

# **WEST LIMERICK INDEPENDENT LIVING CLG**

## **Annual Report 2017**





## TABLE OF CONTENTS

### Contents

Introduction.....	2
ORGANISATIONAL BOARD.....	3
BOARD MEMBERS .....	3
HSE Service Level Agreement .....	3
.....	4
CHAIRMAN'S REVIEW .....	5
Managers Foreword .....	7
Transport Service.....	9
Staff Levels in 2017 .....	10
PERSONAL SUPPORT SERVICES.....	10
Training.....	12
Annual Health and Safety Report .....	14
Quality Committee Annual Report 2017 .....	18

### Appendices

Appendix I – Audit Report and Financial Statements



## Introduction

West Limerick Independent Living was established in 1997 to develop and deliver personal support services to people with disabilities in the Mid-West, as well as to project a positive image and perception of people with disabilities.

West Limerick Independent Living is a community based, consumer driven nonprofit company developing and delivering services designed to enable persons with disabilities to achieve maximum independence and fully participate in all aspects of community life.

West Limerick Independent Living aims primarily to act as a catalyst and an enabler for people with significant disabilities to live independently in their chosen community. In other words it supports people with disabilities to live, study or work fully as they would desire.

West Limerick Independent Living is a company limited by guarantee, not having a share capital.

### REGISTERED WITH

Authority	Identifier
Charities Regulatory Authority (CRA)	20037192
Companies Registration Office (CRO)	271412
Revenue (Charities Unit) (CHY)	12592

West Limerick Independent Living supports people with disabilities by way of:

- Providing facilitated Personal Assistant services
- Providing a fully accessible transport service
- Raising awareness on disability issues
- Providing information on personal support services

Under our Customer Service Standards, each and every West Limerick Independent Living service user can expect courtesy and respect, fairness, clarity, accessibility, timeliness and responsiveness.



## ORGANISATIONAL BOARD

BOARD MEMBERS	
Mr. Ben Lenihan, Director & Chairman	IT Department at University of Limerick and is a person with a disability.
Mr. John Creedon, Director	Report Technician with Pallas Foods IT Dept. A member of the Irish Wheelchair Association and the Disabled Driver Association. PA Service User
Mr. David Noonan, Director	PA Service User. Retired. Background in business and is a person with a disability.
Mr. Donal Cooper, Director	Vast experience in the community and disability sector and former board member of People with Disabilities Ireland.

