North Tipperary Disability Support Service.

**2 Cudville, Ashe Road, Nenagh, Co. Tipperary**

**Tel: (067) 34202**

**Email:** **ntdssdenise@gmail.com**

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**STRATEGIC PLAN**

 **2021-2024**

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VISION

Every individual has the right, responsibility and opportunity to achieve their full potential in society. We wish to ensure the universal availability of relevant and meaningful person-centred services that support the full and equal inclusion of people with disabilities in all aspects of society.

MISSION

*North Tipperary Disability Support Service is an organisation that seeks to empower people with disabilities to enhance their quality of life by:*

* Providing a high quality personal support service
* Promoting peoples’ independence and inclusion in everyday life
* Working in partnership with the stakeholders
* Adhering to the highest professional standards of governance, transparency and accountability
* Creating public awareness of disability
* Advocating for our members

CORE VALUES

* Our service is underpinned by dignity and respect
* We promote, where possible, a leader driven service that are relevant and meaningful
* Rights Based Approach
* Our services are delivered with respect, integrity and accountability and transparency
* Independence
* Participation in Community Life
* Partnership

STAKEHOLDERS

Many individuals and agencies have a stake in the continued operation and growth of North Tipperary Disability Support Service.

There are currently more than sixty **Leaders/ Service Users** from across North Tipperary in receipt of support from NTDSS, with a similar number of **Personal Assistants** currently in the employ of NTDSS to provide this support. There are also three **staff members** working out of the organisation’s main office to coordinate, supervise and manage this support, as well as the current members of the **Board** who provide direction and oversight to the organisation.

Funding is received from the **Health Service Executive (HSE)**, who also maintain a nominal level of oversight over NTDSS. NTDSS belongs within a wider network of **Centres for Independent Living (CIL)**, each of which provides a personal assistance programme to a specific region of the country. NTDSS operates in the north of the county, based out of Nenagh, while the south of the county is covered by the **Tipperary (Thurles) TCIL**.

Examples are as follows:

* Private and Public Healthcare Services
* Health Service Executive
* Patrick Griffin & Co Accountants
* Adare HR
* PQASSO Team – comprising of stakeholders, board, employees, service users
* Centres for Independent Living
* Community Fundraising
* Staff Members
* Family Members
* TCIL
* Irish Wheelchair Association Roscrea
* Multiple Sclerosis Society-Limerick
* Acquired Brain Injury
* Disability Federation of Ireland
* West Limerick CIL
* Enable Ireland
* Day Care Centre-Nenagh
* Local Nursing Homes

Please note: This list is not exhaustive.

**INTRODUCTION BY CHAIRPERSON**

It gives me great pleasure to launch our new three-year strategic plan which will run for the period 2021 - 2024

North Tipperary Disability Support Service (*NTDSS*) will celebrate 20 years of providing a high standard of care and personal support in November of this year.

A voluntary board, many of whom are people with disabilities or are directly affected by disability, manages the company.

The service we currently provide is almost totally funded through the HSE and allows us to provide training and employment in the care sector in a variety of settings. Currently we provide personal support to 79 service users and employment to 44 staff in the local community.

When NTDSS was founded in 2001, our main focus was the promotion of the ‘Philosophy of Independent Living’ and while this has always remained at the heart of what we do, our funding and the changing requirements for the provision of care have meant that we have expanded far beyond the ‘social model’ of disability. Our service is an essential daily support to many who, without it, would not be able to remain in their own homes. Our aim is to ensure our Service Users remain in a safe and secure environment and are encouraged and supported to be active within their own community.

The pandemic which started in March of 2020 has highlighted the ongoing essential need of Social support for people with disabilities many of whom continue to experience living in isolation daily. Many of our Service Users, are all too familiar with the isolation that often accompanies disability and lockdown was an unwelcome enhancement of this experience.

Covid 19 has shown the true strength of our employees who at times worked under extreme pressure putting the care needs of our service users to the forefront and adapting to and complying with new ways of providing service, and taking on board new policies and changes that came about as a direct result of this pandemic.

Our mission, vision and objectives would not be possible without the partnership we have with Maureen Gleeson and Fearghal Gray in the HSE’s Disability Service Department.

NTDSS continues its business as a non-profit making company and we are dedicated to investing in our employees and over the last twenty years a testament to our success is the large number of employees who have remained with us providing continuity and security to our service users and for this we are very grateful.

I hope the next three years bring good health and wellness as we strive to resume our ‘normal’ lives and I hope we can all take something positive from this unprecedented time that will enhance our lives going forward.

The success of NTDSS is largely due to a dedicated team which comprises of Employees, Service Users and their families, Board members and our many stakeholders and most importantly our funders.

Since our last strategic plan, Ireland ratified the UN Convention on the Rights of Persons with Disabilities, giving our service users the right to care provision which NTDSS is proud to support.

Since our last strategic plan we were successful in getting increased funding and were able to pass on a pay increase to our staff.

At Board level NTDSS has endeavoured to improve governance and transparency and recently submitted our evaluation to the charities regulator in compliance with the charities governance code.

The area of Policies and Procedures has produced a huge workload in recent years with legal requirements becoming more and more demanding. The Board of NTDSS is committed to creating and implementing these requirements.

Changes in our staffing structure since our last strategic plan see Mary Carroll resigning as Service Manager and Denise Darcy taking over the Service Manager position,

The Board of NTDSS continue in their effort to engage with staff through our website and plan to resume Information Days post covid-19. These proved useful both for the Board in meeting with those on the ground and for Staff to meet with each other as it is predominantly a lone working environment for our PAs.

I look forward to the implementation of the next three-year plan providing Personal Support in North Tipperary. I am immensely proud of the journey our company has taken, the quality of care we provide and the generosity and dedication of our Board and Staff.

