

BEAM Services CLG

Registered Office

Regent Street

Bagenalstown

Co Carlow

Annual Report – 2023



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Chairpersons Address:

Our AGM provides us with an opportunity for all stakeholders in the BEAM community to come together and reflect on the progress and development throughout the BEAM organisation over the past year. This development has come about in no small part due to the hard work, commitment and dedication of the whole staff team to provide the highest level of support and care to all members and their families.

One of the stated core values of BEAM services is “Service priorities will directly reflect the needs of service users”. This is at the heart of all decisions and discussions undertaken by the Board of Directors.

I would like to take the opportunity to extend my gratitude to Dr Brendan Coffey who served as Chairperson of the Board of Directors of BEAM services since 2020. I succeeded Brendan as chairperson this past year, during which time Brendan has been most supportive as I embarked on my current role.

John Murphy will be retiring from his position in BEAM services in October. On behalf of the Board of Directors I would like to acknowledge the vast contribution that John has made to BEAM services over the past 23 years. John has during this time overseen many positive developments in the service with a particular focus on community inclusion and employment opportunities for the members.

Along with the Board of Directors, I look forward to continuing to build and strengthen our services in conjunction with all the stakeholders in our BEAM community.

Eileen Hennessy

Chairperson, BEAM Services

Treasurers Report:

In 2023 the service continues to develop and grew in monetary terms. The top line grew by 12% to €3,539,134 in 2023 from €3,151,128 in 2022. This is an increase of more than €380,000 in HSE income. This additional income covers the growth and development of our day & residential services.

Expenses for the year totalled €3,596,984 (2022: €3,034,835), an increase of 18.5%.

Our auditors “Harney Nolan” prepared the audited accounts, and they were reviewed at a Board meeting on the 23.05.2024 and were approved for sign off.

Our funding for the year was €3,596,984 with a deficit of €57,825 identified. We had a surplus in 2022 of €116,293. Our auditor will go through the accounts in detail. Please refer to the back of the annual report for the detailed income and expenditure sheet for the 2023 accounts. Our financial statements for 2023 are available on our website.

John McDonnell

Treasurer, BEAM Services CLG

Company Information

Registered Name:

Barrow valley Enterprises for Adult Members with special needs Ltd
(BEAM Services CLG

Company Number:

331903

Charitable Status Number:

CHY 11784

Bankers:

Bank of Ireland, Market Square, Bagenalstown, Co. Carlow.

Auditors:

Harney Nolan, Equity House, Deerpark, Business Complex, Dublin Rd. Carlow

Solicitors:

John Foley & Company, Station Rd, Bagenalstown. Co. Carlow.

Company Secretary:

Ann Sheehan

Board of Directors in 2023

Dr. Brendan Coffey	Chairperson – stepped down in Sept '23
Eileen Hennessey – appointed in July '23	Chairperson- Sept '23
John Mc Donnell	Treasurer
Ann Sheehan	Company Secretary- appointed July '23
James Eric Browne	Director
Victor Treacy	Director
Angela Nolan	Director
Mary Jo Brennan	Director- appointed July '23
Mary Foster	Director – appointed July '23
Elizabeth Roche	Director- appointed July '23
Una Nolan	Director- resigned January '23
John Gerard Foley	Director- resigned July '23
Patrick McDonald	Director- resigned July'23

Service Locations

Barrow Haven , Regent Street, Bagenalstown, Co. Carlow
Saol Fada , Kilcarrig Street, Bagenalstown, Co. Carlow.
Chestnut Court , Royal Oak Rd, Bagenalstown, Co. Carlow

Beam Bunclody , Crannog, Carrigduff Business Park, Carrigduff, Bunclody, Co. Wexford
Ohana & New Horizons , Market Square, Bagenalstown, Co. Carlow
Dolmen House 1 & 2 , Gleann na Bearu, Royal Oak Rd, Bagenalstown, Co. Carlow
9 & 10 An Clos , Gleann na Bearu, Royal Oak Rd, Bagenalstown, Co. Carlow
No. 3 Oakley Glen , Tullow, Co. Carlow

Service Ethos and Principles

Mission Statement

BEAM Services is committed to encouraging and assisting people with special needs to achieve personal fulfilment through involvement in a holistic programme which includes: Education, Vocation, Recreation, and Personal Development to suit each individual need.

