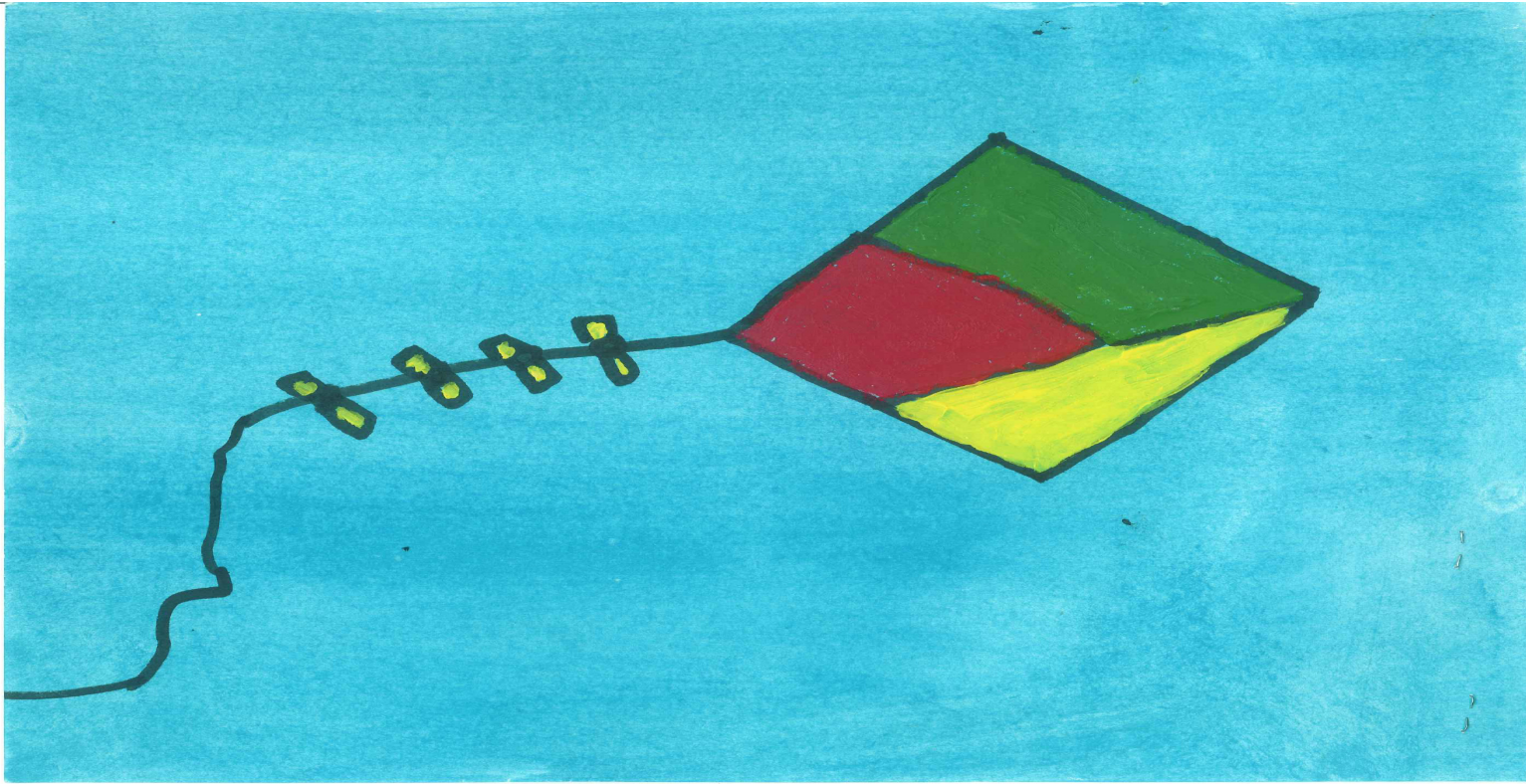

NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability



National Federation Secretariat

Service Plan 2013



The front cover of our Service Plan 2013 was designed by Mary Long from the Ragg, Thurles. Mary works in the Supported Employment Centre, Inclusive Opportunities, Daughters of Charity. Mary loves working on computers and has a job in Centra, Templemore where she works on Wednesdays. Mary really loves Drama, Art, Dancing, Music, Basket Ball and Swimming.