## HSE Service Level Agreement

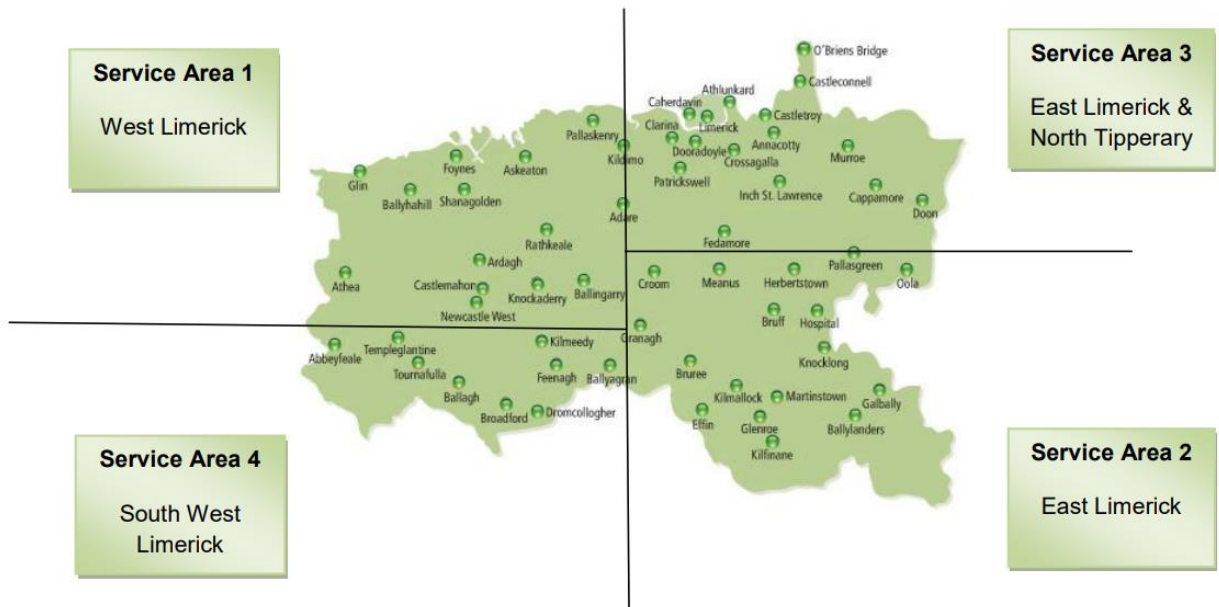
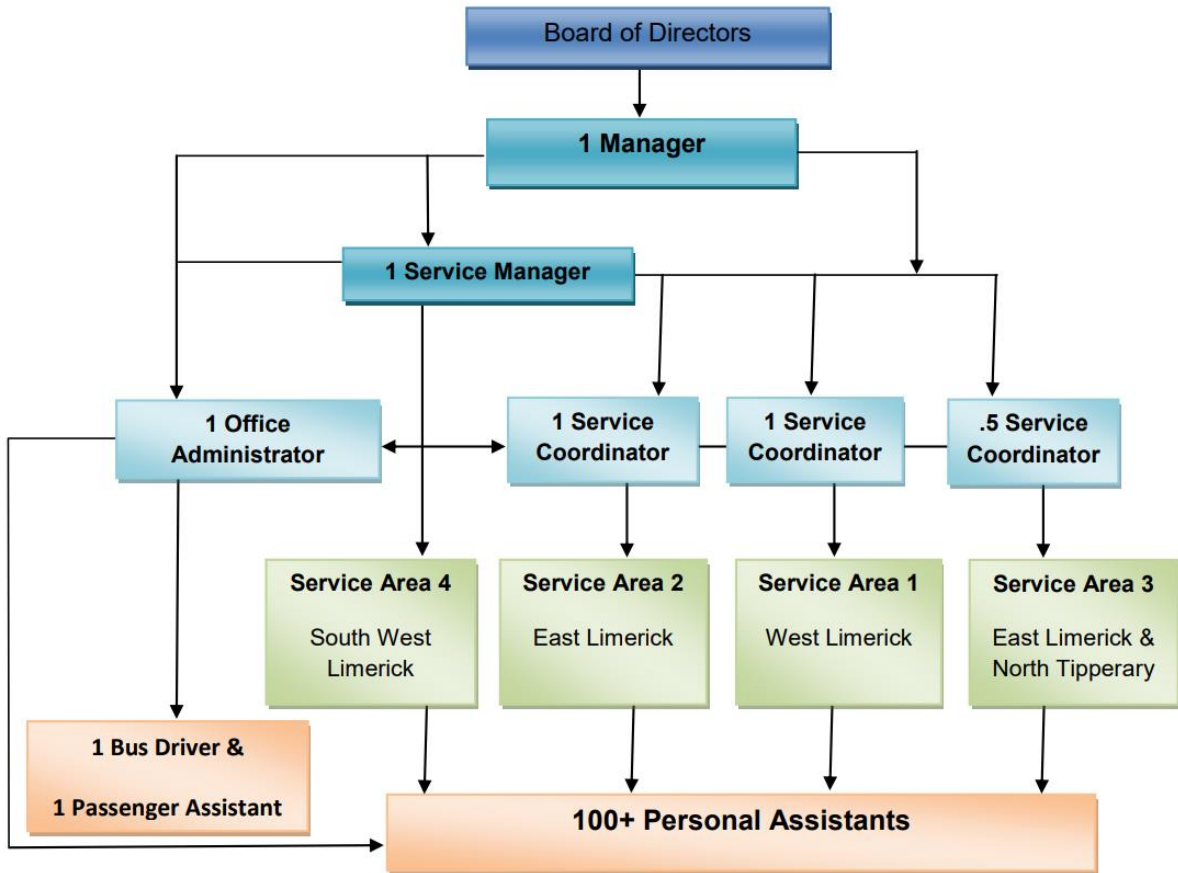
West Limerick Independent Living like many other organisations/agencies that are funded under Section 39 of the 2004 Health Act to deliver a Personal Assistant service (domiciliary care service) which is similar or ancillary to those of the HSE.

Section 39 of the 2004 Health Act titled, 'Assistance for certain bodies' directs that:

Section 39 bodies related to agencies / groups undertaking services which are similar or ancillary to those of the HSE and to whom the HSE is providing grant aid to do so. However the HSE would not be legally or statutorily obligated to provide such services.

All organisations are required to sign a service level agreement which is a contract between the HSE and agency to deliver a service that complies with all relevant standards and legislation.

## COMPANY ORGANISATIONAL CHART





## CHAIRMAN'S REVIEW

West Limerick Independent Living seeks to forge meaningful and just social contracts between our service users and those who work within the organization, in a manner that contributes to the common good and helps to create a more just and equitable society. As one of the largest providers of Personal Support Services to people with disabilities across Limerick City and County, the primary objective of West Limerick Independent Living is to provide support services to people with disabilities in our community. These services include the Personal Assistant service, one of the key services offered by the Independent Living movement. Thus, the organisation seeks to promote self-empowerment to overcome the disadvantage imposed by physical impairments.



