



Annual Report 2020



‘Welcome to the Annual Report 2020’

‘Supporting Peoples Independence Through Quality & Safe Services’

Issued May 2021

Patrons

Bishop Alphonsus Cullinan
Superior General Missionary Sisters of the
Gospel

Bishop Michael Burrows

Board of Directors

Sr. Rita Higginbotham
Sr. Miranda Richards
Sr. Mary Fitzgerald
Dr. Elizabeth Walsh
Dr. Nan Ferrari
Ms. Margaret Browne

Mr. Barry O'Brien (Chairman)
Ms. Marie Dennehy
Ms. Denis Herlihy (Vice Chairman)
Mr. Tomas Horgan
Mr. Pat Phelan

Company Secretary

Mr. Vincent O'Flynn

General Information

Company Registration Number

403466

Registered Office

Carriglea
Dungarvan
Co. Waterford
X35 Y950

Auditors

M.K. Brazil & Co.
O'Connell Court
64 O'Connell Street
Waterford

Solicitors

Peter O'Connor & Son
Wyse House
Adelphi Quay
Waterford

Bankers

Allied Irish Banks plc.
3 T.F. Meagher Street
Dungarvan
Co. Waterford

Charitable Exemption Number

CHY 16004

Bank of Ireland
19 Grattan Square
Dungarvan
Co. Waterford

Registered Charity Number

20056650

Carriglea Cáirde Services is an equal opportunities employer and is a member of the National Federation of Voluntary Bodies and The Wheel.

Carriglea Cairde Services has in place a public statement of Compliance with the Governance Code for Charities Regulator.

CHAIRMAN'S STATEMENT

I am pleased to introduce Carriglea Cáirde Service's Annual Report 2020. The report reviews the activities, development and performance of our organisation in what has been a very challenging year. The key priority for the services throughout is to protect the health and well-being of all Carriglea Cáirde Services Stakeholders against the global pandemic.

Our Annual General Meeting is an important event allowing us to reflect on the year that has gone and consider and vote on various resolutions. With current restrictions on peoples' movement and ability to gather like most aspects of society we are holding a virtual scheduled event rather than our usual Annual General Meeting. The review of the year 2020 and its results will be published on our website in the usual way shortly.

Carriglea Cáirde Services as an organisation is responsive to the needs of people and proactively looks creatively at developing opportunities to ensure that people are supported to lead fulfilling and positive lives in an environment that upholds the fundamental principle of 'zero tolerance to all forms of abuse'.

For 2020 having in place sufficient quantities of PPE, re-configuring rosters for residential houses, day services, upgrading technology, putting in place work from home and interpreting and implementing best Public Health Guidance have been key priorities.

The current 5-year strategic plan cycle completed in 2020 and many of the initiatives set out back in 2016 have been achieved including four additional houses, residents not sharing bedrooms, residential building upgrades and community houses remaining open throughout holiday periods.

The Board of Directors along with management, and known input from services users and members of staff developed the one-year strategic plan 2021, the objective of which was and is to ensure the Services continued in its mission in the provision of effective, quality and safe services for people.

The Services continue to make progress on its journey towards better governance, meeting regulations and standards set by HIQA, HSE, Charities Regulator and the Department of Housing. There is room for joined up thinking amongst government agencies whereby a cohesive and collaborative approach to governance is in place thereby easing administrative workload and reducing duplication in meeting the similar requirements.

New service developments 2020 included day service commencement for 6 people. The opening of Marquis Drive and re-configured Anne le Roy Centre including re-purposing the woodwork room and restaurant and creation of 2 large bathrooms. These initiatives supported the resumption of day services and social distancing. Upgrade to cloud technology supported working from home and the transition to improved communication particularly in the current environment.

I wish to express my appreciation to the Health Services Executive for its continuing support. The Services are committed to working in co-operation with state agencies, other service providers and representative organisations to ensure service users and families receive the best quality service possible.

I am thankful to the Missionary Sisters of the Gospel for their contribution to the continued success of services. Carriglea Cáirde Services remains committed to services based on the values and ethos of our founders.

A voluntary Board of Directors, a number of whom are parents of service users, govern the organisation. It has been my privilege to have served as Chairman of Carriglea Cáirde Services for the past 12 years. In that time there has been a number of significant changes in the sector including de-congregation, new directions and regulatory compliance in line with standards set by a number of government agencies all of which have had positive impact for the people who use Services.

As I conclude my term as Chairperson of the Services I wish to take this opportunity to acknowledge the work and commitment of fellow Board and Committee members and wish the new Chairperson every success.

My thanks to members of Carriglea Community Project for their on-going commitment to the development of the Campus.

My thanks to the Fundraising Committee for their continued and valued support of our Services and though many activities were paused throughout the lockdown we look forward to further initiatives throughout 2021 and beyond.

I wish to pay thanks to service users and their families, management, members of staff and volunteers for their efforts and their continued dedication towards the provision of quality services for people. By working together, we can continue to ensure, with a collaborative approach between service users, families, volunteers and staff that we enhance peoples' lives

CHIEF EXECUTIVE'S REPORT

Carriglea Cáirde Services focus for 2020 has been the provision of quality, safe and effective services in the context of the global pandemic.