Introduction

I am very happy to present the Service Plan of the National Federation of Voluntary Bodies for 2013. 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 to people with intellectual disability in Ireland. Our Member Organisations account for in excess of 85% of this country's direct service provision to people with an intellectual disability. These services are provided on behalf of the Health Services Executive with whom our members have Service Level Agreements.

During the course of 2012, the National Federation of Voluntary Bodies continued its work in the implementation of its Strategic Plan "*Meeting the Challenges in Changing Times 2011-2014*". Building on this work in 2013 we have developed and will deliver a series of initiatives to provide guidance and leadership to our member organisations in their work in implementing national policy on the ground. Particular highlights in this regard will be a full day dissemination event on the learning gained thus far in our Next Steps Project which will take place on 31st January, 2013 and also our week long Immersion Programme which will run over the week commencing Monday, 22nd April, 2013.

It is anticipated that the HIQA National Standards in Residential Disability Services will be implemented with effect from 1st September, 2013. During 2012, we met with HIQA on a number of occasions and made a detailed submission on the draft standards. In our discussions with HIQA we agreed to arrange regular briefings to prepare our membership for implementation of the standards and in this regard a number of working meetings between HIQA and our member organisations will be arranged in the run up to the effective date of 1st September, 2013.

An important priority for us in the context of our Strategic Plan is to ensure that staff employed and volunteers engaged by member organisations are equipped with the competencies and skills necessary to implement the National Disability Policy. During 2013, we will deliver training and development initiatives primarily focussed on skills development to meet the requirements of the new policy direction. We will also build on the work done in 2013 by continuing to support the inclusion of people with intellectual disability, and their families, in the decision making processes that affect their lives and in this regard will ensure regular participation by them in the events which we organise throughout the year.

The challenges presenting to our sector over the past few years have been many and varied. We expect that this trend will continue in 2013 and given the limited nature of resources of my team it will be necessary for us to prioritise our actions which, as in other years we will do with the agreement and guidance of our Board. Given the multiplicity of issues facing us as the year progresses it is important that we remain focussed on executing the actions agreed in this Service Plan and in this regard we will convene monthly meetings and arrange a mid-term review of our performance in Summer 2013.

In accordance with our revised Memorandum & Articles of Association our Sub Committee structure was substantially reduced during 2012. However, the new Sub Committee work will be a very important resource for us in 2013. I want to place on record in advance my gratitude to the members of each of our Sub Committees for their practical support to us without which delivery of our Service Plan 2013 would be impossible to achieve.

**Brian O'Donnell,
Chief Executive.**

Strategic Priority 1: To provide guidance and leadership to our member organisations in the shaping and implementation of National Policy.

Key Result Area	Service Plan 2013 – Deliverable Output	Target Completion Quarter
<ul style="list-style-type: none"> ■ Support our membership in the management of change through the development of best practice change management guidelines. 	<ul style="list-style-type: none"> ■ Continue to work closely with the Board to implement our Strategic Plan 2011-2014 and provide effective leadership in the management of the current change agenda ■ Arrange 3 Shared Innovative Learning (SIL) events during 2013: <ul style="list-style-type: none"> - Next Steps – Jan 31st - New Directions – Date to be confirmed - Promoting Family Centred Practice & Family Leadership – March 12th ■ Meeting the Housing Needs of People with Intellectual Disability – Conference jointly organised with Mr. John Buttimer, Lord Mayor of Cork ■ Immersion Event 22nd – 26th April, 2013 ■ We will finalise and publish the Person Centred Medication Management document ■ To support the work of the Implementation of National Policy Sub Committee ■ In association with Boardmatch we will organise an event which will examine best practice in Corporate Governance 	<p>Ongoing</p> <p>Ongoing</p> <p>Q2</p> <p>Q2</p> <p>Q1 & Q2</p> <p>Q4</p> <p>Ongoing</p> <p>Q4</p>
<ul style="list-style-type: none"> ■ Provide practical support in the implementation of all new relevant National Policy Initiatives. 	<ul style="list-style-type: none"> ■ To support the work of the Implementation of National Policy Sub Committee. ■ Value for Money and Policy Review: <ul style="list-style-type: none"> ➢ HMI presentation - Value for Money and Policy Review (Jan 2013) ➢ Engage with the HSE through the National Consultative Forum & the Department of Health on its implementation. ➢ The work of the Implementation of National Policy Sub Committee will Focus on Recommendation 3.1 as follows: A re-configured governance framework should be put in place to take account of the new model of services and supports outlined in Chapter 7 of the Review. The elements of such a governance framework include: <ul style="list-style-type: none"> - processes for assessing needs; - processes for allocating resources; 	<p>Ongoing</p> <p>Q1</p> <p>Ongoing</p> <p>Ongoing</p>

