

Daughters of Charity Service

FOR PERSONS WITH INTELLECTUAL DISABILITY



2012

Annual Report



*According to the spirit of
St. Louise de Marillac and
St. Vincent de Paul
and inspired by their Christian vision of service
to those most in need,
the Daughters of Charity Service
for Persons with Intellectual Disability
recognises that each person possesses
a unique dignity and potential.*

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Chairperson's Introduction



I write this as my Term of Office as Provincial of the Daughters of Charity comes to an end. In recent years we have experienced many changes which have been demanding but having the core values and engaging with the value based decision making process, have I feel, helped us to remained faithful to the mission and values of the Service.

Sr Goretti Butler has been appointed the new Provincial of the Daughters of Charity and I know that she will receive a warm welcome from you as I did many years ago. I wish Sr Goretti wisdom and fulfillment in her new role as Provincial.

I have enjoyed my visits to each centre; meeting with staff and service users personally has always been a great pleasure for me. I will miss the interaction with all of you but I have no doubt that our paths may meet again in a new way. Your innovation, creativity and generosity in responding to the many changes in recent years have been an inspiration to me as Provincial and Chairperson of the Board.

St Vincent de Paul said "always the hand of God is outstretched to those who wish to clasp it" let us continue our journey with outstretched hands that we may clasp the hand of God no matter where we are.

I am heartened that the Service is in good hands and I would like to thank Denis Cronin, his executive, administrators and all staff for your work and commitment and the professional way you engage with our 'special' people. To our 'special' people thank you for the welcome you always have for me. To my colleagues on the Board I wish to extend my gratitude for your selfless generosity and dedication for the work of the Service.

With love and prayers to all of you and your families

Catherine Prendergast D.C.

Sr. Catherine Prendergast, D.C.
Provincial & Chairperson
Board of Directors

Chief Executive Officer's Foreword



The year 2012 was once again a very difficult year for the Service overall. We continued to struggle with reductions in allocation of funding from the HSE and the ongoing moratorium on staff recruitment.

During the year there were many challenges for management, staff, service users and families. The Service responded by being as inventive as possible in service delivery, while at the same time trying to deliver a quality service and comply with a raft of new policies and instructions.

There was no new funding for school / rehabilitative training leavers, yet across the three regions local managers changed processes and squeezed finances to deliver at least a four-day placements to all. The same applied in relation to emergencies and respite / residential places, and the Service responded.

As a responsible organisation we must achieve a balanced budget in each of our three financial regions or risk having a financial penalty judged against us for the following year. We achieved a balanced budget in Dublin and Roscrea and a small surplus in Limerick in 2012, however we must retain strict control of finances particularly during these difficult economic times.

I would like to thank service users, families and staff for working with us throughout the year and I hope that together we will be able to minimise the impact on services over the coming years and start achieve our Service Vision.

A handwritten signature in blue ink that reads "Denis Cronin". The signature is written in a cursive style.

Denis Cronin
Chief Executive Officer

Board of Directors

Sr. Catherine Prendergast DC **Chairperson**



Professional Background:
Social Science

Key Appointments held

Catherine Prendergast is a Daughter of Charity of St Vincent de Paul. She is currently Provincial of the Irish Province. Prior to that for 27 years, she lived and worked in the north inner city in Dublin.

Her background is in Social Science and Apostolic Spirituality. She worked with Dublin Diocesan Social Services where she was involved in influencing social policy and advocacy in the context of the direct service to people in Centre Care at the Pro-Cathedral. Subsequently she worked in the Daughters of Charity Service in Henrietta Street creating opportunities for second chance education for those who are excluded from mainstream education. Chairperson of Board of Directors since 2004.

Mr. Fergus Dolan **Chairperson, Finance & Assets Sub-Committee**

Professional Background:
Business / Financial

Key Appointments held:

Partner in Deloitte & Touche 1969 to 2001. Joined the Finance Office of the Provincialate of the Daughters of Charity of St. Vincent de Paul in 2002. Joined the Board 2007.



Sr. Marian Harte DC **Chairperson, Service Ethics Committee**



Professional Background:
Occupational Therapy/Nursing/
Management

Key Appointments held:

Sr. Marian Harte is a Daughter of Charity of St. Vincent de Paul and since September 2010 is a member of the Leadership team of the Irish

Province. Unit Manager, St. Vincent's Centre, Lisnagry, Co. Limerick. Occupational Therapist, Adult Training Services, Dublin.

Administrator, Enterprise and Employment Service and Community Residential Service, Dublin. Administrator / Director of Nursing St. Vincent's Centre, Dublin since 2000. She is a member of a number of Boards of Management and professional groups, including Crosscare, Community Foundation Ireland, and IADNAM Executive and was chairperson of St. Vincent's School Board of Management until November 2011. Joined the Board 2010.

Mr. Terry Larkin

Professional Background:
Engineering / Business



Key Appointments held:

Managing Director IGB (later Ardagh), President Confederation of Irish Industry President of European Glass Manufacturers, Chairmain of the Governing Body of Dublin City University, Chairman of ADM (presently Pobal), Co-Chair of Peace and Reconciliation, Member of Dublin Diocesan Finance Committee, Board member of the College of Industrial Relations Member of RESPECT Fundraising Committee.

Sr. Bernadette MacMahon DC



Professional Background:
Education

Key Appointments held:

Head of Department of Education, Mater Dei Institute of Education, 1970 to 1986.

Former Provincial of Daughters of Charity of St. Vincent de Paul.

Former Chairperson of the Board of

Directors of the Daughters of Charity Service for Persons with Intellectual Disability, 1986 to 1995.

Director, Vincentian Partnership for Social Justice, 1995 to date Joined Board 2007.

Mrs. Noreen Noone

Professional Background:
Intellectual Disability Nursing /
Education and Training



Key Appointments held:

Noreen Noone trained as a Nurse for the Intellectually Disabled in the Daughters of Charity Service. She went on to obtain a Diploma in Early Childhood Education from NUI and an MSc in Education and Training from DCU.

She has a long and varied career in the area of children and families.

Currently working as a Co-Ordinator in the HSE Family Welfare Conference Service
Joined Board 2011.

Mr. Kevin O'Donnell

Professional Background:
M.Sc. Associate, Institute of Actuaries



Key Appointments held:

Senior Corporate Planner, Esso Dublin and London to 1971. Actuarial Operator, Stock Exchange Member Firm to 1974. Investment Manager, New Ireland Assurance Group to 1979, Managing Director, New Ireland Assurance Group to 1986. Director, Irish Nationwide Building Society to 2000. Member of Board of Directors of RESPECT. Joined Board – early 1990s.

Dr. Danny O'Hare



Professional Background:
Higher Education

Key Appointments held:

Founding President DCU. Former Chairperson of Food Safety Authority, the Government Task Force on the Physical Sciences, the Expert Group on Future Skills Needs, the Information Society Commission, the Ballymun Regeneration Project. Former Board Member of Media Lab Europe and of Calor. Chairman of the Independent Hospitals Association of Ireland, the Governing Authority of the Milltown Institute, the Dublin Airport Stakeholders Forum and of Exploration Station, the National Interactive Science Centre. Member of the Irish Medical Council and of the Edmund Rice Schools Trust. Member of RESPECT Fundraising Committee Joined Board 2006.

Mr. Tim Sheehy **Chairperson, Audit Sub-Committee**

Professional Background:
Business



Key Appointments held:

Founder and Chairman, Ergo Services Ltd. Managing Director, Gateaux Ltd. Director, Lyons, Irish Holdings Plc. Temporal Advisor to Provincial, Jesuit Order, Member of Board of Management, Belvedere College. Joined Board in 2006.

Sr. Olivia Sherlock DC



Professional Background:

Sr. Olivia Sherlock has served in a variety of ministries in England, Scotland and Ireland.

Key Appointments held:

Administrator in Hollyhill, a developing area close to Cork city. Warden of hostel for single mothers. Provincial Counsellor.

Director of Service, Vincentian Housing Partnership, North William Street. Administrator, Henrietta Street. Administrator, Termonfeckin, Drogheda. Currently Provincial Treasurer, Province of Ireland. Joined Board 2006.

Dr. Mary Staines **Chairperson, Quality & Standards Sub-Committee**

Professional Background:
Medical – Consultant Psychiatrist

Key Appointments held:

Clinical Director, Stewart's Hospital, Clinical Head of Postgraduate Training, College of Psychiatry of Ireland. Joined Board 2007.



Mr. Brian Wilson **Chairperson, Planning, Development & HR Sub-Committee**



Professional Background:
Finance and Development

Key Appointments held:

Director of the Aga Khan Fund for Economic Development (Paris). Vice-President and Head of Risk at The World Bank (Washington). Managing Director and main Board Director, Allied Irish Bank Group. Joined Board 2006.