BEAM's Core Values

- 1/ Service priorities will directly reflect the needs of service users.
- 2/ Each individual availing of the service will have a personalised experience of care.
- 3/ The service will seriously promote the empowerment of each person with intellectual disability.
- 4/ Resources will be allotted on the basis of individual needs within an overall commitment to treating people in a fair and equitable manner.
- 5/ The service will promote the service user's maximum participation in the life of the local community.
- 6/ Strategic and organisational planning will be guided by explicitly stated links to clearly specified time frames.
- 7/ The service will promote each staff members experience, scope and capacity to contribute to:
 - The overall planning and direction of the service.
 - To promote the effective and efficient functioning of the service.
- 8/ Our external relationships with agencies with whom we have an advisory and working relationship will be guided by a commitment to promoting the same standards of care and training which we commit ourselves to uphold in BEAM.
- 9/ A commitment to nurturing and deepening relationships is at the centre of our ethos and should define the core of all our activities. This commitment embraces all strands of relationship, relationship between those availing of, and those providing the service, relationships among members of staff. The desire to deepen relationships is an end in itself, not just a means to an end.

Governance

Strategy

BEAM Service CLG (Barrow Valley Enterprise for Adult Members with Special Needs,CLG) is a registered charity and a company limited by guarantee. It is governed by its constitution & articles of association and the companies act 2014. All activities are and will continue to be conducted in compliance with common law, statute, EC directives and service level agreements with state bodies and private contractors. BEAM Services is committed to working within a comprehensive risk management strategy. Our core values will underpin all of our governance and service delivery activities.

Objectives

- BEAM Services is committed to utmost transparency to ensure the confidence of all our stakeholders. We will achieve this through clear communication regarding our governance, together with compliance with statutory regulations and voluntary codes of conduct.
- The Board will ensure that a relevant up-to-date Governance Handbook is in place at all times, such a handbook should be reviewed on a regular basis to ensure its relevance.
- The Board of Directors of BEAM Services will take a leadership role in the development and achievement of strategic objectives.
- BEAM will ensure that no conflict of interest occurs on any of its committees.
- In line with best governance practice the Board of Directors will ensure that one third of the Board will resign at each AGM (they will be available for re-election) and the officers: Chairperson, Secretary and treasurer etc, will change every three years.
- In line with best practice, BEAM will ensure that the Directors on the Board have the relevant skill mix to understand and fully participate in meaningful and constructive dialog to further the development of the service in an imaginative, innovative and relevant manner.
- A relevant induction pack for all new board members will be available.
- Governance training will be provided on an ongoing basis, to ensure that Board members are up-to-date with current best practice.
- Annual General Meetings will be held on time, and appropriate reports and financial statements will be made available at such meetings.
- The Board of Directors of BEAM Services will ensure that the organisation is always registered with the Charities Regulator and will abide by its disciplines and recommendations such as the Governance Code etc.
- In general membership of the Board should reflect the person-centred ethos of the organisation, comprising; service users, parents/carers, business personnel and community representatives. The skill-set of such personnel should reflect the needs of the service.

Our Story So Far

BEAM Services has been providing training and support to adults with intellectual disability since 2000, and is an integral part of Carlow, North Kilkenny & North Wexford area. We are generously fostered and supported by the communities in which we operate, and in return, we make a significant contribution in a whole host of practical and participative ways.

