



# *Annual General Meeting*

*Care, Dignity,  
Inclusion, Independence & Respect for  
Every Person*



**New Community Home - Athlone**

***St. HILDA'S SERVICES***  
***Tuesday,***  
***10<sup>th</sup> October 2023***  
***The Bounty***  
***2 Mile Road, Coosan, Athlone***

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## **AGENDA :-**

1. Address of Welcome
2. Secretary's Report including Minutes of Last Annual General Meeting.
3. Chairperson's address.
4. Attendance at Board Meetings.
5. Consideration and Adoption of Director's Report and Audited Accounts for the period ended 31st December 2022.
6. Confirmation of Auditors.
7. Election of Directors.
8. Strategic Plan 2019 – 2023  
Review of Outputs for year

## SECRETARY'S REPORT

Directors and Members, it is my duty to present the Secretary's Report which is the minutes of last years A.G.M.

I wish to acknowledge the role of the Board of Directors and its Sub-committee Members in guiding St. Hilda's Services throughout the year and to thank them for their commitment and hard work.

The Board met on average once a month.

I will now give a report of the Minutes of last year's Annual General Meeting.

The Annual General Meeting of St. Hilda's Services was held in The Bounty, Athlone on Tuesday, 4th October 2022 at 7pm attended by –

Angela Flynn (Chairperson)  
Mary Meares (Secretary)  
Michael Downes (Director)  
Deirdre Brosnan (Director)  
Siobhan Freeburne (Director)

In Attendance –  
Sheila Buckley Byrne  
Sinead Gaffey

Apologies were received from Michael Evans, Finbarr Collins, Joan Collins, and Catherine McHugh.

### Welcome Address

Angela Flynn welcomed everyone to the AGM and thanked everyone for coming out on such a wet night. The Chairperson drew the attendees of the AGM to the listing of Board Directors Meeting along with all Sub-Committees showing how many times they met since the 2021 Annual General Meeting.

Angela Flynn commented on how nice it was to be able to get together again after the last 2 difficult years. 2021 was a year very much dominated by Covid-19.

The Minutes of the previous Annual General Meeting were presented by the Secretary, Mrs. Mary Meares. The Secretary asked for a proposer and seconder for same. The minutes were adopted on the proposal of Angela Flynn, seconded by Deirdre Brosnan.

### Chairperson's Report

Angela Flynn gave her report in her capacity as Chairperson of the Board of Directors which touched on -

The rollout of the vaccine in February / March to service users and staff members brought some comfort to a challenging period of Covid-19. This was followed by the extension of services which had serious restrictions imposed by the threat to health of Covid-19. The services returned to full opening by Summer 2021.

The services continued to invest in the Governance Structure to provide a solid platform to meet the Compliance and Regulations in the sector going forward.

In 2021 Day Services consolidated its presence in the community of Ferbane to provide a local service to local people. The Respite Services expanded its development to include more children at the services new Children's Respite Centre in 2021. Angela stated that the focus going forward is the development of Community Home capacity in the Midlands for those awaiting services.

Angela Flynn extended her thanks to HSE Disability Services for their support to St. Hilda's Services and the continued support of Public Health who continue to guide our employees in relation to Infection Control and Prevention, along with the Management and Staff of St. Hilda's Services for their extraordinary commitment to realising the potential of everyone they support.

The Chairperson finished off by stating that St. Hilda's welcomes the return to fundraising which forms a critical part of our development. Friends of St. Hilda's supports the development of projects and infrastructure for the service and stated that she would like to thank all the Directors who give their time voluntarily to support good governance in St. Hilda's.

Angela Flynn then handed the meeting over to Sheila Buckley Byrne, CEO, for the presentation of the Audited Accounts for 2021.

Ms. Buckley Byrne then presented the Audited Accounts on a page-by-page basis as presented to the Board. Ms. Buckley Byrne confirmed that RBK had gone through the accounts in detail with Board and that they were satisfied in how they were presented. Audited Accounts were proposed by Michael Downes and seconded by Mary Meares.

Ms. Buckley Byrne then handed back to the Chair.

Angela Flynn confirmed that the Services intend to tender for Auditors for the coming year in line with the Services Procurement Policy to be taken in 1 motion, this was agreed and was proposed by Siobhan Freeburne and seconded by Michael Downes.