Ob. 20th November 2012
R.I.P.

Corporate Governance

Board of Directors

A Board of Directors appointed by the Daughters of Charity provides governance oversight for the Service. Board members serve on a voluntary basis and receive no remuneration for their services. Theirs is a non-executive function. They are possessed of a broad skill base, with a variety of expertise in corporate and professional life and in both caring for and parenting of people with intellectual disability. In 2011 the Chairperson appointed Mrs. Noreen Noone to the Board. Although Noreen has a daughter in our Dublin Service her appointment is not intended to be representative of any one group within the Service but is to bring a broader parental perspective to the Board. This diversity of expertise ensures effective and balanced leadership of the Service.

The Board of Directors meets on a monthly basis, conducting its affairs in accordance with established best governance practice. The Chief Executive Officer is in attendance, with members of the Executive Team attending and making presentations on their areas of operational accountability as and when required.

Sub-Committees of the Board of Directors and other Organisational Bodies

A number of Sub-Committees, chaired by Board Members, meet on a monthly or bi-monthly basis as appropriate. Board members, Executive team members, Administrators and key personnel form the body of these Committees.

Finance and Assets Sub-Committee

The Finance Committee meets on a monthly basis to monitor the financial status and performance of the Daughters of Charity Service. This meeting takes place one week prior to the meeting of the Board of Directors, facilitating the efficient transmission of up-to-date financial data to the Board.

Planning, Development and HR Sub-Committee

The Planning, Development and HR Sub-Committee meet to oversee the strategic planning and development of the Service and to monitor aspects of human resources relating to service delivery.

Quality and Standards Sub-Committee

The Quality and Standards Sub-Committee meets on a bi-monthly basis to monitor quality and standards on a Service-wide basis, overseeing the Service's risk management framework and receiving regular reports on development of policies and procedures designed to ensure that high standards in all aspects of service delivery are maintained

Mission Integration Team

The Mission Integration Team, comprising senior managers and key personnel within the Service, is tasked with the integration of Service ethos, philosophy and values as outlined in the Service Policy into every aspect of service delivery. Chaired by the Director and Deputy Director of Mission Integration, Sr. Kathleen Moore DC and Sr. Bernadette McGinn DC, the Team creates and promotes awareness through a programme of publications and workshops designed to bring staff members into regular contact with the ethos of the Service and its core values.

Service Ethics Committee

The Service Ethics Committee meets on a quarterly basis. Chaired by a member of the Board of Directors, its membership comprises senior managerial and key staff, a family nominee, a chaplain and a professional ethicist with specific expertise in the area of medical ethics. Matters of ethical concern of any nature can be and are brought to the Committee's attention by any individual for consideration and direction. In addition, policies and procedures which have an ethical dimension are screened by the Committee. All research conducted in the Service is subject to ethical approval by a Sub-Committee of the Service Ethics Committee.

Chief Executive Officer

The Chief Executive Officer, as head of the Executive Team, co-ordinates the overall administration and management of the Service. The Chief Executive Officer is responsible to the Board of Directors.

Executive Team

Denis Cronin

Chief Executive Officer

Natalya Jackson

Acting Director of Human Resources

Sr. Bernadette McGinn DC

Deputy Director of Mission Integration

Liz Reynolds

Assistant Chief Executive Officer, Limerick/Tipperary/Offaly

Roger Hynes

Director of Finance

Dr. Niamh Mulryan

Clinical Director, Dublin

Derek Tallant

Director of Logistics

Daughters of Charity Service:

Who We Are, What We Do

The Daughters of Charity Service is a registered charity providing a wide range of supports to children and adults with a moderate, severe or profound intellectual disability in the Dublin, North Tipperary/Offaly and Limerick regions.

Our History

The Community of the Daughters of Charity of St Vincent de Paul was founded in Paris in 1633 by St. Vincent De Paul and St. Louise de Marillac and is a worldwide organisation. The Sisters came to Ireland in 1855 and have been involved in providing services for persons with intellectual disability since 1892, starting in a workhouse in Cabra, now known as St. Vincent's Centre, Navan Road. Providing a nationwide service, the Community identified a need for a similar service in Limerick and opened its centre in Lisnagry in 1952. In 2008 the Daughters of Charity Service took over responsibility for St. Anne's in Roscrea, providing a service in the Tipperary/North Offaly region, making the Daughters of Charity Service one of the biggest providers of services to people with intellectual disability in Ireland.

Our Values

Our Service is guided by the spirit and ethos of the Daughters of Charity of St. Vincent de Paul. The Daughters of Charity Service aims to develop the potential of each person to the fullest, regardless of their level of ability, so that they can be enabled to lead as independent and as satisfying a life as possible.

We are committed to:

- The development of the potential of each person with an intellectual disability in an atmosphere characterised by love, respect and creativity
- Enabling each person with an intellectual disability within the Service to take his/her place in society and in turn to contribute in a meaningful way
- Giving priority to people with the greatest need
- Advocacy and the promotion of justice for persons with intellectual disability.

The core values that guide us in our mission are:

Service, Respect, Excellence, Collaboration, Justice and Creativity

Referral Criteria

People of all ages are referred to the Daughters of Charity Service by family members, maternity hospitals, general practitioners or other agencies in the community. People being referred must live within the HSE catchment areas in which the Daughters of Charity Service operate.

Our Services include:

- Early Services • Education • Training, enterprise and employment services • Day Activation
- Residential Services • Respite Services • Alzheimers Service • Palliative Care

Challenges

The Daughters of Charity Service is working to meet the needs of people with intellectual disability against a background of decreasing levels of State funding. Some of the challenges within which it operates are:

- Maintaining quality services for existing service users in light of budgetary cutbacks and the Public Service moratorium on staff recruitment.
- Providing services for new admissions to our Service in the absence of accompanying funding from the HSE.
- Continuing to develop new community-based programmes to meet service users' changing needs in the absence of associated funding for new and developing services.
- Adapting and developing our physical infrastructure to address the recommendations of the Report on Congregated Settings.
- Developing and implementing programmes which promote greater integration between service users and the wider community.
- Ensuring that standards laid down by the Health Information and Quality Authority and the Health and Safety Authority are adhered to in all aspects of our service provision.

Overview of Service Operations

Legal Status

The Daughters of Charity Service is a charity registered with the Revenue Commissioners, with all income being used for service provision to persons with intellectual disability.

Company Registration Number: 155212
Charity Registration Number: CHY7137

Registered Office:

St. Catherine's Provincial House, Dunardagh, Temple Hill, Blackrock, Co. Dublin.

Services

The Daughters of Charity Service is a Nominated Health Agency providing services to adults and children with intellectual disability in community, day, respite and residential centres in Dublin, Limerick and North Tipperary/Offaly.

Funding Sources

The primary funding source for the Daughters of Charity Service is the Health Service Executive, with whom it enters into annual Service Level Arrangements in each region in which it provides a service. Capital Assistance Grants have also been made available from the Department of the Environment though the Local Authorities for the purchase and development of accommodation for service users. Additional funding is provided by Parents and Friends Associations linked with local centres and by RESPECT, a company which fundraises on behalf of the Daughters of Charity Service. The Community of the Daughters of Charity of St. Vincent de Paul donates capital funding on a discretionary basis for the completion of one-off projects which might otherwise remain incomplete due to funding shortfalls.

Service User Involvement

Structures are in place to ensure that service users are actively involved in decisions which affect them. This is achieved by various means, including:

- Person-centred planning
- Key workers for each service user
- Circle of friends, including staff, family members and friends who assist service users in articulating and achieving personal goals
- Advocacy Groups
- Service Protection and Welfare Committee

Service Regions

Services are organised into two geographical regions managed by the CEO, the Assistant CEO and the other members of the Executive Team:

Daughters of Charity Service, Dublin

Daughters of Charity Service, Limerick / Tipperary / Offaly

Services within the regions are grouped both by location and the nature of the service provided and are managed by Administrators.



Dublin Region

Community Residential Service, Dublin

2012 was a year of challenges in CRS Dublin. It was also a year of creativity as we sought to meet these challenges with minimal impact on our service users. As the financial situation continued to deteriorate, however, service provision had to be rationalised. Eight staff retired from CRS, none of whom were replaced.

We reviewed our accommodation and after much deliberation and valued-based decision-making implemented a series of moves which we believed would better meet the needs of our service users. Service users, their families and staff all collaborated to ensure that the moves went as smoothly as possible and we are grateful for the co-operation and support. All of the moves worked in the best interests of the service users involved.

During 2012 we continued to work on person-centered plans and advocacy across CRS. We were successful in securing Genio Funding to support two service users to move from a community house to more independent living in the community. This process is ongoing. All in CRS have also been working together to prepare for the HIQA inspections in 2013. Managers attended training on preparing for HIQA visits. We also continued to work in managing attendance and managers were given training on this process.



