

The National Safeguarding Policy sets out a number of principles which promote the independence and rights of adults who may be vulnerable and also outlines the procedures to be followed if there are concerns of abuse and / or neglect of a vulnerable adult. The Policy provides details on a number of structures to be developed in order to support the safeguarding agenda. Since the Policy was officially launched in late 2014 the National Federation has been working at both at a national level with other key stakeholders and with its membership to support this area of work.

### **HSE National Implementation Task Force on the Safety of Vulnerable People in Residential Disability Service (6 point action plan)**

Breda Crehan-Roche, Chairman, and Brian O'Donnell, Chief Executive, represent the National Federation on the above Task Force which is charged with implementation of a 6 point action Plan as outlined hereunder. The work of the Task Force also includes the organisation of a series of HSE Summits with a focus on enhancing service delivery in residential settings.

- The HSE will implement a new national policy called 'Safeguarding Vulnerable Persons at Risk of Abuse'.
- The HSE will develop and implement a volunteer advocacy programme in residential services for people with a disability.
- The HSE will develop and implement a volunteer advocacy programme in residential services for people with a disability and support the development of councils comprised of people with a disability and families in all services to promote rights, welfare and participation.
- The HSE has appointed Dr. Kevin McCoy to undertake a review of practices in residential units in Aras Attracta.
- The HSE will establish a National Implementation Task Force to develop long-term, evidence-based safeguarding practices and training programmes specific to residential settings.
- The HSE Quality Improvement Division will develop quality improvement initiatives in residential settings. This will focus on supporting implementation of the national task force priorities and current reviews being undertaken.

To progress the work as outlined above, the Task Force met on 4 occasions during 2016.

### National Safeguarding Committee

The overarching remit of the National Safeguarding Committee (NSC) is to ‘...support the development of a societal and organisational culture which promotes the rights of persons who may be vulnerable and safeguards them from abuse’, National Safeguarding Committee, Strategic Plan 2017-2021, November 2016. The NSC, chaired by Patricia Rickard Clarke, is a multi-agency and inter-sectoral body which recognises that safeguarding vulnerable persons requires agencies to work collaboratively. Brian O’Donnell, Chief Executive, represents National Federation members on the Committee.



During 2016 the NCS identified 4 main areas of work which it would concentrate its efforts on over a 5-year period:

- Raising public awareness and understanding
- Supporting and promoting the protection of people’s rights
- Informing and influencing government policy
- Building the Committee’s capacity and capability

### HSE / Umbrella Groups Safeguarding Reference Group

The HSE, the National Federation of Voluntary Bodies, the Disability Federation of Ireland and the Not-For-Profit Association established a Reference Group in relation to the HSE’s *Safeguarding Vulnerable Persons at Risk of Abuse – National Policy and Procedures*. The group aims to:



- Provide leadership and direction in safeguarding vulnerable adults from abuse and promoting their rights.
- Support all Service Providers in the implementation of the Policy.
- Identify impediments to the ongoing implementation and application of the Policy and recommend any corrective action.
- Evaluate the implementation of the HSE’s Safeguarding Policy across all agencies providing Services to People with Disability.
- Participate in a formal review of the Policy.



During 2016 the HSE Safeguarding Reference Group met on a regular basis to address the issues of concern arising for members in relation to safeguarding. Colette Daly-Ability West, Michael Flood-Brothers of Charity Services, Tom Hughes-Western Care Association and Jillian Sexton, National Federation Secretariat, represented the Federation on the Group.



### Briefing Sessions – CEO’s / Senior Managers:

In February 2016 three briefing sessions were held for CEO’s and Senior Managers across National Federation member organisations on the ‘Safeguarding Vulnerable Persons at Risk of Abuse – National Policy & Procedures’. In particular the sessions focused on the role of CEO’s / Senior Manager’s in implementing the policy at organisational level and to provide an update on national developments in relation to the implementation of the Policy. Almost 150 managers from across Federation member organisations attended the sessions.



Briefing Session on Vulnerable Adults Policy in February 2016

### Safeguarding Policy – Compliance Checklist / Audit

In early 2016 the National Safeguarding Office designed a ‘compliance template’ which sought to establish individual organisations level of compliance with the provisions of the National Safeguarding Policy. The National Federation co-ordinated completion of the templates which were then returned to the National Safeguarding Office for analysis. Overall there was a high level of compliance with the requirements of the national policy and a number of issues were identified for members implementing the Policy which were addressed by the HSE Safeguarding Reference Group.