Angela Flynn then addressed the meeting in relation to Board Directors.

Board Members currently serving –

Angela Flynn  
Siobhan Freeburne  
Mary Meares  
Michael Evans  
Grace Ayeni  
Michael Downes  
Deirdre Brosnan

Board Members not seeking re-election this year –

Michael Evans  
Grace Ayeni

The Chairperson thanked the Directors who were not seeking re-election; for their time and commitment to the Board and extended good wishes to them both, particularly to Michael Eavans for his invaluable assistance down through the years.

Nominations to the Board from the 15th of November were –

Emmet Cronin  
Aidan Hand

Proposed by Siobhan Freeburne and seconded by Michael Downes.

Chairperson thanked all her fellow Board Member for their time, commitment and for freely giving of their time to the Board.

Angela Flynn then handed back to Sheila Buckley Byrne who spoke about the following items –

#### Strategic Plan 2019 – 2023

New 5 year Strategic Plan will be put together in 2023.

Consultation with Staff Members, Families and Service Users will be conducted in the last quarter of 2023, to allow the Services to set out some targets and the Service will do the very best to achieve these targets over the 5 year period (2024-2028).

#### Key projects in 2021 / 2022 completed

New Administration Block

Opening of New Children's Respite Facility which is now provided camps over Halloween and Summer period to help alleviate stress levels for families during the School Closures. Minister for Disability, Anne Rabbitte TD was very impressed when she visited the location and has promised some increase in funding to allow the service to increase from opening 5 nights a week to 7 nights a week.

Lot of work completed in the area of Governance.

Residential Development will also be revisited when putting together the new Strategic Plan.

The Services will hold a Parents Information Evening in 2023 to inform and discuss the Assisted Decision Making Act.

Secretary thanked Sheila Buckley Byrne for her presentation and handed the floor back to Angela Flynn.

The Chairperson finished by stating that St. Hilda's Services were blessed with a great team of people working with our Service Users. The Chairperson felt that everyone works really together within the services, and it is lovely to see individuals using the service become more independent and leading valued enjoyable lives.

Angela Flynn hoped for a productive year ahead and thanked Majella and Sinead for the preparation of Board Meetings throughout the year and in particular the AGM ensuring that it runs smoothly.

As there were no further items from the floor, the meeting was formally closed with Angela Flynn encouraging everyone to stay and have a cup of tea.

This concluded the business of the Annual General Meeting.

# **CHAIRPERSON'S ADDRESS TO** **ANNUAL GENERAL MEETING 2023**

Good evening and welcome to the Annual General Meeting of St. Hilda's Services.

2022 was a challenging year for St. Hilda's with a number of national issues impacting on services.

- The recruitment and retention crisis nationally is presenting challenges to service development.
- Inflationary Costs and a lack of Annual Budget uplift means shrinking funds available to services.
- The increasing demands of regulation and compliance continues to stifle good work and conversation in the service. There is a need for regulatory reforms nationally, that is more proportionate for smaller organisations.
- Notwithstanding all these challenges St. Hilda's continues to grow and develop and in the past 12 months we have opened 2 New Residential Community Homes, one in Moate and another for Service Users from the West in Athlone. Both are up and running very successfully.

I would like to take the opportunity to thank HSE Midlands and West for their support. I would also like to thank Robert Troy TD and Minister Anne Rabbitte for their sterling support of our work here in St. Hilda's. The Minister has been to our services 3 times on official business during her tenure and we are grateful for her support and interest in our services.

I look forward to our New Strategic Plan which will set out objectives for service from 2024 to 2028.

I want to thank our Management and Staff of St. Hilda's Services for their extraordinary commitment to realising the potential of everyone they support. The services continues to work with the HSE re outstanding funding issues to support this work going forward.

St. Hilda's welcomes the return to fundraising which forms a critical part of our development. Friends of St. Hilda's supports the development of projects and infrastructure for the service. I would like to thank all the Directors who give their time voluntarily to support good governance in St. Hilda's.