*Mr. Ben Lenihan*

*Chairman*

2017 presented a number of challenges for West Limerick Independent Living as the organisation continues to endure the impact of many cutbacks in recent years. Furthermore, while the number of promotions from within the organization is indicative of the well-qualified and dedicated staff in West Limerick Independent Living, recruiting and retaining new staff remains a concern.

Our country and economy are in a time of transition and all involved in our organization look toward the future with a sense of optimism. Recent reports from the European Commission predict that our economy will grow throughout 2018 and 2019, that Irish wages will rise and boost household spending, as employment rises and unemployment falls (Irish Examiner, May 2018).

While this must be recognised as something positive for our community and country, it does have some potentially difficult implications for West Limerick Independent Living. Increasing insurance costs, additional regulatory responsibilities including GDPR and rising wages will inevitably lead to inflated costs of doing business. Nonetheless, the recruitment of suitably qualified personnel is integral to guarantee the high standards of service that we and our clients expect. This remains a key priority for the organization.

Finally, 2018 promises to be an exciting year for West Limerick Independent Living as we embark on significant refurbishment of our premises on Station Road. The project will maximise the use of existing floor space, incorporate a car-port and provide additional parking for both staff and service-users

On behalf of the board, I would like to acknowledge the efforts made by everyone involved to ensure that we continue to meet the needs of those we serve. I would like to acknowledge the unrelenting commitment of the Board Members. Their willingness to devote their time, their dedication and their absolute determination to uphold values like equality and fairness mean that



it is a pleasure to work with such an organization. I would also like to thank all the staff whose enthusiasm and work-ethic ensure that we continue to provide quality support to clients. I would like to give my personal thanks to all our service coordinators, for once again providing excellent service to our clients. I would like to wish all the best to all our service users and staff, management and members of the board going forward in 2018.

Thank you,

Ben Lenihan

Ben Lenihan

Chairman

*West Limerick Independent Living*

## Managers Foreword

With this annual report of West Limerick Independent Living, we hope to provide our service users and their families, our staff and our funding agencies with an overview of the work of the company in 2017, as well as providing full details of our financial position.

In 2017 the West Limerick Independent Living Board of Directors approved a three-year strategic plan, this significant milestone sets clear goals for the future direction and success of the company. The plan is wide ranging to include issues such as management structures overhaul, attracting, training and retaining the best staff. Other aspects of the strategic plan include the issue of the Section 39 pay restoration, annual fiscal stability, capital expenditure to replace ageing minibus and redesign and upgrade of the company offices.



*Mr. Gerard O'Connor*

*Manager*

Like many service providers staff planning is a continuous process of shaping the staff profile to ensure that it is capable of delivering the goals and objectives of the company now and in the future. The process of develop the skills of middle managers is well underway as the organisation grows and develops, employees need effective management to unleash their potential. Our goal is to recruit the best people to work for us, train them well, look after them properly and we retain them.

Limited progress has been made on the Section 39 pay restitution issue, the Health Service Executive has agreed to carry out an initial review of Section 39 bodies, the review will examine, initially on a self-assessment basis, whether and to what extent reductions in pay rates were applied during the economic crisis in each relevant organisation.

Due to inflation such as the rising cost of wages, public liability and employer's liability insurance the cost to delivering personal support services has increased. Discussions between the HSE and West Limerick Independent Living have commenced in 2017 to try and reach an agreement regarding a new cost per hour of service to address the losses sustained by West Limerick Independent Living in recent years.

West Limerick Independent Living's 2012 minibus has over 300,000 kilo-metros, the maintenance and repair requirements schedule has resulted in the vehicle out of commission on a number of occasions in 2016/17. West Limerick Independent Living plan to upgrade our existing vehicle in 2018, the capital cost of replacing this vehicle is €76,000. Our JP McManus Benevolent Fund grant application has been successful receiving funding of €10,000, other grant applications will be examined such as Lotto funding and the sale of our existing vehicle will all go towards the cost of the new minibus.





West Limerick Independent Living offices on Sheehan's Road require major investment and the company is planning a major refurbish of its building in 2018. The project will include the purchase of adjacent land owned by Shannon Commercial Properties; this land will be developed into a car park which is safe for staff and visitors alike. Replacing the existing roof on the building will involve asbestos removal and fitting an insulated roof that meets modern energy standards.

The main body of work will involve reorientation of the office building components to transform and reconfigure the entire building to maximize space. This will include removing internal walls to create an open office plan, moving reception area to rear of building, creating a new entrance from proposed new car park. Additional windows will be installed to allow more light to flood the new open plan office space. The refurbishing of the building will maximize office's energy efficiency and create a user friendly work environment for staff. This project will be fully financed by West Limerick Independent Living using capital reserves.

2017 was a challenging year for West Limerick Independent Living, a year in which we delivered a total of 67,285 personal support service hours to 139 people with disabilities over a wide range of locations across the Mid-West. Comparing to 2016 where a total of 72,717 personal support service hours were delivered to 145 people. One of the main challenges was recruiting and retaining staff due to increased demand for staff by service providers in the care sector.