Bridget McDaid, Anne Wall (RIP) and Paschal Moynihan, National Safeguarding Office, HSE

*The National Federation would like to express our condolences to the family and HSE work colleagues of Anne Wall on the sad news of her passing.*

## National Conference - 'Safeguarding - Everyone's Responsibility'

On 17th November 2016 over 400 delegates attended a very successful conference entitled 'Safeguarding - Everyone's Responsibility' which was held in The Heritage Hotel, Portlaoise. The conference was run as part of a Pobal funded Project managed by the National Federation Secretariat, St. Michael's House and the Open Training College. The conference provided an opportunity for key stakeholders to come together and discuss the main issues and challenges arising for service providers in ensuring that people are supported to the fullest extent to live ordinary lives whilst safeguarding them from potential harm. It also aimed to provide delegates with an opportunity to hear from leading experts in the field of safeguarding, to network and discuss issues relating to adult safeguarding.



L-R: Breda Crehan-Roche, Chairman, National Federation and speakers Patricia Rickard Clarke, Chair, National Safeguarding Committee, Tim Hanly, HSE and Phelim Quinn, Chief Executive, HIQA.

In her opening address Breda Crehan-Roche, Chairman, National Federation of Voluntary Bodies, highlighted that this is a time of significant policy and practice development in the area of Safeguarding Vulnerable Adults and stressed the importance of service providers and staff being fully aware of their roles and responsibilities in relation to safeguarding. She also highlighted the importance of empowering individuals so as they are fully aware of what safeguarding is and the action they need to take if they think they are being abused.

'The advocacy group took us all back to the reason we were there. I had several discussions during the day with different groups and individuals attending the conference, and all expressed the benefit of seeing such an excellent presentation'

- Comment from a delegate

When we are supported to recognise abuse we will be able to keep ourselves safer

A highlight of the conference was the presentation by members of **The Clare Advocacy Platform** whose presentation was entitled: *'Keeping Safe.....Our Journey so Far'*. Members of the Platform, who were supported by Jo Rynne and Rob Hopkins, Brothers of Charity Services Clare, spoke about the importance of people being able to recognise abuse and report it. The group emphasised the role of drama in supporting people to talk about different forms of abuse and a series of short video clips were shown which focused on different forms of abuse – sexual, financial, etc.



Members of the Clare Advocacy Platform L-R: Courtney O'Sullivan, Rob Hopkins, Ger Minogue, Robbie McNamara, Elizabeth O'Connell, Jo Rynne, Nuala Coughlan



Dr. Bob McCormack, Member Áras Attracta Review Group, Dr. Eddie Molloy, Director, Advanced Organisation and Ms. Anna Shakespeare, CEO, St Michael's House



Leigh Gath, Confidential Recipient for Vulnerable Persons, presenting at Safeguarding Conference

Copies of the presentations made at the conference are available on the National Federation's website - [www.fedvol.ie](http://www.fedvol.ie) - videos of the conference presentations are also available.

*We would like to acknowledge that photographs of the conference are by Mr. Arun Asan, Arun Asan Photography Services - [arunas@gmail.com](mailto:arunas@gmail.com)*

### People First: Safeguarding – National to Local Project:

Throughout 2016 the National Federation, St. Michael’s House, and the Open Training College, worked on the development of an online safeguarding module. Funding for the Project was made available following a successful application to Pobal - Dormant Accounts Fund. In January 2016 a Project Steering Committee was established to oversee implementation of the Project with membership drawn from across the three partner organisations and the HSE’s National Safeguarding Office.



The online safeguarding module sought to provide information on organisations responsibilities in terms of safeguarding, definitions and types of abuse; organisational culture; responsibilities of staff; and procedures for dealing with concerns and allegations of abuse.

In September 2016 three briefing sessions took place for Federation members to provide information on the online / eLearning module and to identify organisations to participate in a pilot of the online module over a 6-week period. A total of 154 employees, from across 19 organisations, took part in the pilot programme. Feedback from the pilot phase was overwhelmingly positive:



Joanne Haffey, Raymond Watson and Roisin Deery members of the Pobal Project Management Team

*‘The content of the course is invaluable in terms of front line work with vulnerable persons. Where one or two members of a team have availed of the course they have a key role in the learning opportunities of the wider team in terms of ensuring that obligations in relation to safeguarding are met to the highest of standards where the vulnerable person is the priority in decision making.’*

*‘Multi-disciplinary teams and individuals availing of learning in this format allows for a greater understanding of the role everybody has in responding to and ensuring that safeguarding is implemented to the highest standard’.*

On completion of the pilot programme the safeguarding module content was updated and the module was officially launched at the National Safeguarding Conference event on 17th November, 2016.