Thank you.  
Angela Flynn  
Chairperson





# St. Hilda's Services 2022 / 2023

## Attendance at Quality & Safety Sub-Committee Meetings.

Committee Member Name	13/12/22	21/02/23	11/07/23
Angela Flynn	<i>Present</i>	<i>Present</i>	<i>Present</i>
Mary Meares	<i>Apologies</i>	<i>Apologies</i>	<i>Apologies</i>
Siobhan Freeburne	<i>Present</i>	<i>Apologies</i>	<i>Present</i>
Michael Downes	<i>Present</i>	<i>Present</i>	<i>Present</i>
Deirdre Brosnan	<i>Present</i>	<i>Present</i>	<i>Apologies</i>
Emmet Cronin	<i>Present</i>	<i>Present</i>	<i>Present</i>
Aidan Hand	<i>Present</i>	<i>Present</i>	<i>Present</i>

## Attendance at Audit, Risk & Finance Committee Meetings.

Committee Member Name	27/03/23	19/09/23	
Angela Flynn	<i>Present</i>	<i>Present</i>	
Aidan Hand	<i>Present</i>	<i>Present</i>	

**RE-APPOINTMENT**  
**OF AUDITORS**

**IT IS PROPOSED THAT**  
**RUSSELL BRENNAN KEANE**  
**WILL CONTINUE TO ACT**  
**AS AUDITORS**  
**FOR THE FORTHCOMING YEAR.**

Proposed By: \_\_\_\_\_.

Seconded By: \_\_\_\_\_.

# **ELECTION OF DIRECTORS**

## ***Outgoing Directors 2023:***

### ***Currently serving not requiring re-election:***

Mary Meares  
Michael Downes  
Deirdre Brosnan  
Emmet Cronin  
Aidan Hand

### ***Not seeking re-election:***

Angela Flynn  
Siobhan Freeburne Powell

### ***Nominated by the Board of Directors for Election:***

Maeve Harkins  
Finbarr Collins

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The following are nominated to the Board in 2023:

Maeve Harkins  
Finbarr Collins

Proposed by: \_\_\_\_\_

Seconded by: \_\_\_\_\_

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### ***Note :***

***Nominees must be members.  
Membership fee to be paid at A.G.M. is €1.***

# St. Hilda's Services



## 5 Year Strategic Plan : 2019 – 2023

Care, Dignity, Inclusion, Independence and Respect for Every Person.

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

St. Hilda's Services provides services and supports to individuals with an intellectual disability. St. Hilda's has developed the following Strategic Plan priorities to drive our operation –

### **Mission Statement**

St. Hilda's Services are committed to the delivery of a quality individual service or supports within the person's own community achieving the greatest possible health and social gain.

**Our Person Centred Philosophy** emphasizes the dignity of each individual and states –

- All children and adults have the right to live in an environment that maximizes their progress towards independent community living.
- To create an environment that encourages and supports staff.
- The needs of the individual and their family are paramount.
- Individuals have the right to choose the supports they need to live happy lives.
- All services are managed with an overall goal of supporting the achievement of the individual's health, happiness and potential.
- To promote person centredness by ensuring that we listen to and are responsive to the individuals level of support.

### **Vision**

To be a high quality support service responsive to the individual we support and their families.

### **Values**

Care, Dignity, Inclusion, Independence and Respect for everyone delivered with openness and integrity and inclusive of families and their needs.

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### National Policy Context

These are key policy documents and statutory instruments that set the context of how St. Hilda's Services are working. St. Hilda's Services are committed to transforming our services to a model of personally chosen supports designed to enable the individuals we support to live a normal life in society.

In Adult Services the change is underpinned by *New Directions, Personal Support Services for Adults with Disabilities (2012)* and will be advanced by the implementation of the *Interim Standards for New Directions (2015)*. Service Providers are expected to deliver services with a person-centred focus and to take practical steps to support and actively engage people with disabilities in community settings.

In Residential and Respite Services, the key driver for change is the *National Standards for Residential Services for Children & Adults with Disabilities (2013)*. The Health Act (2007) provides a legislative basis for the Health Information and Quality Authority (HIQA) to monitor, inspect and register settings where Residential and Respite Services are delivered (called designated centres) against these Standards and two Statutory Instruments (SI 366 and SI 367).

In care for the Elderly and Childrens Services we are governed by *Safeguarding Vulnerable Persons at Risk of Abuse (2014)* which spans both Older Persons Services and Persons with Disabilities and *Children's First – National Guideline for the Protection and Welfare of Children (2011)*.