The 2020 Services strategy was reactive in nature in response to the emerging national crises and with particular regard to risks posed by COVID 19. The policies, procedures and processes implemented were consistent with Public Health & Infection Prevention & Control guidelines. The welfare and safety of stakeholders - residents, day attendees, members of staff, volunteers is paramount.

For 2020 having in place sufficient quantities of PPE, re-configuring rosters for residential houses and day services, redeployment of members of staff, upgrading technology, putting in place work from home structures and interpreting and implementing HSE, HIQA, Public Health Guidance and Infection Prevention Control have been key priorities.

In 2020 residents demonstrated great patience, understanding and determination in living within the constraints under very restrictive lockdowns, absence of family and home visits and cessation in regular activities within day service settings. The learning gained from the experience is to ensure peoples' rights are never taken for granted when decision making and effective communication is in place when supporting people.

This remains a time of unprecedented change for organisations providing and delivering services owing to increased and changing needs for the people in receipt of supports, the global pandemic, the need to further reconfigure services to ensure safety, physical distancing, best value, consistency with emerging national policy and the challenges of meeting the regulatory and governance environment.

The HSE continues to allocate significant funds to support the work of the Services and special once off funding is in place to further support the return of day services and technology provision for residents and day attendees to access day services remotely.

The cost of standing still, of maintaining current levels of service at a time when the changing needs of an aging population requires a level of investment that Services cannot secure is a significant challenge.

Carriglea Cáirde Services supports 183 people and their families. At the heart of our work is a set of core values that guide and inform every aspect of our services, policies and practises.

The level of support provided varies among service users and is determined by each individual's person centred plan. At the close of 2020 residential services were provided to 83 adults with 35% people residing in campus based settings and 65% of people residing in houses in and around Dungarvan Town.

Day services are provided to 101 adults (non-resident) from 10 different day service settings. With effect from March 2020 day services were paused for 6 months until September 2020 and this was an extremely difficult time for people who use services and their families to be without a service. A part day service is now in place for each Service User and Carriglea Cairde Services is committed to restoring the quantum of day services to pre-pandemic levels.

In 2020 respite services were provided from the White Strand Respite House. In excess of 200 nights of respite was provided in 2020 which compared to over 1,000 nights in 2019. The reduced respite provision is directly attributable to the COVID 19 global pandemic resulting in a pause in respite services for a number of months and on recommencement reduced offering of respite is in place owing to physical distancing requirements.

In 2020 the new respite models developed in 2019 including supports tailored to people's needs including evening only respite and weekend day respite were put on hold owing to the pandemic. Additional funds were provided by the HSE to commence the individualised respite in 2020 and not all of this allocation was fully utilised owing to timing differences in recruitment. This funding will be held over for 2021 and additional respite is to be offered.

The Services promotes an environment where the collective focus of stakeholders is organised towards the development of appropriate person centred services in line with the needs of people with disability in an environment that upholds the fundamental principle of 'zero tolerance to all forms of abuse'. The services continue to work with the people who use services and their families in order to provide and facilitate day, respite and residential services.

In 2020, 5 new applicants for services were provided with day services and a further 2 people graduated from rehabilitative training to day services in the HUB.

Carriglea Cáirde Services is committed to services based on the ethos of our founders the Sisters of the Bon Sauveur and Pastoral Care Services resumed in 2020.

Throughout 2020 a number of key capital and revenue projects were completed including the upgrade of bathroom facilities in the Anne Le Roy Centre providing for wheelchair accessibility, the opening of a new day service in a rented building at Marquis Drive, migration from an onsite server to a private cloud and Microsoft 365, installation of a 600 meter fibre cable to bring fixed line fibre broadband to the campus at Carriglea and a number of overhead hoists were installed to support changing needs. Two motor vehicles were purchased and the treatment plant and car parking for Boherard was redeveloped.

In the context of Governance and Compliance, Carriglea Cáirde Services submitted the Service Level Arrangement, HSE Annual Compliance Statement, the Housing Agency Regulatory Return and declared compliance with the Charitable Regulator Code of Governance. The independent internal audit function established in 2018 completed and commenced further audits in 2020 including accounts payable, ICT and Governance having completed audits in earlier years of quality and risk management, payroll and human resources, resident's funds management and fundraising activities.

In 2020 Carriglea Cáirde Services prioritised the re-registration of designated centres with Health Information and Quality Authority and by the end of 2020 all 8 Designated Centres remain registered and plans are in place to address non-compliances.

The Board of Directors along with management and known input from services users, members of staff developed the one-year strategic plan 2021 and the objective of which was and is to ensure the Services continued in its mission / vision in the provision of effective, quality and safe services for people.

There are many challenges ahead and particularly to fund and develop new services for the people on the waiting list for residential or additional respite services. The key focus and objective for the Service now and into the future remains the provision of quality and safe services for people in receipt of services and planning for people who are on the waiting list for services

Throughout 2020 some very positive developments were in evidence and people who use services at Carriglea Cáirde Services are supported to be active citizens and to participate in the life of their communities. Sometimes and in difficult circumstances and with limited opportunity owing to the pandemic the Services continued to promote participation in community based educational, employment, training and social activities.