## Key Result Area 3:

### Human Resources / Employee Well-being & Development

Ensure that staff employed and volunteers engaged by member organisations are equipped with the competencies and skills necessary to implement national policy relating to people with intellectual disability

#### Support Federation members in relation to human resources issues

Membership of the National Federation's Operational Human Resources Group is open to all human resources personnel across National Federation member organisations. The Group is chaired by Olive Leonard, Director of Human Resources, Muiriosa Foundation, and its primary role is to ensure that National Federation members are supported to tackle key human resource issues and address the human resources related provisions contained in relevant national policy documents / agreements.

The Operational Human Resources Group met on 4 occasions during 2016 and the following is a summary of the key areas of work undertaken by the Group:

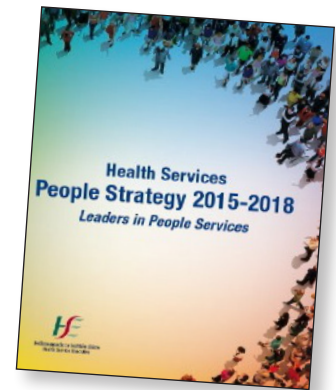
- Discussions took place at Operational HR Group meetings on organisations experiences of the HIQA inspection and registration process – particularly in relation to human resources issues arising in this context.
- Garda vetting of staff / volunteers was monitored throughout 2016 to ensure that organisations had access to a timely Garda vetting process for all newly recruited staff / volunteers.
- A number of briefing sessions / meetings were arranged for National Federation members during 2016. These included: Niall Gogarty, HR Directorate, HSE, who provided an overview of the HSE People Strategy 2016-2018 and Joan Smith, National Mediation Service, HSE.
- In June 2016 a special meeting of National Federation Section 39 agencies was convened to address the specific human resources / funding issues arising for this group. A series of actions were agreed arising from the meeting aimed at addressing the concerns raised.
- In November 2016 a Sub-group was established to review how best to attract candidates to work in the intellectual disability sector and to consider the usefulness of social media as a means of recruiting staff.



Olive Leonard,  
Chairperson, Operational  
HR Working Group

## Engagement with the HSE

During 2016 the National Federation sought to ensure that we continue to enhance the good working relationship that exists between the National Federation and the Human Resources National Directorate, HSE. The following activities were undertaken in this regard:



- Niall Gogarty, HR Directorate, HSE, attended the February meeting of the Operational HR Group and provided an update on key developments of relevance to our sector;
- **Office of the National Director of HR:** National Federation representatives met with the Director of HR, HSE - Rosarii Mannion on two occasions during 2016. The meetings sought to address a range of human resource related issues arising for Federation members related to funding, industrial relations and employee wellbeing.
- **The HSE Human Resources / Finance Working Group:** which was established by the HSE to address the many HR and finance issues arising for Federation member organisations continued to meet during 2016. The Working Group has representatives from the National Federation, Disability Federation of Ireland and the Not for Profit Business Association.
- **Corporate Employee Relations Services (CERS):** Throughout 2016 the National Federation continued to work closely with CERS, HSE. CERS is the representative body for health service employers that aims to promote the development of improved human resources practices within the health services and represents / supports employers in the management of industrial relations. Key issues under discussion during 2016 related to: implementation of the Labour Court Recommendation relating to sleepovers; compliance with the provisions of the European Working Time Directive (EWTD); national pay agreements, etc.
- **National Joint Council / Joint Information & Consultation Forum:** The position in relation to industrial relations matters of relevance to agencies was monitored and support was provided to those who represented National Federation members on key national working groups such as the National Joint Council (NJC) and the Joint Information & Consultation Forum (JICF). The NJC is the primary forum for the management of industrial relations in the health service and Rose Rafferty, St. Michael's House, and Olive Leonard, Muiriosa Foundation, represented the interests of National Federation members on the Council during 2016. The JICF provides a forum for information sharing and consultation in relation to HSE projects. The National Federation was represented on the JICF during 2016 by Jillian Sexton, National Federation Secretariat. Key presentations were made to the members of the JICF during 2016 which included inputs on the following HSE initiatives: People Strategy 2015-2018 Leaders in People Services, National Investigation Unit, HSE Change Model, Diversity, Equality and Inclusion in the HSE and Health Service System Reform.