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

*National Housing Strategy for People with a Disability (2011 – 2016)* which reflects the recommendation of *Time to Move on from Congregated Settings – A Strategy for Persons with Disabilities (2015 – 2024)* which envisages that “people with disabilities can get a job and enjoy a rewarding career” and the *Assisted Decision Making (Capacity) Act 2015* which reforms Ireland's Capacity legislation towards establishing a modern statutory framework to support decision making by adults who have difficulty in making decisions without help.

*Slaintecare Action Plan (2019)* is about delivering a health and social care service that meets the needs of the population and attracts and retains the very best healthcare professionals, managers and staff. Over a ten-year period, we will deliver a universal health service that offers the right care, in the right place, at the right time, with a priority focus on developing primary and community services within a national policy context.

The recent publication by the Government of the *Disability Capacity Review to 2032 – A Review of Social Care Demand and Capacity Requirements to 2032* is very significant and its finding concerning. The report quantifies very serious levels of unmet need and signals the required investment to adequately support people with disabilities over the coming years



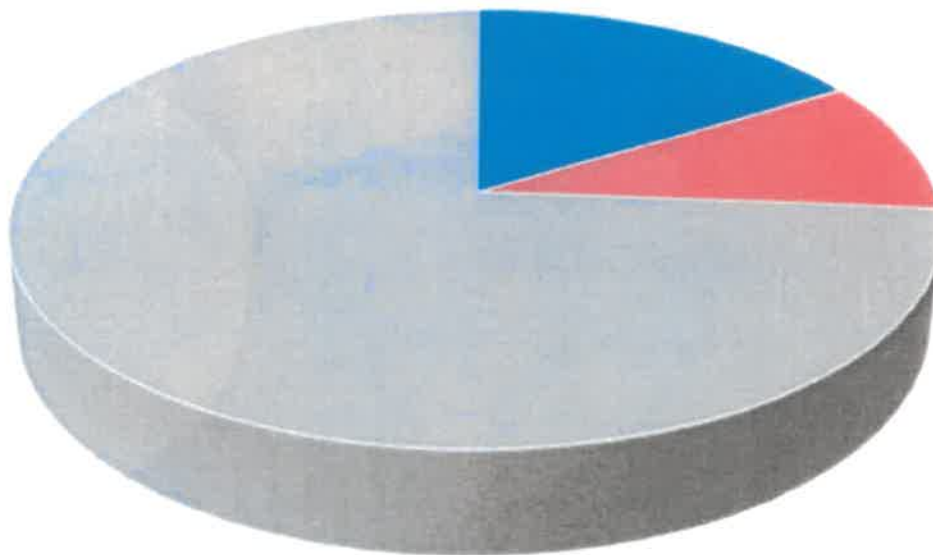
# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Key Statistics 2022 / 2023

Children's Services (Day & Education)  
Total 59



■ PreSchool ■ Sunflower Class ■ Special School

**St. Hilda's Special School is under the Patronage of St. Hilda's Services**



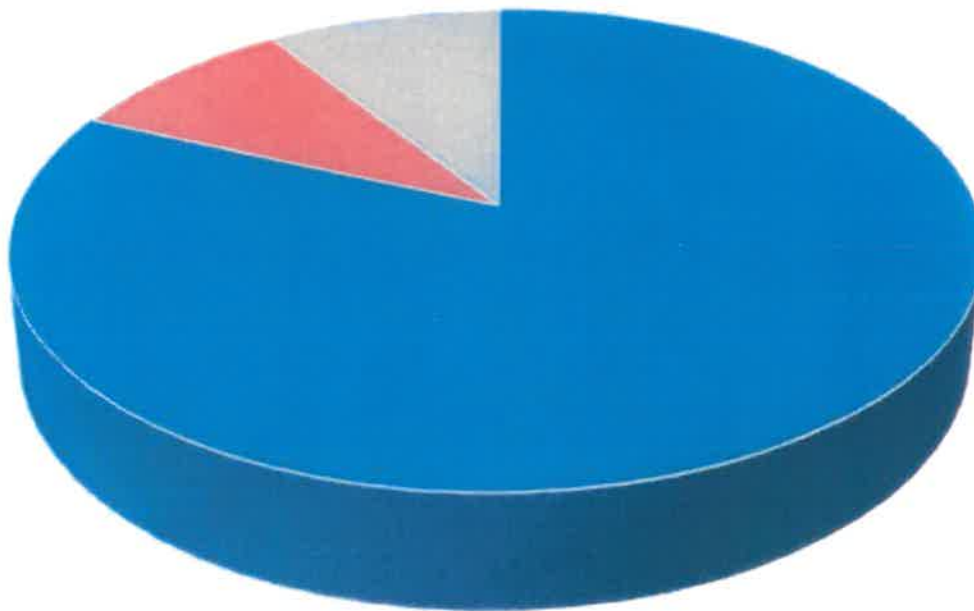
# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Key Statistics 2022 / 2023