Initiatives developed to further progress social integration included individuals and groups accessing open employment and while training and linking in volunteer capacity with residents of Care Choice, St. Joseph's Hospital and Deise Day Care Centre is temporarily paused it is expected that this link will be available in quarter III.2021.

Drama returned to the services in quarter III 2020 through the use of protective screens The drama group and art production continues to provide meaningful avenues for people to develop and demonstrate creativity.

Vincent O'Flynn, Chief Executive

ORGANISATION REPORT

Carriglea Cáirde Services is a not for profit organisation, established in 2006, to continue the works of the Bon Sauveur Services to provide supports and services to adults with intellectual disabilities and/or autism and their families in West Waterford

In doing its work, Carriglea Cáirde Services provides a wide range of services and supports across West Waterford. In 2020 many of the community based activities that people enjoy and participate were paused owing to the pandemic.

The Services vision statement '*supporting people's independence through the provision of quality and safe services*' remained central to activities and supports and services are provided based on the need of each person. Carriglea Cáirde Services fully supports and promotes through person centred planning that the primary supports people receive are from the person's immediate circle of support through families and friends.

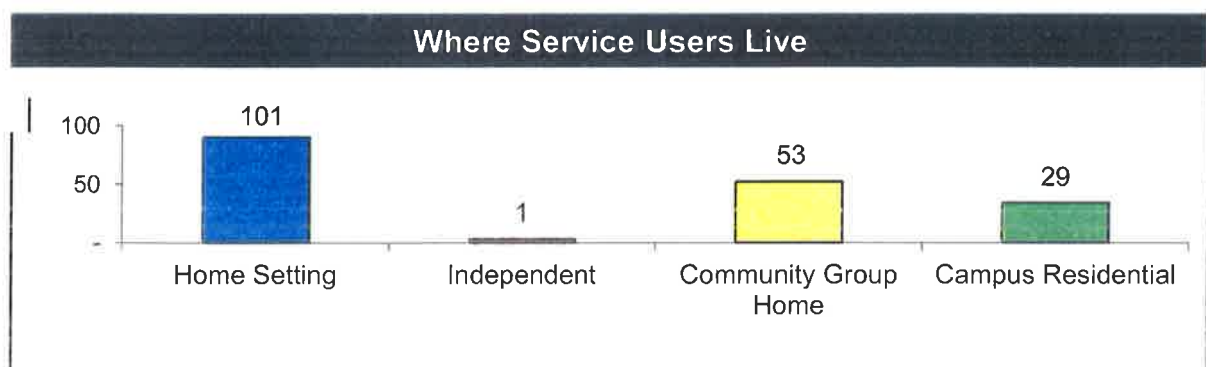
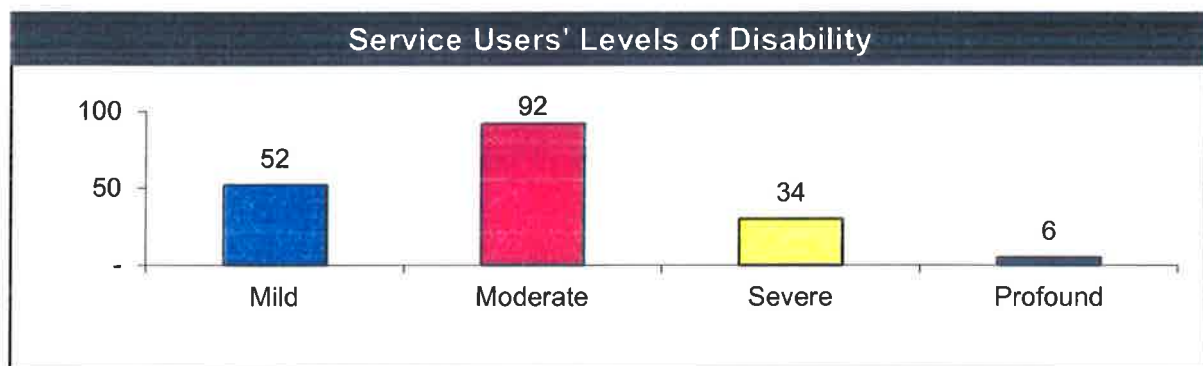
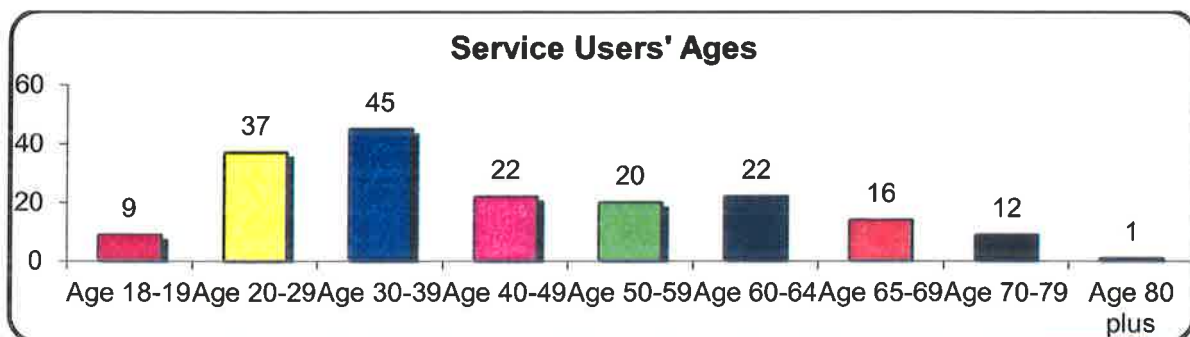
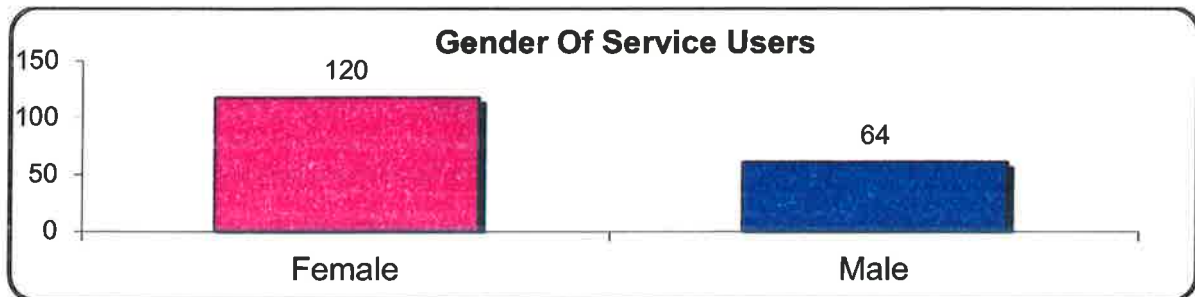
In 2020 the Services agreed the quantum of service provided for the funding received from the Health Service Executive and on this basis a Service Level Arrangement was entered into. The Services are in compliance with the new reporting requirements set out under the arrangement. The Service signed the Annual Compliance Statement in July 2020 for the Year 2019. The Service completed and submitted the Annual Financial Monitoring Return for the year ended 31st December 2019 in July 2020.