TILDA Participants with Brendan O'Connor

A group of service users also assisted the TILDA Project (The Irish Longitudinal Study on Ageing). They acted in a DVD which helped to depict the results of a piece of research completed by TILDA. Arising out of their contribution, they were invited to attend an event in Trinity College at which they were given an award and received an invitation to visit the President in Aras an Uachtarain.

St. Joseph's Centre, Clonsilla

Community inclusion was a primary focus of service delivery in St. Joseph's Centre in 2012. As the centre is involved with care of the elderly, this has been achieved by participation in age-appropriate activities with members of the wider community, using a variety of resources. Service users have been active in accessing local amenities such as Blanchardstown Library, which has assisted St. Joseph's Centre in being an integral part of the Dublin 15 area.

The volunteer programme within the Service provides opportunities for social inclusion with four weekly groups currently being supported by volunteers: the Sunday volunteer club, the Alzheimer's Group, a book club and a music group. These groups provide access to a diverse range of activities, encouraging interaction with informal supports and the development of friendships.

A number of volunteers are involved in befriending programmes, providing entertainment such as bands, and corporate volunteering. Kelloggs and Eli Lilly Pharmaceuticals have run teambuilding days, helping with gardening, painting and other activities. Both companies found that it was a very positive experience



Kathleen Walshe and Elaine Nolan enjoying a day out in Wicklow.

and enjoyed meeting and getting to know the service users who live in the centre.

The Active Ageing Group provides opportunities for retired people to meet and socialise through organised activities. Service users enjoyed the activities and socialising with others of their age group in the local community.

A number of transition year students completed community care placements within the centre. The service users enjoy this and it is a chance for young people living in the area to learn about the services which are offered in the centre.

Castleknock College hosted a New Years dinner in their school,

organised by the transition year students. Castaheany Educate Together schoolchildren have visited the centre and spent time with the service users, performing songs with them and having a cup of tea. We are planning on developing this relationship further in 2013. The focus on community integration will continue into 2013, and we are looking forward to developing the already strong links that we have in our local community.

St. Louise's Centre, Glenmaroon

Community inclusion was the focus in St. Louise's for 2012. The Service Users were busy within the community, from educational workshops to holidays both within Ireland and abroad. We continued to source new projects and recreational events to further enhance inclusion at every level and collaborated with local schools, community partnerships and groups.

We are very privileged to have the financial support and commitment of St. Louise's Support Group. This group of Family Members is an integral component of the Centre as the Service Users are benefiting from the diversity of workshops offered, which promote opportunities within their community and home to experience life and personal achievements.

The service users' enthusiasm and motivation to live life to the full, their eagerness and openness to experience and explore new challenge's lends itself to a great day for all who work here.

St. Rosalie's, Portmarnock

A considerable amount of successful work has been carried out in relation to advocacy in St. Rosalie's with participation by service users and staff. Staff awareness has increased as to how advocacy may be enhanced in St. Rosalie's as a result of advocacy training which was held during the year. The advocacy group are hoping to work on ensuring that the Charter of Rights and Core Values are incorporated into the daily lives of the residents of St. Rosalie's.



The Eucharistic Bell

St. Rosalie's is very much part of the wider Portmarnock community. Thanks to co-operation and collaboration between the residents and staff of St. Rosalie's and the organisation committee of St. Anne's Parish, Portmarnock, St. Rosalie's was host to one of the Eucharistic Congress celebrations, with the Eucharistic Bell visiting the Centre in April 2012. The local community and the ladies of St. Rosalie's joined in celebration of what was a very moving occasion.

Many residents of St. Rosalie's love animals and dog owner Graham Frazer brings "Dude" to visit. The ladies in Portmarnock really enjoy his visits and look forward to seeing their friend each month. These visits build their confidence and they look forward to taking Dude for a walk on Portmarnock Beach this summer.

Our volunteers continue to be a great support to St. Rosalie's and have participated in many activities during the year.

In 2012 a number of staff availed of the Early Retirement Scheme. All the remaining staff recognised that due to the staffing moratorium this diminished level of staffing would present a huge challenge to maintaining a quality service. Planning and flexibility among staff has resulted in reconfiguration of many aspects of our service provision, ensuring that the impact on our service users is kept to a minimum.

St Vincent's Centre, Navan Rd

HSE Grants for Pre-schools

In 2012 the HSE cut funding provided to preschools to employ Special Needs Assistants to support children with disabilities in local crèches and Montessoris in the Dublin North-West region. Following local discussions with the HSE, the Daughters of Charity Service secured funding and agreed to take responsibility for allocation of grants to pre-schools so that children could continue to avail of support to attend mainstream preschools. This initiative commenced in September, and 15 children were supported from September to December with pre-school support workers. While the process involves a lot of additional administrative responsibilities feedback is very positive and allows greater flexibility of support for children.



Mary Barry and Doreen McDonagh with their friend "Dude".

ASDAN Programme

ASDAN is a pioneering curriculum development organisation and internationally recognised awarding body, offering programmes and qualifications that explicitly grow skills for learning, skills for employment and skills for life. Developed and managed by practitioners, ASDAN grew out of research work at the University of the West of England in the 1980s and was formally established as an educational charity in 1991.



Liam Keogh receiving his ASDAN Certificate from Denis Cronin, CEO, with his proud mum in attendance.

The Daughters of Charity Service is a registered ASDAN centre and have qualified ASDAN trainers available to support people who choose to access a module of training. In the last year, twelve people have achieved certificates in one of the programmes in the Towards Independence Module. The ASDAN programme is designed to be individual and to be implemented at the pace that best suits each person.

Adult Day Services

Our community Out and About groups had a busy year in 2012. They all took part in different activities and got to know some people in their community, such as the lifeguards in the local swimming pool, bus drivers and neighbours near their community base. This is very much in keeping with the philosophy of building capacity and being part of the local community.

Training, Enterprise and Employment Service, Dublin

TEES Dublin provides a variety of day services to approximately 170 adults in six locations in Dublin 7 and 15. School leavers with intellectual disability access TEES through its introductory programme, Pathways, a two-year rehabilitative training programme. From there, they progress to other programmes conducted by TEES, namely Tofa or Weavers, which focuses on arts and crafts work while also facilitating other activities such as allotment projects, book clubs, cookery, health promotion activities and social outings. Cleansweep is a grounds maintenance project whose members provide horticultural maintenance on a contractual basis.

Services and activities are delivered in a person-centred manner and service users are encouraged to become involved in organising their own introduction programmes through their person-centred plans and advocacy groups.



*Regina Whyte, Veronica Leonard, Philomena Traynor and Lisa Richie
"District 4."*

A highly successful collaboration with Blanchardstown Institute of Technology is one initiative in which a number of service users undertake a FETAC Level 3 accredited course in employability skills. This is a four-semester course which meets the needs of service users in an inclusive and person-centred environment. Service users join other first year students for modules in creative studies, drama, sports management and horticulture, while a personal development planning module, based on the Performance Management Development System utilised by the public service in Ireland, is delivered on an individual basis. All students undertake work experience relevant to their studies. Feedback from Service students indicate that the experience of attending the Institute is a very positive one, both from a learning and a broader social perspective.

Dublin Region Service Locations

Central Management Office,

St. Vincent's Centre, Navan Road, Dublin 7.

Tel: (01) 8245400

Email: info@docservice.ie

Managed by: Mr. Denis Cronin, Chief Executive Officer

Community Residential Service

4a Techport, Coolmine Industrial Estate, Dublin 15.

Tel: (01) 8223801 Fax: (01) 8223804

Email: mary.lucey@docservice.ie

Managed by: Ms. Mary Lucey-Pender, Administrator

St. Joseph's Centre,

Clonsilla, Dublin 15.

Tel: (01) 8217177 Fax: (01) 8214684

Email: srzo.killeen@docservice.ie

Managed by: Sr. Zoe Killeen DC, Administrator

St. Louise's Centre,

Glenmaroon, Chapelizod, Dublin 20.

Tel: (01) 8999100 Fax: (01) 8211910

Email: stlouises@docservice.ie

Managed by: Sr. Mary O'Toole DC, Administrator

St. Vincent's Centre,

Navan Road, Dublin 7.