	<ul style="list-style-type: none"> - processes for procurement and commissioning; - quality assurance systems, including processes for managing risk; - processes for performance management, review and accountability; - appropriate information systems; - management structure. <ul style="list-style-type: none"> ■ To work collaboratively with the HSE in the development of a shared services approach within services. ■ Through the rollout of the Immersion Project continue to develop the skills in beneficial individual supports for people supported and their families. ■ New Directions – HSE’s Report on Review of Adult Day Services <ul style="list-style-type: none"> ➤ Co-operate with the HSE in the development and implementation of a high level national implementation plan. ■ Congregated Settings Report <ul style="list-style-type: none"> ➤ Agree with HSE a date for the cessation of admissions to congregated settings. ➤ Continue work with the HSE and Department of Environment, Community & Local Government on the implementation of a high level, national framework to ensure co-ordination between the implementation of the recommendations of the report on congregated settings and the National Housing Strategy for People with a Disability. ➤ Continue our co-operation with the HSE in the development of a National Implementation Plan. ➤ Through our Area Federation Committees work closely with HSE in development of regional and area level implementation plans based on the national implementation plan. ➤ Through our Next Steps project, continue to identify best practice via the progression of case studies. ■ Progressing Disability Services for Children and Young People (PDSCYP) <ul style="list-style-type: none"> ➤ Continue to implement the PDSCYP aged 0-18 ➤ Through our participation on the National Co-ordination Group and its Sub Committees. ➤ Work with HSE in the development of regional and area level implementation plans. ➤ Co-operate with HSE in establishing clear pathways and links to school services. ➤ Work with HSE on the reconfiguration of available resources in those areas where plans are completed. 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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	<ul style="list-style-type: none"> ➤ Support our members in the implementation of PDSCYP via our reference group. ➤ Promote family centred practice and family leadership – SIL Event March 12th ➤ Participate in the access to services document. ➤ Organise a meeting to discuss resources issue in relation to implementing PDSCYP – 6th Feb <p>■ Children’s First: National Guidance for the Protection and Welfare of Children</p> <ul style="list-style-type: none"> ➤ Co-operate with HSE in the roll out of the provisions of ‘Children’s First: National Guidance for the Protection and Welfare of Children’ through participation in the National Disability Steering Committee: Implementation of Children First. ➤ To support the implementation of Children First across National Federation member organisations a NFVB Children First Implementation Group will be established <p>■ We will support member organisations in the implementation of national policy, including through the use of appropriate relevant tools and processes:</p> <ul style="list-style-type: none"> ➤ Provide support around Easy to Read materials. ➤ Next Steps Project – Showcase good learning. ➤ Assist in reviewing the current information systems and information needs for disability services and make recommendations for future planning. ➤ Continue our engagement with the HSE in the conduct of the National Audit of Client Protection – participate in the discussion on the development of phase 2. ➤ Co-operate with HSE in the development and implementation of an Adult Safeguarding Policy. ➤ We will encourage the ratification of the UN Convention on the Rights of Persons with Disabilities by Ireland, and advance the process of alignment of service provision to the Convention requirements. ➤ We will continue to work with the coalition of organisations interested in progressive Legal Capacity Legislation including supported decision-making models. We will engage with the relevant parties and consult with member organisations and stakeholders to review the Legal Capacity Bill when it is published. ➤ We will engage with the Law Reform Commission on the need for reform of the Criminal Sexual Offences Act 1993, and highlight the negative impact it has on supporting people in relationships. ➤ We will engage in the process to review the Mental Health Legislation. 	<p>Ongoing</p> <p>Ongoing</p>
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<ul style="list-style-type: none"> Strengthen cohesion within the Federation at national and regional levels. 	<ul style="list-style-type: none"> Each of the five Area Federation Committees will be visited at least once during 2013 by the Chief Executive and Chairperson of the National Federation of Voluntary Bodies We will support further co-operation and cohesion between member organisations through Shared Innovative Learning events, the Next Steps Project, Immersion Project, through conferences, the General Assemblies, Sub Committees and Task Groups and through a comprehensive Pre-Budget Campaign Strategy. 	<p>Ongoing</p> <p>Ongoing</p>
<ul style="list-style-type: none"> Support effective implementation of the National Disability Strategy. 	<ul style="list-style-type: none"> We will continue our active participation on the National Disability Strategy Implementation Group (NDSIG) and will contribute to the development of the NDS Implementation Plan. 	<p>Ongoing</p>
<ul style="list-style-type: none"> Focus on research that impacts on the provision of progressive individualised supports to people with disabilities to live a life of their choice. 	<ul style="list-style-type: none"> Re-establish the Research Sub Committee – first meeting in May 2013. We will adopt a research to practice agenda and will ensure that the voice of people with disabilities is heard. Continue supporting the Inclusive Research Network (IRN) and the research on Life Stories of people who have made changes in their life. Apply for funding to support the work of the IRN at the national and European levels. We will build on the learning gained from the implementation of the National Federation Research Strategy to date and continue to develop a strong research base within National Federation member organisations. 	<p>Q2</p> <p>Ongoing</p> <p>Ongoing</p>
<ul style="list-style-type: none"> Implementation Projects 	<ul style="list-style-type: none"> The 'Next Steps' Project aims to identify supports and barriers experienced by our member organisations in embracing the change agenda towards individualised supports, and to develop initiatives to support our members in this change agenda. The participants are continuing to undertake a range of case studies to identify supports and barriers in achieving individualised supports. The learning from the project is being shared with all key stakeholders. A dissemination event will be arranged in January 2013 to share learning from 2012. The Rights Training Working Group will continue to develop Rights Training Modules for staff, families and people supported by organisations. The Informing Families Project developed <i>National Best Practice Guidelines for Informing Families of their Child's Disability</i>, which were piloted in the Cork region from 2008-2010. This project was the recipient of a 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