2017 was a challenging year financially for West Limerick Independent Living, with an operating turnover of €1,576,140.60 which is down from the 2016 figure of €1,621,835.

As Manager, I would like to express my gratitude to our main funder – HSE Health Service Executive, particularly the local HSE staff 'on the ground' whom we deal with on a daily basis, Nula Kelly and Ferghal Gray Area Managers for Disability Services and their colleagues.

West Limerick Independent Living have excellent front-line staff, is a credit to their commitment to their profession and I wish to thank them sincerely for their dedication. I wish to acknowledge the work of the Board, Management and all Staff and I would like to take this opportunity to thank them most sincerely for their hard work and commitment throughout the year.

Thank you,

Gerard O'Connor

*Manager West Limerick Independent Living*

## Transport Service



In 2017 West Limerick Independent Living transport service operated on average five days a week delivering a transport service to passengers with mobility impairments in County Limerick.

The majority of the passengers who use our transport service go to Enable Ireland services in Limerick on a daily bases, the remainder attend Headway and HSE Training Centre, Dooradoyle, Limerick and other once off passenger trips.

In 2017 the service provided over 2,000 single passenger journeys, unfortunately due to maintained and repair requirements the bus was out of service on a number of occasions in 2017, this is mainly due to the age of the vehicle and normal wear and tear.

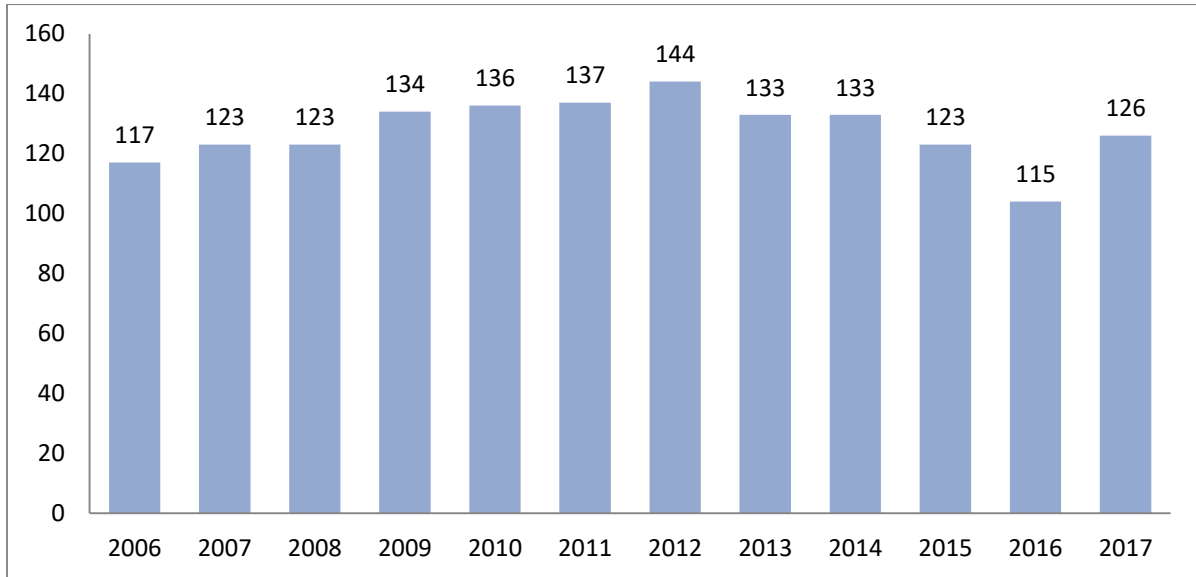
Under West Limerick Independent Living Strategic Plan we plan to replace our current 2012 minibus in 2018. The new vehicle should reduce the maintained and repair requirements and ensure the vehicle is available to deliver regular scheduled services.

The service is funded by the Health Service Executive – West under their transport and socialization support program and West Limerick Independent Living.



## Staff Levels in 2017

Year ending 2017, West Limerick Independent Living had over 126 staff members on the company payroll, this figure include management.



## PERSONAL SUPPORT SERVICES (PSS)

West Limerick Independent Living delivered Personal Support Services to 139 people with disabilities during 2017. Planning and delivery of Personal Support Services was developed and implemented in partnership with the HSE. In total West Limerick Independent Living delivered 67,285 hours Personal Support Services to people with disabilities during 2017.