Day Services - Adult Supports  
Including Individualised Day Services



■ Athlone ■ Moate ■ Ferrisbane

**Total Adults Supported through Day Services - 108**

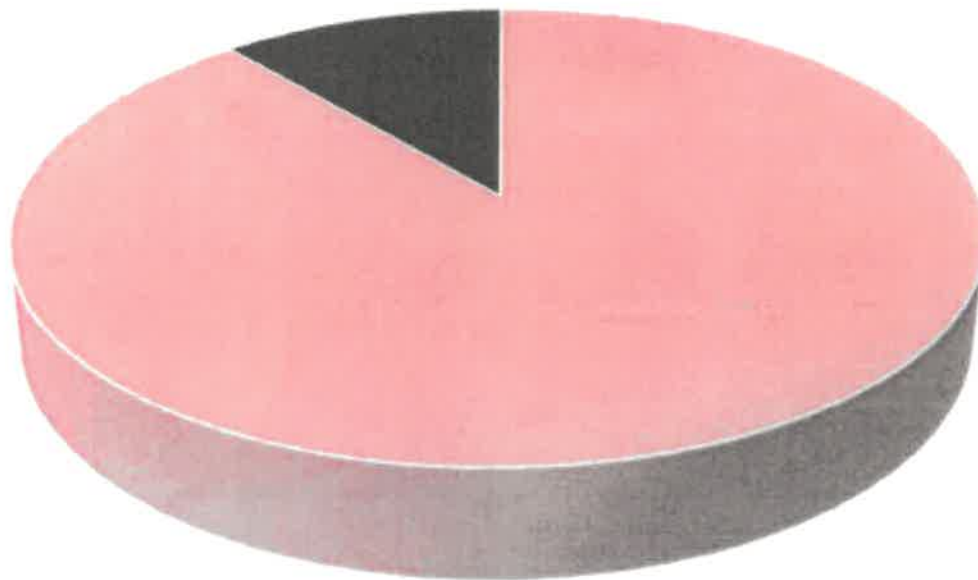
# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

Key Statistics 2022 / 2023

Community Homes  
Including Supported Living Programme



• Athlone • Moate

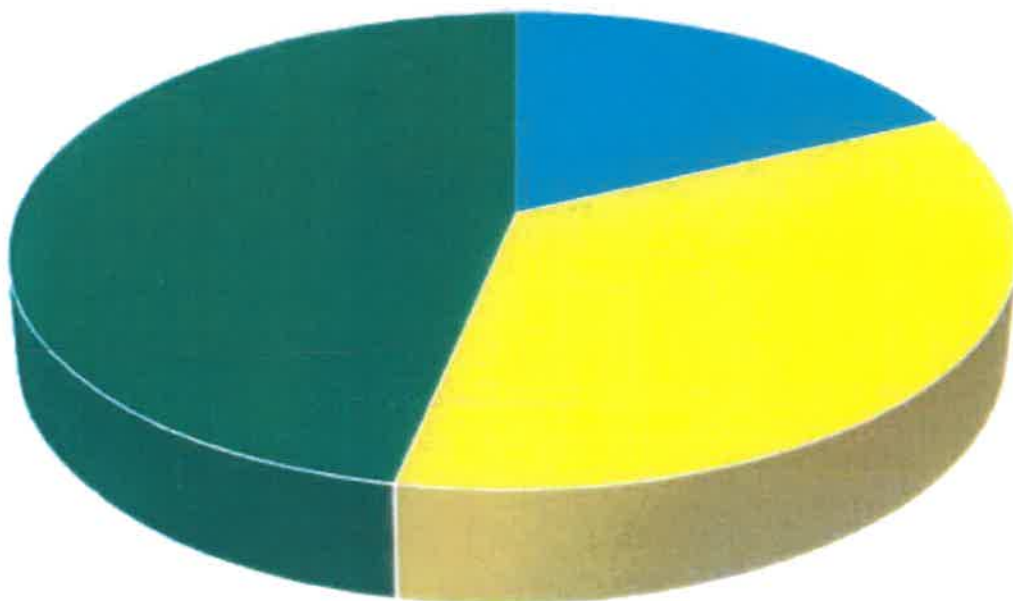
**Total Adults Living in Community Homes  
including Supported Living Programmes - 33**