Tel: (01) 8245300 Fax: (01) 8383446

Email: st.vincenets@docservice.ie

Managed by: Sr. Marian Harte DC, Administrator

St. Rosalie's, Portmarnock,

Co. Dublin. Tel: (01) 8460132

Email: st.rosalies@docservice.ie

Managed by: Ms. Eilis Madden, Centre Co-Ordinator

Training, Enterprise and Employment Service,

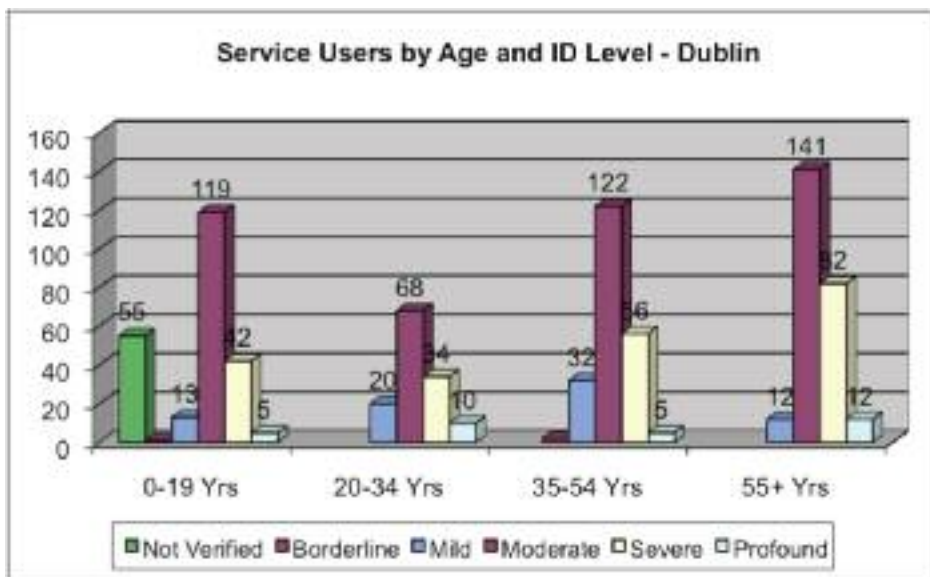
Unit 101, Coolmine Industrial Park, Dublin 15.

Tel: (01) 8213226 Fax: (01) 8215442

Email: weavers.dublin@docservice.ie

Managed by: Ms. Maureen Dunne, Administrator

Map of Service Locations Dublin Region



Limerick / Tipperary / Offaly Region Report

2012 was another rewarding and challenging year for the Limerick/North Tipperary/Offaly region as we continued to provide services to 362 residential service users, and 123 day attendees across the region. Financial constraints made it difficult to maintain this level of service provision but through the understanding, support and innovation of service users, their families and staff services were maintained to a high level. We also provided 5 new day places and welcomed 4 school leavers to the Rehabilitation programme in Limerick.

Throughout the region, we continued to provide a range of respite solutions for families with the majority being provided through residential respite in four different locations. By the end of 2012, residential respite was provided regularly for 65 adults and 46 children with demand increasing on a weekly basis. Within St. Anne's centre, demand for residential services continued to increase significantly due to a number of emergencies, and we also have the additional challenge of demands from two different funded areas, i.e. HSE West and HSE Leinster.

The variety and range of services in Limerick/North Tipperary/Offaly continues to be enhanced and supported by dedicated and valued volunteers, family associations and fundraising initiatives. The Service is committed to the provision of quality services that are in line with national policy, are person-centered and offer choice for those who use our services, and we believe that the contributions made by volunteers are significant in this regards. By the end of 2012, there were 30 volunteers dedicating their time with service users in Limerick, and 20 for St. Anne's.

As we face what is likely to be a difficult number of years ahead, we do so with the confidence provided through the dedication, professionalism and friendship of many who support us in our efforts on behalf of those whom we serve.

St. Vincent's Centre, Limerick

Person-Centred Planning

In spite of budgetary reductions and economic downturn, the principles of person centered planning are very much alive in St. Vincent Centre. Many initiatives are being developed with service users in order to ensure all achieve living experiences that are meaningful and support community participation. One group of service users had the enviable opportunity of seeing Westlife's last concert whilst another group visited Fota Island. These trips were particularly enjoyable for each person as much saving and planning was involved in order to plan and get to the respective destinations. Other Person Centered holidays included stays in hotels and Kilkee House.

The ability to deliver on Person Centered Plans for people who live in St. Vincents is truly enhanced with the provision of dedicated volunteer base and student experience programme. St. Vincent's Centre faces continued challenges in maintaining current services but the quality of service provision utilising a PCP approach cannot be overestimated. Staff have committed to the PCP process as a key indicator of a quality service as outlined in the Daughters of Charity Strategic Plan. The efforts and flexibility of all staff involved in the PCP process must be acknowledged.

Westlife's Farewell Concert



Pictured, back row, from left, Christopher McNamara, Sharon Conroy, Jacinta Hannon, Sarah Keogh, Niamh Cahill. Front row, from left, Katie O'Connell, Bridget O'Riordan, Joan Bourke, Catherine Linden, Jenny Dunne.



Some members of the Creative Show: Claire O Connor, Diarmuid Bourke, Diane Moore, Brian Clohessy, Margaret Rainsford, Nancy Leddin, John Casey, Fergal McDermott, Christine Delaney.

Developments in St. Vincent's, Lisnagry

The Training, Enterprise and Employment Service ("TEES") is divided into three areas, namely Rehabilitative Training, Day Services and Supported Employment. Programmes are delivered in a variety of locations in Limerick city and county.

With funds donated from the J. P. McManus Pro-Am Golf Classic it was decided to renovate older accommodation on campus in St. Vincent's, Lisnagry to provide better quality accommodation for the residents. A lot of thought was given to the design of the new houses and who would live together. It was very much a team effort including service users and their families in all aspects of the transition. It was all worthwhile when Sycamore Drive opened on June 14th 2012.

There are 4 houses in Sycamore Drive: Glenbrook, Hazelwood, Autumn Lodge and Pineview. The new houses are bright and spacious, and are fitted to meet the needs of the residents. Each house has their own private entrance door and individual gardens. The changes have been a very positive development in the lives of the service users.

Training, Enterprise and Employment Service, Limerick

In keeping with the Service Strategic Plan and the recently published Policy Documents the focus for 2012 in TEES was on person-centred and community activities and integration.

TEES Limerick has worked in partnership over a number years with the local community and has developed a series of programmes. The Creative Show, a DOC/LYT initiative grew as a result of



Minister for Finance, Michael Noonan with service users and staff from TEES and members of the Annacotty local community.

close collaboration between the Daughters of Charity Training and Enterprise Service and Limerick Youth Theatre. This particular initiative has allowed each service user to integrate into the LYT dance and theatrical programmes. It gives them an opportunity to showcase their unique talents and abilities to the wider community as well as enhancing the quality of their lives, increasing independence, confidence and motivation and improving self esteem.

On 21st May 2012 The Minister of Finance, Mr. Michael Noonan visited Annacotty to unveil the Annacotty Tidy Towns art competition and the Mulkear life photo competition. The event was attended by local schools, local residents, Service Users and staff from St. Vincents Centre, Lisnagry. It was a great day of celebration and a wonderful example of local partnership working together in their community.

The Woodwork group from the Training Centre in collaboration with the Annacotty Tidy Towns committee designed and created a beautiful picnic table which was donated by the Service Users to the Annacotty Tidy Towns committee.

TEES Service Users' and University of Limerick

Service users in TEES played an active role in 'Nothing About Us Without Us', a call for academics and policy-makers to include people with disabilities in all stages of the research process. Their involvement helped develop The Research Active Programme (RAP), grounded in the UN Convention on the Rights of People with Disabilities. The goal is to establish a core group of co-researchers to work alongside members of UL and Trinity College Intellectual Disability Studies students to create opportunity for people with intellectual disabilities to participate in third level education. Other TEES, UL and Trinity collaborations include the development of "Creating Inclusive Communities."

CRS Limerick

CRS Collaboration with University of Limerick

Since 2010 service users in CRS have participated in a project with UL in teaching clinical skills to medical students. The project was set up by Dr. Aidan Culhane in conjunction with staff and service users from CRS and it was such a success in its first year that CRS has been asked to participate in each succeeding year. The service users assist and teach second year medical students the skills needed in interviewing people with intellectual disabilities.

Community Residential Service, Limerick

On 28th June 2012 in the Carlton Castletroy Park Hotel, CRS Limerick hosted a Fashion Show to raise funds for a much-needed wheelchair-accessible bus. In a collaboration with the Hillary Thompson Model Agency guest models from CRS took to the stage wearing a stunning array of clothes from various local shops and boutiques.



Fashion Show Team



Dorothy Hayes on the Catwalk

St. Anne's Centre, Roscrea Day Services - Tipperary/Offaly

In 2012, we continued to provide Day Services in Roscrea, Thurles, Templemore, Nenagh and Birr to 126 Service Users plus providing Sheltered Employment in the Railway Shop in Thurles and Gift/Coffee Shop in Templemore Resources. The Team continued to drive recommendations from the New Directions report, promoting active citizenship and community inclusion for individuals through their person centred plans with particular focus on individuals with significant severe and profound intellectual disabilities.