### Table of PSS Hours delivered in 2017

#### HSE Limerick Personal Support Services

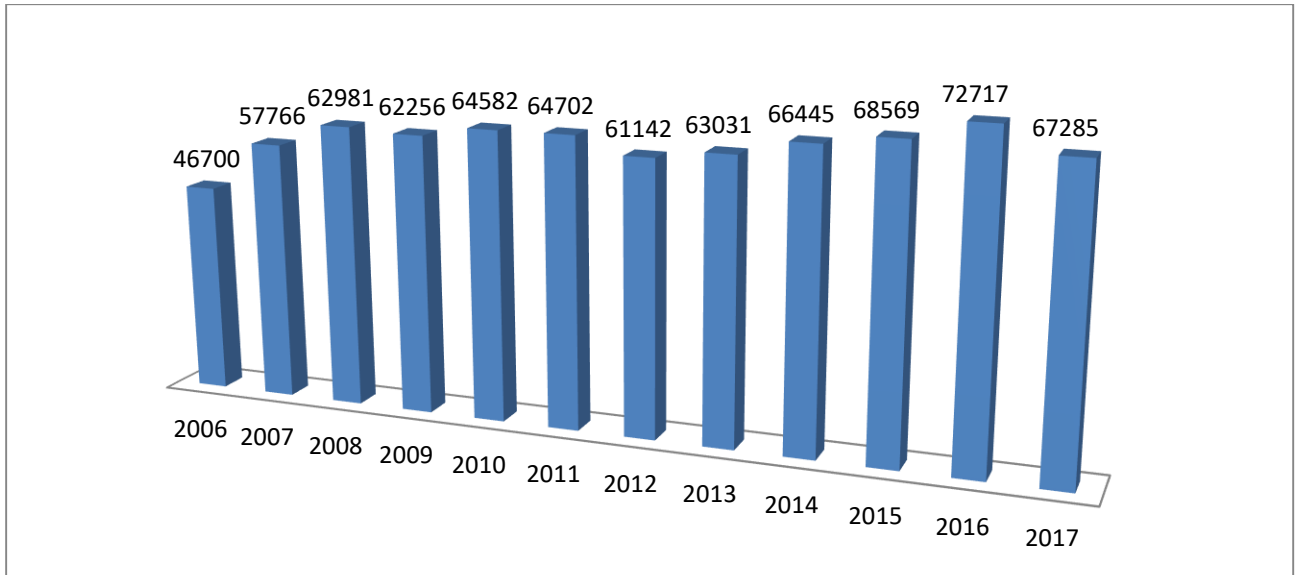
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
PA Service (PSD)	3,406	3,427	4,366	3,239	3,367	4,218	3,275	4,074	3,171	3,260	4,230	3,500	43,531
Home Support (ID)	301	302	376	320	301	377	312	380	325	387	711	529	4,621
<b>Total</b>	<b>3,707</b>	<b>3,729</b>	<b>4,742</b>	<b>3,559</b>	<b>3,668</b>	<b>4,595</b>	<b>3,587</b>	<b>4,454</b>	<b>3,496</b>	<b>3,647</b>	<b>4,941</b>	<b>4,029</b>	<b>48,152</b>

#### HSE East Limerick North Tipperary Personal Support Services



	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Totals
PA Service (PSD)	1,155	1,097	1,359	1,017	1,195	1,398	1,058	1,567	1,179	1,205	1,563	1,387	15,179
Home Support (ID)	264	258	324	262	260	330	264	416	258	398	508	412	3,954
Total	1,419	1,355	1,683	1,279	1,455	1,728	1,322	1,983	1,437	1,603	2,071	1,799	19,133

**Chart of PSS Hours from 2006 to 2017**



## Training

Employee development is a shared responsibility of management and the individual employee. The responsibility of management is to provide the right resources and an environment that supports the growth and development needs of the individual employee.

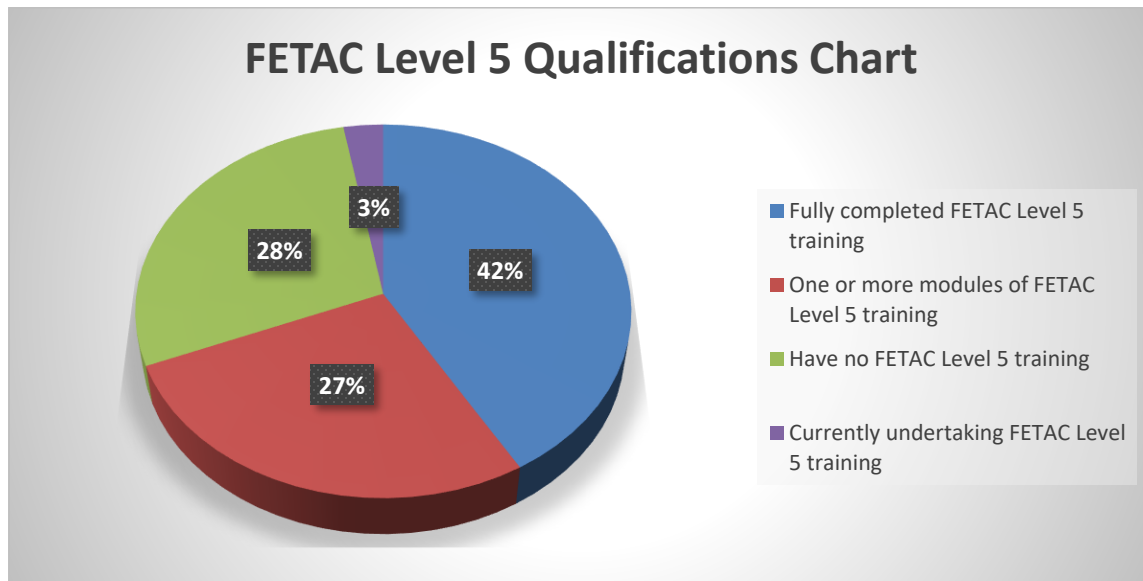
All staff are supported and encouraged to participate in training and development to increase their lifetime value to their organization.