BEAM stands for Barrow valley Enterprise for Adult Members with special needs. Our mission from day one has been to encourage and assist adults with special needs to achieve social and personal fulfilment through involvement in a holistic programme, which is tailored to the needs and abilities of each participant.

BEAM Services currently provides a year-round service to over 70 people drawn from Carlow, Kilkenny & Wexford. We strongly believe that each individual's needs are totally unique, so the task of providing educational supports is highly staff intensive. A total of approximately 87 very committed staff help us to deliver our service, while we are also privileged to enjoy the support of a host of equally committed volunteers, who help us in countless ways.

The service is governed by a voluntary Board of Directors who work to develop and implement the service in line with the needs of the service users. Services are provided with financial support from the H.S.E., fundraising endeavours, donations & grant monies.

We will showcase the work that happens in the service with a slide show that covers all aspects of the service. This gives a great insight into the work that we do in Beam.

MEETINGS 2023**Board Meetings**

23.01.2023	Board Meeting- Main Centre
23.03.2023	Board Meeting- Main Centre
27.04.2023	Board Meeting- Main Centre
22.06.2023	Board Meeting- Main Centre
25.07.2023	Board Meeting- Main Centre
07.09.2023	Board Meeting- Main Centre
28.09.2023	Board Meeting- Main Centre
16.11.2023	Board Meeting- Main Centre
14.12.2023	Board Meeting- Main Centre

Finance Meetings -Sub-Committee- Board membership

14.09.2023	BEAM Centre
26.10.2023	BEAM Centre

Finance Meetings – Operational

24.04.2023	BEAM Centre
14.06.2023	BEAM Centre
13.07.2023	BEAM Centre
27.11.2023	BEAM Centre

Admissions Meeting

09.05.2023	BEAM Centre
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Human Rights Restrictive Practises Forum

26.01.2023	BEAM Centre
27.07.2023	BEAM Centre
17.10.2023	BEAM Centre

Health & Safety Meetings

31.01.2023	BEAM Centre
04.04.2023	BEAM Centre
27.06.2023	BEAM Centre
04.09.2023	BEAM Centre

Quality & Safety Sub-Committee – Board Membership

30.11.2023	BEAM Centre
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Quality, Safety & Governance Management team meetings

30.01.2023	BEAM Centre
27.02.2023	BEAM Centre
27.03.2023	BEAM Centre
24.04.2023	BEAM Centre
29.05.2023	BEAM Centre
26.06.2023	BEAM Centre
24.07.2023	BEAM Centre
28.08.2023	BEAM Centre
22.09.2023	BEAM Centre
27.11.2023	BEAM Centre
18.12.2023	BEAM Centre

Policies & Procedures – Approved & Reviewed during 2023

- CCTV Policy- reviewed & updated
- Volunteer Management Policy- new policy
- Safe Administration of Medication – reviewed & updated
- Health & Safety Policy- reviewed & updated
- Managing Members Finances Policy – reviewed & updated
- Smoking in the Workplace- reviewed & updated
- Critical Incident Policy- reviewed & updated
- Dignity at Work – Anti Bullying Policy - new
- Dignity at Work- Anti Harassment Anti Sexual Harassment Policy – new
- Records Management Policy – reviewed & updated
- Infection Prevention & Control Policy- reviewed & updated
- Missing Residents Policy- reviewed & updated
- Reserve's Policy- new

2023-The Year in Review- Achievements & Developments**Strategic & Governance developments**