A member of the day team worked with other agencies to secure the Advocacy and Leadership Course (LIT) to be delivered in the Thurles campus, enabling twelve people from St. Anne's Centre to attend. There are currently three Advocacy Groups set up within the Day Services with focus on building the capacity of the individuals participating. This is a slow but very worthwhile process and the Charter of Rights has been a useful tool for discussion in these groups.



Sean Smyth facilitating his own Person-Centred Plan

The Railway Shop in Thurles received the Customer Service Award in 2012. Despite ongoing reductions in staffing numbers, two additional supported employment positions were secured in 2012.

A grant secured by North Tipperary Leadership Partnership facilitated 12 proposals for inclusion in activities in the Community.

The challenges over the past year have been inconsistency in Agency staff which has been a contributory factor in increased challenging behaviour among some Service Users. Absence and redeployment of Area Managers to manage Day Services has put additional pressures on staff members who continue to use their best efforts to maintain current service provision and quality.

Another significant development in line with recent HSE reports was the successful referrals to Primary Care Team for all Day Services attendees in the Birr area.

Undoubtedly, the most significant challenge in 2011 for both service users and staff was the high turnover of staff and the impact this has had on Service Users, particularly those with a significant disability. This matter will continue to be monitored.

Residential and Respite Services – Tipperary/Offaly

The Residential Service continues to provide community-based homes of varying levels of support to 129 service users in the North Tipperary/Birr Regions and also provides a Respite Service to both children and adults. There are still thirty service users who reside in a Congregated Setting and in an effort to source suitable homes for them, their names are now on the Social Housing list in addition to looking at current capacity in the community homes. The implementation of the recommendations from the Congregated Settings report is a challenge but the team is committed to advocating on behalf of the service users to achieve community-based living, be it on a phased basis over a defined period of time based on individual need.



Declan Ryan receiving the Customer Service Award 2012 on behalf of The Railway Shop, Thurles.

Four areas within the Residential Service participated in a pre-HIQA inspection in October 2012 undertaken by an external consultant. All members of staff adopted a very positive approach to this inspection process with a view acquiring skills and knowledge in advance of a HIQA inspection. Previous self-assessments on the draft National Standards for Residential Centres for People with Disabilities remain of benefit in our preparation and promotes ongoing awareness of the standards that we need to uphold in respect of service provision to each service user.

2012 saw the enhancements of advocacy across the Residential Service whereby we now have eight Advocacy Groups with a staff member trained to delivering advocacy awareness to the staff. Such groups have increased the self esteem and confidence of the service users to express issues that are of relevance to them. It has also encouraged peer advocacy which can be a significant support to a service user.

The re-prioritisation of the Respite Service has progressed in collaboration with relevant HSEs and an appropriate Respite Service based on need, be it Residential Respite, Home Sharing, Contract Family for service users has been identified. The challenge in 2013 will be how to address such needs and various funding agencies such as GENIO will be applied to in order to assist with expanding our menu of respite options.

The continuous moratorium on staffing presents a significant challenge. Inconsistency and reduction of staff is the main barrier to achievement of person-centred plan outcomes for service users in 2012 was the inconsistency and reduction of staff.



Mary Long participating in an Anti-Bullying Workshop at Trinity College, Dublin.

Limerick / Tipperary / Offaly Region Service Locations

Central Management Administrative Office,
St. Vincent's Centre, Lisnagry, Co. Limerick
Tel: (061) 501400 Fax: (061) 330161
Email: info@lim-docservice.ie

Managed by: Ms. Liz Reynolds, Assistant Chief Executive Officer,
Limerick/Tipperary/Offaly

Community Residential Services,
The Gate Lodge, Lisnagry, Co. Limerick.
Tel: (061) 501400 Fax: (061) 339027
Email: john.ocallaghan@lim-docservice.ie

Managed by: Mr. John O'Callaghan, Administrator

St. Vincent's Centre,
Lisnagry, Co. Limerick.
Tel: (061) 501400 Fax: (061) 330161
Email: info@lim-docservice.ie

Managed by: Sr. Sheila Ryan DC, Administrator

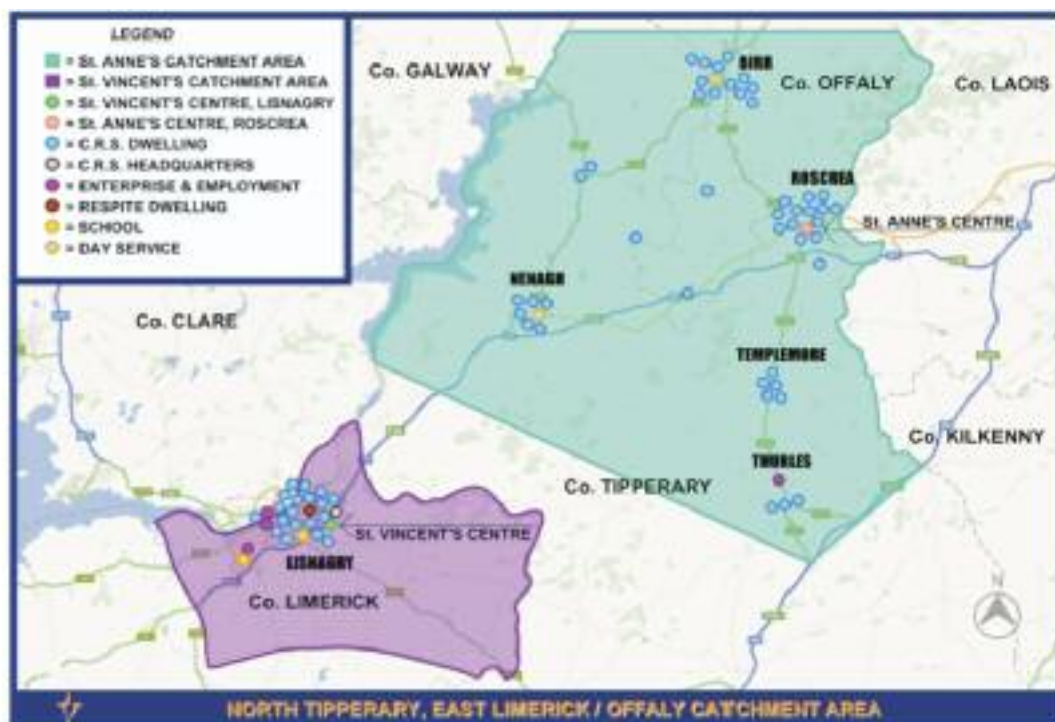
Training, Enterprise and Employment Services,
The Gate Lodge, Lisnagry, Co. Limerick.
Tel: (061) 501400 Fax: (061) 339027
Email: john.ocallaghan@lim-docservice.ie