- **HSE Occupational Health Scheme:** A delegation from the National Federation met with Dr. Lynda Sisson, Clinical Lead, Occupational Health, HSE, on June 20th, 2016 to establish if there were areas in which there could be closer co-operation between the HSE and Federation members. In November 2016 a survey was undertaken with Federation members to determine what provisions are currently in place in relation to occupational health and what supports agencies would like to be able to access from the HSE. Work in relation to this issue will continue into 2017.
- **Review of Trust in Care Policy:** In late 2016 Corporate Employee Relations Services, HSE, commenced work on a review of the Trust in Care Policy. National Federation members were invited to submit feedback to the HSE in relation to the operation of the Policy and to propose amendments. In order to progress a review of the Policy, management were required to present the health service unions with specific details of the proposed changes sought and the rationale for same.
- **Health Sector National Staff Survey 2016: ‘Your Opinion Counts’:** The second Health Sector National Staff Survey “Your Opinion Counts” was carried out during September / October, 2016. The aim of the survey was to gather information on staff members’ attitudes towards their employment in the health service. Employees from across a number of National Federation member organisations took part in the survey with the overall results from the survey due to be published in early 2017.
- **Human Resources National Investigations Unit:** One of the key actions outlined in the Health Services People Strategy 2015-2018 Leaders in People Services is the establishment of a ‘...unified National Investigations Unit which provides a timely and efficient response and uses learning outcomes to continuously improve performance.’ A Working Group was established to support the development of the Unit and a reference manual on conducting human resources investigations. Pauline Brennan, Human Resources Manager, Western Care Association, was the National Federation’s nominee on the Working Group during 2016.
- **INMO – RNID Section National Conference, Crowne Plaza Hotel, Dublin, 22nd November 2016.** Brian O’Donnell, Chief Executive, spoke at the above Conference at the invitation of the INMO on the topic of ‘*Manpower Planning, Realising the potential of the RNID – The challenges for Employers*’
- **Section 38 CEO Salaries.** A small Federation Working Group was established to consider the issue of the salary bands introduced for Section 38 CEO’s as outlined in Circular 22/2015. In addressing this issue, three joint meetings were held with the Association of Voluntary Hospitals CEOs during 2016. Common purpose was identified and groundwork laid down for the preparation of a submission to the Public Service Pay Commission in early 2017.





L-R: Jacinta Mulhere, PRO, RNID Section; Ailish Byrne, Chairperson, RNID Section; John Lonergan, Author & Former Governor Mountjoy Prison; Caroline Crotty, Psychotherapist; Brian O'Donnell, Chief Executive Federation of Voluntary Bodies; Martina Harkin-Kelly; INMO President; Ann-Marie O'Reilly, Education Officer, RNID Section; Patricia McCartney, Secretary, RNID Section; Mary McCarron, Professor of Ageing and Intellectual Disability, TCD; Liam Doran, INMO General Secretary.



## Identify the key strategic human resource management issues facing member organisations and agree actions to address these concerns

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### **Strategic Planning session:**

In June 2016 a workshop was hosted with members of the Operational HR Group to identify and prioritise the strategic HR objectives to be progressed collectively in order to respond to the challenges and demands currently facing organisations. In particular, the workshop aimed to provide an overview of best practice and current trends in human resources and to identify the key HR priorities to be addressed. Five main priorities were identified from workshop discussions:

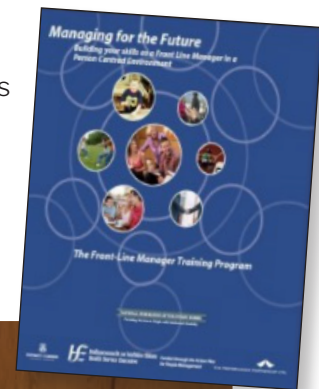
1. Development of people management skills/HR knowledge for line managers.
2. Managing change effectively (with an emphasis on employee engagement) to deliver on key challenges (e.g. New Directions, HIQA requirements, mergers and organisational restructuring).
3. Improve approach to collecting/managing HR data.
4. Adopt a proactive approach to the implementation of the HSE's People Strategy.
5. Talent management, including recruitment and retention.

Other important areas of work identified included leadership development, performance management, implementation of the European Working Time Directive, workforce planning, meeting HIQA standards and regulations.

## Ensure Training & Development Initiatives are focused on skills development to meet the requirements of the new policy direction

### **Managing for the Future: Building your skills as a Front Line Manager in a Person Centre Environment**

A review of the programme materials for the National Federation's Front Line Managers Training Programme - Level 6, National Framework of Qualifications – took place in 2016 to ensure that the programme content was relevant and customised to the needs of Front Line Managers working in the intellectual disability sector. Two further cycles of the programme commenced in the University of Limerick, during 2016 – in January and September.



Students on the 'Managing for the Future: Building your skills as a Front Line Manager in a Person Centred Environment' Programme, University of Limerick, September, 2016

# Support our Membership to promote the welfare and wellbeing of their staff

## Health & Safety / Employee Well-being Working Group

The Health & Safety / Employee Wellbeing Group is a valuable networking forum for health and safety personnel across National Federation member organisations to meet and share information to support them in their role. The Health and Safety/ Employee Wellbeing Group met three times in 2016 and discussed a wide variety of topics to further enhance shared learning across Service Providers. Key areas of development included the implementation of the Health and Safety Audit Tool and Policies & Guidelines on incident management systems. The HIQA registration and inspection process also continued to be a key focus of the work of the Group during 2016.