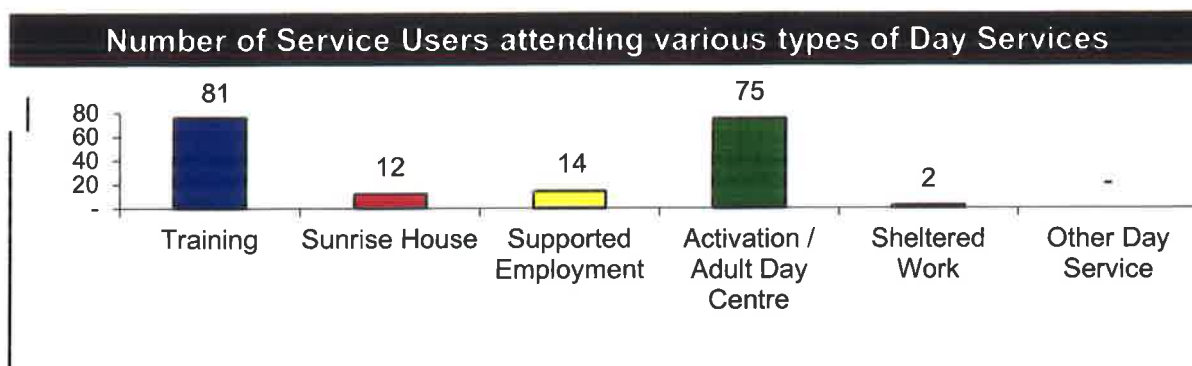
Pastoral Care continued its work in the provision of greater accompaniment for people in their search for meaning. The programmes for 2020 were curtailed owing to the lockdown / pandemic, however the Missionary Sisters of the Gospel provided supports and the recruitment of vacant Chaplain hours was completed in 2020 and online services were provided.

The findings and recommendations from the HSE commissioned report 'A Time to Move on from Congregated Settings' continue to inform the Services on future transitioning to community based living. Other reports including the National Review Group on Sheltered Workshops, the Value for Money Review and the National Housing Strategy for People with a Disability will also shape future policy. New monies are required to face the challenges of implementing recommendations on Congregated Settings and New Directions. Our Services continue to highlight the range of unmet needs and changing needs with the Health Service Executive (HSE). Developing and enhancing of information gathering for the National Intellectual Disability Database remains a key focus in order to quantify future service requirements and gaps in service provision.

Much of staff the face to face staff training was paused in 2020. The Services continue to invest in staff training under the headings of mandatory and designated courses including – Enhancing Your Behaviour Approach, manual handling, abuse awareness, medication update, food hygiene, epilepsy & administration of stesolid and older people with learning disability and dementia. An increased amount of e-learning was undertaken particularly in areas of PPE and breaking the chain of infection. Mandatory training returned in the last quarter of 2020.