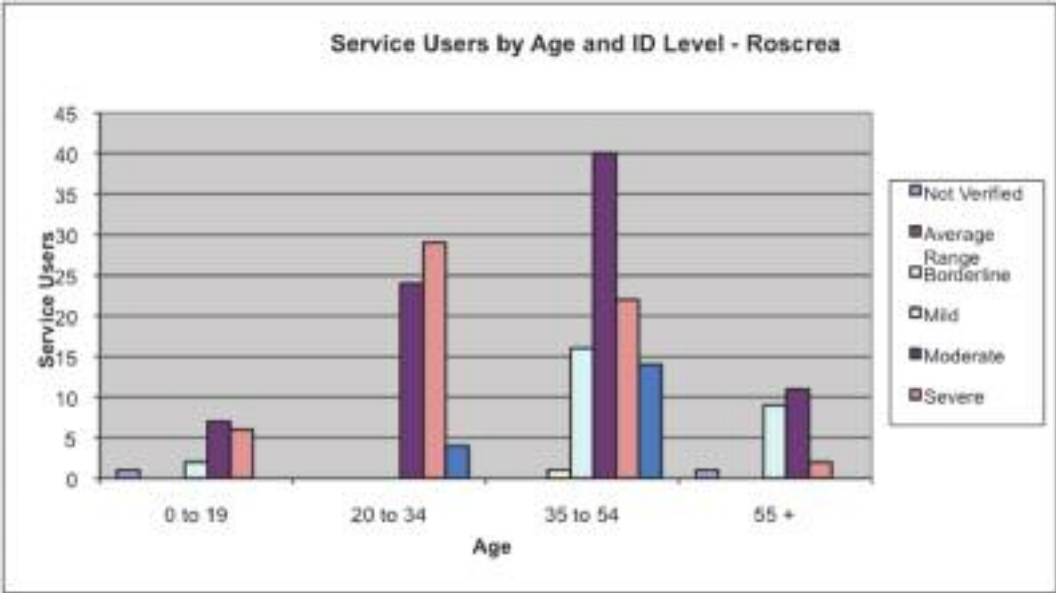
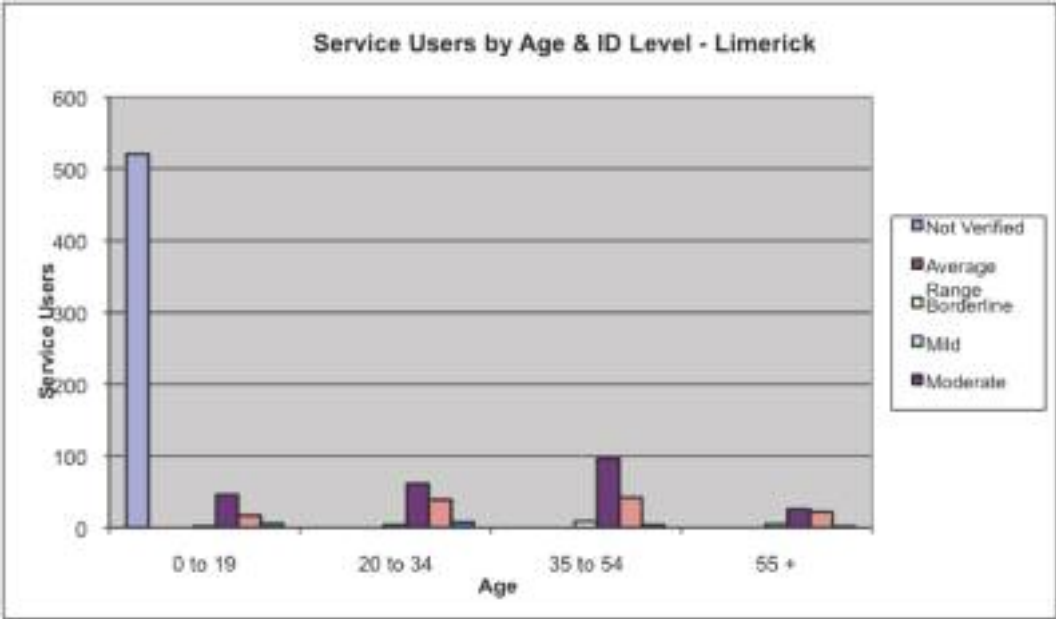
Managed by: Mr. John O'Callaghan, Administrator

St. Anne's Centre, Roscrea,
Co. Tipperary.
Tel: 0505 22046 Fax: 0505 22525
Email: info@stannes.ie

Managed by: Ms. Marie Grimes McGrath, Administrator, Day Services
and Ms. Catriona Larkin, Administrator, Residential Services

Service Locations Limerick / Tipperary / Offaly Region





Shared Services

Finance

Health and Safety

Human Resources

Information Technology

Libraries

Mission Integration

Quality and Risk Management

Staff Training and Development

Volunteer Programme

Finance

The Financial Statements for the year ending 31 December 2012 resulted in surpluses of €167,035 and €61,646 in the Limerick and Roscrea Services respectively and a deficit of €19,560 in the Dublin Service. This is a very positive outcome considering the funding cut applied to the Service was 3.7% or €3,446,305. In addition to the funding cuts, the Service is also obliged to honour increments which have been unfunded since 2008 and other unfunded cost pressures such as increased pension costs, increased Employer PRSI costs and higher VAT and energy costs. When all these factors are combined the net funding reduction imposed on the service increased to €4,026,000.

Management continue to be very mindful of economic environment facing the county and in particular, public health policy. Like all service providers, we are obliged to operate within the resources we are allocated and it has been, and continues to be, our intention to minimise the effects of all funding cuts on our Service Users. Changes and alterations have been made to some aspects of the service and we continue to operate in a highly challenging environment. In addition to funding cuts the Service has also to accommodate the changing needs of our service users.

Health and Safety

2012 was a busy year for Health and Safety in the Service. Numerous Policies/ Guidelines were completed including Risk Management Policy and associated Guidelines, Fire Guidelines and Management of Water Quality Systems. The Service Health and Safety Committee met four times over the year and all agree it is a very valuable networking resource for the centre safety officers. Training and education continued against the backdrop of a difficult economic situation. Fire Managers, Health and Safety Officers and Representatives were trained by external trainers, while Risk Assessment Training was carried out using in-house staff. All the Service's Manual Handling Instructors were trained up to FETAC level 6 in accordance with the new standards.

Human Resources

The HR Department provides advice and support for managers and staff in all Centres, developing and implementing HR policies and procedures and leading change initiatives. It is involved in the strategic and manpower planning of the Service, recruitment and selection, employee relations and pension administration.

Due to the moratorium on recruitment there are many restructuring initiatives to ensure critical posts are covered through consultation with staff, revised rosters, increased flexibility and changes in service delivery within existing resources.

In 2012, the change initiatives developed in conjunction with HR were implemented under the auspices of the Croke Park Public Service Sector Agreement in partnership with staff and relevant Unions. Those changes yielded significant cost savings through the redeployment and flexibility of staff in all areas.

Information Technology

In 2012 the Service's Electronic Client Record System was extended to include all multi-disciplinary teams in the Dublin area. Continuing expansion of this system across the Service is a core project for I.T as it will provide accurate up-to-date information to all our care givers.

Work on the Intranet has continued and in tandem with this project the Daughters of Charity Service external website, www.docservice.ie, has also been updated. The internal team and the website developers, T2, have produced a very good site. Planning has begun for the necessary changes to our infrastructure on the St. Vincent's Centre, Navan Road, to accommodate major site re-development works commencing in 2013.

Library Services

The Daughters of Charity provides a part-time library service for staff, students on placement, and service users and their families. The main library activities are assisting people with information queries, carrying out literature searches for staff, providing a current awareness service, and book-lending.

The library has links with Cabra Library, and it and Blanchardstown Library are convenient for most people in the Service. While service users are encouraged to avail of local public library services, the Daughters of Charity library also runs interactive story-telling sessions with groups of adults and children. Capacity crowds listened to and enjoyed the sessions at the start of 2012 and in July two interactive story-telling sessions were held with Day Services on the Navan Road as part of its Summer Project. The Tolka Book Club for service users meets regularly in local cafes during the year, promoting socialisation, community inclusion, literacy skills, and independence.

Journal Clubs took place in St Joseph's Centre during the year. The Club is a forum for sharing current literature as well as information gained by conference attendance and participation in workshops.

The library benefited from the assistance of a volunteer at the start of the year and a service user from Skills Development Centre on work placement for an hour a week during most of the year.

Mission Integration

Throughout this report are examples of how our Mission and Values endure even as our Vision evolves, adapting to the realities of today and preparing for the future of tomorrow. As the aim of Mission Integration is to ensure that the philosophy, mission and core values of the Daughters of Charity are integrated into all facets of the organization, a significant amount of work was put into developing a values-based decision-making process.

Our values-based decision-making document was launched in both Dublin and Limerick in March with representation from all areas of the Service and from other Daughters of Charity Services.

Sr. Catherine Prendergast, Provincial of the Daughters of Charity and Chairperson of the Board of Directors, spoke about the challenge of being committed to the core values in the Service in a time of great economic hardship. She focused on the value of collaboration as being particularly significant at a time like this and stressed the need for a mutually supportive environment to sustain the work and maintain an ethos of caring, respect and generosity. Mr. Denis Cronin, CEO assured us that values-

based decision-making is consistent with the usual process of decision-making found in all managerial literature. However, it formalises for us what is already happening in our Service, namely, ensuring our values are taken into consideration when we make decisions.

“You are well aware that changes are always difficult,
and that it takes time to learn new ways
of serving people in need skilfully and well.”

St. Louise de Marillac

Quality and Risk Management

The main developments in the management of Quality & Risk in 2012 were as follows:

Safety - A new risk management and revised incident reporting policy was developed. Adverse incidents were collated, trended and the results will direct work in 2013. An online risk register is being developed and a Health & Safety Authority self-assessment audit was completed. Action plans have been developed for 2013.

Quality - The innovation/inclusion booklet *Small Steps Big Future* was published and the Service's complaints policy was updated. Work is ongoing with Regional Person Centred Planning (PCP) Steering Committees in line with the Service Strategic Plan. Seven staff have completed training on service design and there has been additional training on PCP funded by successful Genio projects applications and the Endeavour for Excellence programme. Four submissions to Genio were successful for funding in 2012 and are under way across the regions. In ongoing pursuit of the Service's core value of excellence, there have been many service reviews including medication, hygiene audits, transport, records management, falls to name but a few.

Training - In-Service Education continued in Health & Safety, Manual Handling, Challenging Behaviour, Mission Integration, Human Resources, and Service Policies/Standards. Within the Service 3,470 staff attended training in 2012.