	<p>Taoiseach's Public Service Excellence Award 2010. A project will take place to support the strategic roll-out of the guidelines on a national basis in 2013, in collaboration with the HSE and using the learning gained through the implementation in Cork.</p> <ul style="list-style-type: none"> ■ We will continue to support the Going to College Project which champions the civic engagement of persons with an intellectual disability through access to inclusive higher education at NUI Galway, thereby developing an evidence based model for inclusive higher education. A university/community partnership will enable each person to share in the student experience and develop the vision, knowledge and transferable skills to live a more inclusive, independent life in their community. We will support the development of and promote Inclusive 3rd level education nationally through participation in advisory groups, meetings with universities and 3rd level institutions, and contributing to research in this area. ■ We will organise a 5-day event on the Immersion Project which supports the further development of the capacity of individuals, families, organisations, communities and government departments to enable the transformation of support services to achieve the life choices of people with intellectual disabilities. We will develop a comprehensive programme through a planning team with the support of John O' Brien and Michael Kendrick and in consultation with National Federation of Voluntary Bodies member organisations. <ul style="list-style-type: none"> ➤ We will develop a programme with a key focus on how to develop individualised support and ensure that it is in line with government policy, HSE policy, and the Convention on the Rights of Persons with Disabilities. ➤ We will facilitate the formation of twinning relationships between participating member organisations, the aim of which is to share experiences between the organisations of reform and create a synergy in the management of change. ➤ We will support the project to provide for the creation of meaningful partnerships and informal support networks. ➤ We will facilitate organisations to identify their Change Teams and work with them to support three people to live self-directed lives in the post-event transformation phase. 	Q1 & Q2
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Strategic Priority 2: Consolidate our commitment to continuous quality improvement and innovation