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

Key Statistics 2022 / 2023  
Respite Services



■ Athlone (Adults) ■ Athlone (Children) ■ Moate

**Total Children receiving Respite Supports – 30**

**Total Adults receiving Respite Supports – 44**

**Additional Services – Outreach (x11) & Leisure Buddies (x38)**

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

Strategic Priorities	
1	Governance & Finance
2	Employee Well-Being & Development
3	Service Delivery & Supports – Responding to Current Needs
4	Information Sharing & Engagement with Families & Stakeholders.
5	Quality, Innovation & Standards.

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Strategic Plan 1

#### Governance & Finance

To achieve the highest levels of Governance & Compliance that ensures good practice, organisational accountability and transparency.

#### Objective –

- 🔥 Implement the New Code of Governance from Charities Regulator.  
**2023 Outputs - Completed**
- 🔥 Achieve compliance with requirements of our Service Arrangements with H.S.E.  
**2023 Outputs - Completed**
- 🔥 Implement a Governance Structure at Administration and Management Level to support future services current and potential new service principals.  
**2023 Outputs - Completed**
- 🔥 Implement Guidelines for Charitable Organisations on Fundraising from the Principals issued by the Charities Regulators Office (C.R.O).  
**2023 Outputs - Completed**
- 🔥 Address energy savings across the service in line with climate change requirements.  
**2023 Outputs - Completed**
- 🔥 To register St. Hilda's on the "Register of Lobbying" as required by the Standards in the Public Office Commission.  
**2023 Outputs - Completed**
- 🔥 To comply with statutory reporting requirements.  
**2023 Outputs - Completed**
- 🔥 To agree and implement a Capital Plan supported by Fundraising and HSE for future needs of Services.  
**2023 Outputs - Completed**

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Strategic Plan 2

#### Employee Well-Being & Development

To build a staff compliment that has the required skills, knowledge and attributes to ensure competent and responsive service provision.

#### Objective –

- 🔧 To develop and enhance staff skills and capacity to support additional specialist needs including intellectual disability and mental health, intellectual disability and autism, aging and dementia, specific medical conditions.  
**2023 Outputs - Completed**
- 🔧 To move to an online system to manage HR and Employee Requirements - Timesheets.  
**2023 Outputs - In Progress**
- 🔧 To update Policy and Procedures in line with National Requirements.  
**2023 Outputs - Completed**
- 🔧 To promote positive employee engagement within the changing environment.  
**2023 Outputs - Completed**
- 🔧 To support Employee Well-being through EAP and Social Outings.  
**2023 Outputs - Completed**
- 🔧 Examine Career Progression opportunities within St. Hilda's.  
**2023 Outputs - In Progress**
- 🔧 To develop office and administration space for employees that is fit for purpose.  
**2023 Outputs - Completed**



# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan: 2019 – 2023

### Strategic Plan 3

#### Service Delivery & Supports – Responding to Needs and Wishes

To provide meaningful supports and services to individuals in consultation with families that add value to the person's life, promoting health and happiness.

#### Day Objectives –

- 🔧 To implement a process of discovering and person centred planning that is relevant and effective.  
**2023 Outputs - Completed**
- 🔧 To review the process of measuring effectiveness of person centred planning.  
**2023 Outputs - Completed**
- 🔧 To support person centred planning by ensuring training in Social Role Valorisation for staff to support the understanding of staff of a good life and community connections.  
**2023 Outputs - In Progress**
- 🔧 To source a client database system to record, track, measure individual supports.  
**2023 Outputs - Not Completed**
- 🔧 To prepare service for Supporting Option of Personalised Budgets.  
**2023 Outputs - Not Completed**
- 🔧 To review services currently in place to reconfigure towards community and natural settings.  
**2023 Outputs - Completed**
- 🔧 To review how the Service supports its older service users within natural community supports and respond to the changing needs.  
**2023 Outputs - In Progress**
- 🔧 To plan for new school leavers over next 5 years with appropriate models of support that meet needs of individuals, with particular focus on leavers from school and implement new services accordingly.  
**2023 Outputs - Completed**

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Strategic Plan 3

#### Service Delivery & Supports – Responding to Needs and Wishes

To provide meaningful supports and services to individuals in consultation with families that add value to the person's life, promoting health and happiness.