- During 2023/2024 the Board & Senior Management team have been working on building up the Governance aspects of the service.
- The Board agreed the membership and the terms of reference for the Finance Sub-Committee and the Quality & Safety Sub-Committee. Both Sub-committees are up and running. They provide a very important function for the Board and play a big part in the overall governance structures of the organisation.
- We have made additions to the Board of Directors in 2023. We had a change of Company Secretary in July 2023 from John Murphy to Ann Sheehan. We also had a change of Chairperson in September 2023 from Dr. Brendan Coffey to Eileen Hennessey.
- The Board membership has changed in the last 12 months. We have new additions to the Board, Angela Nolan, Ann Sheehan, Liz Roche, Eileen Hennessey, Mary Foster & Mary Jo Brennan. We have a few exits from the Board, Una Nolan, Josie Brennan, Patrick Mc Donald, John Gerard Foley. All changes in relation to the Board have been registered with the CRO.
- A Scheme of Delegation has been agreed by the Board that sets out the roles and responsibilities of the Board and the CEO. This is good governance and is essentially a road map for the Board & CEO.
- We had a change in roles from Deputy Manager to Day Service Manager, with a Job specification to match. This post is better suited to meet the needs of a developing service. A new Day Service Manager commenced in post in April 2023.

- The Board have supported the development of a management structure in the service. We have added to the supports already in place with the addition of 2 Team Leads in Residential services and additional supervisors in day services.
- We have increased the skillset of the staff team in line with the growth and development of the service. We have added the following skill sets to the staff team, Finance Manager, HR Manager, Operations & Utilities Manager & a Quality, Standards & Engagement Co-ordinator. All posts are part time posts, ie .6wte (24hrs)
- As there have been a number of staff changes across the service, we sent a letter to members and families detailing the changes in the service.
- The HSE have recognised the effect the cost of living crisis & inflation has had on small services like Beam. They have given a once off payment to support services to get through the current crisis.
- We reviewed and upgraded our EAP provider to Spectrum Life. This provider has lots of interactive material on their website, including home workouts, cookery demonstrations & information on topical issues, such as the menopause, staff burnout.
- We did a Staff Satisfaction Survey in April 2023 Beam Services and the results of the survey have been actioned & changes made to staff terms and conditions. This is our first staff satisfaction survey.
- We had ERA pensions in to talk to the staff team. A number of staff, have taken up the opportunity of a PRSA pension.
- We have launched a Time Management System in the service. This will record staff hours, provide storage for staff files and support with keeping staff training up to date.
- We have engaged the services of an IT provider to support the upgrade & development of an IT system in the service. This has been hugely beneficial and has supported us to transition from Dropbox to Share point. Our IT provider has a helpdesk system and can follow up on all IT queries in the service. It has professionalised our IT system.
- We had an audit from our insurance providers in November 2023. We had 2 actions for follow up, namely PAT testing electrical equipment and a review of the electrical configuration of the main building. All actions have been completed.
- Pay parity continues to be the biggest challenge alongside the recruitment and retention of staff. The Management and Board of the service continue to link with the HSE, Local TD's & Nationwide stakeholders (The Wheel & National Federation of Voluntary Bodies) to promote the need for pay parity.
- We finalised Pay Restore payments in the service in September 2023. This brought 3 years of dialogue with the HSE to a positive conclusion.
- Beam Services have moved staff to the 2022 payscales in an effort to ensure that the Recruitment & Retention crisis is kept to a minimum in the service.
- The HSE have supported us to increase our transport fleet in line with the growth & development of the service, by giving us once off grants for the purchase of 2 vehicles. They have also supported the addition of a driver and escort to the team.
- The Board have worked with the Senior Management team & the Quality & Safety Sub-Committee in reviewing and updating the policies listed in this year's annual report.
- The Board tasked a sub-committee to review the contribution paid by members and a decision was made to reduce the contribution from €7 per day to €4 per day. Members and families were notified of this change in December 2023 and it commenced in January 2024. This change was met with a positive response.

Day Service Achievements

- Our Newsletter is back up and running. The newsletter goes home to members and families and is a great way of keeping everyone involved in the service, up to date with the work and activities happening across day & residential services.