Number of Service Users	
Residents	83
Day Attenders	101
TOTAL	184





Person Centred Planning

Carriglea Cáirde Services promotes a person centred approach to service provision which ensures that people are actively involved in determining the services and supports they receive and they are empowered to exercise their rights. We do this by:

- Offering each individual a Person Centred Plan. Each person is allocated a key-worker who is drawn from those who regularly support the person in their residential or day services. Residential service users also have a link-worker who is generally an employee who is based in their day service.
- All service users have a 'Circle of Support' of their choice to promote their interests and support them to achieve their goals. Members of the circle of support can include staff, family members and friends.
- Comprehensive documentation is maintained on all aspects of each person's life. This information is contained in the Person Centred Plan file which provides full details of the service and supports which the person requires to have a good quality of life and to achieve his/her personal goals.
- The Person Centred Plan is constantly updated and formally reviewed annually with a planning meeting involving the person and his/her Circle of Support.

Policies and procedures are in place which provide full details of the person centred planning and key working process. During 2019, the Person Centred Planning template and policy document were reviewed and updated. Person Centred Planning training is provided to all staff,

Advocacy

Carriglea Cáirde Services actively promotes self-advocacy for service users and a policy and structures are in place whereby all service users have access to advocacy meetings. The development of advocacy within the services has given service users the confidence to reach their full potential. One service user is a member of the National Platform which supports people nationally to develop self-advocacy skills. Representatives from the advocacy committee met with the Board of Directors at the February 2020 Board Meeting.

Information is made available to service users and family members with regard to how to access the National Advocacy Service. The local representative of the National Advocacy visits the services and supports service users who wish to use her services to progress their goals.

Quality

Carriglea Cáirde Services is committed to offering the highest possible quality supports to those who avail of services. The Service operates the Quality Management System. This system consists of a suite of policy and procedures documents which are made available to staff in all areas of the Services. These policies and procedures are reviewed by the quality committee, which meets monthly. During 2020 the work of the quality committee focused on:

- Overseeing compliance with relevant Regulations under the Health Act, 2007, HIQA National Standards for Adults with a Disability and other relevant standards and Regulations which are applicable to the Services.
- Drafting, approving and reviewing policy documents and procedures for the services
- Reviewing matters identified on the risk register.
- Reviewing and updating the Statement of Purpose for residential and respite designated centres.
- Carrying out a range of internal audits throughout the Services
- Consulting with service user and their relatives/representatives via annual satisfaction surveys, family information /consultation meetings and suggestion boxes. Reports on the outcome of the Relatives Satisfaction Survey and the Service User Satisfaction survey are available on request. Suggestions for improvement of services which are identified via the satisfaction surveys inform delivery and development of services.
- Reviewing reports following HIQA inspection, internal audits, comments and complaints records, satisfaction surveys, accident/incident statistics and any other relevant quality and safety related reports.

Communication with Families

Carriglea Cáirde Services encourages good communication and engagement with the families of people who use services. The formation of a family forum in 2021 will be progressed via information meetings. Communication updates have been provided to on topics such as Carriglea Cáirde Services website, the Strategic Plan, Safeguarding procedures and other developments in the context of resumption of day services. Engagement with families has been in place and feedback has been received through the satisfaction surveys.

Health & Safety

Carriglea Cáirde Services promotes a high standard and best practice with regard to Health & Safety throughout the services and ensures compliance with the Safety, Health and Welfare at Work Act, 2005 and associated legislation. The respective responsibilities of the employer, managers and staff are clearly set out in the Safety Statement and other health and safety related policies and procedures. Health & Safety records are maintained including a Fire Register, fire drills and maintenance of fire safety equipment. Training is provided to staff in all aspects of maintaining health and safety.

The Services has a Health & Safety Committee which meets bi-monthly. This committee provides input into identification, assessment and control of hazards and makes recommendations to senior management on Health & Safety issues identified by staff members.

An annual report on the work of the Health & Safety Committee during 2020 is available and published on the Services website.

Safeguarding

Carriglea Cáirde Services adopts a 'Zero Tolerance' approach to any form of abuse and promotes a culture which supports this ethos.

Measures to protect service users from being harmed or suffering abuse are in place and appropriate action is taken in response to allegations, disclosures or suspected abuse. Service users are assisted and supported to develop the knowledge, understanding and skills needed for self-care and protection. A restraint-free environment is promoted and staff receive training in the management of behaviours of concern including de-escalation techniques. The Services' Admissions, Transfer and Discharge Policy takes account of the need to protect service users from abuse by their peers.

The Services has an effective process for recruitment, vetting, induction, supervision and training of all staff and volunteers who have direct contact with service users. In 2015 Carriglea Cáirde Services adopted the HSE National Policy & Procedures for Safeguarding Vulnerable Persons at Risk of Abuse. All staff receive appropriate training in relation to safeguarding residents and prevention, detection and responding to abuse. A designated officer is in place to whom all concerns or reports of suspected abuse are reported. All incidents, concerns, allegations or suspicions of abuse are screened and where relevant investigated and appropriate action taken to ensure the safety of services users is maintained. All relevant reports are made to the HSE and HIQA with regard to concerns or allegations of abuse.

Confidential Recipient

The HSE has recently formally communicated the contact details for Leigh Gath, the Confidential Recipient. She will operate independently of the HSE to address any complaints or concerns that are raised with her office in relation to any HSE or HSE funded facility. Ms. Gath can be contacted as follows: -

By post to: Confidential Recipient for Vulnerable Persons,
Training Services Centre,
Dooradoyle,
Limerick.