Staff Training and Development

173 courses were run as part of the In-Service Education Programme in the Service in 2012. A total of 2,465 training places were offered to staff with an overall uptake of 84%. Training courses are provided on the following topics:

Health and Safety

Manual Handling- Including participation in the Instructor programme and upskilling of existing Instructors in line with Health and Safety Authority requirements.

Challenging Behaviour – Training was also extended to selected agency workers.

Mission Integration

Human Resources – Including Planning for Retirement and Managing Absenteeism.

Service Policies/Standards

Throughout the year, training also took place locally in topics deemed necessary by local management. In addition, 165 staff members attended external training events.

Volunteer Programme

Volunteer activities in 2012 ranged across a myriad of community and centre-based programmes from horse riding, drama classes, coffee mornings in the local parish centre, to circle dancing, befriending, cycling, gardening, arts and crafts. 136 people volunteered almost 4,900 hours of their time.

In the latter half of 2012 'project-focused volunteering' was developed. This type of volunteering suits people who have a limited amount of time but want to contribute in some way. Time donation varies; volunteers have donated a whole day (CRS annual day pilgrimage to Knock/ St Vincent's Centre, DEC family fun day), while others have volunteered for several intensive weeks, e.g a CRS volunteer supported a service user in recording, producing and launching a music CD. Projects like this one are a success on a number of levels - collaborative and engaging for both the service user and volunteer, creative in process but fundamentally achieving its stated aims and objectives within a defined time frame.

In 2012 Corporate Volunteers were engaged in the Daughters of Charity for the first time through the volunteer programme: Kelloggs Ireland and Eli Lilly Pharmaceuticals both volunteered a day in St Joseph's Centre, while Google, accompanied by the Daughters of Charity's own volunteer force, donated an afternoon and painted the playground in St Vincent's Centre.

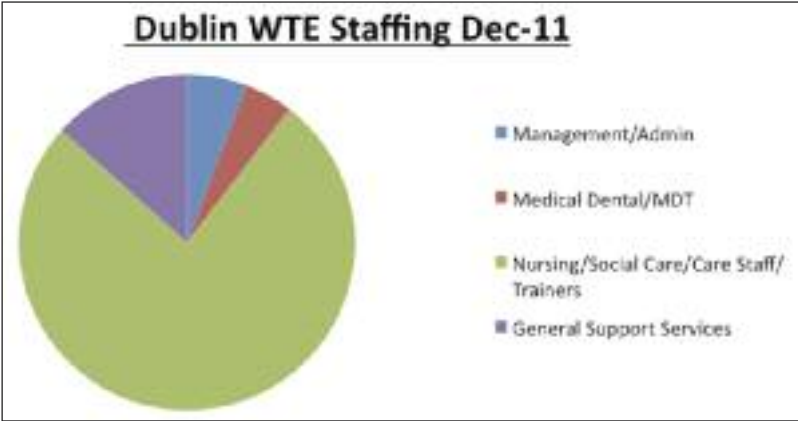
All three companies accomplished their tasks in the agreed time frame and in doing so found the volunteering experience extremely rewarding and have enquired about future collaborations.



The playground at St Vincent's Centre.

Human Resources Summary

2012 was characterised by the continued moratorium on recruitment on all grades and the introduction of Croke Park change initiatives which led to increased efficiencies and effectiveness throughout the Service. Any recruitment was only with specific sanction from the HSE, and in addition the Service had to reduce staffing by 5.5% in Dublin and 4.4% in Lisnagry and St Anne's in line with HSE directive. Dublin reduced by 51.94 wte posts in 2012, Limerick by 19.51 wte posts and Roscrea by 8.57 wte posts and as of end December 2012 had reached its new ceiling staffing figure.



Financial Statements

Dublin – 2012

DAUGHTERS OF CHARITY OF ST. VINCENT DE PAUL DUBLIN SERVICE

INCOME AND EXPENDITURE ACCOUNT

Year ended 31 December 2012

| | 2012 € | 2011 € |
|--|-----------------------|-----------------------|
| Health Service Executive Revenue Grant | 57,821,222 | 58,896,082 |
| Other income | <u>9,286,843</u> | <u>9,692,879</u> |
| Total income for the year | 67,108,065 | 68,588,961 |
| Pay expenditure | 59,225,968 | 59,861,483 |
| Non pay expenditure | 7,901,657 | 8,454,164 |
| Total expenditure for the year | <u>67,127,625</u> | <u>68,315,647</u> |
| Operating surplus for the year | (19,560) | 273,314 |
| Cumulative surplus/(deficit) brought forward | <u>322,385</u> | <u>49,071</u> |
| Surplus carried forward | <u><u>302,825</u></u> | <u><u>322,385</u></u> |

| | 2012 € | 2011 € |
|--------------------------------|-------------------------|-------------------------|
| Details of Other Income | | |
| Superannuation | 1,955,618 | 2,055,427 |
| Pension levy | 2,655,540 | 2,727,115 |
| Payroll refunds | 363,905 | 606,264 |
| In-patient income | 150,149 | 169,143 |
| Canteen | 211,768 | 226,707 |
| Long stay charges | 2,924,926 | 2,815,813 |
| Sundry | <u>1,024,937</u> | <u>1,092,410</u> |
| | <u><u>9,286,843</u></u> | <u><u>9,692,879</u></u> |

| | 2012 € | 2011 € |
|--------------------------------------|--------------------------|--------------------------|
| Details of Pay Expenditure | | |
| Administration | 2,951,354 | 3,332,561 |
| Medical and dental | 1,007,864 | 1,113,960 |
| Nursing and allied | 42,157,757 | 42,369,731 |
| Para medical | 2,668,948 | 2,763,767 |
| Catering, housekeeping & maintenance | 6,468,938 | 6,878,646 |
| Pensions | <u>3,971,107</u> | <u>3,402,848</u> |
| Total Pay Expenditure | <u><u>59,225,968</u></u> | <u><u>59,861,513</u></u> |

| Details of Non Pay Expenditure | 2012 € | 2011 € |
|---------------------------------------|-------------------|-------------------|
| Drugs and medicines | 471,322 | 527,709 |
| Medical and surgical appliances | 520,598 | 785,095 |
| Catering | 1,151,020 | 948,386 |
| Power, heat and light | 1,142,867 | 1,015,990 |
| Cleaning and washing | 514,142 | 457,446 |
| Hardware and crockery | 39,372 | 136,611 |
| Bedding and clothing | 24,581 | 38,059 |
| Maintenance | 1,023,095 | 1,022,685 |
| Farm and grounds | 52,453 | 64,709 |
| Transport and travel | 704,286 | 818,299 |
| Finance charges | 361,042 | 670,580 |
| Office expenses | 832,259 | 867,288 |
| Sundries | 1,064,620 | 1,101,307 |
| | <u>7,901,657</u> | <u>8,454,164</u> |

Balance Sheet Dublin - 2012

| AS AT 31 DECEMBER 2012 | € | 2012 € | € | 2011 € |
|--|------------------|--------------------------|------------------|--------------------------|
| Fixed assets | | 52,729,103 | | 41,256,840 |
| Current assets | | | | |
| Health Service Executive | 2,891,060 | | 2,944,804 | |
| Bank and cash on hand | 2,799,440 | | 2,931,398 | |
| Debtors and prepayments | <u>2,992,289</u> | | <u>4,490,703</u> | |
| | | <u>8,682,789</u> | | <u>10,366,905</u> |
| Current liabilities | | | | |
| Creditors and accruals | 9,872,666 | | 10,098,122 | |
| Net current assets | | (1,189,877) | | 268,783 |
| Medium and long term loans | | <u>(14,305,555)</u> | | <u>(10,104,495)</u> |
| Net assets | | <u><u>37,233,671</u></u> | | <u><u>31,421,128</u></u> |
| Financed by: | | | | |
| Revenue income and expenditure account | | 302,825 | | 322,385 |
| Capital income and expenditure account | | (17,019,403) | | (11,379,244) |
| Capitalisation account | | 50,831,633 | | 39,319,948 |
| Capital reserve | | 1,221,146 | | 1,221,146 |
| Revaluation reserve | | <u>1,897,470</u> | | <u>1,936,893</u> |
| | | <u><u>37,233,671</u></u> | | <u><u>31,421,128</u></u> |