### FETAC Level 5 Care Assistant course

As part of this Service Level Agreement (SLA), all newly recruited staff i.e. if the person has started the Fetac Level 5 Qualification Award or indeed agrees to have it completed by a certain date they will be allowed by the HSE to be recruited by an agency after January 2017.

All existing staff members will need to achieve this qualification in order to enhance their prospects of further work. Trained staff will be offered service hours over non trained staff should hours become available. It is in the interest of all staff to achieve the qualification standard. The following is a breakdown of FETAC Level 5 employee training:

- 44 employees have fully completed FETAC Level 5 training
- 29 employees have one or more modules of FETAC Level 5 training
- 30 employees have no FETAC Level 5 training
- 3 employees are currently undertaking FETAC Level 5 training





The HSE has outlined the recognised qualification for all Personal Assistants as the Fetac Level 5 in Healthcare Support Certificate. Staff currently working as Personal Assistants who have not completed the programme will remain in their positions. However, these workers will be offered the programme as soon as can be made available to them.

The company has arranged FETAC Level 5 Care Assistant training for a small number of staff in conjunction with the VEC. In addition, the company supports 4 staff who arrange their own training with 50% funding.

The company also require, fund and facilitate training for key staff which includes compulsory training comprised of Health and Safety - Manual Handling and Ergonomic Assessment.

The following Training was delivered to staff in 2017:

- Safe Guarding – Venerable Persons (8 employees participated)
- HSE Children First Training for all staff - online e-learning
- Designated Officer Training for Safeguarding Venerable Persons (1 staff member)
- Risk Assessment Training National Irish Safety Organization (1 staff member)

Other training includes 25 employees who attended People Moving & Handling - Health and Safety training in 2017.

The total cost of training of €6,837.60 (not including wages for time at training and cost of training venues) poses a significant investment by West Limerick Independent Living in staff development; however, the benefits:

- are greater productivity
- a highly skilled workforce
- training is key to morale
- motivation
- job satisfaction and employee engagement.



## Annual Health and Safety Report

### Introduction

This report provides information on the performance of West Limerick Independent Living against its safety objectives. This is set in a context of the organisations safety statement, range of activities with corresponding risks, and arrangements put in place to control these.

On an annual basis, WEST LIMERICK INDEPENDENT LIVING is required to evaluate the extent to, which the Safety Statement, Policies and Procedures were effective during the previous twelve months. It will show the level of resources committed to Safety, Health and Welfare, any special preventative measures taken and data on occupational injuries and ill-health in the workplace.

This will be reported in the company's annual report and include details such as:

- Safety Statement reviews
- Risk Assessment reviews
- Health & Safety Training completed
- Numbers of recorded incidents
- New safety arrangements put in place during the year

### Safety Statement & Risk Assessment Review

The Safety Statement and Risk Assessment was reviewed in 2017 and there was a number of updates made to the Risk Assessment by management.

### Assigned Safety Responsibilities:

<b>First Aiders:</b>	Ms. Trish Cunningham & Trish Kavanagh
<b>Fire Wardens:</b>	Mr. Kevin Flynn (Limerick Local Link)
<b>Health and Safety Coordinator:</b>	Ms. Margaret O'Brien
<b>Safety Representative:</b>	Lynda McElligott, Margaret O'Brien, Trish Kavanagh and Laura Denihan

### West Limerick Independent Living and Safety Policy

West Limerick Independent Living will continue to communicate Health and Safety policy that provides a clear statement of commitment to provide a safe and healthy place of work. The Policy contains commitment to ensure that:

- West Limerick Independent Living complies with current safety legislation,
- hazardous activities are identified, risk assessed and controls implemented,
- suitable training, information and instruction is provided,
- there are arrangements for consultation between staff, and management on health and safety issues,
- resources are made available for safety.



West Limerick Independent Living has a range of activities and a correspondingly range of **risks** to be managed. The range of risks can be summarised as follows but is not exhaustive:

- Activities involving manual handling and lifting.
- Activities where people work alone.
- Frequent and prolonged use of workstation equipment.
- Areas where there is potential for people to slip, trip or fall.