Key Result Area	Service Plan 2013 – Deliverable Output	Target Completion Quarter
<ul style="list-style-type: none"> ■ Implementation of the HIQA National Standards in Residential Disability Services. 	<ul style="list-style-type: none"> ■ Preparing our member organisations for implementation of the national standards on July 1st 2013 through our active engagement with HIQA in the lead up period. 	<p>Q1 & Q2</p>
<ul style="list-style-type: none"> ■ Identify extent to which quality accreditation has been achieved, or is being actively pursued, by member organisations. 	<ul style="list-style-type: none"> ■ Collate the findings of the survey of our membership. 	<p>Q2&3</p>
<ul style="list-style-type: none"> ■ Provide practical support to member organisations in the implementation of appropriate quality systems. 	<ul style="list-style-type: none"> ■ Our Quality & Standards Sub Committee will provide guidance and support to member organisations who are introducing quality systems. 	<p>Ongoing</p>
<ul style="list-style-type: none"> ■ Identify the innovative & best practice quality developments for dissemination throughout the Federation and presentation to the critical decision makers 	<ul style="list-style-type: none"> ■ Our Centre for Innovation & Learning will arrange 3 Shared Innovative Learning Seminars on innovative practice in the sector, the content of which will respond to the expressed learning needs of the member organisations. ■ We will share innovative practice examples on the National Federation website. 	<p>Q1-Q4 Ongoing</p>

<ul style="list-style-type: none"> ■ Consider and advise on how best to support and include people with intellectual disability, and families, in the decision making processes that affect their lives. 	<ul style="list-style-type: none"> ■ Through the Immersion event and roll out. ■ Continue to support the work of the Inclusive Research Network (IRN) Steering Group ■ The Next Steps Project will continue its engagement at every level with self-advocates and family members as the project progresses. 	Ongoing Ongoing
<ul style="list-style-type: none"> ■ To continue to promote and support an outcomes based approach to quality in services. 	<ul style="list-style-type: none"> ■ Share expertise and knowledge about outcomes based approaches with all key stakeholders. 	Ongoing

Strategic Priority 3: Staff employed and volunteers engaged by member organisations should be equipped with the competencies and skills necessary to implement national policy relating to people with intellectual disability.

Key Result Area	Service Plan 2013 – Deliverable Output	Target Completion Quarter
<ul style="list-style-type: none"> ■ Ensure training and development initiatives are focussed on skills development to meet the requirements of the new policy direction. 	<ul style="list-style-type: none"> ■ We will promote staff development through specific training and development initiatives aimed at enhancing service delivery and quality (e.g. through the delivery of the Front Line Managers programme and a range of customised training programmes, etc). ■ Work with organisations on the implementation of the national HIQA standards as they relate to 'Theme 7: Workforce' to ensure that staff have the required skills, experience and competencies to perform their duties successfully. ■ We will review the core competencies and person profiles required to implement new service models as envisaged in key policy documents (Value for Money and Policy Review, New Directions, etc). ■ Support opportunities for cross-organisational sharing of resources and expand the range of eLearning resources available to organisations. ■ Support our members in providing Children's First and Adult Safeguarding training to improve child and adult protection practices. ■ Arrange collective change management training for senior management of Federation member organisations during which opportunities for shared learning will be pursued. 	<p>On-going</p> <p>On-going</p> <p>Q3 & Q4</p> <p>Q2</p> <p>Q3</p> <p>Q4</p>
<ul style="list-style-type: none"> ■ Develop best practice guidance relating to duty of care and management of risk. 	<ul style="list-style-type: none"> ■ Gather evidence of good practice in safeguarding and managing risk in the context of Duty of Care. 	
<ul style="list-style-type: none"> ■ Maximise the potential of the Public Service Agreement 2010-2014 to achieve greater flexibility in terms of skills mix and work practices. 	<ul style="list-style-type: none"> ■ We will facilitate reporting on actions implemented / progress made in the Intellectual Disability Sector under the provisions of the Public Service Agreement 2010-2014. ■ We will develop proposals in relation to a successor to the existing Croke Park Agreement. ■ We will engage with the Chair of the Health Sector National Implementation Body regarding the implementation of the provisions of the Public Service Agreement within the Intellectual Disability Sector. 	<p>Q1</p> <p>Q1</p> <p>Q1</p>