By telephone: Lo Call 1890 100 014 or mobile 087 6657 269

By e-mail: leigh.gath@hse.ie

More information outlining the role of the Confidential Recipient is available on the website at www.hse.ie/confidential.

Contact details of the Confidential Recipient for Vulnerable Persons were made available to service users and staff.

Protected Disclosures

Protected Disclosure of Information in the Workplace policy is in place whereby staff can independently report any concerns of poor practice to the HSE Authorised Person if they feel their concerns on confidential basis are not being satisfactorily addressed by management of Carriglea Cáirde Services.

Risk Management

As part of Carriglea Cáirde Services' health & safety process, all risks are assessed and controls put in place to mitigate identified risks. Policy and procedures documents are in place on risk assessment and emergency planning. A full environmental risk assessment of each area/building is carried out at least annually.

A risk register is in place which is reviewed by the Quality Committee and the Risk/Services Committee of the Board. Individual risk assessments are in place for service users with regard to their various activities.

Incident Management

There is a comprehensive system in place for reporting all incidents and accidents. These are reviewed regularly and measure put in place to reduce the risk of re-occurrence.

Serious incidents are reported to the HSE and relevant incidents are also reported to the State Claims Agency and/or our insurance company. In the event of injury to a resident or any other notifiable event, the relevant three day or quarterly report is made to HIQA.

Complaints Management

A comments and complaints policy and procedures are in place. Complaints forms are readily available and are provided to all service users and family members. A complaints log is in place in all day and residential services. In as far as possible, complaints are dealt with at local level. The data from all complaints logs is collated six-monthly and the relevant report sent to the HSE. Complaints officers are in place and the identity of these officers is displayed in an accessible format in all day and residential areas of the services. During 2020, all complaints were managed at a local level and no formal complaints were referred to a complaints officer.

Individualised Services

In recent years the movement towards individualised supports - *'Next Steps and New Directions'* has and continues to be progressed at an increased pace. School leaver funding 2020 has again been allocated on an individualised basis which is a welcome development.

The opening of reduced size developments including 'The Hub' in 2014, full residential independence setting for an individual with some supports from Carriglea Cáirde Services, the 'Gateway Services' in 2016 and Ormonde Square and Ard Na Greine along with new direction styled day service for a further participant in 2018 and this continued in 2020 with the opening of 'Marquis Drive'. These developments are consistent with the transition from sheltered group

services and activities to models of services that focuses on individual community based activities.

Residential Services

Carriglea Cáirde Services has eight residential designated centres – seven of which provide full-time residential services and one provides residential respite services: These centres are:

1. Cove Residential Services
2. Carriglea Residential Services
3. Comeragh View Residential Services
4. Dungarvan Residential Services
5. Deise Residential Services
6. White Strand Respite Services
7. Ormonde Square Residential Service
8. Acorn Residential Services

All eight designated centres have successfully been registered by HIQA to operate as designated centres. Three day and quarterly notifications are submitted to HIQA as necessary and the provider representative carries out unannounced visits at least six monthly and as required by regulation.

An action plan is in place to address all non-compliances noted during HIQA inspections. The Statement of Purpose for each Designated Centre is updated annually and a report on quality and safety is produced annually.

The inspection reports for all designated centres are available on request and they are also posted on the HIQA website.

Cove Residential Services

The residents of the designated centre are supported in community houses in Stradbally, Monksfield and Middlequarter. Residents are supported on an individual basis to achieve goals in line with person centred plans including integration, community participation and health care requirements. Pre COVID 19 the majority of residents attend Sunrise House and Saoirse with one resident receiving day services in the Anne Le Roy and one resident in Shepherds Wood Lodge. In 2020 residents received their day services from the home and this was achieved through the redeployment of day services staff across residential settings.

The Designated Centre was re-registered in December 2020.

Carriglea Residential Services

The residents of the designated centre are supported in five houses based in Carriglea. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through the person centred planning process and residents are supported to achieve goals including integration and participation. In 2017 the residential buildings were upgraded to meet best practise in fire prevention and detection and additional communal space was created through the development of the new sitting room which now links Beechview and

Oaklands residential settings. Residents are supported by the **Activation** day service and much of the activation in 2020 was centred on walks and outings on the grounds of Carriglea,

The centre was re-registered in 2018 and the key action identified is the closure of St. Bridget's Residential Setting and this action remains a key priority.

Comeragh View Residential Services

The residents of the designated centre are supported in three houses with two in the community and one in Carriglea. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through person centred planning and residents are supported to achieve goals including integration and participation. The development of community retirement options for residents in 11 & 12 Geal Gua is providing a person centred approach allowing people to age in place while still retaining links with day services. In 2020 residents received their day services from the home and this was achieved through the redeployment of day services staff across residential settings.

Dungarvan Residential Services

The residents of the designated centre are supported in three houses based in the community. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through person centred planning and residents are supported to achieve goals including integration and participation. In 2020 residents received their day services from the home and this was achieved through the redeployment of day services staff across residential settings.