- Aidan O'Connor, HSE Estate Manager Fire Safety, National Directorate of Estates, HSE provided an input in relation to the draft Code of Compliance for Fire Safety in Community Houses; and
- Finbarr Colfer, Deputy Chief Inspector Social Services, HIQA; focused on clarifying aspects of the regulations that pertain to health, safety and risk management. Future plans in relation to thematic inspections and re-registration were also outlined by HIQA.

## Employee Assistance Programme

During 2016 the Employee Assistance Programme, administered by VhiCorporate Solutions, continued to provide a very valuable service to employees working within National Federation member organisations – over half of National Federation members are currently members of the Scheme. Key features of the Employee Assistance Programme include:

- EAP online support website
- Telephone counselling
- Specialist information
- Face-to-face counselling
- Legal information
- Website - [www.wellbeing-4life.com](http://www.wellbeing-4life.com)
- Financial information
- Monthly EAP Promotion



## Nominated Health Agencies Superannuation Scheme

A series of meetings took place during 2016 between the HSE and members of the National Federation NHASS Working Group. Members of the Group are seeking to address the concerns arising for Federation members in relation to the funding and overall operation of the NHASS.

## Key Result Area 4: Governance & Finance

A series of actions were undertaken during 2016 aimed at enhancing the governance and finance arrangements in place across National Federation member organisations. Key actions in this regard are outlined below:

### Service Arrangements

The National Federation is represented on the HSE's Service Arrangement Oversight and Development Forum which met on 4 occasions during 2016. As part of this work member organisations issues with the Service Arrangements documentation and Annual Compliance Statements were highlighted and a draft document entitled 'Defining the relationship between the State and Voluntary Disability Sector' was presented for consideration by the Forum.

### Strategic Planning

- The National Federation's 4 year Strategic Plan in respect of the period 2016-2019 was finalised and disseminated in 2016.
- A Member's Charter was finalised and circulated for signing during 2016. The Charter sets out to define the understandings and commitments that its signatories hold in common and outlines the manner in which its signatories agree to collaborate in order to advance those commitments and understandings.

### Freedom of Information

The Secretariat complied with the requirements of the Freedom of Information (FOI) Act by:

- Collecting FOI statistics from relevant member organisations;
- Collating end of year statistics for inclusion in the Annual Report of the Information Commissioner.

The National Federation is represented on the Public Service User Network (PSUN) in the government Central Policy Unit which is responsible, in consultation with public bodies and working with FOI Networks, for ensuring that the policy and legislative framework for FOI supports the effective operation of FOI.

The Secretariat worked with the National Federation's FOI Network in 2016 which provided a support infrastructure for FOI personnel, facilitated a consistent approach to the application of FOI Acts and sought to promote best practice in FOI decision making and administration. In addition, work undertaken in 2016 focused on supporting members understanding of and compliance with the requirements of the FOI Model Publication Scheme; delivering FOI Training for staff; and commencing work on the development of a Guide to Records Management.

## Governance

- During 2016, the National Federation arranged:
  - » 8 meetings of the Board of Directors;
  - » 4 meetings of the General Assembly;
  - » An Annual General Meeting in September 2016;
  - » Ongoing support to the Sub Committee structure;
  - » The development of an annual Service Plan to give effect to objectives outlined in the Strategic Plan;
  - » Preparation of an Annual Report in respect of activities carried out in 2016;
  - » Efficient and effective operation of the Secretariat office, including office management, leave management, payment of creditors, wages, etc.
- The Secretariat arranged for the preparation and audit of the annual financial statements. A copy of our audited accounts in respect of year ended 31st December, 2016, is available on our website [http://www.fedvol.ie/National\\_Federation\\_Publications/Default.757.html](http://www.fedvol.ie/National_Federation_Publications/Default.757.html)
- We ensured that the National Federation Secretariat is fully compliant with the requirements of the Charities Act and Lobbying Act 2015
- We explored funding and other opportunities to maintain Secretariat's current service provision.
- We responded to issues arising and executed the actions agreed at meetings of the National Federation Board and General Assembly.