<ul style="list-style-type: none"> Identify and implement initiatives to address and overcome the challenges presented by the moratorium on public sector recruitment & the employment control framework. 	<ul style="list-style-type: none"> Our Strategic Human Resources Sub Committee will share information on initiatives member organisations are undertaking in response to the HSE employment control framework and the moratorium on recruitment. 	<p>Ongoing</p>
<ul style="list-style-type: none"> Support the health and safety / employee well-being initiatives of member organisations 	<ul style="list-style-type: none"> We will support the National Federation's Health & Safety / Employee Wellbeing Working Group to share information, resource materials and policies relating to health and safety management. To represent the views and interests of National Federation of Voluntary Bodies members, in particular to agencies such as the Health and Safety Authority (HSA) and the Health Information Quality Authority (HIQA) with a view to ensuring that the intellectual disability sector is recognised, connected and has a voice at national level. 	<p>Ongoing</p>
<ul style="list-style-type: none"> Ensure that the value add which a vibrant community and voluntary sector brings to the lives of people with intellectual disability is clearly articulated and understood. 	<ul style="list-style-type: none"> We will implement the action points arising from the position paper on this topic reviewed by the Board of the Federation. 	<p>Q1</p>
<ul style="list-style-type: none"> Provide a support service to member organisations regarding HR matters 	<ul style="list-style-type: none"> We will ensure that organisations are fully briefed on human resource / industrial relations issues through regular meetings of the Human Resources Sub Committee, meetings with Corporate Employee Relations Services, HSE and the HSE HR Directorate. We will continue to engage with the Garda authorities in relation to Garda Vetting on behalf of our members. We will arrange for representation on all relevant national fora e.g. National Joint Council, Joint Information and Consultation Forum, etc. We will initiate discussions with the HSE and Department of Health in relation to skills mix and workforce planning. Discuss with Department of Health and HSE the present and future configuration of the National Intellectual Disability Database in terms of its function as a service planning tool. 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

Strategic Priority 4: To deepen our relationship with key external stakeholders in addressing issues of mutual concern in meeting the support needs of people with disabilities.