Deise Residential Services

The residents of the designated centre are supported in three houses based in the community. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through the person centred planning and residents are supported to achieve goals including integration and participation. In 2020 residents received their day services from the home and this was achieved through the redeployment of day services staff across residential settings.

White Strand Respite

The designated centre based in White Strand supports people who use services to avail of respite in a community based setting. Respite breaks are provided for groups to a maximum of 3 which is a reduction on 2020 levels People in enjoy short breaks in White Strand whilst continuing to attend day services.

Approximately 200 nights of respite was provided in 2020.

Acorn Residential Services

The resident of the designated centre is supported in individualised housing arrangement. The resident is supported on an individual basis to achieve goals in line with person centred plans including integration, community participation and health care requirements.

Ormonde Square Residential Services

The two residents of the designated centre are supported in individualised housing arrangement. The residents are supported on an individual basis to achieve goals in line with person centred plans including integration, community participation and health care requirements

Day Services Resumption

Day services resumed for up to 100 day attendees in September 2020. The Services were closed from March 2020 which was very difficult for all those impacted. The resumption of services commenced on a part time basis across all day service locations 3 days - week 1 and 2 days - week 2 – Anne Le Roy, Shepherds Wood Lodge, Sunrise House, Saoirse, Horticulture, The Hub, Gateway and Marquis Drive and Ard Na Greine. Owing to restrictions activities were primarily confined to the day service location with reduced community interaction. Many of the programmes in place centered around keep fit, yoga, walks and the use of technology. This has been a difficult time for people who attend day services and their families owing to reduced services. Carriglea Cáirde Services is prioritising along with the HSE the return to a fuller service.

Sports & Recreation

A pause on activities was in place throughout most of 2020 and the members of staff continue to be temporarily re-deployed to residential settings.

Carriglea Cáirde Services' Housing Association

Carriglea Cáirde Services is an approved Housing Body with the Department of Housing, Planning, Community and Local Government. The Services subscribes to the principles of the Voluntary Regulation Code for Approved Housing Bodies in Ireland.

Board of Directors and Corporate Governance

There were seven Board Meetings during 2020. The number of Board Meetings attended by each director during 2020 is as follows:

Barry O'Brien	7	Marie Dennehy	5
Sr. Rita Higginbotham	7	Patrick Phelan	6
Sr. Miranda Richards	6	Margaret Browne	5
Sr. Mary Fitzgerald	7	Denis Herlihy	7
Dr. Elizabeth Walsh	6	Tomas Horgan	7
Dr. Nan Ferrari	6		

There are a number of committees of the board that provide oversight of the Services' governance and compliance across the range of activities of the Services. The Board and committees of the Board oversee and review the work of the CEO and Management Team and

ensure that systems and internal controls are in place to include strategic planning, financial controls, quality services for people who use services and risk management. The committees of the Board:

- Audit & Finance Committee – there were 5 meetings held in 2020 and minutes of the meetings are distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee is Tomas Horgan and membership includes Barry O'Brien, Denis Herlihy and Patrick Phelan. The Committee have in place terms of reference which was reviewed in 2020. The GDPR provision is to be inserted within the terms of reference of the committee.
- Governance – there were two meetings in 2020 and minutes of the meetings are distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee is Margaret Browne and membership includes Barry O'Brien and Denis Herlihy. The main business of the committee in 2020 was to progress the Services registration with the Charities Regulator. The terms of reference of the Committee were reviewed and the GDPR provision is to be inserted.
- Strategic Planning – there were two meeting in 2020 and minutes of meetings are distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee is Barry O'Brien and membership includes Denis Herlihy, Margaret Browne, Sr Mary Fitzgerald, Sr, Rita Higginbotham, Dr. Betty Walsh and Marie Dennehy. The main business of the committee in 2020 was the review of the five year strategic plan to 2020 and the development of the 1 year strategic plan 2021. The terms of reference of the Committee were reviewed and the GDPR provision is to be inserted.
- Services Quality & Safety / Risk – the business of the committee throughout 2020 was in an oversight of capacity of the risk, and relevant policies and procedures in the context of COVID 19 and regular reports were provided and reviewed at Board Meetings. The Chairperson of the Committee is Margaret Browne and membership includes Dr. Ferrari, Sr. Mary Fitzgerald, Sr. Rita Higginbotham, Sr. Miranda Richards and Dr. Betty Walsh. The terms of reference of the Committee were reviewed and a GDPR provision is to be inserted.
- Remuneration – the business of the committee in 2020 was undertaken by email correspondence. The newly appointed Chairman of the Committee (May 2021) is Tomas Horgan and membership of the committee is Dr Nan Ferrari and Marie Dennehy and the terms of reference were reviewed at the MAY 2021 meeting. The CEO through the Annual Compliance Statement 2020 provided assurances to the Board that salary payments and pay and conditions are complaint as per the consolidated salary scales. The terms of reference of the Committee were reviewed and a GDPR provision is to be inserted
- Nominations – there was 1 meeting in 2020 and minutes of meetings are distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee is Dr. Betty Walsh. There was no new Director appointments in 2020 and the main business of the Committee was the review of terms of reference and the inclusion of GDPR requirements in same.