## National Federation of Voluntary Bodies Pension & Life Assurance Scheme

The Secretariat oversaw the administration of the National Federation of Voluntary Bodies Pension Scheme, including liaison with New Ireland Assurance and Cornmarket and ensuring the timely submission of all members' contributions to the fund managers. All members' queries in relation to the scheme were dealt with in a timely fashion. There are currently 4,036 (3133 active members and 903 deferred members) in the National Federation's Pension & Life Assurance Scheme with a fund value of over €174 million as at 31st December, 2016.

Dedicated New Ireland Pensions Consultants are available to complete a review of member's options under the scheme and the fund choices most suitable to them. Contact details of the dedicated New Ireland Pensions Consultant are available from member organisation's Pension Scheme Administrator.

## Retirement Seminars

As part of our continuing efforts to provide ongoing personal development and fulfilment for members of the National Federation's Pension and Life Assurance Scheme, the Pension Trustees, sponsored by New Ireland and in conjunction with Retirement & Life Planning, organised a series of Retirement Seminars for members of the NFVB Pension Scheme during 2016. The seminars afford members an opportunity to make plans for a rewarding and enjoyable future in the years after their working life has concluded.

### Feedback from previous seminar attendees:

“Really beneficial and the advice on social welfare and tax was excellent”

“I found all of the day very useful and I gained a lot of information on planning for my retirement”

“Presentations were excellent and lots of interaction was encouraged from the group”

“Relaxed and friendly environment. Plenty of information and good food for thought”

“Very useful. Answered questions I didn't know I needed to ask!”

## Key Result Area 5: Information Sharing

### Efficient and effective operation of the National Federation of Voluntary Bodies Secretariat and Company

#### Information Provision

During 2016 we ensured that member organisations and all other interested parties were kept up-to-date with relevant information by:

- Updating our websites ([www.fedvol.ie](http://www.fedvol.ie) and [www.informingfamilies.ie](http://www.informingfamilies.ie)) and ensuring they are accessible;
- Issuing weekly updates;
- Publishing quarterly newsletters;
- Making submissions on key policy issues;
- Preparing position papers and creating policy summaries;
- Arranging briefing sessions;
- Organising conferences and seminars, including a suite of briefings and seminars throughout 2016;
- Circulating regular e-mail bulletins.
- Disseminating information from Sub Committees to all members and through Federation Governance structures – General Assembly, National Federation Board, Area Federation Committees and Sub Committees.

#### Budget Campaign

We developed an infographic incorporating the key messages which formed the basis of our Budget 2017 Campaign. The infographic was circulated to all member organisations and was used by them in their discussions with politicians.

# BUDGET 2017

## AN ORDINARY LIFE

**supporting choice, control and fairness  
for people with an intellectual  
disability in Ireland**

01

Austerity measures implemented by the State have had a devastating impact on services for people with intellectual disability, and their families, throughout the country. The sector is now in crisis.



02

Since 2006, the low level of Capital Investment means that there are an insufficient number of new homes where people with an intellectual disability can live, and places from which individuals are supported during the day to engage and participate in community life with all its opportunities.



03

According to 2015 data, 4,473 people who are without a residential, day or residential support service will require these services in the period 2016-2020. Most are required immediately.



04

In this period of economic recovery it is imperative that people with an intellectual disability who are in crisis are prioritised.



05

We call on the Government to make provision for investment of an additional €100M per annum for intellectual disability for the next five years 2017-2021.



**NATIONAL FEDERATION OF VOLUNTARY BODIES**

*Providing Services to People with Intellectual Disability*



## Key Result Area 6: Engagement with External Stakeholders

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

- Meeting with disability umbrella organisations.
- Arranging meetings with Ministers, Government Departments, State agencies and bodies as required.
- Engaging with key processes such as National Disability Strategy implementation, National Consultative Fora, Transforming Lives Steering Group and Working Groups etc.

### National Federation's Family / Friends Forum

Mindful of the important role of parents and families in the lives of many people with intellectual disability and autism, and following consistent enquiries and interest in the area of a 'Family and Friends Forum', the National Federation of Voluntary Bodies carried out a Feasibility Study in respect of establishing a Regional/National Family and Friends Forum during 2016. The study was carried out with the support of a National Lottery Grant secured in 2015.

The findings from the feasibility study indicated the following actions to be carried out:

- Establish a Family & Friends Forum at each individual service provider level. Assistance in their establishment to be made available from Niamh Mc Gauley, National Federation Secretariat.
- A National Forum to also be established and populated by two nominees from each member organisation.
- Frequency of meetings of the National Forum would be agreed by the members themselves who would also outline headline issues they would like addressed / considered at the meetings.

The findings of the feasibility study were presented to the General Assembly on 20 September 2016 .



Niamh Mc Gauley, National Federation Secretariat, presenting the final report at the General Assembly on September 20th 2016.