Key Result Area	Service Plan 2013 – Deliverable Output	Target Completion Quarter
<ul style="list-style-type: none"> ■ Establishment of a Cross Party Parliamentary Group 	<p>We will:</p> <ul style="list-style-type: none"> ■ Approach supportive TDs from all political parties to sponsor the establishment of a Cross Party Parliamentary Group in support of people with intellectual disabilities and autism & their families; ■ Arrange for an official launch of the Cross Party Parliamentary Group with significant media work surrounding the launch; ■ Develop an annual programme of events commencing in Autumn 2013 for the Cross Part Parliamentary Group members including site visits; round tables; face to face contact with self advocates and families. ■ Prepare Pre-Budget submissions and briefings; ■ Identify topics of relevant research. 	<p>Ongoing</p>
<ul style="list-style-type: none"> ■ Development of a Comprehensive Communications Strategy with Key External Stakeholders 	<ul style="list-style-type: none"> ■ Establish a forum of family members who are members of the Boards of our member organisations within the Federation governance framework. The forum will meet twice annually and the purpose of these meetings will be: <ul style="list-style-type: none"> A. To afford an opportunity for family members to articulate their views on issues of interest and concern to them. We envisage that the members of the forum will have a mandate to bring the views of all family members to the forum; B. Enable the Federation to brief family members on issues affecting them nationally in terms of policy, service developments, financing, etc. Effectively the forum will be a two way communications loop. ■ Arrange regular meetings with parent representatives and advocacy groups, including Inclusion Ireland, National Parents & Siblings Alliance, National Advocacy Agency. ■ Establish ongoing professional relationships with trusted national journalists to ensure that all issues relevant to the sector are clearly understood, in particular, in the periods leading up to national budgets. Engagement with such journalists will be established on the basis of mutual trust and respect. ■ In association with the NDA arrange for the organisation of a national survey to establish satisfaction levels with services and supports currently provided and to gather any other views and concerns which families may have. 	<p>Ongoing</p>

<ul style="list-style-type: none"> ■ Ensure Federation is represented on all key national and regional Disability Fora. 	<ul style="list-style-type: none"> ■ We will participate in the HSE's National, Regional and Local Consultative Fora. ■ We will continue our participation on the National Disability Strategy Implementation Group and the Disability Stakeholders Group. ■ We will participate on the Disability Association of Ireland Forum which aims to develop a network, foster research, inspire further interest in disability studies and encourage co-operation and collaboration ■ We will continue to participate on the coalition for progressive legal capacity legislation. 	<p>Ongoing</p>
<ul style="list-style-type: none"> ■ Strengthen our collaboration with national advocacy groups and other national organisations 	<ul style="list-style-type: none"> ■ We will arrange regular meetings with the following groups to discuss issues of mutual concern or interest: <ul style="list-style-type: none"> ➢ Relevant Government Departments including Health, Environment, Social Protection, Education, and Justice; Inclusion Ireland; DFI; Not for Profit Business Association; National Parents & Siblings Alliance; National Advocacy Service; National Disability Authority; Coalition for Progressive Legal Capacity Legislation; Genio; LEAP; National Council for Special Education; Child and Family Support Agency; IBEC; The Irish Congress of Trade-Unions ■ We will continue our partnership with the National Institute for Intellectual Disability in providing on-going support to the Inclusive Research Network (IRN) 	<p>Ongoing</p> <p>Ongoing</p>
<ul style="list-style-type: none"> ■ Collaboration with international partners 	<ul style="list-style-type: none"> ■ We will continue our active participation as a member of the European Association of Service Providers for Persons with Disabilities (EASPD). This involves <ul style="list-style-type: none"> ➢ Input into EU's Disability Strategy 2010 – 2020, and evaluation of its implications for service provision in Ireland. ➢ Participation as a Project Partner in the EU Project on Inclusive Education for People with Intellectual Disability – Pathways to Inclusion (P2i); ➢ Continue to be represented on the Board of EASPD and on the Standing Committee on Education. ➢ Supporting the roll-out of the Informing Families Guidelines in other European countries ➢ We will engage with the Commissioner for Innovation and Research in the Horizon Programme 2014-2020 ➢ European PROGRESS project ➢ Inclusive Research Network Grundtvig Application ➢ Partner with Waterford Institute of Technology (WIT) on the 'Delivering E Learning Accreditation to Reduce Occupational Stress in Employment (DeLaRose) Project. 	<p>Ongoing</p>

Strategic Priority 5: Comprehensively review the funding and financial issues affecting the sector.