West Limerick Independent Living manages these risks through the implementation of general arrangements for safety that include:

- Arrangements for reporting incidents, near miss incidents and dangerous occurrences.
- Fire risk assessment and fire safety precautions.
- Safety training and instruction.
- Workstation assessment and provision of eyesight screening.
- Communication and consultation on safety matters (Safety and Health Committee).

### **Health & Safety Training**

25 staff undertook training in good manual handling technique and risk assessment to reduce or eliminate manual handling associated injuries. Manual Handling training was provided to staff members who required instruction, by Optima Training an offsite Manual Handling company's when required, the training is refreshed on at least a three yearly basis or more frequently, if identified through the review of accident and illness records.

In 2017 Health & Safety Training was organised for company employees over six training days, a total of 25 employees completed the training. The cost of the training was as follows:

- Training Providers €1,510
- Training venue hire €0.00
- Employee staff costs €1,875

People attending these courses were reminded and encouraged to report injury from manual handling activities so that the full extent and potential of manual handling injury is known. This information is used by the organisation to consider the effectiveness of their manual handling risk assessments and control measures and whether more can be done to further reduce the risk from manual handling activities.

### **Review of Hazards/risk assessment and risk control procedures**

In 2017 an office risk assessment was completed by Trish Kavanagh Service Coordinator, and no issues were identified. All work locations where staff including lone workers work were risk assessed on an annual bases and more frequently if an health and safety issue was raised by an employee or client.

### **Number of recorded incidents**





The Health and Safety Authority, the organisations Management and the West Limerick Independent Living insurers require the immediate reporting of accidents, dangerous occurrences and property damage incidents. All employees are obliged to immediately report all such events to their Services Coordinators.

In addition, staff are required to complete an accident report or dangerous occurrence report form. These forms are available from West Limerick Independent Living website or office and must be submitted within 24 hours of an accident/ incident.

Services Coordinators must also conduct and submit an investigation report for each incident and identify the corrective measures required \ learn from the incident so as to prevent recurrence. The Health and Safety Coordinator reviews all Accidents \ Dangerous Occurrence forms submitted, reviews the importance of the actions arising, collates statistics and monitors trends.

#### Incident reports 2017 & Actions Taken

PA	Service User	Date	Incident	Action Taken
KA & EG	JS	2 <sup>ND</sup> August 2017	PA reported that during the process to transfer client onto his chair, the hoist malfunctioned causing injury to client.	Investigation into the incident in process.



### **New Safety arrangements put in place during 2017**

West Limerick Independent Living Safety Statement was reviewed in 2017 with no changes to document. The Safety Statement, in accordance with Section 20, Safety, Health and Welfare at Work Act 2005, outlines the policy of WEST LIMERICK INDEPENDENT LIVING in relation to the management of health and safety.

West Limerick Independent Living Risk Assessment completes regular health and safety inspections in all areas. All Service Coordinators complete at least one inspection annually in their relevant areas in accordance with the Risk Assessment checklist and they ensure all necessary corrective actions are implemented.

### **Fire Safety Arrangements**

Fire Safety training was carried out by West Limerick Independent Living staff in 2015 with refresher training in 2017. There were no fires in 2017, work continued on the review and update of the fire risk assessments and serviced annually the fire extinguishers.



## Quality Committee Annual Report 2017

### Annual report to the HSE

West Limerick Independent Living has established a complaints procedure by agreement with the HSE and acknowledges that it must provide the HSE with a general report on the complaints where those complaints are made in relation to matters which fall under the scope of the Health Act 2004 i.e. complaints relating to activities or services which are funded by the HSE in whole or in part. The report will specify all relevant complaints received by the service provider during the previous year indicating:

- The total number of relevant complaints received
- The nature of the complaints
- The number of complaints resolved by informal means
- The outcome of any investigations into the complaints

As well as providing an Annual report it is envisaged that the Health Service Executive will collect statistics / details of complaints on a half yearly basis. It is also requested that where a serious complaint is made that the Local Health Manager will be made aware of same.

### Background

The Quality Committee is a sub-committee of the West Limerick Independent Living Board, and as such provides a regular report to the Board on the main issues raised and discussed at its meetings. Good practice states that the West Limerick Independent Living Board should review the performance of its Committees annually to determine if they have been effective, and whether further development work is required.

This Annual Report summarizes the activities of the West Limerick Independent Living's Quality Committee (the Committee) for the financial year 2017 setting out how it has met its Terms of Reference and key priorities.

The purpose of the Committee is laid down in its Terms of Reference. In summary it is responsible for providing the Board of West Limerick Independent Living with assurance on all aspects of quality including delivery, governance, risk management and workforce; and the regulatory standards of quality and safety.

### Compliments received from clients

Compliments received during 2017 came directly from clients who wished to express that their Personal Assistants deliver quality support and are integral to their lives.