## Entelis Project

The European Network for Technology Enhanced Learning in an Inclusive Society (Entelis) is a project which aims to help bridge the digital divide in Europe for people with disabilities with the use of assistive technology and it reached the end of its tenure on 31st December, 2016. As partners in the project the National Federation contributed to the Final Dissemination Report including the Entelis Manifesto and the Final Financial Report of the ENTELIS project.



## Appendix 1: National Federation of Voluntary Bodies' Board of Directors

**Ms. Breda Crehan-Roche**, Ability West (Chairman)

**Mr. Sean Abbott**, Cope Foundation

**Mr. Roger Acton** (replaced Mr. Oliver Donohoe)

**Ms. Gere Byrne**, Family Representative

**Ms. Johanna Cooney**, Brothers of Charity Services

**Mr. Denis Cronin**, Daughters of Charity Disability Support Services

**Mr. John Hannigan**, Sunbeam House Services

**Ms. Fiona O'Neill**, Waterford Intellectual Disability Association  
(replaced Mr. Trevor Jacob, CWCW Enniscorthy)

**Mr. Christy Lynch**, KARE

**Mr. Vincent O'Flynn**, Carriglea Cairde Services

**Mr. Bernard O'Regan**, Western Care Association

**Ms. Clare Dempsey**, St. John of God Services  
(replaced Mr. John Pepper, St. John of God Services)

**Mr. Pat Reen**, Prosper Fingal

**Ms. Anna Shakespeare**, St. Michael's House

**Ms. Marie Linehan**, Kerry Parents & Friends Association  
(replaced Mr. Maurice Walsh, CoAction West Cork)

## Appendix 2: National Federation of Voluntary Bodies' Member Organisations

**Ability West**, Blackrock House, Salthill, Galway

**Ard Aoibhinn Centre**, Belvedere Road, Wexford

**Autism Spectrum Disorder Initiatives**, Unit 3 & 4, Quayside Business Park, Dundalk, Co. Louth

**Beam Services**, Barrow Haven, Regent Street, Bagenalstown, Co. Carlow

**Brothers of Charity Services Clare**, Banner House, Clare Road, Ennis, Co. Clare

**Brothers of Charity Services Galway**, Woodlands, Renmore, Galway

**Brothers of Charity Services Limerick**, Blackberry Park, Ballykeeffe, Dock Road, Limerick

**Brothers of Charity Services Roscommon**, Lanesbro Street, Roscommon

**Brothers of Charity Services South East**, Belmont Park, Waterford

**Brothers of Charity Southern Services**, Lota, Glenmore, Co. Cork

**Cairdeas Centre**, Tullow, Co. Carlow

**Camphill Communities of Ireland**, Ballytobin, Callan, Co. Kilkenny

**Carriglea Cairde Services**, Carriglea, Dungarvan, Co. Waterford

**Cheeverstown House**, Templeogue, Dublin 6W

**Children's Sunshine Home / Laura Lynn**, Leopardstown Road, Foxrock, Dublin 18

**Clann Mór Ltd.**, Clann Mór House, Commons Road, Navan, Co. Meath

**Cairde Activation Centre Ltd**, Unit 5, Largy, Clones, Co. Monaghan

**CoAction West Cork**, Slip, Bantry, County Cork

**Cope Foundation**, Bonnington, Montenotte, Cork

**Cork Association for Autism**, Greenville House, Carrigtwohill, Co. Cork

**County Wexford Community Workshop**, Beelefield, Enniscorthy, Co. Wexford

**Cumas New Ross**, Butlersland Industrial Estate, New Ross, Co. Wexford

**DARA Residential Services**, 36 Maynooth Road, Celbridge, Co. Kildare

**Daughters of Charity Disability Support Services**, St. Vincent's Centre, Navan Road, Dublin 7

**Delta Centre**, Strawhall, Carlow

**Drumlin House**, Cootehill, County Cavan

**Gheel Autism Service**, Ballycurraghan, Maynooth, Co. Kildare

**Holy Angels Day Care Centre**, Strawhall Industrial Estate, Carlow

**KARE**, Newbridge Industrial Estate, Newbridge, County Kildare

**Kerry Parents & Friends Association**, Old Monastery, Port Road, Killarney, Co. Kerry

**L'Arche Ireland**, "An Siol", 42 West Street, Callan, Co. Kilkenny

**Malta Services Drogheda**, Malta House, Fair Street, Drogheda, Co. Louth

**Moorehaven Centre**, O'Brien Street, Tipperary

**Muiriosa Foundation**, Moore Abbey, Monasterevin, Co. Kildare

**North West Parents & Friends Association**, Holy Family Day Centre, Ballytivnan, Sligo

**Peacehaven**, 1-2 Hillside, Greystones, Co. Wicklow

**Peamount**, Newcastle, County Dublin

**Prosper Fingal**, Strand Street, Skerries, Co. Dublin

**Prosper Meath** (formerly known as MIDWAY Services),  
Beechmount Industrial Estate, Navan, Co. Meath