Key Result Area	Service Plan 2013 – Deliverable Output	Target Completion Quarter
<ul style="list-style-type: none"> ■ Develop a robust service costing methodology. 	<ul style="list-style-type: none"> ■ We will evaluate the feedback from the national pilot of a service costing methodology for the intellectual disability sector 	Q1
<ul style="list-style-type: none"> ■ Consider and review Resource Allocation Models. 	<ul style="list-style-type: none"> ■ We will work with the NDA following the publication of their comparative analysis of Supports Intensity Scale (SIS), In Control and InterRAI. 	TBC
<ul style="list-style-type: none"> ■ Respond to the Government’s Value for Money Report on Disability Services. 	<ul style="list-style-type: none"> ■ We will seek to be actively engaged in the development and delivery of an implementation plan for the Value for Money and Policy Report on Disability Services 	Ongoing
<ul style="list-style-type: none"> ■ Examine in detail all matters relating to the commissioning and tendering for services. 	<ul style="list-style-type: none"> ■ We will seek engagement in the process to develop a new commissioning and procurement framework as recommended in the Value for Money report 	Ongoing
<ul style="list-style-type: none"> ■ Ensure adequate funding for the maintenance, reconfiguration and development of progressive quality disability services 	<ul style="list-style-type: none"> ■ We will develop a comprehensive nationwide Pre-Budget Campaign Strategy for the Intellectual Disability Sector in respect of Budget 2014. 	Q3 & Q4
<ul style="list-style-type: none"> ■ Review all matters relating to the introduction of personalised budgets. 	<ul style="list-style-type: none"> ■ The Research Sub Committee will gather and review the research in relation to personalised budgets. ■ We will develop a discussion paper in this area. 	Q3 Q4

Other: Efficient & Effective Operation of the National Federation of Voluntary Bodies Secretariat & Company

Key Result Area	Service Plan 2013 – Deliverable Output	Target Completion Quarter
<p>As an incorporated company limited by guarantee it is important that the National Federation is operated in accordance with best corporate governance practice. It falls to the National Federation Secretariat to meet these obligations and also to ensure that its own affairs are managed efficiently and transparently.</p>	<ul style="list-style-type: none"> ■ During 2013, the National Federation will arrange for <ul style="list-style-type: none"> ➤ 8 meetings of Board of Directors; ➤ 4 meetings of General Assembly; ➤ An Annual General Meeting in September 2013; ➤ Ongoing support to the new Sub Committee structure; ➤ Development of a Service Plan to give effect to objectives outlined in Strategic Plan ➤ Preparation of an Annual Report in respect of activities carried out in 2012 ■ The Secretariat will arrange for the preparation and audit of financial accounts, including monthly management accounts to be prepared and submitted to Chairperson of National Federation’s Finance Sub Committee and quarterly management accounts to be forwarded quarterly to all Finance Sub Committee members. ■ Explore funding and other opportunities to maintain current Secretariat’s service provision ■ The Secretariat will oversee the administration of the National Federation of Voluntary Bodies Pension Scheme, including liaison with New Ireland Assurance and Cornmarket. It will arrange a pension workshop for member organisations’ pension administrators during 2013. ■ Completion of Pension Trustees Training in line with Pension Board’s requirements. ■ The Secretariat will comply with the requirements of the Freedom of Information Act by: <ul style="list-style-type: none"> ➤ Collecting quarterly FOI statistics from relevant member organisations; ➤ Collating statistics into a template and forward quarterly reports to the Department of Finance and Office of the Information Commissioner; ➤ Collating end of year statistics for inclusion in the Annual Report of the Information Commissioner. 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

<p>Ensuring adequate communication with our members</p>	<ul style="list-style-type: none"> ■ We will ensure that member organisations and all other interested parties are kept up to date with information relevant to them by: <ul style="list-style-type: none"> ➤ Ensuring that our websites (www.fedvol.ie and www.informingfamilies.ie) are accessible, up to date and current ➤ The issuing of weekly updates ➤ The publication of quarterly newsletters ➤ Making submissions on key policy issues; ➤ Preparing position papers; ➤ Creating policy summaries; ➤ Arranging briefing sessions; ➤ Organising conferences and seminars, including a suite of ‘Shared Learning’ seminars throughout 2013; ➤ Circulation of regular e-mail bulletins; ➤ and through the meetings of the General Assembly, National Federation Board, and Sub Committees and arranging for the sharing of information on issues of mutual interest. 	<p>Ongoing</p>
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