#### Respite Objectives –

- 📌 To review current model of Respite to ensure flexible and responsive service.  
**2023 Outputs - Completed**
- 📌 To offer alternative Short Breaks Model.  
**2023 Outputs - Completed**
- 📌 To establish a clear provision of Children's Respite in 1 location and to add the provision of Summer Camps to the service.  
**2023 Outputs - Completed**
- 📌 To re-locate provision of Children's Respite in 1 location to ensure high quality specialist service.  
**2023 Outputs - Completed**

#### Residential Objectives –

- 📌 To ensure each individual that requires a residential placement is on DSMAT System with HSE.  
**2023 Outputs - Completed**
- 📌 To prioritise the development of Residential Services for Aging Individuals and open 2 houses for high need individuals within 3 years. Priorities to be given to individuals with severe, profound disability and aging parents.  
**2023 Outputs - In Progress**
- 📌 To prioritise 1 Residential Home for young people in the Midlands.  
**2023 Outputs - In Progress**



# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Strategic Plan 4

#### Information Sharing & Engagement with Families & Stakeholders

To build external relations that add value to the individuals we support and their families.

#### Objective –

- ✚ To participate and share ideas and expertise as members of the National Federation of Voluntary Bodies (N.F.V.B.), Inclusion Ireland and the Disability Federation of Ireland (D.F.I.). **2023 Outputs - Completed**
- ✚ To promote the inclusion of individuals we support in mainstream supporting organisations. **2023 Outputs - Completed**
- ✚ To develop shared links with educational organisations – AIT, VEC, Secondary School, National Schools and Pre Schools. **2023 Outputs - Completed**
- ✚ To develop positive links with our local voluntary groups and advocacy groups. **2023 Outputs - Completed**
- ✚ To work with statutory agencies to maximise the entitlements of those who use our supports / services. **2023 Outputs - Completed**
- ✚ To be pro-active in our participation in local committees / groups that contribute to public debate on issues that affect our service. **2023 Outputs - Completed**
- ✚ To revise and update all information including website relating to the service. **2023 Outputs - Completed**
- ✚ To review the Website and improve information that is available to families and the wider community. **2023 Outputs - In Progress**
- ✚ To examine the use of Social Media in the organisation and its value going forward. **2023 Outputs - In Progress**

# St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

## 5 Year Strategic Plan : 2019 – 2023

### Strategic Plan 5

#### Quality, Innovation & Standards

To promote and pursue best practice and to meet quality assurance requirements.

#### Objective –

- ✚ To implement the Safeguarding, Vulnerable Persons at Risk of Abuse National Policy & Procedures and to review risks at all levels throughout Team, Management and Board Meetings.  
**2023 Outputs – Completed**
- ✚ To achieve full compliance with HIQA Regulations in future inspections.  
**2023 Outputs – Completed**
- ✚ To develop, monitor and review Day Services to ensure ongoing implementation of the HSE Interim Standards for New Directions, Services & Supports for Adults with Disabilities.  
**2023 Outputs – Completed**
- ✚ To develop, monitor and review company policies and procedures in order to comply with legislation, statutory and regulatory obligations and good practice within the sector.  
**2023 Outputs – Completed**
- ✚ To drive high quality and safe care for the individuals we support by acknowledging and promoting good practice.  
**2023 Outputs – Completed**
- ✚ To produce a report on Quality and Safety on a 6 monthly basis for Board Review and to implement recommendations, actions to address risk, quality and safety issues highlighted.  
**2023 Outputs – Completed**
- ✚ To fulfill GDPR obligations as set out in statutory requirements.
- ✚ To encourage staff to engage in innovative and creative thinking to enhance service provision.  
**2023 Outputs – Completed**
- ✚ To promote the highest standards of health and safety practice and to review in all locations.  
**2023 Outputs – Completed**

St. Hilóas