Financial Statements

Limerick – 2012

DAUGHTERS OF CHARITY OF ST. VINCENT DE PAUL LIMERICK SERVICE

INCOME AND EXPENDITURE ACCOUNT

Year ended 31 December 2012

| | 2012 € | 2011 € |
|--|---------------------------|---------------------------|
| Health Service Executive revenue grant | 25,107,517 | 24,999,097 |
| Other income | <u>5,585,630</u> | <u>6,617,470</u> |
| Total income for the year | 30,693,147 | 31,616,567 |
| Pay expenditure | 27,797,095 | 28,552,655 |
| Non pay expenditure | <u>2,729,017</u> | <u>3,397,874</u> |
| Total expenditure for the year | <u>30,526,112</u> | <u>31,950,529</u> |
| Operating surplus for the year | 167,035 | 333,962 |
| Previous year deficit | <u>(1,761,723)</u> | <u>(1,427,761)</u> |
| Deficit carried forward | <u><u>(1,594,688)</u></u> | <u><u>(1,761,723)</u></u> |

| | 2012 € | 2011 € |
|--------------------------------|-------------------------|-------------------------|
| Details of Other Income | | |
| Superannuation | 1,020,704 | 1,057,605 |
| Pension levy | 1,413,217 | 1,461,819 |
| Long stay charges | 1,024,279 | 1,004,419 |
| Payroll refunds | 200,349 | 220,008 |
| Canteen | 12,646 | 85,401 |
| Sundry | <u>2,788,218</u> | <u>2,788,218</u> |
| Total Income | <u><u>1,914,435</u></u> | <u><u>6,617,470</u></u> |

| | 2012 € | 2011 € |
|--------------------------------------|--------------------------|--------------------------|
| Details of Pay Expenditure | | |
| Administration | 886,357 | 756,991 |
| Medical and dental | 226,345 | 239,798 |
| Nursing and allied | 21,380,682 | 21,852,041 |
| Para medical | 1,114,852 | 1,601,845 |
| Catering, housekeeping & maintenance | 3,217,514 | 3,329,350 |
| Pensions | <u>971,345</u> | <u>772,630</u> |
| Total Pay Expenditure | <u><u>27,797,095</u></u> | <u><u>28,552,655</u></u> |

| Details of Non Pay Expenditure | 2012 € | 2011 € |
|---------------------------------------|-------------------|-------------------|
| Drugs and medicines | 230,316 | 199,336 |
| Medical and surgical appliances | 117,564 | 116,561 |
| Catering | 454,605 | 479,848 |
| Power, heat and light | 433,176 | 409,645 |
| Cleaning and washing | 211,056 | 179,154 |
| Hardware and crockery | 30,683 | 41,660 |
| Maintenance | 295,774 | 285,394 |
| Transport and travel | 220,175 | 548,672 |
| Finance charges | 246,945 | 479,727 |
| Office expenses | 318,446 | 365,896 |
| Sundries | 150,277 | 291,981 |
| | <u>2,709,017</u> | <u>3,397,874</u> |

Balance Sheet Limerick - 2012

| AS AT 31 DECEMBER 2012 | 2012 | 2011 |
|--|--------------------------|--------------------------|
| | € | € |
| Fixed assets | 21,623,436 | 20,882,613 |
| Current assets | | |
| Health Service Executive | 1,327,910 | 1,399,386 |
| Debtors and prepayments | 5,141 | 27,411 |
| Bank and cash | <u>1,042,844</u> | <u>410,248</u> |
| | <u>2,375,895</u> | <u>1,837,045</u> |
| Current liabilities | | |
| Creditors and accruals | <u>4,006,283</u> | <u>3,742,232</u> |
| Net current assets | (1,630,388) | (1,905,187) |
| Medium and long term loans | <u>(267,257)</u> | <u>(79,482)</u> |
| Net assets | <u><u>19,725,791</u></u> | <u><u>18,897,944</u></u> |
| Financed by: | | |
| Revenue income and expenditure account | (1,594,688) | (1,761,723) |
| Capital income and expenditure account | (302,956) | (222,946) |
| Capitalisation account | 21,188,550 | 20,412,175 |
| Revaluation reserve | <u>434,885</u> | <u>470,438</u> |
| | <u><u>19,725,791</u></u> | <u><u>18,897,944</u></u> |

Financial Statements

Roscrea – 2012

DAUGHTERS OF CHARITY OF ST. VINCENT DE PAUL ROSCREA SERVICE INCOME AND EXPENDITURE ACCOUNT

| Year ended 31 December 2012 | 2012 € | 2011 € |
|--|------------------------|------------------------|
| Health Service Executive revenue grant | 12,501,331 | 12,986,483 |
| Other income | <u>2,394,649</u> | <u>2,367,092</u> |
| Total income for the year | 14,895,980 | 15,353,575 |
| Pay expenditure | 13,178,708 | 13,380,323 |
| Non pay expenditure | <u>1,655,626</u> | <u>1,918,905</u> |
| Total expenditure for the year | <u>14,834,334</u> | <u>15,299,228</u> |
| Operating surplus/(deficit) for year | 61,646 | 54,347 |
| Health Service Executive - cumulative deficit funding | 0 | 170,000 |
| Previous year deficit | <u>(86,939)</u> | <u>(311,286)</u> |
| Deficit carried forward | <u><u>(25,293)</u></u> | <u><u>(86,939)</u></u> |

| Details of Income | 2012 € | 2011 € |
|---------------------|-------------------------|-------------------------|
| Superannuation | 420,983 | 398,338 |
| Pension levy | 580,497 | 560,557 |
| Long stay charges | 796,662 | 757,690 |
| Payroll refunds | 126,349 | 239,825 |
| Canteen | 21,648 | 33,497 |
| Sundry | <u>448,510</u> | <u>377,185</u> |
| Total Income | <u><u>2,394,649</u></u> | <u><u>2,367,092</u></u> |

| Details of Pay Expenditure | 2012 € | 2011 € |
|--------------------------------------|--------------------------|--------------------------|
| Administration | 479,649 | 532,383 |
| Nursing and allied | 11,956,333 | 11,951,283 |
| Para medical | 143,766 | 145,177 |
| Catering, housekeeping & maintenance | 335,852 | 344,920 |
| Pensions | <u>263,108</u> | <u>406,560</u> |
| Total Pay Expenditure | <u><u>13,178,708</u></u> | <u><u>13,380,323</u></u> |

| Details of Non Pay Expenditure | 2012 € | 2011 € |
|---------------------------------------|-------------------------|-------------------------|
| Day services | 396,783 | 449,471 |
| Residential Services | 589,851 | 565,937 |
| Family Services | 50,174 | 43,495 |
| Drugs and medicines | 943 | 862 |
| Catering | 20,613 | 24,825 |
| Power, heat and light | 101,280 | 107,040 |
| Cleaning and washing | 20,254 | 20,459 |
| Maintenance | 119,289 | 136,615 |
| Transport and travel | 83,617 | 97,398 |
| Finance charges | 176,871 | 342,834 |
| Office expenses | 90,675 | 127,857 |
| Sundries | <u>5,276</u> | <u>2,112</u> |
| | <u><u>1,655,626</u></u> | <u><u>1,918,905</u></u> |

Balance Sheet Roscrea - 2012

| AS AT 31 DECEMBER 2012 | € | 2012 € | € | 2011 € |
|--|------------------|------------------------------|------------------|------------------------------|
| Fixed assets | | 10,945,490 | | 10,997,692 |
| Current assets | | | | |
| Debtors and prepayments | 1,163,245 | | 964,145 | |
| Bank and cash | <u>326,884</u> | | <u>440,452</u> | |
| | <u>1,490,129</u> | | <u>1,404,597</u> | |
| Current liabilities | | | | |
| Creditors and accruals | <u>1,424,499</u> | | <u>1,240,613</u> | |
| Net current assets | | <u>65,630</u> | | <u>163,984</u> |
| Net assets | | <u><u>11,011,120</u></u> | | <u><u>11,161,676</u></u> |
| Financed by: | | | | |
| Revenue income and expenditure account | | (25,293) | | (86,939) |
| Capitalisation account | | 10,945,490 | | 10,997,692 |
| Capital grants | | <u>90,923</u> | | <u>250,923</u> |
| | | <u><u>11,011,120</u></u> | | <u><u>11,161,676</u></u> |

| Details of Non Pay Expenditure | 2011 € | 2010 € |
|---------------------------------------|-------------------|-------------------|
| Drugs and medicines | 199,336 | 194,591 |
| Medical and surgical appliances | 116,561 | 229,586 |
| Catering | 479,848 | 509,812 |
| Power, heat and light | 409,645 | 377,947 |
| Cleaning and washing | 179,154 | 174,286 |
| Hardware and crockery | 41,660 | 57,934 |
| Maintenance | 285,394 | 324,205 |
| Transport and travel | 548,672 | 527,241 |
| Finance charges | 479,727 | 637,662 |
| Office expenses | 365,896 | 407,512 |
| Sundries | 291,981 | 348,163 |
| | <u>3,397,874</u> | <u>3,788,939</u> |



CARITON





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