- We have developed a new programme tailored to suit the needs of 3 members who attend the service. This programme is based in Seomra Comhra. It is a stand-alone programme with a Supervisor and staff team. This programme has expanded this year and now provides support to the Social Club, Transport staff team and Independent living.
- We continue to build links with external organisations that support the ethos of the service. An Gairdin Beo has been a great partner for us and we continue to use this resource.
- We have continued to develop social farming in the service and members have been attending a number of farms in Carlow, Kilkenny & Wexford. The members attending the Crannog Service in Bunclody have built social farming in as an active part of their week.
- Respite supports and services have continued in Beam Services. We continue to provide evening and overnight supports with the funding available to us in Beam Services.
- We had a number of members across 3 service areas who completed the Women's Mini Marathon and they raised over €7,000 which will be spent on activities and equipment for the service. We celebrated their achievements with a Garden party in the main Beam Centre. The weather was on our side and we had a great turn out from members, their families and the staff team. Members from the Carlow Hurling team attended on the day. The Carlow Nationalist also did a piece on the family fun day.
- A number of members ran a Quiz night in Frankie Doyle's pub in Bagenalstown. This was well supported and raised €1,000 for the service.
- The Mount Leinster Wheelers did a fundraiser for Beam in October 2023. They raised €3,000 for the service. The Carlow Nationalist did a write up of the fundraiser. We were delighted to be a part of this fundraiser.
- We had a number of school leavers join the service in 2023. We had 1 school leaver and 3 RT exits in the Wexford area. We had 4 school leavers and 2 RT exits in the Carlow/Kilkenny area.
- The staff team participated in RPM & Autism training to support the new school leavers coming to Beam Services. Staff also participated in Social Stories training run by the ETB.
- The Carlow Sports Partnership has been a great link for the service and we have been able to access numerous resources across the year, for example, a fitness programme hosted by Patric Fitness, bowles, water sports, to name a few.
- The members have participated in numerous ETB programmes such as Woodwork, Baking, Literacy Arts & Crafts, Mosaics, Healthy Eating programmes, Jewellery making, Pet Care
- Positive Paths participated in the "Chick Programme". We watched the process of the chicks hatching from the eggs. We fed and watered the chicks before they went to their forever homes.
- The Positive Paths programme area had a refurbishment, including a new kitchen space, office space and dining area. These changes have allowed us to support dividing the programme into 2 separate areas, ie the Blue pod and the Green Pod. We have divided the members across the areas based on the supports required and divided the staff team to meet those support needs. This has worked well for all the members.
- We have installed automatic doors in the main building to ensure that members can enter and exit the main building as independently as possible. It is taking us all time to get used to this new system.
- The Assisted Decision-Making legislation has been enacted in April 2023. Two senior members of the staff team have commenced on the Mentee Assisted Decision Making training and will feedback to the staff team.
- The HSE carried out a Day Service review in March 2023. It was a desktop review to look at our current day service documentation. It was carried out by the HSE guidance officer.
- We had our Christmas Craft fair on the 23rd November. It was a great success. We invested in lighting in the garden so that we could use the garden to its fullest. We also invested in permanent Christmas structures, that we can add to the garden, year on year.
- We ended 2023 with a visit from Derek Ryan and some of the members of his band. This visit was enjoyed by all. We note that we have some really good singers in the service.

Residential Achievements

- We received final notification from HIQA in March 2023, granting a further 3-year registration for Dolmen House 2. We have received our official registration cert.
- We had a thematic unannounced inspection in Dolmen House 2 in September. The thematic inspection was in relation to Infection Prevention & Control. We received a non-compliance in this inspection, which was down to the quality of the bathrooms in the property.
- Based on the inspection report we did a full refurbishment of the bathrooms in Dolmen House 1 & 2. The 4 bathrooms are now of a very high standard. The members were involved in the design of the bathrooms to ensure that they met their needs.
- We had 2 unannounced inspections in Oakley Glen in 2023. The first inspection was in January & the second inspection in August. We had significant improvements throughout the year. As a service we were delighted to get full compliance on Leadership & Governance. The Inspector commented that this was one of the nicest visits that they had to a designated centre this year. This is a great compliment for the residents and the staff team.
- We have been working with the residents to achieve their goals. Two residents identified that they would like to live on their own. At the start of September, we received the fantastic news from Respond that both ladies had been identified as tenants for 2 properties in Chestnut Court. One of the properties is a bungalow and the second property is a two-bedroom apartment. The ladies received their keys in October and moved into their homes and are enjoying the process of decorating their own space.
- We have increased the motor fleet in residential to ensure that the residents are able to achieve their goals and be out and about in the community. There are 2 vehicles for each house, so 4 vehicles across residential services.
- We have worked on developing the structures in Residential services. We have added a Team Leader to each designated centre to support the Person in Charge (PIC) to ensure the service is well run.