## Membership and Attendance Record

During 2017, the Committee met eight times with attendance recorded in the table below. This demonstrates that every meeting of the Committee during the year was quorum.

ROLE	20/01/2017	27/03/2017	24/05/17	26/06/17	24/07/17	11/09/2017	13/11/2017	13/12/2017
Manager	√	√	√	√	√	√	√	√
Office Administrator	x	x	√	√	√	X	√	√
4 Service Coordinators	x	x	√	√	√	√	√	√
Personal Assistant	x	x	√	√	√	x	x	x
Director	√	√	x	√	x	√	√	√
Chairman – Company Director	√	√	x	x	√	x	x	x

Key: √ = In attendance X = Absent √\* = Deputy in attendance

## Significant issues brought to the attention to the Board

The following issues of interest have been highlighted and addressed at West Limerick Independent Living Board level:

### Client Incident – Health and Safety

In August 2017, an incident occurred whereby a client was injured due to hoist malfunction. West Limerick Independent Living CLG participated in HSE investigation and a report is to follow. See further information within Health and Safety section of this report.

### Employee Mold Issue

In January 2017 an employee raised concern of mold in client's home to Service Coordinator. We notified HSE, and client X of the issue. Manager instructed all staff to be informed and PPE in place as a precaution and advised client X that we would get the mold tested, with her agreement.



The Service Coordinator collected 3 sample of mold from the house in question and posted them off to Consurv in Monaghan to be tested. Analysed mold samples received by post found a number of fungi/bacteria which have no conclusive evidence of impact on human health.

A fungi/bacteria called Aspergillus was also identified and Aspergillus is classed as Hazard Class A. This fungi/bacteria can effect an individual with a compromised immune system so Manager advised all staff working in this home to were face masks and PPE provided.

In February we received a fit for work cert from employee's Doctor and employee said she feels a lot better and has returned to work, we have removed employee from that home/place of employment and she is working with another client. Client was given a copy of the report and advised to get the fungi/bacteria mold treated/removed as soon as possible to avoid any possible ill health.

### **Staff timekeeping**

Many complaints received from clients in 2017 relate to staff timekeeping, as the majority of our staff are lone workers, who provide assistance to more than one client.

Issues that would impact on the timekeeping of these workers are:

- The geographical area we deliver services in is both urban and rural and the rural areas pose their own challenges to staff for example farm animals and machinery using roads at certain times of the year.
- Poor road network.
- Staff being delayed in one service user's home, therefore delaying all subsequent visits to all other service users.

As a lot of timekeeping issues are beyond our control as a service provider we continually communicate with our service users to ensure they are aware of any delays and reasons for delays.

Summary: complaint noted and resolved with the establishment of an out of hours call service.

### **Personal Assistants**

A small number of complaints by clients relate to unavailability of staff to cover shifts, this is due to an ongoing issue, the recruiting, hiring, and retain of Personal Assistants, mainly due to competition from other service providers paying better pay rates.

As a HSE Section 39 funded service provider we are not included in national pay awards so we will have to negotiate locally before 2017 prior to any new Service Level Agreement and if progress is not achieved we will continue to loose staff.

Summary: complaints noted, current measures in place include recruitment and job advertisement and these measures are ongoing.



## **Confidentially**

A number of complaints received from service users and staff on the issue of confidentiality, staff discussing or revealing confidential information to other employees without a legitimate need to know. As this a breach of company policy, disciplinary action has been taken and any staff member found in breach of this policy will be disciplined appropriately as per company disciplinary procedures.

Summary: complaints noted, current measures in place include confidentiality policy and disciplinary process and these measures are ongoing.

## **Other Complaints**

Other complaints we receive can range from lack of staff initiative, staff talking too much to not talking at all.

At the onset, majority of complaints appear to be trivial in nature, however on investigation the majority of these complaints manifest themselves out of personality clashes. At some point the professional relationship may break down, service user and staff member can't seem to get along. The unfortunate result is that the quality of our service suffers, and stress levels rise. A clash of personalities is most likely at the root of these conflicts. Despite our best efforts to resolve these conflicts, sometimes the most pragmatic approach is to reassign staff member.

## **Employee Survey**

In late 2017 West Limerick Independent Living carried out an employee survey to gauge the level of job satisfaction amongst staff. The survey had a dual purpose, to identify issues staff may have and where possible put measures in place address these issues. Second identify whether the staff supports in place are effective or not. Management were very pleased with level of participation amongst staff with the survey and the feedback.

## **Review the Quality Committee's Terms of Reference**

The board of West Limerick Independent Living reviewed the Quality Committee's Terms of Reference in 2017 and decided to amalgamate the Quality Committee is a sub-committee in to the monthly executive management team meetings.

## **Recommendations**

### **The Board is to:**

- review the Company's Policy and Procedure