**RehabCare**, Roslyn Park, Beach Road, Sandymount, Dublin 4

**SOS Kilkenny Ltd.**, Seville Lodge, Callan Road, Kilkenny

**St. Aidan's Service**, Millands, Gorey, Co. Wexford

**St. Catherine's Association**, Newcastle, Co. Wicklow

**St. Christopher's Service**, Leamore Park, Battery Road, Longford

**St. Cronan's Association**, Grange, Roscrea, Co. Tipperary

**St. Hilda's Services**, Grace Park Road, Athlone, Co. Westmeath

**St. John of God Community Services**, Provincial Administration, Stillorgan, Co. Dublin

**St. Joseph's Foundation**, Baker's Road, Charleville, Co. Cork

**St. Margaret's Centre**, Moorehampton Road, Donnybrook, Dublin 4

**St. Michael's House**, Ballymun Road, Ballymun, Dublin 9

**St. Patrick's Centre** (Kilkenny), Kells Road, Kilkenny

**St. Vincent's Centre**, St. Mary's Road, Cork

**Steadfast House Ltd**, Steadfast Industrial Estate, Drummond Otra,  
Carrickmacross, Co. Monaghan

**Stewarts Care**, Palmerstown, Dublin 20

**Sunbeam House Services**, Cedar Estate, Killarney Road, Bray, Co. Wicklow

**WALK**, 1 Longmile Road, Dublin 12

**Waterford Intellectual Disability Association**, 2 Belmont Road, Ferrybank, Waterford

**Western Care Association**, John Moore Road, Castlebar, Co. Mayo

**Windmill Therapeutic Training Unit**, Larkins Lane, South Main Street, Wexford

## **Appendix 3:** National Working Groups/Steering Groups on which the National Federation of Voluntary Bodies was represented in 2016

### **Internal Groups**

National Federation Finance Sub Committee  
National Federation Operational Human Resources Working Group  
National Federation IT Sub Committee  
National Federation Quality & Standards Sub Committee  
Next Steps Community of Learning  
National Federation Progressing Disability Services for Children  
and Young People Reference Group  
National Federation Restrictive Practices Working Group  
National Federation Health & Safety Working Group  
National Federation Adult Therapy Services Working Group  
National Federation Safeguarding Implementation Group  
National Federation Pension & Life Assurance Scheme - Trustees

### **External Groups**

National Consultative Forum  
Disability Stakeholders Group (DSG)  
National Children First Implementation Steering Committee  
National Intellectual Disability Database  
Sleepovers / European Working Time Directive (EWTD) Working Group  
National Steering Committee on Universal Access  
Department of Health Personalised Budgets Task Force  
Public Transport Accessibility Committee (PTAC)  
Housing Sub Group (National Housing Strategy for People with a Disability 2011-2016)  
Value for Money / Transforming Lives Steering Group & Associated Working Groups  
HSE National Joint Council

**HSE's KPI Development Steering Group**

**HSE Joint Information and Consultation Forum**

**HSE / Umbrella Organisations – Human Resources & Finance Group**

**HSE / Disability Funded Agencies Safeguarding Reference Group**

**HSE Oversight & Development Forum**

**HSE Policies, Procedures, Protocols and Guidelines (PPPG) Working Group**

**HSE School Leavers Working Group**

**Inclusive Research Network**

**National Safeguarding Committee**

**National Implementation Task Force on the Safety of Vulnerable People  
in Residential Disability Services**

**Home Sharing in Intellectual Disability Services in Ireland**

**National Steering Team to undertake the Revision of the HSE Complaints Policy,  
Your Service Your Say**

**HIQA Provider's Forum**

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## **NATIONAL FEDERATION OF VOLUNTARY BODIES**

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*Providing Services to People with Intellectual Disability*

The National Federation of Voluntary Bodies Providing Services to People with Intellectual Disability is a national umbrella organisation for voluntary/non-statutory agencies who provide direct services and supports to people with intellectual disability, and their families, in the Republic of Ireland. Our members account for in excess of 85% of this country's direct service provision to people with an intellectual disability.

The services provided to people with an intellectual disability are founded on the values as set out in the O'Brien (1997) Principles of Inclusion, Choice, Dignity, Respect, Participation and Contribution. They are rooted in the rights based perspective that people with intellectual disability have the right to live full and active lives, and be active participating members of their own community.

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