Garden & Social Enterprise Update

- John Murphy has agreed to stay on for 1 year to bring a number of Garden & Social Enterprise projects to fruition. John will retire from the service at the end of October 2024.
- We had a Garden party on the 25th July where we celebrated John's dedication and contribution to the service. We had the official opening of Seomra Nua at the Garden party.
- Seomra Nua was an initiative, that John brought to fruition. This room is a multi-functional room. It is a space for staff training, family meetings, members training, Multi-disciplinary team clinics and meetings. It is a great location, in the garden of the main Beam Centre, with access to all of the main centre's amenities.
- Market Square Garden has been completed. It is a sensory garden with lots to experience in terms of touch, sight & smell. The hard and soft landscaping has been completed. The team and the members created pots and hanging baskets for sale.
- The shed to the rear of Market Square has been developed into a practical work space so that members can develop the skills learned on site in Market Square.
- The Garden in the main Beam Centre was opened on a trial basis to the public. This initiative was for weekends only in the summer. John facilitated this initiative.
- Beam Services participated in the Carlow Garden Festival. As part of the festival Shirley Lanigan did a talk in the main Beam Garden on the 24th July. This visit attracted a large number of visitors to the garden- 61 visitors in total.
- Beam Services participated in the Bagenalstown in Bloom Festival. We hosted the Judges in Seomra Nua for the weekend.
- The organic status of the Gardens in Beam Services has been renewed for a further year.

Challenges in 2023 for Beam Services

- We started 2023 with 18% of a staff team turnover. We were in the midst of a recruitment and retention crisis similar to every other section 38 & 39 organisation. As a service we pulled together and worked through this 4-month period. It was a difficult time for the team, but the team spirit in Beam came to the forefront and we came out the other side.
- The biggest reason for the recruitment and retention crisis for Beam services is pay parity. Over the course of June & July, the service manager met with the staff team to explain the differences in funding between Section 38 & Section 39 agencies. Staff found this very helpful and it gave them an understanding of our funding model. We will continue to work towards Pay Parity.
- Given the increase in referrals for support across Carlow, Kilkenny & Wexford, the service is not able to meet the needs of all the referrals. We are developing at pace, but we need to ensure that everything we do will future proof the service. We need to ensure that the members who come to Beam continue to receive a quality service with the right staffing & supports.

A final word

I would like to thank and acknowledge the hard work of all the staff team. Without their dedication and support Beam would not be able to achieve all it has to date. 2023 has been a year that has seen tremendous highs & lows.

We have lots to celebrate in relation to the team & the members in Beam. We have had weddings; new babies, graduations & staff leaving to follow new goals, and staff joining the team. We have also had some lows on the team. The common denominator in all of this, is the unwavering support that staff show to one another, the members and their families.

Beam continues to grow and develop and the word is spread by members and families, of the work and support that happens in the service, hence the number of school leavers who come to us year on year.

This year has been a good year in terms of members getting to experience new opportunities. We have members who joined the workforce, learned new skills via the ETB, completed training and educational opportunities.

I would like to thank the Board members for their support and dedication to the service, their support is unwavering.

I am looking forward to what the next few years bring for us as a Service.

Angelina Hamill
CEO