Human Resources

The challenges in recruiting staff at a time when fuller employment is evident in an improving economy The Human Resources Department provides advice and support in relation to all aspects of Human Resources including:

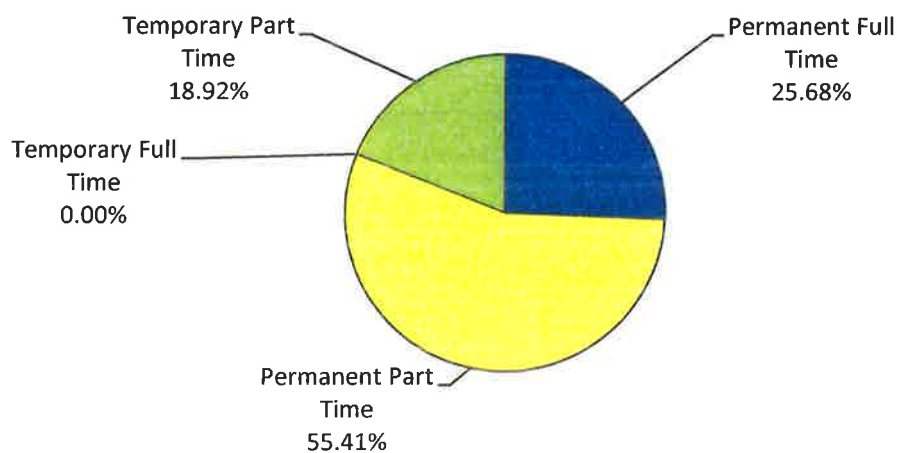
- Resource planning, recruitment and selection practices to support the delivery of services.

- Implementation of nationally agreed changes to staff terms and conditions.
- Policy and Procedure development and the implementation of same.
- Engagement and negotiations with trade unions on various staff related issues and change projects.
- Participation in third party referrals to Rights Commissioners and other external bodies where relevant.
- Employment Welfare is an important aspect of Human Resources Work and Carriglea Cáirde Services provides staff with access to an Employee Assistance Programme.
- Carriglea Cáirde Services is accountable to the HSE for the use of the funding provided for the purposes of providing services. On this basis, Carriglea Cáirde Services confirms that :
 1. All staff employed are paid salaries in line with HSE salary scales associated with the post they are employed
 2. No staff is in receipt of any top-up or unapproved payment
 3. Carriglea Cáirde Services has provided all information on salaries to the HSE when required to do so
 4. The Chief Executive Officer Salary throughout 2020 was €109,383 (2019, €107,611)

Staff Occupational Categories

	<u>No.</u>	<u>W.T.E.</u>
Administration	14	11.19
Paramedical	2	1.79
Nursing	46	40.22
Social Care	47	32.98
Care Assistants	80	71.66
Catering & Laundry	5	6.04
Maintenance	2	1.38
Instructors / Supervisors	60	45.30
TOTAL	256	213.70

Employee Job Status



Gender Breakdown of Female / Male Staff

87% / 13%

Permanent Full Time	64
Permanent Part Time	142.8
Temporary Full Time	0
Temporary Part Time	7.6
TOTAL STAFF	256
TOTAL W.T.E.	214.4

Energy Consumption and Environmental Impact

1. Overview of annual Energy Usage

Annual consumption of energy is reported to the SEAI (Sustainable Energy Authority of Ireland) under their Public Sector Monitoring and Reporting programme. Carriglea Cáirde Services is working towards meeting its 33% efficiency savings by 2025. The 2020 energy usage is set out in the table below.

The impact of closing the swimming pool for 2020 and other reduced activities in 2020 all which are once off has led to reductions in consumption and increased performance – electricity 8.0% over 2019, thermal 8.6% over 2019 and transport 32.4% over 2019 levels.

<u>Energy Type</u>	<u>Unit</u>	<u>Quantity</u>
Electricity	KWh	658,320
Kerosene	Litre	163,477
LPG	Litre	37,728
Road Diesel (DERV)	Litre	30,683
Petrol	Litre	600
Marked Gas Oil	Litre	0

2. Actions planned for the coming year

- i. Increased focus on Green Public Procurement including replacement of older vehicles and equipment with new, more efficient models.
- ii. Installation of heat pump technology similar to the Monksfield's and Acorn Residential
- iii. Launch a renewed energy awareness programme for staff and service users.
- iv. To identify at least 1 project and apply for funding.

Acknowledgements

The work of Carriglea Cáirde Services in West Waterford has been supported and governed throughout 2020 by the Board of Directors. For this I thank the Directors and acknowledge the consistent support of the Board and the special contribution made by the Missionary Sisters of the Gospel (Sisters of the Bon Sauveur) to the Services.

The wide and varied work of Carriglea Cáirde Services demonstrated in this report is only possible due to the excellence of the staff working for the Services and throughout 2020 members of staff provided huge flexibility and commitment in challenging times, the support of volunteers and the community, the HSE and all other community agencies. Carriglea Cáirde Services is enhanced by the individual and collective efforts of each of you.

Finally, a special thanks to the people who use services and their families, for their ongoing trust and support. Carriglea Cáirde Services exists to be of support to you and without your trust in us, we would not be able to achieve our Mission or Vision.