In our strategic plan we invite you to look at our Vision and Mission Statement and our Core Values which we believe will enhance and determine a high quality of service over the coming years. Our Priorities, Objectives and Outcomes can be measured to ensure that we provide the best possible service in to the future.

Edel Carey

Chairperson NTDSS

October 2021

EXECUTIVE SUMMARY

In 1998, research was carried out by the local community Development Board. A significant finding of this research was the need for a Personal Assistant service in the rural area of North Tipperary. Through this, a committee was formed that set about creating the company that would become North Tipperary Disability Support Service. John Carroll inspired the group behind this action and he worked tirelessly towards its achievement before his untimely death.

North Tipperary Disability Support Service provides people with disabilities (Leaders) with a Personal Assistant service in the rural areas of North Tipperary. Our aim is to empower and enable people with disabilities to enhance their quality of life, to achieve independent living and to participate in the social and economic life of their communities. NTDSS also researches, trains and develops activities which address disability issues in the local community in order to enhance public awareness. By having the right assistance at the right time, the person with a disability is enabled to lead an individual and independent life.

NTDSS is a part of the wider Centre for Independent Living movement. This grew out of the Disability Rights movement which developed in the United States of America in the 1970s, which in turn had followed on from the wider Civil Rights movements of the previous decade. The first Centre for Independent Living was founded in Berkley, California in 1972, and was developed by the disability activist Ed Roberts. This grew to be the inspiration and the model for hundreds of centres across the world.

The first Irish Centre for Independent Living was opened in Carmichael House, Dublin, in 1992. Martin Naughton was a founding member of this first centre and, like Ed Roberts in Berkley, he had personal experience of being denied the chance to achieve a greater level of independence because of the lack of support available. His early success with the Dublin CIL led to other centres being founded across the country.

North Tipperary Disability Support Service is affiliated to 26 Centres for Independent Living throughout Ireland.

Nine Board members currently oversee the running and development of NTDSS. These are **Chairperson** Edel Carey, **Secretary**, Daniel Flynn **Treasurer,** Fiona Leamy **Complaints Officer** Fiona Heffernan, **Assistant Treasurer** Aoife Donoghue along with **Board Members** Elizabeth Coffey, Patricia Carroll Joe Treacy and Margaret Feeney

The Board is responsible for the direction and implementation of this Strategic Plan, assisted primarily by NTDSS **Manager** Denise Darcy and the **Administrator** Ann Ryan.

This strategic plan was ratified by the Board of NTDSS on November 2021

This plan will be reviewed in November 2023.

Every individual will have a care plan based on their assessment of need

M 1, 2, 3, 6

Allocate resources to meet individual needs

M 4, 5, 6, 15, 16, 18

SERVICES

&

SUPPORTS

OBJECTIVES

OUTCOMES

PRIORITY

Each Service User will have a service to meet their individual needs

M 1,2,3,7

Services will be delivered in line with national policy and best practice

M 4, 5, 6, 10

Continuous review of overall service needs and identification of any areas that require change

M 7, 8, 9, 17

Contracts /Trust in Care

M 3, 4, 5, 10, 24

Accredited training for staff

M 10, 17, 23, 24

MAINTAIN

A

QUALITY

 SERVICE

OUTCOME

OBJECTIVE

PRIORITY

Quality Award

M 1, 2, 3, 4, 5, 6

Maintenance of leader files and employee files

M 7, 8, 17, 22

Protection of leaders and employees

M 3, 4, 6, 10, 22, 23, 24

Facilitate feedback, evaluate and action

M 6, 8, 9, 17, 19

COMMUNICATION

OUTCOME

OBJECTIVE

PRIORITY

Communicate with all stakeholders in a clear and timely manner

M 14, 19, 21

Increase disability awareness in the wider community

M 14, 19, 21, 26

Forge links with organisations which offer opportunities for leader involvement

M 14, 19, 20, 21

Public relations:

use of media/website

M 14, 25, 26, 27

PARTNERSHIPS WITH ALL STAKEHOLDERS

OUTCOME

OBJECTIVE

PRIORITY

Active involvement of family members in the identification, planning, delivery and evaluation of services and supports

M 11, 12, 13

Continued support from partnerships

M 12, 14, 15, 26, 27

Promote further development of NTDSS

M 16, 18, 21, 25, 26, 27

MEASURES

M.5

Compliance with HSE Service Level Agreement & agreements with other funders

M.1

% care plans in place

M.2

Quality and appropriateness of care plans will be evaluated

M.3

Compliance with legislation

M.4

Compliance with National standards/HIQA

M.9

Number of Service Use whose needs have been prioritised and reviewed at least annually and recorded

M.27

Organise events to promote community involvement

M.26

Communication with stakeholders

M.25

Updated website

M.24

Minimum level of training required

M.23

Refresher Training provided

M.22

Policies and Procedures in place

M.21

Number of disability awareness programmes delivered

M.20

Number of volunteers

M.19

Satisfaction rating from stakeholder surveys, meetings and other consultative fora

M.18

Annual financial breakeven or better

M.17

Evaluation of leaders’ needs and required training delivered to achieve same

M.16

Amount of additional funding secured

M.15

Service Level Agreements/ Agreements in place with funders

M.14

Number of organisations in the wider community with whom the organisation has established links

M.13

% of family members involved in the Board of Directors

M.12

% of leaders with family involvement in care plans

M.11

% of leaders who are supported by family supports

M.6

Compliance with Risk Management Policy and other reporting requirements

M.7

Annual Case Reviews which will inform service delivery

M.8

Evaluate recommendations of Annual Case Review and Case meetings

M.10

Services are provided in a safe manner while achieving a balanced budget